

Certified Medical Administrative Assistant (CMAA) Essential Functions

Program Overview: Communication, technological, functional/physical, and ethics/compliance capabilities expected for front-office and administrative roles in a medical office environment.

Domain	Technical Standard Definition	Contextual Front-Office / Administrative Examples
Communication & Patient Relations	Communicate clearly and professionally with patients, staff, and clinical teams across verbal, written, and interpersonal channels.	• Professional Interaction: Greet patients warmly at the front reception area and handle incoming phone calls using proper phone etiquette and clear verbal communication. • Active Listening & Service: Listen attentively to patient needs, assist individuals who may be anxious or upset, and maintain a patient, helpful demeanor. • Written Communication: Record clear, accurate messages for clinical staff and complete administrative forms using correct spelling, grammar, and medical terms.
Technology & Front-Office Skills	Operate front-office technology and manage administrative workflows accurately and efficiently in a fast-paced medical office.	• Computer & EHR Systems: Navigate electronic health record (EHR) software to schedule appointments, register patients, and update personal or billing information accurately. • Task Prioritization: Manage multiple front-desk responsibilities simultaneously, such as greeting arriving patients while managing phone lines and administrative tasks. • Office Technology: Efficiently operate standard office equipment, including multi-line phone systems, document scanners, printers, and secure messaging portals.

Domain	Technical Standard Definition	Contextual Front-Office / Administrative Examples
Functional & Physical Abilities	Maintain the physical stamina, visual acuity, and auditory awareness needed to perform front-desk duties throughout a standard shift.	• Stationary Position: Remain positioned at a front reception station or desk for the majority of a standard work shift. • Visual & Typing Accuracy: Review small text on insurance cards and driver's licenses, and enter data into computer systems quickly and accurately. • Auditory Function: Distinctly hear patient and staff communications over the telephone and in busy reception environments.
Ethics, Compliance & Professional Conduct	Uphold ethical, legal, and professional standards expected in a healthcare administrative setting.	• Patient Confidentiality (HIPAA): Maintain strict privacy regarding all patient medical and personal information in compliance with state and federal healthcare regulations. • Punctuality & Dependability: Arrive on time for scheduled shifts to ensure smooth clinical operations and uninterrupted patient care support. • Professional Image & Workplace Culture: Adhere to dress code standards (scrubs or professional business attire) and treat all patients, families, and team members with respect and cultural awareness.

Institutional Accommodations & Universal Access Note

In accordance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA), reasonable accommodations are provided to eligible students with documented physical, psychological, sensory, or learning disabilities.

To request accommodations, discuss environmental or instructional barriers, or obtain alternative format configurations of institutional materials, please coordinate directly with the specialized support office:

- Office of Disability Services (ODS): Student Life Center, Room S207
- Phone Contact: (540) 857-6488
- Institutional Email Portal: disabilityservices@virginiawestern.edu