

# Certified Clinical Medical Assistant (CCMA)

## CCMA Preparation Suite Edition 3.0 Implementation Guide

### Contents

[About this Guide](#)

[Description](#)

[Features](#)

[Using the Certification Prep/Study Guide](#)

[Implementation Strategies](#)

[Implementation of Analytics/Reporting Tools](#)

[Frequently Asked Questions](#)

[Product Support](#)

[Technical Requirements](#)

### About This Guide

This guide is a companion to the Certified Clinical Medical Assistant (CCMA) Preparation Suite 3.0 and is to provide directed preparation for the CCMA certification exam and to instill the knowledge and standards needed for excellence in the practice of medical assisting. We incorporated information such as how many hours you will need to incorporate the training, numerous tips to make implementation seamless, and detailed information on what content is included.

#### Legend

Learner: Student, Employee, or Apprentice | Facilitator: Educator, Instructor, Trainer, or Employer

### Description

Preparation materials include an online or printed Study Guide, one Baseline Practice Test, Practice Tests (4 attempts [1-2-3-4]), and one Final Practice Test. These materials may be purchased separately, but this implementation guide refers to using the study guide in conjunction with the practice tests as a suite of preparation resources.

While certification is important, certification candidates are often anxious to sit for exams. The CCMA study guide provides the best insight into the type of content that will be included on the certification exam and can be an invaluable resource for exam preparation. It is, however, a study guide. It should not be the only resource used to prepare, and it will not necessarily cover the specific construct of every question on the certification examination. Rather, it will provide the map for preparation by presenting overviews of each topic included in the test plan. These materials are not meant as replacement for career training and education in the field.

The module quizzes and Practice Tests provide opportunities to practice answering the types of questions that may appear on the certification exam. Although some of the answers to the questions on these Practice Tests will be found in the study guide, many will not. This provides additional learning opportunities and helps ensure that learners are not just memorizing information in the study guide, but rather using all learning resources so that they are better prepared for testing. All questions will be relevant to the certification test plan.

## Features

The study guide, available in both printed and online formats, focuses on Foundational Knowledge, Anatomy & Physiology, Patient Intake and Vitals, General Patient Care, Infection Control and Safety, Point of Care Testing and Laboratory Procedures, Phlebotomy, EKG and Cardiovascular Testing, Patient Care Coordination and Education, Administrative Assisting, Communication and Customer Service, and Medical Law and Ethics. These are all aligned with the CCMA test plan.

### **BOTH THE ONLINE VERSION AND PRINTED STUDY GUIDES INCLUDE THE FOLLOWING FEATURES:**

- Illustrations, images, and tables help to explain and clarify concepts.
- Glossary terms that allow certification candidates to review definitions of selected terms.
- Module quizzes that assess candidates' knowledge of chapter/module content and other relevant subject matter related to the test plan.
- Case studies that provide real world critical- thinking practice. These are found in each module. Learners read a scenario and then answer relevant critical thinking questions that follow.

### **THE ONLINE VERSION OF THE STUDY GUIDE**

- The Online Certification Study Guide offers a dynamic learning environment to give facilitators and learners the control to use and adapt both in and outside the classroom (virtual, hybrid, or in-person).
- Loaded with practice questions to build confidence and identify areas needing remediation in preparation for the certification exam.
- Electronic gaming-style activities and flashcards reinforce learning throughout module sections.
- There are 19 EHR Simulations embedded throughout the modules where the learner will be asked to enter scenario-based information specific to clinical medical assistant into data entry fields emulating an electronic health record, assessing candidates' ability to think, perform data entry, and respond to real-world scenarios.
- The Digital flashcards allow learners to mark terms as "Study" or "Know" and the ability to shuffle the order they are presented. Flashcards can be found near the bottom of the Content Menu.
- Take Note, a new feature, is found embedded in each module to provide additional context to reinforce important concepts.
- Centralized Quiz Scoring includes both Individual and cohort results.
- Professionalism Tips videos provide insight on important essential soft skills specific to Clinical Medical Assistants and include: Adaptation, Customer Service, Emotional Intelligence, Multi-tasking, Integrity, Confidence, and Dependability. These can be found directly in each module in the Introduction, and also found in the Video Library tab of the Menu.

### **THE ONLINE PRACTICE TESTS**

- The Online Practice Tests align to the CCMA test.
- The **Baseline Practice Test** should be administered after completion of course/program (or near end), and just prior to starting review of the Study Guide, is timed (3 hours), without rationales. This practice test can't be paused and restarted. It must be completed in one sitting.
- There are four additional **Practice Tests**, that are not timed (but have a maximum of 500 min) and provide rationales which can be taken for additional practice. Specific

item remediation is provided in the rationales in each attempt of these Practice Tests.

- The **Final Practice Test** is timed (3 hours), without rationales, to provide the “experience” of sitting for the National Exam. This practice test can’t be paused and restarted. It must be completed in one sitting.
- Focused Review© is remediation provided after the completion of each test (Baseline, Practice, and Final). Focused Review© is generated based on the items missed after each of the test(s). The learner is presented with the objective/task from the certification exam blueprint with the related study material. With every practice test attempt, a report is generated based on the performance on the practice test. This report is called Focused Review® and it shows what topic areas covered in the practice test you may need to spend more time studying.

Practice Tests	Number of Attempts	Timed	Rationales Provided	Focused Review© (remediation)	Number of Items
Baseline Practice Test	1	Yes (3 hours)	No	Yes	150 +30 pretest items
Practice Tests	4	Not timed, max of 500 min	Yes	Yes	150
Final Practice Test	1	Yes (3 hours)	No	Yes	150 +30 pretest items

# Using the Certification Prep/Study Guide

## WHY USE THE MATERIALS

Promote certification candidate's success in the application and knowledge of clinical medical assisting.

- Facilitate content mastery.
- Help certification candidate improve confidence.
- Supports certification candidate's understanding and review of core competencies and foundational knowledge
- Advocate certification candidate self-learning.

Provide review materials to assist with preparation for CMAA exam.

- Study guide can be viewed in printed or online format for customized learning.
- Online practice tests provide questions and answers to assess learning.
- Glossary reinforces vocabulary.

Support faculty facilitation practices.

- Assign selected textbook chapters and/or study guide modules as an adjunct to lecture in an aligning course.
- Assess and reinforce the effectiveness of course (in-class, hybrid, or online) presentations.

## FACILITATOR TOOL KIT

- CCMA 3.0 includes a Facilitator Tool Kit (FTK). This tool kit will assist facilitators in customizing the course to meet their needs.
- The FTK provides a set of optional Resources that can be used with other sections to reinforce the key concepts.
- The following tools are contained in the FTK:
  - This Implementation Guide
  - Answer Keys (Practice Activities and End of Module quizzes)
  - Table of Contents
  - CCMA Product Training Videos
  - Accreditation mappings
- In order to access the files from the FTK, you should have received an email from your NHA representative with the materials attached or a link to where to find these. If you haven't received these, reach out to your NHA representative and let them know you would like access.

# Implementation Strategies

## WHERE TO START

### Mapping the national certification exam to course curriculum

Course curriculum extends beyond the [national certification test plan](#), but this can help to ensure all certification exam content will be covered throughout the duration of the course. Certification preparation materials (study guide, module quizzes, and Practice Tests) should be used in addition to existing course curriculum, but never as a replacement for course curriculum.

### CCMA Implementation Timeline



Instructional Course Completion	Baseline Practice Test	Study Guide Start	Modularized Tutorials M1 M2 M3 M4 M5 M6 M7 M8 M9 M10 M11 M12 M13	Practice Test 1-2-3-4	Final Practice Test	Study Guide End	NHA Exam
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#### ◆ Baseline Practice Test

The Baseline Practice Test should be assigned after course/program completion, or near end, and before Study Guide review is started. It is designed and timed (3 hours) to mimic the certification exam in structure and timing and gauge the learner’s knowledge prior to beginning the Modularized Tutorials of the Study Guide to give a baseline on where your learner is at. To obtain the most meaningful data, rationales are not included.

#### ● Modularized Tutorials

Modularized tutorials cover core exam domains; associated quizzes for each exam domain and Study Guide module are included.

#### ◆ Practice Tests 1-2-3-4

Gauge what has been learned and get learners familiar with exam format; rationales are included, and these are not timed (but have a maximum of 500 min). Facilitators will have the option to turn off the rationales and set a time limit of 3 hours (to mimic the final practice test).

#### ◆ Final Practice Test

Gauge what has been learned and get learners familiar with exam format – timed (3 hours). To obtain the most meaningful data, rationales are not included for the Final Practice Test.

## STUDY GUIDE IMPLEMENTATION

1. Review the study guide Table of Contents to know exactly what topics are covered and in what order. After, or near end of, course/program completion and prior to assigning the study guide content, administer the Baseline Practice Test.
  - The study guide provides a review of core subjects on the national certification test plan.
  - The study guide may be used as supplementary material throughout the course, and again during the last part of training. Leveraging these resources again, closer to the proximity of the exam date (data suggests within two (2) weeks) can help keep tutorial content fresh in the certification candidate's mind.
2. Match module/chapter content to related courses and build into lesson plans.
3. Assign related module/chapter content for each course.
4. Direct certification candidates to complete all your course assigned textbook/workbook assignments first, then move to the study guide assignment(s).
5. Assign the study guide "module quiz due date" at the completion of each module, before starting the next module. Facilitators also have the option to assign the module quizzes as a pre-test before the start of each module as well as at completion of the module.
6. Review module quiz scores in Program Reports to determine if there are any gaps in overall learner learning. Review common deficiency areas with the learners, before moving on to next module.

## RECOMMENDED TIME

Content	Hours to Complete
Entire Study Guide Learning Content	20.75 hr.
Practice Test Implementation	18 hr. total
<ul style="list-style-type: none"><li>• Baseline Practice</li><li>• Practice 1-2-3-4 (total of 4 attempts)</li><li>• Final Practice</li></ul>	
Total Study Guide Hr.	38.75 hr.

## RECOMMENDED TIME PER MODULE BREAKDOWN

Module Name	Study Guide Learning Content (In hours)	Recommended Quiz Attempts
Foundational Knowledge and Basic Science	2.25	1
Anatomy and Physiology	2.25	1
Patient Intake and Vitals	1.5	1
General Patient Care Part 1	2.5	1
General Patient Care Part 2	1.5	1
Infection Control and Safety	1.5	1
Point of Care Testing and Laboratory Procedures	1.25	1
Phlebotomy	1.5	1
EKG and Cardiovascular Testing	1	1
Patient Care Coordination and Education	1.25	1
Administrative Assisting	1.5	1
Communication and Customer Service	1.25	1
Medical Law and Ethics	1.5	1

Entire Study Guide Learning Content includes the module content, extra features, Patient Experience Coach videos, module introduction videos, gaming-style activities, Case Studies, EHR Simulations, and end-of-module Quizzes

## BASELINE PRACTICE TEST - TIMED (3 HR); ONE (1) ATTEMPT

Administer the Baseline Practice Test prior to assigning the Study Guide.

- The Baseline Practice Test has 150 scored items + 30 Pretest Questions (evaluates the learners' baseline knowledge and mimics the National Exam).
- The Baseline Practice Test is timed to match the National Exam; 3 hours (180 minutes) is allowed. The Baseline Practice Test can't be paused and restarted. Please make sure the learner can complete the entire Baseline Practice Test in one sitting.

## **Administer the next PRACTICE TESTS (1-2-3-4) - NOT TIMED (BUT MAXIMUM OF 500 MIN) FOR EACH ATTEMPT; MAXIMUM 4 ATTEMPTS TOTAL (Rationales are provided)**

Administer these Practice Test (after completing the Study Guide/Modularized Tutorials)

General Recommendations applicable to the Practice Tests (1-2-3-4).

- A certification candidate's first attempt on the Practice Tests should be attempted after all domains of the CCMA test plan have been presented and learners have completed all 13 modules in the study guide.
- Give certification candidates ample time to review any content areas that provided challenges on both the first and second Practice Tests before taking the third and fourth Practice Tests.
- Facilitators have the option to disable the rationales for a certification candidate's first attempt and to set a timer for 3 hours (which mimics the Final Practice Test); however, these are not timed (maximum 500 min allowed).
- Learners should have sufficient time to spend in Focused Review<sup>©</sup> before moving to additional practice tests (suggested one (1) minute in Focused Review<sup>©</sup> for every question missed).
- Direct learners to take the third and fourth attempt of the Practice Tests. Facilitators have the option of turning rationales off and setting a timer for 3 hours (which mimics the Final Practice Test); however, these are not timed (with a maximum of 500 min).
- NHA recommends that learners take each Practice test.

## **FINAL PRACTICE TEST TIMED (3 HR); ONE (1) ATTEMPT**

- There is one Final Practice Test that has 150 scored items + 30 Pretest Questions (which mimics the national exam). The Final Practice Test is timed to match the National Exam; 3 hours (180 minutes) is allowed. The Final Practice Test can't be paused and restarted. Please make sure the learner can complete the entire Final Practice Test in one sitting.
- The Final Practice Test should be administered in close proximity to the NHA certification exam date (data suggest within five (5) days.) Administering the Final Practice Test close to the NHA certification exam can keep the candidate more engaged, as well as reduce test anxiety through increased familiarity with the exam format.
- To best prepare candidates for the "certification exam day," review with or assign the Certification Candidates' Preparing for the Exam Best Practices PowerPoint prior to assigning the Final Practice Test and again after. This can be found by clicking on the resources tab in the lower left-hand corner of the Content Menu of each module.



# Analytics

## BEST PRACTICES

The following is a review of some practices that may help learners get the most out of the CMAA preparation materials (study guide, quizzes, and Practice Tests).

- Align individual modules in the study guide with your related course(s).
- Administer the Baseline Practice Test after course/program completion (or near end) and prior to assigning the study guide.
- Assign learners related study guide modules for the courses in which they align.
- Encourage learners to spend a minimum of the recommended time listed on [the chart](#) of this to complete all assignments in the study guide.
- Direct learners to take individual module quizzes after completing each related course and module materials.
- Direct learners to take all modules quizzes a second time after completing all program courses and study guide assignments.
- Review all quiz reporting tools after administering and address any common learning gaps.
- Administer the Practice Tests after learners have completed all modules and taken each module quiz twice. Consider turning rationales off and setting a timer for 3 hrs to mimic what will occur on test day; however, they are not timed, but have a maximum of 500 min.
- Have certification candidates go into Focused Review<sup>©</sup> and review what they missed on the Practice Test. Learners should spend a minimum of one minute in Focused Review<sup>©</sup> for each question they miss. It is also a good idea for learners to go back to their textbooks in those same areas in which they struggled for a deeper dive into related content.
- Have learners repeat the same instructions that they followed for the additional Practice Test attempts.
- These can be taken with rationales turned on or off and timed or not timed, according to the facilitator's preferences.

## GENERAL INSTRUCTIONAL STRATEGIES FOR FACILITATORS

- Supplement the study guide with handouts that explain the rules and regulations of your state.
- Review case studies, Professionalism Tips videos, Patient Experience Coach videos, and EHR Simulations together as a class.
- Assign learners to watch one to two Professionalism Tips per module and have them complete the Reflection Activities with each video. (These videos can be found in the Introduction section of each module and in the Video library). You may also have learners journal their thoughts about the characteristic or skill presented, and state whether they need to improve in the area presented, in order to be successful in their health career journey.
- Assign learners Patient Experience Coach videos in each module and have them complete the related Reflection Activities. You may also have learners journal their thoughts about the characteristic or skill presented, and state whether or not they need to improve in the area presented, in order to be successful in their health career journey.

- Highlight real-world application of knowledge and skills from your experiences as a clinical medical assistant (or invite a field expert).
- Conduct assessments of material mastered and as opportunities for setting goals for improvement.
- Assign a project that pertains to news stories or current events. If new legislation is in the news, ask certification candidates to research the topic.
- Encourage questions from certification candidates.
- Meet one-on-one to talk about progress and challenges.
- Invite a past certification candidate who recently passed the CCMA exam to visit the class and talk about their experience and best practice for preparation.
- Review/assign the Certification Candidates' Preparing for the Exam Best Practices PowerPoint. This PowerPoint provides Best Practice for the certification candidates' best practices in preparing to sit for the CCMA Exam. These can be found by clicking on resources located at the bottom of the menu online version of the Study Guide.
- Invite field experts (providers, clinical supervisors, office managers) to come and talk about the importance of essential soft skills on a regular basis.

## **ACTIVE INSTRUCTIONAL STRATEGIES FOR FACILITATORS**

- Have certification candidates teach the new concepts to the class.
- Assign readings and follow up the next day with tasks that relate to the subject matter of the module.
- Create index cards with questions from the chapter and have each certification candidate read the question and teach the content to the class. After each module/lesson, request that the group provide feedback.
- Whenever possible, break modules into segments. Larger modules/lessons become more manageable when broken into segments.

## Frequently Asked Questions

Question	Answer
Who would benefit from the CCMA Certification?	CCMA is a certification that validates a learner/employees' foundational knowledge in multiple aspects of the profession (communication, professionalism, medical law, ethics, patient care, administrative medical assisting, anatomy and physiology, and communication and customer service ). This comprehensive foundational certification is a signal of competence for employers of personnel with clinical medical assistant responsibilities. The knowledge, skills, and abilities assessed through the CCMA are essential for entry-level medical assisting roles found in various practice settings including Physician's offices, surgery centers, hospitals, and more. The CCMA has value to those looking to enter medical assisting profession as well as persons working in Medical Administrative Assisting, Phlebotomy and EKG Technician fields.
Definitions	<ul style="list-style-type: none"><li>• Baseline Practice Test: Take after course/program completion, or near end, and ahead of Study Guide use or other practice assessments/materials. to give you a baseline on where your learner is at in their knowledge and understanding of clinical medical assistant. This practice test is timed to mimic the time allowed to take the CCMA Certification Exam.</li><li>• Practice Tests: Take anytime during exam preparation for practice (total of 4).</li><li>• Final Practice Test: Replicates the exam experience, is timed, and does not provide rationales. Assign right before they take their certification exam.</li></ul>

## Technical Requirements

To learn more about technical requirements for this offering, refer to the following link.

Requirements for the running module content: <https://info.nhanow.com/technical-requirements>

## Product Support

At NHA, we pride ourselves on timely, effective support to meet your needs. Please contact us at 800-499-9092 if you need assistance with this product.

## ISBN AND COPYRIGHT INFORMATION

Printed Study Guide: 978-1-56533-269-0

Online Study Guide: 978-1-56533-270-6

Practice Tests: 978-1-56533-271-3

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