Training and Experience Evaluation Preview
Medical Assistant

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. This examination consists of a Training and Experience evaluation used to evaluate your experience relevant to the position.

This Training and Experience evaluation is a scored component accounting for 100% of your rating in the examination process. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

To answer all the test items in this exam, you will be asked questions about tasks performed on the job to evaluate the training and experience you have performing medical assistant duties. You will be asked if you have performed a specific task. If you have performed the task, you will then be asked how often you have performed the task, and the level of skill you have in performing the task. For the purposes of the second question, training received through a certification program may be used.

PLEASE NOTE: This examination is designed to gain an overall assessment of your experience as it directly relates to the duties and the knowledge, skills and abilities required for this position. All components of this examination have been carefully validated by tying them directly to job requirements and documenting their relevance to the position.

Tasks for Medical Assistant

1. Have you administered basic life support in emergency situations to patients and medical personnel?
2. Have you used medical equipment (e.g., electrocardiogram (EKG), blood pressure monitors, stethoscopes, syringes) safely?
3. Have you administered intradermal, subcutaneous, and intramuscular injections and skin tests to patients?
4. Have you administered eye drops, eyewashes, and/or ear washes to patients as directed by the provider?
5. Have you administered prescribed medications topically, sublingually, and orally to patients?
6. Have you administered basic breathing treatments (e.g., asthma treatments) to patients as directed by the provider?
7. Have you removed casts, splints, sutures, and other external devices from patients?
8. Have you changed simple dressings on wounds and notified the appropriate provider (e.g., physicians and surgeons, psychiatrists, nurses) of any issues?
9. Have you collected and labeled lab specimens (e.g., urine, tissue, blood) from patients as directed by the provider?
10. Have you measured patient vital signs and other measurements (e.g., height, weight, blood pressure, temperature, pulse, pulmonary function, peak flow measurements, respiration, blood glucose levels, fluid intake and output)?
11. Have you administered basic vision tests to patients as directed by the provider?
12. Have you demonstrated the use of health care appliances (e.g., canes, crutches, braces) to patients?
13. Have you attended to the physical needs of patients in order to ensure their comfort?
14. Have you explained treatment plans, procedures, and other healthcare interventions and instructions (e.g., diets, medications) to patients?
15. Have you communicated with patients and clinical personnel in order to gather the information necessary for completing your job duties?
16. Have you coordinated patient appointments with medical, mental health, and other healthcare practitioners?
17. Have you provided effective communication to patients with disabilities (e.g., vision, speech, hearing impaired, learning disabled, mentally ill) as well as those with limited understanding of English in order to ensure patients understand instructions, procedures, medication, etc.?
18. Have you identified patients with disabilities in order to provide appropriate reasonable accommodations (e.g., communication, assistive devices)?
19. Have you taken a mental health patient’s Chief Complaint, gathered their relevant history, asked about participation in groups and psychotherapeutic interventions, and confirmed if they are taking their medications and/or are experiencing medication side effects?
20. Have you escorted patients from the general waiting area to the examination room?
21. Have you observed patient clinical and/or mental health symptoms and behavior?
22. Have you given concise verbal history (e.g., name, age, race, ethnicity, mental health/medical diagnoses, level of care, medications, medication adherence, therapy/group attendance, vital signs, labs, tasks needing completion) to the provider?
23. Have you set up medical equipment, supplies, specimens, etc.?
24. Have you consulted with providers (e.g., physicians and surgeons, psychiatrists, nurses) in order to determine patients who need to be scheduled for appointments?
25. Have you checked reports in order to identify patients who need appointments, patients with expiring medications, and patients who have been referred to the provider?
26. Have you logged patient attendance for medical appointments and/or examinations in a scheduling system?
27. Have you logged in lab specimens?
28. Have you recorded patient behavior, medical and/or mental health history, and any significant changes in the patient’s behavior, medical, and/or mental health status?
29. Have you ensured that files and/or documents are sorted, filed, and completed according to an approved filing system?
30. Have you maintained confidentiality of patient medical and/or mental health information?
31. Have you used various software programs for common office management (e.g., Microsoft Word, Excel, Outlook, Internet Explorer)?
32. Have you answered telephone calls from health care providers/offices, clinical personnel, and other hospitals?
33. Have you transcribed verbal information from patients and providers?
34. Have you picked up physician order forms, labs, etc., in order to deliver to the appropriate service location?
35. Have you contacted medical facilities or departments to schedule patients for treatments, appointments, tests, etc.?
36. Have you inventoried and ordered medical, laboratory, and/or office supplies and equipment?
37. Have you operated various office equipment (e.g., copiers, fax machines, computers, phones, printers)?
38. Have you written various documents (e.g., emails, memos, forms, schedules, notices) either by hand or electronically?
39. Have you attended on-the-job training in order to ensure your job duties are performed correctly?
40. Have you cleaned and sanitized treatment rooms, examination tables, and patient rooms in order to prevent the spread of bacteria and disease?
41. Have you cleaned and sterilized medical instruments in order to prevent the spread of bacteria and disease?
42. Have you disposed of contaminated supplies according to approved disposal guidelines?
43. Have you practiced universal precautions?
44. Have you assisted clinic personnel in the counting, distributing, and accounting for all medical utensils?
45. Have you kept examination rooms, clinical areas, hallways, and general areas clean, orderly, and free from debris?
46. Have you identified and reported patient behavior that may signal an impending incident (e.g., mental health and/or medical emergency, security and safety of patient and others)?