Clinical Medical Assistant Certification AMCA Study Guide

Communication Methods Ans- • Listening

• Face the person

• Have good eye contact

• Lean toward the person

• Respond to the person

• Paraphrasing- in your own words (shows you're really listening)

• Clarifying

• Silence- don't always have to say something

Nonverbal Communication Ans- 1.) Kinesics- study of nonverbal communication

a.) kinesic slip- where verbal and nonverbal messages do not match

Zones of Comfort Ans- • Intimate space (18 in or closer

• Personal space (18 in. to 4ft)

• Social space (4ft to 12ft)

• Public space (12ft or more)

Phone Etiquette Ans- • When speaking on the phone always identify yourself to the caller.

• Give your undivided attention and willingness to help.

• Listen w/o interrupting, provide reasonable alternatives and take a clear concise message in order for the call to be returned.

Answering the Phone Ans- • Answer promptly and kindly.

• NEVER ALLOW AND ANGRY OR AGGRESSIVE CALLER TO UPSETYOU; RMAIN CALM AND COMPOSED.

• Speak clearly and concisely

• Be sure to ask the callers permission before placing them on hold

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Elise Moss

A Certification Study Guide Free:

The book delves into A Certification Study Guide Free. A Certification Study Guide Free is a vital topic that needs to be grasped by everyone, from students and scholars to the general public. The book will furnish comprehensive and in-depth insights into A Certification Study Guide Free, encompassing both the fundamentals and more intricate discussions.

1. The book is structured into several chapters, namely:

   - Chapter 1: Introduction to A Certification Study Guide Free
   - Chapter 2: Essential Elements of A Certification Study Guide Free
   - Chapter 3: A Certification Study Guide Free in Everyday Life
   - Chapter 4: A Certification Study Guide Free in Specific Contexts
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