
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 AN ANGRY OR AGGRESSIVE CALLER TO UPSET YOU; REMAIN CALM AND COMPOSED.
- Speak clearly and concisely
- Be sure to ask the callers permission before placing them on hold

Amca Clinical Medical Assistant Certification Study Guide

J Elliott



Amca Clinical Medical Assistant Certification Study Guide:

Whispering the Strategies of Language: An Emotional Quest through **Amca Clinical Medical Assistant Certification Study Guide**

In a digitally-driven earth where displays reign supreme and quick connection drowns out the subtleties of language, the profound strategies and emotional nuances concealed within words often go unheard. However, nestled within the pages of **Amca Clinical Medical Assistant Certification Study Guide** a charming literary value blinking with organic emotions, lies an exceptional journey waiting to be undertaken. Composed by a talented wordsmith, this charming opus attracts viewers on an introspective trip, lightly unraveling the veiled truths and profound affect resonating within the fabric of each word. Within the emotional depths of the touching evaluation, we can embark upon a heartfelt exploration of the book's core themes, dissect their interesting writing fashion, and yield to the powerful resonance it evokes serious within the recesses of readers' hearts.

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