- National Consortium for Health Science Education (NCHSE) National Health Science Standards for Certified Clinical Medical Assistant Level 1 (NCHSE)
- NCHSE – 1.1 Human Anatomy and Physiology - 1.1.1a. Describe the organization of the human body and directional terms – identify levels of organization: cellular, chemical, organ, system, tissue.
- NCHSE – 1.1 Human Anatomy and Physiology - 1.1.1.b. Describe the organization of the human body and directional terms – demonstrate anatomical position
- NCHSE – 1.1 Human Anatomy and Physiology - 1.1.1.c. Describe the organization of the human body and directional terms – identify body planes: coronal/frontal, midsagittal, transverse/horizontal.
- NCHSE – 1.1 Human Anatomy and Physiology - 1.1.1.d. Describe the organization of the human body and directional terms – use directional terms: anterior/posterior, cephalic/caudal, medial/lateral, proximal/distal, superficial/deep, superior/inferior, ventral/dorsal.
- NCHSE – 1.1 Human Anatomy and Physiology - 1.1.1.e. Describe the organization of the human body and directional terms – identify body cavities: abdominal, cranial, dorsal, nasal, oral, orbital, pelvic, spinal, thoracic.
- NCHSE – 1.1 Human Anatomy and Physiology - 1.1.1.f. Describe the organization of the human body and directional terms – identify the components of the abdominal quadrants.
- NCHSE – 1.1 Human Anatomy and Physiology - 1.1.2a. Identify basic structures and describe functions of human body systems – Skeletal: structures of the skeletal system and functions of the skeletal system.
- NCHSE – 1.1 Human Anatomy and Physiology - 1.1.2b. Identify basic structures and describe functions of human body systems – Muscular: structures of the muscular system and functions of the muscular system.
- NCHSE – 1.1 Human Anatomy and Physiology - 1.1.2c. Identify basic structures and describe functions of human body systems - Integumentary: structures of the integumentary system and functions of the integumentary system.
- NCHSE – 1.1 Human Anatomy and Physiology - 1.1.2d. Identify basic structures and describe functions of human body systems – Cardiovascular: structures of the cardiovascular system and functions of the cardiovascular system.
- NCHSE – 1.1 Human Anatomy and Physiology - 1.1.2e. Identify basic structures and describe functions of human body systems – Lymphatic: structures of the lymphatic system and functions of the lymphatic system.
- NCHSE – 1.1 Human Anatomy and Physiology - 1.1.2f. Identify basic structures and describe functions of human body systems – Respiratory: structures of the respiratory system and functions of the respiratory system.
- NCHSE – 1.1 Human Anatomy and Physiology - 1.1.2g. Identify basic structures and describe functions of human body systems – Nervous: structures of the nervous system and functions of the nervous system.
- NCHSE – 1.1 Human Anatomy and Physiology - 1.1.2h. Identify basic structures and describe functions of human body systems – Endocrine: structures of the endocrine system and functions of the endocrine system.
- NCHSE – 1.1 Human Anatomy and Physiology - 1.1.2i. Identify basic structures and describe functions of human body systems - Digestive: structures of the digestive system and functions of the digestive system.
- NCHSE – 1.1 Human Anatomy and Physiology - 1.1.2j. Identify basic structures and describe functions of human body systems – Urinary: structures of the urinary system and functions of the urinary system.
- NCHSE – 1.1 Human Anatomy and Physiology - 1.1.2k. Identify basic structures and describe functions of human body systems – Reproductive: structures of the reproductive system and functions of the reproductive system.
- NCHSE – 1.2 Diseases and Disorders – 2.1.3 Distinguish between subjective and objective

information.
- NCHSE - 1.3 Medical Mathematics - 1.3.1.a. Demonstrate competency using basic math skills and mathematical conversions as they relate to healthcare – Metric system: centi-, deci-, kilo-, milli-, and micro- .
- NCHSE - 1.3 Medical Mathematics - 1.3.1.b. Demonstrate competency using basic math skills and mathematical conversions as they relate to healthcare – Mathematical: addition, subtraction, average, fractions, multiplication, division, percentages, and ratios.
- NCHSE - 1.3 Medical Mathematics - 1.3.1.c. Demonstrate competency using basic math skills and mathematical conversions as they relate to healthcare – Conversions: height (inches/meters), household measurements (tbsp/tsp/cup/oz), length (inches/meters), temperature (F/C), volume (ml/cc), and weight/mass (pounds/grams).
- NCHSE - 1.3 Medical Mathematics - 1.3.2. Demonstrate the ability to analyze diagrams, charts, graphs, and tables to interpret healthcare results.
- NCHSE - 1.3 Medical Mathematics - 1.3.3. Demonstrate use of the 24-hour clock/military time.
- NCHSE – 2.2 Medical Terminology – 2.2.1 Use common roots, prefixes, and suffixes to communication information.
- NCHSE - 2.2 Medical Terminology – 2.2.2 Interpret common medical abbreviations to communicate information.
- NCHSE – 2.3 Written Communication Skills – 2.3.1 Use proper elements of written and electronic communications (spelling, grammar, and formatting).
- NCHSE – 2.3 Written Communication Skills – 2.3.2 Prepare examples of technical and informative writing.
- NCHSE – 2.3 Written Communication Skills – 2.3.3 Demonstrate appropriate use of digital communication in a work environment, such as email, text, and social media.
- NCHSE – 4.2 Employability Skills – 4.2.1 Apply employability/soft skills in healthcare: chain of command, communication skills, customer service, decision making, emotional intelligence, flexible, organization, problem solving, scope of practice, time management, work ethic.
- NCHSE – 4.4 Employability Preparation – 4.4.1 Develop components of a personal portfolio: oral report, technology skills, writing sample.
- NCHSE – 4.4 Employability Preparation – 4.4.2 Identify strategies for pursuing employment: Employer websites, internships, personal networking, social media.
- NCHSE – 5.1 Legal Responsibilities and Implications – 5.1.1 Analyze legal responsibilities and implications of criminal and civil law: abuse, assault, battery, harassment, invasion of privacy, libel, malpractice, negligence, slander, tort.
- NCHSE – 6.1 Ethical Practice – 6.1.1 Differentiate between ethical and legal issues impacting healthcare.
- NCHSE – 6.1 Ethical Practice – 6.1.2 Identify ethical issues and their implications related to healthcare: scope of practice
- NCHSE – 6.2 Cultural, social, and ethnic diversity – 6.2.1 – Discuss religious, social, and cultural values as they impact healthcare: ageism, ethnicity, gender, race, religion.
- NCHSE – 9.1 Healthy Behaviors – 9.1.1 Promote self-care behaviors of health and wellness: exercise, nutrition, relationships, sleep habits, stress management, weight control.
- Northstar Digital Literacy Standards for Essential Computer Skills for Certified Clinical Medical Assistant Level 1 (NDL)
- NDL – Basic Computer – 1. Distinguish between different types of devices (tablets, desktop and laptop computers).
- NDL – Basic Computer – 2. Identify specific computer hardware (system unit, monitor, printer, keyboard, mouse or touchpad, ports, touchscreen).
- NDL – Basic Computer – 3. Log on to and shut down a computer.
- NDL – Basic Computer – 4. Demonstrate knowledge of keys on keyboard (Enter, Shift, Control, Backspace, Delete, Arrow Keys, Tab, Caps Lock, Number Lock).
- NDL – Basic Computer – 5. Identify types of mice: mouse and touchpad.

- NDL – Basic Computer – 6. Identify mouse pointer shapes and the functions they represent (spinning wheel (loading), iBeam (text), arrow (basic clicking), hand pointer (clickable links)).
- NDL – Basic Computer – 7. Demonstrate knowledge and appropriate use of mouse clicks (right-click, left-click, and double click).
- NDL – Basic Computer – 8. Drag and drop.
- NDL – Basic Computer – 9. Utilize common controls for screen interaction (selecting check boxes, using drop-down menus, scrolling).
- NDL – Basic Computer – 10. Access and control audio output features (volume, mute, speakers and headphones).
- NDL – Basic Computer – 11. Identify icons on desktop.
- NDL – Basic Computer – 12. Demonstrate ability to trash and retrieve items using the trash or recycle bin.
- NDL – Basic Computer – 13. Demonstrate understanding that it is possible to customize a computer for increased accessibility (customizing a mouse for left-handed use and sensitivity, and changing screen resolution on a monitor).
- NDL – Basic Computer – 14. Demonstrate understanding that software programs are upgraded periodically to fix bugs and increase utility, and that different versions may be installed on different computers.
- NDL – Basic Computer – 15. Identify mechanisms for storing files (flash drives, hard drives, cloud-based storage).
- NDL – Basic Computer – 16. Identify whether or not a computer is connected to the internet.
- NDL – Basic Computer – 17. Identify and locate camera and mic on laptops, tablets.
- NDL – Basic Computer – 18. Turn computer and monitor on and off.
- NDL – Internet Basics – 1. Identify the different ways a person can connect to the internet.
- NDL – Internet Basics – 2. Demonstrate knowledge of browsers and identify commonly used browsers.
- NDL – Internet Basics – 3. Demonstrate familiarity with website structure (e.g., landing pages, internal pages).
- NDL – Internet Basics – 4. Identify top-level domains (e.g., .edu, .com, .org).
- NDL – Internet Basics – 5. Demonstrate understanding of how to use browser tools and settings to protect privacy (e.g., private browser windows, clearing search history, and declining to save passwords on shared computers).
- NDL – Internet Basics – 6. Demonstrate understanding of when it's safe and appropriate to share personal, private, or financial information (e.g., recognizing phishing attempts, identifying unsecured websites).
- NDL – Internet Basics – 7. Identify ways to protect your devices (e.g., anti-malware software, recognizing possible virus attacks).
- NDL – Internet Basics – 8. Demonstrate to a website that you are a legitimate user using CAPTCHA or other verification methods.
- NDL – Internet Basics – 9. Fill out an online form.
- NDL – Internet Basics – 10. Identify address bar and demonstrate understanding of its functionality.
- NDL – Internet Basics – 11. Identify common browser tools and icons (e.g., favorites, downloads, refresh, and back).
- NDL – Internet Basics – 12. Perform internet search using clear parameters (terms and filters).
- NDL – Internet Basics – 13. Demonstrate ability to scroll up and down a page and left and right on a page.
- NDL – Internet Basics – 14. Identify and make use of common website interactions (e.g., play buttons, hyperlinks).
- NDL – Internet Basics – 15. Identify and work with tabs and windows.
- NDL – Internet Basics – 16. Enable a specific pop-up window.
- NDL – Internet Basics – 17. Use shortcut keys, or menu or mousing equivalents, to support

user experience on the web (e.g., zoom, find text).Identify and locate camera and mic on laptops, tablets.

- NDL – Internet Basics – 18. Turn computer and monitor on and off.
- NDL – Using Email – 1. Define email and identify common email clients.
- NDL – Using Email – 2. Tell the difference between a URL and an email address.
- NDL – Using Email – 3. Register for a new email account, using a professional user name and a strong password.
- NDL – Using Email – 4. Log into email.
- NDL – Using Email – 5. Create and send an email, including recipient address, subject, and message.
- NDL – Using Email – 6. Open and reply to an email.
- NDL – Using Email – 7. Understand why and how to reply, reply all, and forward an email.
- NDL – Using Email – 8. Add an attachment to an email.
- NDL – Using Email – 9. Open and download an email attachment.
- NDL – Using Email – 10. Manage email: Delete and retrieve messages, identify spam, and unsubscribe from unwanted mailing lists.
- NDL – Using Email – 11. Understand basics of email etiquette (using salutations and closings, avoiding all caps, making use of the subject line, understanding when it's ok to forward messages, knowing who to cc or bcc, etc.).
- NDL – Using Email – 12. Use caution when opening or replying to an email from an unfamiliar source, downloading attachments, following links, or giving out personal information.
- NDL – Using Email – 13. Sign out of email, especially when using shared computers.
- NDL – Windows – 1. Identify the operating system used by a computer.
- NDL – Windows – 2. Identify the parts of the Windows 10 interface (desktop, taskbar, etc.).
- NDL – Windows – 3. Demonstrate knowledge of the Windows Start Menu, including Get Help.
- NDL – Windows – 4. Use Cortana to search for a file, program, or document.
- NDL – Windows – 5. Identify icons, functions, and any file extensions related to basic office software (Word, PowerPoint, and Excel) and default Windows programs (Microsoft Edge, Windows Defender, etc.).
- NDL – Windows – 6. Start and exit programs.
- NDL – Windows – 7. Minimize and maximize windows.
- NDL – Windows – 8. Open, close and switch between windows.
- NDL – Windows – 9. Demonstrate knowledge of Windows File Explorer and identify drives on the computer, as well as cloud storage services (e.g., OneDrive).
- NDL – Windows – 10. Move documents and files, including to and from Recycle Bin.
- NDL – Windows – 11. Log off, restart, and shut down a computer.
- NDL – Windows – 12. Use Settings to uninstall or modify apps.
- NDL – Word – 1. Open a new or existing document.
- NDL – Word – 2. Identify the parts of the Word window, including the Ribbon, Status Bar and Quick Access Toolbar.
- NDL – Word – 3. Save a document, being intentional about name and location.
- NDL – Word – 4. Identify file extensions that can be opened by Microsoft Word.
- NDL – Word – 5. Use Spelling and Grammar check.
- NDL – Word – 6. Format text: size, color and font type.
- NDL – Word – 7. Set text spacing and alignment.
- NDL – Word – 8. Apply bullets and automatic numbering.
- NDL – Word – 9. Undo the previous action.
- NDL – Word – 10. Cut, copy and paste.
- NDL – Word – 11. Modify page layout, including margins and orientation.
- NDL – Word – 12. Print.
- NDL – Word – 13. Close a document.
- NDL – Word – 14. Insert objects into a document, including images, shapes, hyperlinks, and tables.

- NDL – Excel – 1. Open and close a workbook.
- NDL – Excel – 2. Save a workbook, being intentional about name and location.
- NDL – Excel – 3. Identify parts of Excel screen: ribbon, formula bar, active cell, name box, column letter, row number, Quick Access Toolbar.
- NDL – Excel – 4. Locate a specific cell.
- NDL – Excel – 5. Enter data in a cell.
- NDL – Excel – 6. Copy and move cell entries.
- NDL – Excel – 7. Format cells and text: bold, underline, size, merge and center, wrap text, number (currency, time, percentages, etc.)
- NDL – Excel – 8. Create headings and freeze them.
- NDL – Excel – 9. Insert and delete rows and columns.
- NDL – Excel – 10. Adjust row and column size.
- NDL – Excel – 11. Identify worksheet tabs, create a new tab, rename tabs, and rearrange tabs.
- NDL – Excel – 12. Write a formula in the formula bar (-, +, *, /).
- NDL – Excel – 13. Select a range.
- NDL – Excel – 14. Use Auto Fill and AutoSum (Sum, Average, etc.) and understand the differences between them.
- NDL – Excel – 15. Sort (least to greatest, alphabetically, etc.) and filter data.
- NDL – Excel – 16. Insert a chart to display data.
- NDL – Excel – 17. Select a print area, choose page orientation, and print.
- NDL – Google Drive – 1. Create a Google account using a professional username, a strong password, and a phone number.
- NDL – Google Drive – 2. Sign in and sign out of a Google account and navigate to Google Drive.
- NDL – Google Drive – 3. Identify the parts of the Google Drive interface, including the New button, the Google Apps menu, the search bar, the sort button, and the file action buttons.
- NDL – Google Drive – 4. Open existing and create new Google Docs, Google Sheets, and Google Slides.
- NDL – Google Drive – 5. Demonstrate ability to organize Google Drive by renaming, creating, starring, and moving files and folders.
- NDL – Google Drive – 6. Demonstrate understanding of how moving shared files and folders can impact access privileges for others.
- NDL – Google Drive – 7. Demonstrate ability to search for and find files and folders in different sections of Google Drive, including Shared with me, Recent, and Starred, or by using the search box.
- NDL – Google Drive – 8. Upload and download files to and from Google Drive.
- NDL – Google Drive – 9. Share files and folders using email addresses or direct links, being intentional about the difference between Viewer, Commenter, and Editor.
- NDL – Google Drive – 10. Remove files and Restore files from trash.
- NDL – Google Drive – 11. Recover your username and/or reset the password on a Google account.
- NDL – Google Docs – 1. Sign in and out of a Google account and navigate to Google Docs.
- NDL – Google Docs – 2. Identify the parts of the Google Docs interface, including menu bar, toolbar, document title, comments button, and share button.
- NDL – Google Docs – 3. Open a new or existing Google Docs document.
- NDL – Google Docs – 4. Rename a document.
- NDL – Google Docs – 5. Use Spelling and grammar check.
- NDL – Google Docs – 6. Format text: size, color and font type.
- NDL – Google Docs – 7. Set text spacing and alignment.
- NDL – Google Docs – 8. Apply bullets and automatic numbering.
- NDL – Google Docs – 9. Undo the previous action.
- NDL – Google Docs – 10. Cut, copy and paste text.

- NDL – Google Docs – 11. Modify page setup, including margins and orientation.
- NDL – Google Docs – 12. Insert objects into a document, including images, links, and tables.
- NDL – Google Docs – 13. Print.
- NDL – Google Docs – 14. Download a document in another file format, such as Word or PDF.
- NDL – Google Docs – 15. Share a document, being intentional about the difference between Viewer, Commenter, and Editor.
- NDL – Google Docs – 16. Collaborate with others in Google Docs by using suggestion mode to track changes, accepting edits, and adding and replying to comments.
- NDL – Google Docs – 17. View and restore a previous version of a document.
- NDL – Google Sheets – 1. Sign in and out of a Google account and navigate to Google Sheets.
- NDL – Google Sheets – 2. Open a new or existing Google Sheets spreadsheet.
- NDL – Google Sheets – 3. Identify the parts of the Google Sheets interface, including menu bar, toolbar, spreadsheet title, formula bar, rows, and columns.
- NDL – Google Sheets – 4. Locate a specific cell.
- NDL – Google Sheets – 5. Enter data in a cell.
- NDL – Google Sheets – 6. Copy, move, and delete cell entries.
- NDL – Google Sheets – 7. Format cells and text: bold, underline, size, merge and center, wrap text, number (currency, time, percentages, etc.)
- NDL – Google Sheets – 8. Create headings and freeze them.
- NDL – Google Sheets – 9. Insert and delete rows and columns.
- NDL – Google Sheets – 10. Adjust row and column size.
- NDL – Google Sheets – 11. Identify spreadsheet tabs, create a new tab, rename tabs, and rearrange tabs.
- NDL – Google Sheets – 12. Write a formula in the formula bar (-, +, *, /).
- NDL – Google Sheets – 13. Select a range.
- NDL – Google Sheets – 14. Use functions to SUM, AVERAGE and COUNT cells.
- NDL – Google Sheets – 15. Sort (least to greatest, alphabetically, etc.) and filter data.
- NDL – Google Sheets – 16. Insert a chart to display data.
- NDL – Google Sheets – 17. Print a spreadsheet choosing page orientation and formatting.
- NDL – Google Sheets – 18. Share a spreadsheet, being intentional about the difference between Viewer, Commenter, and Editor.
- NDL – Google Sheets – 19. Collaborate with others in Google Sheets by adding and replying to comments.
- NDL – Google Sheets – 20. View and restore a previous version of a spreadsheet.
- NDL – Social Media – 1. Identify different types of social media and their primary functions (especially Facebook, LinkedIn, Instagram, Twitter).
- NDL – Social Media – 2. Create a new account on a social media network and log in.
- NDL – Social Media – 3. Recognize information posted on social media networks that may present a risk to you (user as consumer of information).
- NDL – Social Media – 4. Demonstrate knowledge of managing "friends" on Facebook: adding friends, accepting/declining "friend" requests, and the difference between that and "following" someone.
- NDL – Social Media – 5. Understand and change privacy settings.
- NDL – Social Media – 6. Demonstrate an understanding of the consequences of "liking" or commenting on something.
- NDL – Social Media – 7. Share and delete content, including photos, videos, and links.
- NDL – Social Media – 8. Identify information that is unwise to post and/or upload on a social media (too much personal sharing, inappropriate photos/comments).
- NDL – Social Media – 9. Distinguish between public and private "spaces" on social media sites (e.g., Facebook messages vs. Facebook timeline).
- NDL – Social Media – 10. Post, share, like, or comment on content.

- NDL – Social Media – 11. Demonstrate knowledge of the permanence of anything posted on the internet.
- CAAHEP Competencies – II.C.1. Demonstrate knowledge of basic math computations
- CAAHEP Competencies – II.C.2. Apply mathematical computations to solve equations
- CAAHEP Competencies – II.C.3.a. Define basic units of measurements in: the metric system
- CAAHEP Competencies – II.C.4. Convert among measurement systems
- CAAHEP Competencies – II.C.5. Identify abbreviations and symbols used in calculating medication dosages
- CAAHEP Competencies – 11.P.1. Calculate proper dosages of medication for administration
- CAAHEP Competencies – V.C.9. Identify medical terms labeling the word parts
- CAAHEP Competencies – I.C.1. Describe structural organization of the human body
- CAAHEP Competencies – I.C.2. Identify body systems
- CAAHEP Competencies – I.C.3.a. Describe: body planes
- CAAHEP Competencies – I.C.3.b. Describe: directional terms
- CAAHEP Competencies – I.C.3.c. Describe: quadrants
- CAAHEP Competencies – I.C.3.d. Describe: body cavities
- CAAHEP Competencies – I.C.4. List major organs in each body system
- CAAHEP Competencies – I.C.7. Decribe the normal function of each body system
- CAAHEP Competencies – V.C.10. Define medical terms and abbreviations related to all body system
- ABHES Competencies – 6.b. Pharmacology – Demonstrate accurate occupational math and metric conversions for proper medication administration
- ABHES Competencies – 3.a. Medical Terminology – Define and use the entire basic structure of medical terminology and be able to accurately identify the correct context (i.e., root, prefix, suffix, combinations, spelling, and definitions)
- ABHES Competencies – 3.b. Medical Terminology – Build and dissect medical terminology from roots and suffixes to understand the word element combinations
- ABHES Competencies – 3.c. Medical Terminology – Apply medical terminology for each specialty
- ABHES Competencies – 2. a. Anatomy and Physiology – List all body systems and their structures
- Stem cell research and functions