



2023-2024 TECHNICAL STANDARDS FOR MEDICAL ASSISTING CERTIFICATE

To the student: As you review these technical standards, please consider your physical ability and behavioral characteristics. These are the minimum requirements for practicing Medical Assistants. Are you able to perform the following physical actions listed with the expected level of performance? Are you able to be responsible for the behavioral standards? Please review carefully the general job description as you evaluate your ability.

General Job Description: Assist the physician with the examination, treatment, and education of the patient in the office or clinic setting. Perform administrative and clinical duties necessary to the daily operations of the medical office or clinic.

Throughout the performance of your duties as a healthcare provider, you will be exposed to infectious diseases in all practice settings. Although you will learn practices and procedures to minimize the risk of exposure, you should be aware of the risk and take it into consideration when deciding to enter this program and profession.

PHYSICAL STANDARDS		Expected Level of Performance Freq*
LIFT:	patients, equipment - up to 100 lbs.	F
CARRY:	equipment, objects - up to 25 lbs.	F
KNEEL:	to perform CPR; assist patients who fall; to retrieve items from a storage cabinet	O
STOOP/BEND/ TWIST:	to position the examination table, perform transfers	F
BALANCE:	safely maintain while assisting patients in ambulation and transfer	C
CROUCH	to locate and plug in equipment	O
REACH:	to adjust equipment; to guard patient; to reach supplies	C
HANDLE	equipment such as syringes, BP cuffs	C
DEXTERITY:	manipulate and fine-tune knobs, dials, blood pressure cuffs, tools, equipment, instruments, scales, phlebotomy, injection instruments, prepare and use equipment while maintaining sterile technique and keyboard 35 wpm	C
PUSH/PULL:	wheelchairs, stretchers, patients	C
WALK:	a distance of at least 2 miles during a normal work day	C
STAND:	for periods of at least 2 hours	C
WEAR:	personal protective equipment (PPE) as needed and gloves for extended periods of time	F

TACTILE STANDARDS		Expected Level of Performance Freq*
PALPATE:	pulses, muscle contractions, bony landmarks, swelling, skin texture	C
DIFFERENTIATE:	between temperature and pressure variations	F
VISUAL STANDARDS		Expected Level of Performance Freq*
READ:	accurately; numbers, letters, cursive writing in fine and other print in varying light levels in English	F
DETECT:	changes in skin color, patient's facial expressions, swelling, atrophy, forms of non-verbal communication (gestures)	F
OBSERVE:	patient and environment in order to assess the patient's condition or needs from a distance of 20 feet	C
SEE	BP manometer, small print on vials, syringes, dials and gauges	C
COMMUNICATION STANDARDS		Expected Level of Performance Freq*
SPEAK:	in English language in clear, concise manner, to communicate with patients, families, health care providers, community	C
RESPOND:	to patient with communication disorders (aphasia, hearing loss), or those who use ESL	O
COMPREHEND:	oral and written language, including health care terminology in order to communicate with patients, families, health care providers, and community	C
WRITE:	in English, clearly, legibly, for charting and computer input	C
AUDITORY STANDARDS		Expected Level of Performance Freq*
HEAR:	blood pressure sounds through a stethoscope, breath sounds, patient distress sounds, machine timer bells and alarms; verbal directions from supervisor from a distance of 20 feet; verbal requests from patients, physicians, etc.	C
MENTAL/COGNITIVE STANDARDS		Expected Level of Performance Freq*
Function safely, effectively, and calmly under stressful situations.		F
Remain alert to surroundings, potential emergencies, respond to patient situations, i.e. falls, pain, change in physical status		F
Integrate information, and make decisions based on pertinent data, in a collaborative manner.		C
Interact effectively and appropriately with patients, families, supervisors, and co-workers of the same or different cultures with respect, politeness, tact, collaboration, teamwork, discretion.		C
Communicates an understanding of basic principles of supervision, ethics, and confidentiality.		C
Displays basic interpersonal skills necessary to interact in situations requiring close, personal contact.		C

MENTAL/COGNITIVE STANDARDS CONTINUED	Expected Level of Performance Freq*
Maintain personal hygiene consistent with close personal contact associated with client care	C
Display attitudes/actions consistent with the ethical standards of the profession.	C
Maintain composure while managing/prioritizing multiple tasks simultaneously.	C
Prioritize multiple tasks	C
IMMUNIZATIONS	
<p>Health science students must meet immunization requirements under state law, MGL Chapter 76, Section 15C and its regulations at 105 CMR 220.000 – 220.700. Students must also meet any additional immunization requirements required by clinical affiliates.</p> <p>According to MGL Chapter 76, Section 15C, a health science student who is in contact with patients may be exempt from the immunization requirements imposed under state law pursuant to a medical or religious exemption. Submission of documentation will be required and, if sufficient to qualify for a medical or religious exemption, it will be granted. PLEASE BE ADVISED that, while the college will make a reasonable effort to place you in a clinical facility, clinical placement cannot be guaranteed in light of an un-immunized status. If a clinical placement cannot be secured, then you will be unable to complete the program's clinical requirement. Thus, you will be unable to progress and will fail out of the program.</p>	

***Performance Level: O = occasionally 50-74%; F = frequently 75-89%; C = constantly 90-100%**

Applicants who are offered admission must document their ability to perform all essential tasks with or without reasonable accommodation in order to begin the professional courses. If you are an otherwise qualified individual with a disability who seeks a reasonable accommodation, you need to contact Accessibility Services for eligibility determination for reasonable accommodation(s). For those applicants offered admission into the program, you will be asked to self-certify that you meet the Technical Standards.

TECHNICAL STANDARDS – MEDICAL ASSISTING

Applicants must acknowledge and self-certify by initialing and signing the Technical Standards form that they have read and understand the need to perform all essential tasks with or without reasonable accommodation. This form is required to be uploaded to the applicant’s online application in order to be considered for admission.

MEDICAL ASSISTING CERTIFICATE PROGRAM TECHNICAL STANDARDS	INITIAL
PHYSICAL STANDARDS	
TACTILE STANDARDS	
VISUAL STANDARDS	
COMMUNICAITON STANDARDS	
AUDITORY STANDARDS	
MENTAL/COGNITIVE STANDARDS	
IMMUNIZATIONS	

I certify that I am able to perform the above Technical Standards and that the above information is true and correct. If, at any time, during my enrollment in the program, I am unable to meet the above performance requirements, please see below.

Student Signature

Date

OR

I will be seeking a reasonable accommodation for the following technical standard/s

and will make an appointment with accessibility services at accessibility@northshore.edu if I am admitted to the Medical Assisting Certificate program.

Student Signature

Date