

Medical Administrative Assistant – Study Guide

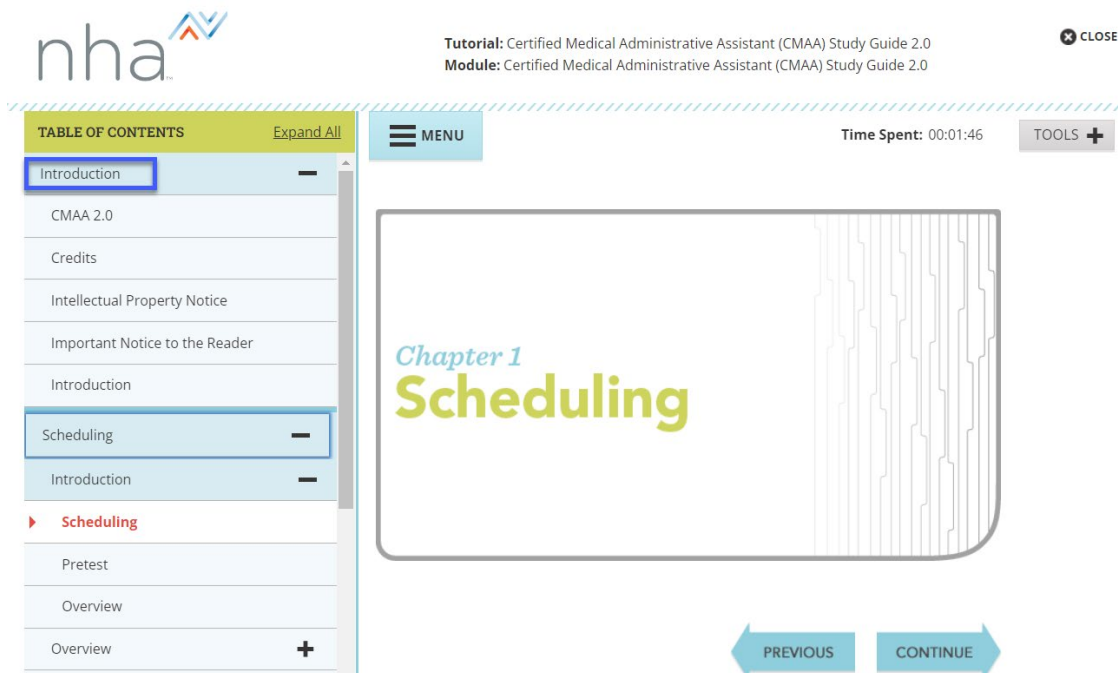
Each week, you will access the Certified Medical Administrative Assistant study guide work through the [NHA Portal](#). You are expected to complete the list of activities in each weekly Certificate Portal Work assignment. These activity modules are consecutive – meaning on-going or back-to-back. Each time you log in, the NHA Portal will begin wherever you have left off. View a video tutorial that will help to walk through the NHA Portal. [NHA Certification Portal Tutorial \(03:14\)](#)



If this is the first time you are accessing the study materials, the tutorial opens and the Introduction begins to play.

If you have already accessed the tutorial, you are given the option to continue where you left off or to start over with the introduction.

- Under the Table of Contents, Select Introduction.
- Continue through each module until you reach the end of the list



nha Tutorial: Certified Phlebotomy Technician (CPT) Study Guide
Module: Certified Phlebotomy Technician (CPT) Study Guide

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Introduction

Overview

Chapter 1: Patient Preparation

- Introduction
- Review the Requisition Forms: Part 1
- Review the Requisition Forms: Part 2
- Conduct Appropriate Introduction to Patient: Part 1
- Conduct Appropriate Introduction to Patient: Part 2
- Positively Identify Patient: Part 1
- Positively Identify Patient: Part 2
- Positively identify Patient: Part 3
- Explain Phlebotomy Procedure: Part 1
- Explain Phlebotomy Procedure: Part 2
- Explain Phlebotomy Procedure: Part 3

Exam Structure

- PSI testing center
- 120 minutes
- Scaled score of 390/500 to pass
- Score availability
 - Electronically, immediately
 - Paper/pencil, 2 business days

01:47 | 04:26 | PREVIOUS | CONTINUE

A TABLE OF CONTENTS displays on the left side of your Tutorial window. You can use this outline of your Course's contents to track your progress as you move through the Chapters. Contents include Learning Objectives, Chapter Lessons, Drill questions, and Case Studies.

Your total time spent in your current session displays in the upper right corner.

Use the window controls to help you get the most from the lesson. Pause, stop, or rewind the narrative or access previous pages at any point during the Tutorial. Closed Captioning is also available.

You can view any part of the Course as many times as you want.

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Module: Certified Phlebotomy Technician (CPT) Study Guide

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Drill 1

Which of the following statements is an appropriate introduction to a patient?

- "Hello, my name is Courtney, I am a phlebotomy technician and am here to draw your blood."
- "Hello, my name is Mr. Johnson, I work at the hospital and am here to test for diabetes."
- "Hello, I am a phlebotomist, and I am here to perform a glucose test."
- "Hello, I am a phlebotomy technician and need to know if you are fasting."

Submit

PREVIOUS | CONTINUE

When you are ready to self-test over the Chapter material, click **Drills**. You will see a set of multiple-choice Drill questions.

Select an answer and then click **Submit**. Click **CONTINUE** to skip to the next Drill question.

Below is the list of activities to be completed

1. Introduction

- a. Introduction

2. Scheduling

- a. Introduction

- i. Scheduling

- ii. Pretest – write down the 10 drill questions and pause to answer each one in your own words. These answers do not have to be correct. This will serve as a learning assessment/retention for this section.

- iii. Overview

- b. Overview

- i. Need to Know

- ii. Appointments

- c. Types of Patient Scheduling

- i. Types of Scheduling

- ii. Scheduling a Procedure

- d. Computer Scheduling

- i. Computer Scheduling

- ii. Future Appointments

Submit the answered 10 drill questions from the Pretest module to the W1 Certificate Portal Work dropbox in Blackboard as a Word document.