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

Patient Care Assistant Study Guide

Springer Publishing Company

Patient Care Assistant Study Guide:

Whispering the Strategies of Language: An Mental Quest through Patient Care Assistant Study Guide

In a digitally-driven world where displays reign supreme and instant connection drowns out the subtleties of language, the profound secrets and mental nuances concealed within phrases usually go unheard. Yet, located within the pages of **Patient Care Assistant Study Guide** a captivating fictional value pulsing with fresh emotions, lies an exceptional journey waiting to be undertaken. Penned by an experienced wordsmith, that charming opus invites viewers on an introspective journey, softly unraveling the veiled truths and profound affect resonating within the very fabric of each and every word. Within the psychological depths of this moving review, we can embark upon a heartfelt exploration of the book is key subjects, dissect its charming writing type, and yield to the effective resonance it evokes strong within the recesses of readers hearts.

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