

# Medical Assisting

## 2023-2024 MICHIGAN HOSA EVENT MODIFICATIONS FOR REGIONAL CONFERENCES!



### New for 2023 – 2024

Time for the Urine Testing skill has been increased. Skill events now require attire appropriate to the occupational area be worn for Round 2. These guidelines are written for ILC. States may modify events or have different event processes and deadlines. Be sure to check with your Local/State Advisor (or state website) to determine how the event is implemented for the regional/area or state conference. Editorial updates have been made. Editorial changes have been made.

**These guidelines are specifically for Michigan HOSA members in preparation for the regional leadership conferences. For more information about regionals, please visit [www.michiganhosa.org/regionals](http://www.michiganhosa.org/regionals).**

### Event Summary

Medical Assisting provides members with the opportunity to gain knowledge and skills required to assist in administrative and clinical tasks. This competitive event consists of 2 rounds. Round One is a written, multiple-choice test and the top scoring competitors will advance to Round Two for the skills assessment. This event aims to inspire members to become allied health professionals who respond and assist efficiently in clinical settings. **At the regional level, all teams will advance to the round two- skill round. The test scores will be combined with the skill scores for final rating**

### Sponsorship

This competitive event is sponsored by the [American Association of Medical Assistants](http://www.aama-assn.org)



AMERICAN ASSOCIATION  
OF MEDICAL ASSISTANTS.

### Dress Code

Competitors shall wear proper business attire or official HOSA uniform or attire appropriate to the occupational area during testing. Round 2 skill events require attire appropriate to the occupational area be worn. Bonus points will be awarded for [proper dress](#). **At the regional level, teams can wear the occupational appropriate attire to test in, in addition to the skills. They do NOT need to change into business attire to take the test. Bonus points will not be added for proper dress, but judges/event managers will make note if competitors are NOT in proper dress which could result in overall point deduction.**

**Competitor Must Provide:**

- A photo ID
- Two #2 lead pencils (no mechanical) with eraser for both rounds
- Red pen
- Barrier devices (non-latex gloves, gown, goggles or safety glasses, mask)
- Non-latex sterile surgical gloves
- Manual watch with second hand required for Round 2 Skill: Testing Urine with Reagent Strip (no iWatches)

**General Rules**

1. Competitors in this event must be active members of HOSA and in good standing.
2. **Eligible Divisions:** Secondary and Postsecondary/Collegiate divisions are eligible to compete in this event.
3. Competitors must be familiar with and adhere to the [“General Rules and Regulations of the HOSA Competitive Events Program \(GRR\).”](#)
  - A. Per the [GRRs](#) and [Appendix H](#), HOSA members may request accommodation in any competitive event. To learn the definition of an accommodation, please read [Appendix H](#). To request accommodation for the International Leadership Conference, [submit the request form here](#) by May 15 at midnight EST.
  - B. To request accommodation for any regional/area or state level conferences, submit the request form [here](#) by your state published deadline. Accommodations must first be done at the state level in order to be considered for ILC. **Regional accommodations MUST be submitted two weeks prior to your regional conference date. Email [Samantha.pohl@mhc.org](mailto:Samantha.pohl@mhc.org) for questions.**
4. All competitors shall report to the site of the event at the time designated for each round of competition. At ILC, competitor’s **photo ID** must be presented prior to ALL competition rounds. **Event managers will be checking photo IDs at the regional level as well. A digital copy of a photo is appropriate (i.e. picture on phone of photo ID on school portal).**

**Official References**

5. All official references are used in the development of the written test and skill rating sheets.
6. [Blesi, Wise, and Kelley-Arney. \*Medical Assisting: Administrative and Clinical Competencies\*. Cengage Learning. Latest edition.](#)
7. [Simmers, L., Simmers-Narker, Simmers-Kobelak. \*DHO: Health Science\*. Cengage Learning. Latest edition.](#)

**Round One Test**

8. [Test Instructions](#): The written test will consist of fifty 50 multiple choice items to be completed in a maximum of 60 minutes.
9. **Time Remaining Announcements:** There will be NO verbal announcements for time remaining during ILC testing. All ILC testing will be completed in the Testing Center and competitors are responsible for

monitoring their own time. **There will be NO verbal announcements for time remaining during regional testing. Students are responsible for monitoring their own time.**

10. **Written Test Plan**

- Professionalism..... 4%
- Communication Skills..... 6%
- Anatomy & Physiology and Medical Terminology..... 10%
- Legal and Ethical Issues..... 10%
- Office Procedures..... 10%
- Health Insurance and Coding..... 10%
- Infection Control..... 10%
- Collecting and Processing Specimens..... 10%
- Diagnostic Testing..... 10%
- Clinical Procedures and Equipment..... 10%
- Physical Examinations..... 10%

11. The test score from Round One will be used to qualify the competitor for Round Two. **All teams will advance to the round two skills.**

12. **Sample Test Questions**

1. Information in the medical record that the patient provides, which includes medical history and chief complaint, is classified as what type of information? (Blesi pp 545)
  - A. Administrative
  - B. Subjective**
  - C. Identifiable
  - D. Objective
  
2. If a medical assistant makes a derogatory statement about the practices of another health professional, the medical assistant may be liable under what type of tort? (Simmers pp 111)
  - A. Assault
  - B. Battery
  - C. Defamation**
  - D. Invasion of privacy
  
3. If a medical insurance policy has a deductible of \$75, what is the patient's responsibility? (Blesi pp 575)
  - A. Patient does not have to pay the first \$75 for service
  - B. Patient may deduct this amount from the physician's bill
  - C. Patient reimburses physician for \$75 only
  - D. Patient has to pay this amount each year before the insurance company will pay**

**Round Two Skills Highlighted in yellow are the two skills that will be evaluated at the regional level.**

13. Round Two is the performance of a selected skill(s). The Round Two skills approved for this event are:

|                    |  |                  |
|--------------------|--|------------------|
| <b>Skill I:</b>    | <b>Perform a Telephone Screening</b>                 | <b>4 minutes</b> |
| Skill II:          | Receive a New Patient and Create an Electronic Chart | 10 minutes       |
| Skill III:         | Obtain and Record a Patient Health History           | 8 minutes        |
| Skill IV:          | Measure Height and Weight                            | 5 minutes        |
| Skill V:           | Prepare/Assist with a Routine Physical Exam          | 6 minutes        |
| Skill VI:          | Screen for Visual Acuity                             | 5 minutes        |
| Skill VII:         | Test Urine with Reagent Strip                        | 6 minutes        |
| <b>Skill VIII:</b> | <b>Sterile Gloving</b>                               | <b>3 minutes</b> |

14. The selected skill(s) will be presented to the competitor as a written scenario at the beginning of the round. The scenario will be the same for each competitor and will include a challenging component that will require the competitor to apply critical thinking skills. A sample scenario can be found [here](#).
15. Timing will begin when the scenario is presented to the competitor, and the competitor will be stopped at the end of the time allowed for a selected skill(s).
16. The scenario is a secret topic. The competitors MAY NOT discuss or reveal the secret topic until after the event has concluded or will face penalties per [the GRRs](#).
17. Judges will provide information to the competitor as directed by the rating sheets. The competitors may ask questions of the judges while performing skills if the questions relate to patient's condition and will be included in the scenario or the judge script.

**Final Scoring**

18. The competitor must earn a score of 70% or higher on the combined skill(s) of the event (excluding the test) in order to be recognized as an award winner at the ILC.
19. Final rank is determined by adding the round one test score plus round two skill score. In case of a tie the highest test score will be used to determine final placement.

## MEDICAL ASSISTING

Section # \_\_\_\_\_ Division: \_\_\_\_\_ SS \_\_\_\_\_ PS/Collegiate  
 Competitor # \_\_\_\_\_ Judge's Signature \_\_\_\_\_

| Skill I | Perform a Telephone Screening (Time: 4 minutes)   | Possible |   | Awarded |
|---------|---|----------|---|---------|
| 1.      | Answered the phone promptly (by the third ring) in a polite and pleasant manner.                                  | 2        | 0 |         |
| 2.      | Identified office and self by name, and asked "how may I help you?"   | 2        | 0 |         |
| 3.      | Voice was clear and distinct.   | 2        | 0 |         |
| 4.      | Spoke at a moderate rate.   | 2        | 0 |         |
| 5.      | Expressed consideration for the needs of the caller.  | 2        | 0 |         |
| 6.      | Listened to & recorded, on the HOSA Office Message Form:  |          |   |         |
|         | a. Who the message is for   | 1        | 0 |         |
|         | b. Person who took the message  | 1        | 0 |         |
|         | c. Date and Time  | 1        | 0 |         |
|         | d. Patient's full name  | 1        | 0 |         |
|         | e. Patient's date of birth  | 1        | 0 |         |
|         | f. Patient's age  | 1        | 0 |         |
|         | g. Caller's name & relationship to patient ( <i>if the Caller is the Patient, judge will award these points</i> ) | 1        | 0 |         |
|         | h. Reason for the call  | 1        | 0 |         |
|         | i. Allergies  | 1        | 0 |         |
|         | j. Call back #  | 1        | 0 |         |
|         | k. Best time to call  | 1        | 0 |         |
|         | l. Patient's Chart #  | 1        | 0 |         |
|         | m. Medication refill  | 1        | 0 |         |
|         | n. Medication/SIG   | 1        | 0 |         |
|         | o. Pharmacy name  | 1        | 0 |         |
|         | p. Pharmacy #   | 1        | 0 |         |
|         | q. Documented urgency   | 1        | 0 |         |

| <b>Skill I Perform a Telephone Screening (con't) - Items Evaluated</b>  | <b>Possible</b> |   | <b>Awarded</b> |
|---|-----------------|---|----------------|
| 7. Accurately documented the information on the HOSA Office Message Form (page 6) and routed to provider with the appropriate level of urgency. | 4               | 0 |                |
| 8. Patient's chart attached to Message form.  | 1               | 0 |                |
| 9. After screening and routing the call, signed off on the message.   | 2               | 0 |                |
| 10. Closed call appropriately and allowed the caller to be the first to hang up.  | 2               | 0 |                |
| 11. Used appropriate verbal and nonverbal communication with patient and other personnel.   | 2               | 0 |                |
| <b>TOTAL POINTS – SKILL I</b><br><b>70% Mastery for Skill I = 26.6</b>  | <b>38</b>       |   |                |

Competitor ID # \_\_\_\_\_

## HOSA Medical Office Screening Chart and Message Form

### REASON FOR CALL

### ACTION BY MEDICAL ASSISTANT

|   |   |
|---|---|
| <b><i>PATIENT CALLS WITH AN EMERGENCY</i></b>                               | Quickly record the patient's name and complaint and ask the patient to <u>remain on the line</u> and the 911 call initiated by office. Stay on the line until 911 has been contacted. Attach a note to the patient's chart and place it in the physician's message box. |
| <b><i>PATIENT REQUESTS PRESCRIPTION REFILL</i></b>                          | Take a message with essential information about the medication. Be sure to include the pharmacy name and number. Attach request to the patient's chart and place it in the physician's message box.   |
| <b><i>PATIENT CALLS WITH INSURANCE OR BILLING QUESTION</i></b>              | After confirming the identity of the patient, if the patient is entitled to the information, transfer the call to the insurance/billing coordinator. Provide the phone number, extension, person's name to whom they are being transferred in case of disconnection.    |
| <b><i>PATIENT REQUESTS TEST RESULTS</i></b>                                 | Unless instructed to place call directly to provider, take a message with essential information about results being sought. Attach request to the patient's chart and place it in the physician's message box.  |
| <b><i>PATIENT CALLS FOR FOLLOW-UP CALL</i></b>                              | Unless instructed to place call directly to provider, complete message form and attach to chart and place in the provider's message box.  |
| <b><i>PATIENT ASKS TO TALK TO THE PHYSICIAN ABOUT A MEDICAL PROBLEM</i></b> | Determine the urgency of the call. If it is an emergency, ask the patient to hang up and call 911. If the provider is unavailable, attach request to the patient's chart and place it in the provider's message box.  |

| <b>HOSA OFFICE MESSAGE FORM</b>  |  |                               |  |  |                   |
|--|--|-------------------------------|--|--|-------------------|
| For DR/NP/PA   |  |                               | Message taken by   |  |                   |
| Date   | Time<br><input type="checkbox"/> AM<br><input type="checkbox"/> PM | Patient's Full Name           | Pt DOB   | Age  | Allergies         |
| Caller's Name if not patient   |  | Relationship to patient       |  | Urgent<br><input type="checkbox"/> Yes <input type="checkbox"/> No |                   |
| <b>Message</b><br><hr/> <hr/> <hr/>  |  |                               |  |  |                   |
| Call Back #<br><input type="checkbox"/> Work <input type="checkbox"/> Home <input type="checkbox"/> Cell |  | Best time to Call<br>am<br>pm | Patient's Chart Attached<br><input type="checkbox"/> Yes <input type="checkbox"/> No |  | Patient's Chart # |
| Medication Refill  |  | Medication/SIG                |  |  |                   |
| Pharmacy Name  |  | Pharmacy #                    |  |  |                   |
| <b>SIGNATURE &amp; TITLE</b>   |  |                               |  |  |                   |

## MEDICAL ASSISTING

Section # \_\_\_\_\_ Division: \_\_\_\_\_ SS \_\_\_\_\_ PS/Collegiate  
 Competitor # \_\_\_\_\_ Judge's Signature \_\_\_\_\_

| <b>Skill VIII Sterile Gloving</b> (Time: 3 minutes) |  | <b>Possible</b> |   | <b>Awarded</b> |
|---|--|-----------------|---|----------------|
| 1.  | Removed rings and watch. Washed hands for surgical asepsis (verbalized).   | 2               | 0 |                |
| 2.  | Opened sterile glove package. Placed it on a clean counter surface with the cuff end toward the body.  | 2               | 0 |                |
| 3.  | Grasped glove for dominant hand by fold of cuff with finger and thumb of non-dominant hand.  | 2               | 0 |                |
| 4.  | Inserted dominant hand, pulling glove on with other hand, keeping cuff turned back.  | 2               | 0 |                |
| 5.  | Placed gloved fingers under cuff of other glove.   | 2               | 0 |                |
| 6.  | Inserted non-dominant hand.  | 2               | 0 |                |
| 7.  | Eased glove on by pulling on inside fold of cuff.  | 2               | 0 |                |
| 8.  | Avoided touching the thumb of dominant hand to the outside cuff of the other glove where it has been contaminated.   | 2               | 0 |                |
| 9.  | Smoothed gloves over wrists and fingers for better fit and inspected gloves for tears or holes.  | 2               | 0 |                |
| 10.   | Kept hands above waist level.  | 2               | 0 |                |
| 11.   | Did not touch anything other than items in the sterile field.<br><i>* Judge states, skill is completed, remove gloves.</i>   | 4               | 0 |                |
| 12.   | Removed the gloves by pulling the glove off the dominant hand with the thumb and fingers at the palm and pulled the glove off inside-out without touching the contaminated side. | 2               | 0 |                |
| 13.   | Slipped the ungloved hand into the inside top cuff of the gloved hand and slipped the glove off inside-out.  | 2               | 0 |                |
| 14.   | Disposed of the gloves in the appropriate container.   | 2               | 0 |                |
| 15.   | Washed hands or used alcohol-based hand-rub for hand hygiene.  | 2               | 0 |                |
| <b>TOTAL POINTS -- SKILL VIII</b>                   |  | <b>32</b>       |   |                |
| <b>70% Mastery for Skill VIII = 22.4</b>            |  |                 |   |                |



