

UCHC Competency Checklist: Orientation

Position Title: Medical Assistant

Dept.: Emergency Department

Employee Name: _____

Number: _____

Date: _____

Experience Rating:
 1 = Competent
 2 = Need experience
 3 = Observed only
 4 = Never done or observed

Instructional Method:
 P = Standards Review
 E = Education Session
 S = Self-Learning Package

Validation Method Codes:
 O = Observation (in clinical setting)
 D = Demonstration (in simulated setting)
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Competencies (by category)	Experience				Instruction Method	Validation Methods	Init	Date	Competent		Comments
	1	2	3	4					Yes	No	

GETTING INTO THE SYSTEM (I)

Core Competencies											
Evaluated in Central Orientation											
Unit Specific											
Describes the performance evaluation process used in unit											
Locates Health System Administrative Manual (On Line)											
Locates Unit Clinical Manual											

SAFETY/INFECTION CONTROL (II)

Core Competencies											
Evaluated in Central Orientation											
Unit Specific											
Level III:											
Code Yellow: Contaminated Patient											
Locates Unit Infection Control Manual											
Disposes of Needles in Designated Container											
Demonstrates appropriate use of Red-Bag Waste											
Discusses Individual Department/Unit's Plan											
Locates Unit Safety Manual											
Locates fire alarms, extinguishers, and exits on unit											
Verbalizes the use and location of Material Safety Data Sheets (MSDS)											
Recognizes or describes electrical hazards present on the unit											

EQUIPMENT (III)

Demonstrates Use of:											
Thermometer: Oral/Rectal/Tympanic											
Scale: Standing/Pediatric											

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	1	2	3	4					Yes	No	
Wheelchair											
Stretcher											
BP Cuff - Adult, child, infant											
Pulse Oximeter											
EKG											
Fax Machine											
Copy Machine											
Scanner											
Data scope monitor											
Portable oxygen set up											
Vision screener chart											
Muse System											
Philips Monitor											
Duress Alarm											
Super Gurney											
Oxygen tanks											
Suction equipment											
Oxygen Delivery Systems:											
Oxygen Flow meter											
Nasal Cannula											
Rebreather/Non-rebreather											
Unit computer											
Personal Protective Equipment Training and Decon Unit											

DOCUMENTATION/COMMUNICATION (IV)

Accepts delegated functions according to UCHS Standards											
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Adheres to Customer Service Standards of UCHS											
Answers phone according to UCHS Standard											
Demonstrates understanding of EMTALA law											
Describes communication considerations for specific age groups											
Demonstrates registration merge functions in IBEX											
Documents vital signs in IBEX											
Documents in IBEX											
Maintains Patient Confidentiality											
Operates and answers Nurse Call System											
Utilizes effective written communication											

PERFORMANCE IMPROVEMENT (V)

DECENTRALIZED LAB (VI)

Performs The Following Decentralized Labs And Quality Controls:

Glucometer											
Hemacult											
Performs Quality Control Checks For Glucometer											
Performs Quality Control Checks For Instruments (PH, Hemacult, Urine Dip)											
Urine dipsticks											
Urine pregnancy test											

CLINICAL SKILLS (VII)

Measures And Records Vital Signs:

Blood Pressure											
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Obtains weight on infants in Kgs											
Pulse (Apical And Radial)											
Respiration											
Assists With Patient Pain Management As Delegated By The Nurse											
Reports Patient Pain Scale To Nurse											
Assist In Patient Care Exam/Procedure As Directed By Nurse, APRN, MD											
Bedpan											
Clean Catch C&S & Routine UA											
Empties Foley Collection, records output on flow sheet											
Obtains Stool Specimens/Ostomy											
Transfers Patients											
Stretcher To Bed/Table, And Back											
Wheelchair To Bed/Table, And Back											
Assists Patient To Ambulate											
Patient With Unsteady Gait											
Patient With Tubes/Drains/IVs											
Performs Twelve (12) Lead EKG As Directed By RN/MD:											
Demonstrates Proper Lead Placement											
Describes Strategies to correct Filter Interference vs. Artifact											
Identifies How To Use Auto Mode											
Identifies Where To Place Operator Initials											
Demonstrates Procedure for Correcting EKG Name & Number in Muse System											
Additional Skills											
Demonstrates knowledge of sterile techniques											
Demonstrates use of Personal Protection Equipment											

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Performs ace bandage application											
Performs application of hot/cold compresses											
Performs Phlebotomy (Excluding PSYCH/ADATC, NICU/Newborns) According To UCHS Lab Standards											
Performs Pulse Oximetry Per Protocol											
Personal Management Training Completed											
Performs crutch walking instructions											
Properly identifies/labels patient specimens											
Tasks orders in IBEX											
Discharging a Patient											
Verbalizes the steps to be followed when assisting the RN to provide post-mortem care											
Assist as Needed With Admitting a Patient to the Morgue											
Unit Practice Manual											
Safe Haven											
Patients Presenting With a Rash											
EMTALA Protocols											
AGE SPECIFIC (VII)											
Unit/Department Specific - Identifies Any Specific Information Needed For This Unit's Specific Age Population And Clinical Service											
CLERICAL SKILLS (VIII)											
Utilizes Telephone/Beeper System According To Guidelines											

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Demonstrates Ability To Transfer Calls											
Demonstrates Ability To Place Calls On Hold											
Locates on-call list											
Demonstrates ability to access courier service											
Demonstrates ability to access pharmacy on emergency urgent basis for urgent medication											
REGISTRATION											
Demonstrates knowledge of IDX computer systems											
Describes the method used to determine if a patient has an existing medical records number (MTOO#)											
Demonstrates how to generate new or update existing medical record number											
Insurance - understands reference guide for insurance											
Understands different payors/understands UCHC financial counseling services availability											
• Gab Robbins											
• Blue Cross/Blue Shield											
• CASE											
• Commercials											
• DOC (Prisoners)											
• HMOs											
• Medicaid (in/out of state)											
• Medicare											
• MVA											
• Out of Country Insurance & Address											
• Self-Pay											
• Special billing											

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Demonstrates How to Cancel Patient											
Identifies How to Move a Visit With Wrong TOO# to Correct TOO#											
Identifies How to Register a Patient Using Down Time Numbers Identifies How to Enter Down Time Numbers Once IDX System is back up											
Demonstrates ability to access LCR											
Jehovah Witness policy/procedure											
ADT System											
• Attending physician											
• Cancel transfer											
• Deactivating patient											
• Nurse Station location/room #											
• Patient type											
• Inpatients - IINP, IMAT, I Baby, I Psych											
• Observation Patients											
• Outpatient - various outpatient services (including ED)											
Signatures - obtains and explains correct signatures											
Identifies Procedure for Obtaining Permission to Treat:											
• Admission to ED											
• Admission to Hospital											
• Advanced Directive/Organ Donor											
• Authorization for Release of Records											

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• Completes paperwork with signatures for securing valuables											
• Dental forms											
• Minors											
• Medical Record Release/Psych											
• Medicare Letter - Medicare Psych											
• Obtains permission with a verbal response											
• Patient Unable to Sign											
• Private Schools											
MATERIALS MANAGEMENT (X)											
Identifies role responsibilities for managing materials and equipment in unit/department											
Identifies Supply Need For Unit Per Stock											
Stocks Supplies											
ENVIRONMENT MANAGEMENT (XI)											
Assists In Room/Room Transfer											
Changes Needle Boxes											
Disposes Of Dirty Linen As Appropriate											
Distributes Linen As Appropriate											
Identifies Environmental Problems and Reports Appropriately											
Maintains Patient Rooms in Neat/Orderly Fashion											
Maintains Unit Environment in Neat/Orderly Fashion											
Performs Unit Designated Activities As Directed											
Sets Up And Maintains Active Patient Room According To Standard Room Set-Up Procedure											

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Monitors red bag waste disposal as needed											
Arranges for oxygen tank exchange											

TRANSPORTATION (XII)

Delivers To And Returns From Units/Departments These Items:

Equipment											
Medical Records											
Nourishment											
Other Items As Directed By The Nurse											
Specimen/Blood Products											

Locates These Areas:

Anatomic Pathology											
Cardiac Catheterization Lab											
Central Sterile Supply											
Clinical Labs											
Copy Center/Reprographics											
Respiratory Therapy											
Nursing Administration Office											
OR											
Radiology Department											
Pharmacy											

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