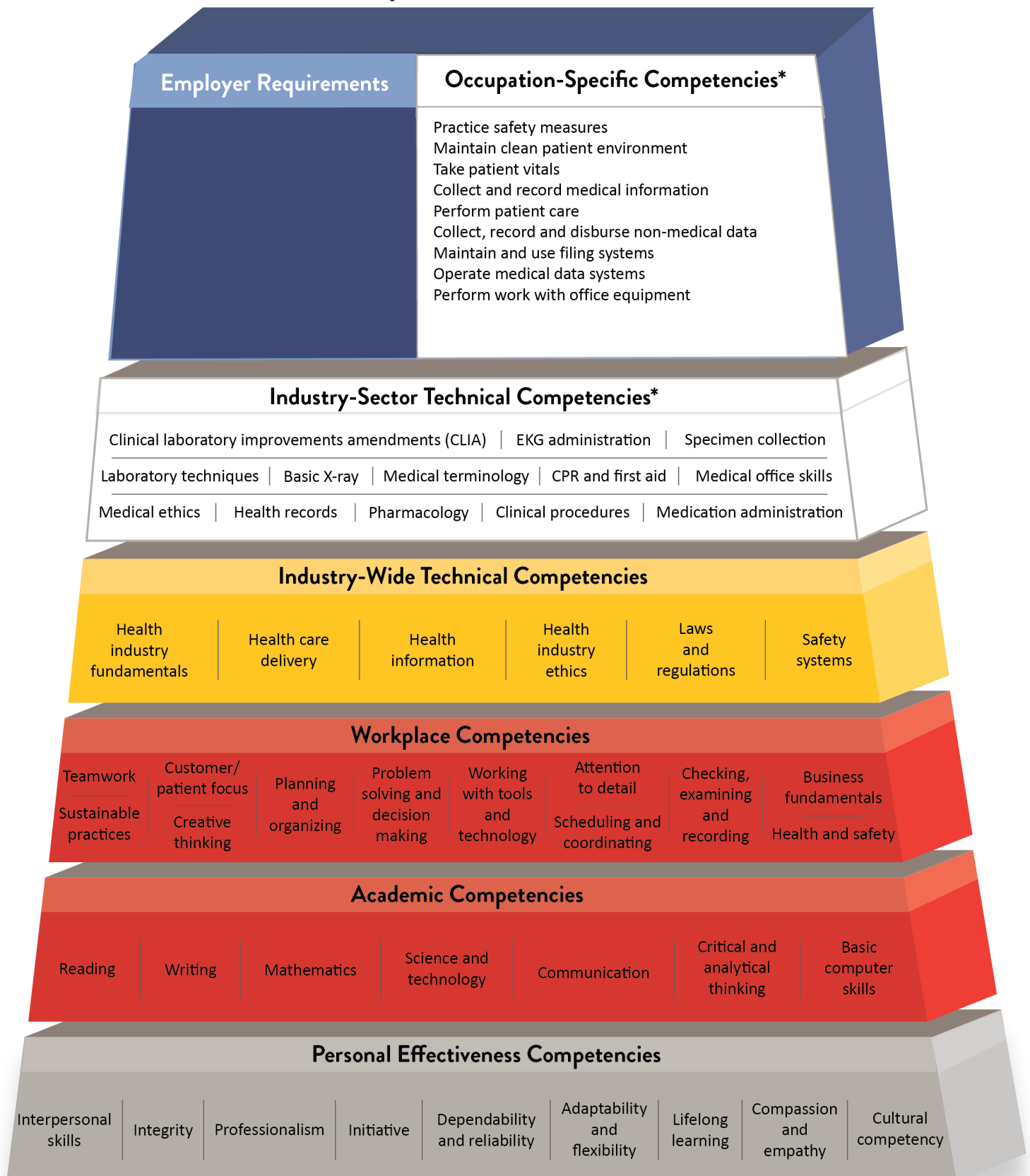


Minnesota Dual-Training Pipeline

Competency Model for Health Care Services

Occupation: Medical Assistant



Based on: Fundamentals of Health Care Competency Model, Employment and Training Administration, United States Department of Labor, February 2025. For more detailed information about competency model creation and sources, visit dli.mn.gov/business/workforce/health-care-services.

Competency Model for Medical Assistant

Medical Assistant – An individual who is cross trained to perform administrative and clinical duties, primarily in outpatient or ambulatory care facilities, such as medical offices and clinics.

*Pipeline recommends the Industry-Sector Technical Competencies as formal training opportunities (provided through related instruction) and the Occupation-Specific Competencies as on-the-job (OJT) training opportunities.

Industry-Sector Technical Competencies

Related Instruction for dual training means the organized and systematic form of education resulting in the enhancement of skills and competencies related to the dual trainee's current or intended occupation.

- **Clinical laboratory improvements amendments (CLIA)** – Understand importance of safe and accurate laboratory testing and have certification in CLIA standards precautions for example.
- **EKG administration** – Safely and accurately administer an electrocardiogram (EKG) and record results.
- **Specimen collection** – Understand the process and procedures of collecting specimen samples.
- **Laboratory techniques** – Knowledge of sterile lab techniques and tests.
- **Basic X-Ray** – Understand safe practices and procedures around X-ray machine operation.
- **Medical terminology** – Knowledge of medical terms.
- **CPR and first aid** – Understand how to perform cardiopulmonary resuscitation (CPR) and conduct first aid procedures.
- **Medical office skills** – Knowledge of procedures for running an efficient, functional medical office setting.
- **Medical ethics** – Understand principles of medical ethics and how they apply in professional standards.
- **Health records** – Knows regulations around health records, how to use record software and record management.

- **Pharmacology** – Know how drugs and medications are used for treating patients and the effects of these substances.
- **Clinical procedures** – Understanding of the processes and procedures of a medical clinic environment.
- **Medication administration** – Understanding of medication classifications, usages, and side effects. Able to safely administer using various methods such as oral and via injection.

Occupation-Specific Competencies

On-the-Job Training is hands-on instruction completed at work to learn the core competencies necessary to succeed in an occupation. Common types of OJT include job shadowing, mentorship, cohort-based training, assignment-based project evaluation and discussion-based training.

- **Practice safety measures** – Understand importance of operating with attention to safety within a medical setting, as well as evacuation and safety plans.
- **Maintain clean patient environment** – Practice infection control and hazard management. Clean and sterilize instruments and keep in orderly manner. Prepare treatment rooms for exams.
- **Take patient vitals** – Know how to accurately take and record vital information: temperature, height, weight, pulse, respiration, and blood pressure.
- **Collect and record medical information** – Know how to safely and accurately obtain information from the patient about their medical history and to record it for use as a reference for the provider.
- **Perform patient care** – Know how to assist with medical procedures, as well as scheduling, insurance forms and reports.
- **Collect, record and disburse non-medical data** – Understand how to maintain an inventory of office and clinical supplies and instruments. Prepare and distribute office communications as required.
- **Maintain and use of filing systems** – Maintain medical records, process written communications, computer s, scheduling and billing.
- **Operate medical data systems** – Able to use specific medical software, as well as manual charts and filing procedures.

- **Perform work with office equipment** – Demonstrate proficiency in computer systems, phones, copiers and other equipment used in office processes.

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DRAFT