Medical Assistant Handbook: 2015 - 2016
WELCOME TO THE COCC MEDICAL ASSISTANT PROGRAM

Central Oregon Community College is pleased to welcome you. A career in the health professions is challenging and rewarding. The field is in a state of constant growth and change. We look forward to working with you to achieve your goal of successfully completing the program requirements and gaining skills and competencies in your chosen field of study.

We designed this handbook to serve as your guide to general information, concerning the standards and policies of the Medical Assistant Program.

A CAREER AS A MEDICAL ASSISTANT

Medical Assistants are multi-skilled, allied health professional, whose practitioners work in a variety of health care settings. They are an integral part of the outpatient health care delivery team, with training in both administrative and clinical procedures.

Medical Assistants work primarily in medical offices and are responsible for both clinical and administrative functions. Clinical duties include infection control, taking patient histories and vital signs, preparing patients for medical examinations and procedures, assisting physicians with examinations and treatments, and administering selected diagnostic tests and medications as directed by the health care provider. Administrative duties include scheduling and receiving patients, preparing and maintaining medical documentation, and handling oral and written correspondence. Medical Assistants must be knowledgeable in the areas of coding, billing, and insurance. A Medical Assistant may also be responsible for equipment maintenance and supply inventories, as well as managing financial records.

THE PROGRAM

The Central Oregon Community College Medical Assistant Program is a certificate program, which can be completed in five to six quarters. Students may elect to complete some of their coursework over a longer timeframe, if needed, and should work with a faculty advisor to determine a plan for successful sequencing and completion of coursework.

ACCREDITATION

The Medical Assistant Program is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of Medical Assisting Education Review Board (MAERB).

Commission on Accreditation of Allied Health Education Programs
1361 Park Street
Clearwater, FL 33756
727-210-2350
www.caahep.org
Upon satisfactory completion of the coursework, students may apply for a Certificate of Completion that is issued by Central Oregon Community College. COCC is accredited by The Northwest Commission on Colleges and Universities. Refer to http://www.nwccu.org/ or you may contact them at the following address:

- Northwest Commission on Colleges and Universities
  8060 165th Ave. NE, Suite 100
  Redmond, WA 98052
  Phone – 425-558-4224

GOALS

The primary goal of the COCC Medial Assistant Program is to prepare competent, entry-level, medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains, as defined by the Commission for Accreditation of Allied Health Education. Upon successful completion of requirements for the Central Oregon Community College Certificate, students will be eligible to apply and sit for the national Certified Medical Assistant (C.M.A.) exam.

CERTIFICATION

The American Association for Medical Assistants [AAMA] administers the Certified Medical Assistant (C.M.A.) exam at different times during the year. Only individuals who hold a certificate from a CAAHEP or Accrediting Bureau of Health Education Schools [ABHES] accredited program may sit for these exams. Upon passing the certification exam, a medical assistant can claim the credential of Certified Medical Assistant, C.M.A., a title recognized nationwide. Effective January 1, 2003, all Certified Medical Assistants, employed or seeking employment, must have current, certified status to use the C.M.A. credential. Certification is not currently required for initial employment by all local employers, but it is quickly becoming the standard for the medical community at large. The C.M.A. is one of the most widely recognized certifications by employers.

PROFESSIONAL ASSOCIATION

The AAMA [http://www.aama-ntl.org/as] is a professional association for medical assistants. The purpose of the AAMA is to promote the professional identity and stature of its members and the medical assisting professional through education and credentialing. Certified Medical Assistants are required to accumulate continuing education credits, as specified by the AAMA, to maintain accreditation.

ADVISORY BOARD

Our advisory board is composed of member(s) from the community, local medical facilities, the physician/provider community, practicing medical assistant(s) and current or recent medical assisting students. The committee meets at least once each academic year. This is an excellent opportunity for student input. Please notify the program director if you have questions or information you would like discussed at these meetings.
ADMISSION INFORMATION

The Medical Assisting program allows for admission to core medical assisting classes once per year, beginning with each fall term. Admission is on a first-come, first-served basis for all applicants who have:

- met basic competencies in math, reading, writing and computers
- a high school diploma or equivalent
- completed the prerequisites
- initiated required immunizations, drug screen and background check by the established due date

Currently enrolled COCC students may enroll through the early pre-registration process spring term for fall courses. New students enroll on the standard admission dates. New students should contact Enrollment Services - Admissions (383-7500) for additional information.

Students must be registered in prerequisite classes by spring or summer term and pass with a “C” or better for them to count towards entrance into fall medical assisting classes.

Students who leave or drop the Medical Assistant Program, must receive permission from the program director to re-enter the next fall. Students who are given permission to re-enter the following fall, will be required to enroll in, and successfully complete, all core medical assisting with their new cohort no matter what term they leave the program.

SUBMITTING TRANSCRIPTS

All transcripts from other institutions should be forwarded directly to the COCC Records Office, with a request for evaluation and articulation, prior to an advising and registration session. Currently enrolled students, who have taken the placement test, must be assigned to a program advisor prior to program admission. If a registered student withdraws from the program, students on the waitlist are automatically moved into available seats in the order of their placement on the waitlist.

ADVANCED PLACEMENT AND CREDIT FOR EXPERIENTIAL LEARNING

The COCC Medical Assistant Program does not provide for advanced placement into the core MA classes or give credit for experiential learning, relative to skills taught and measured in the core MA classes. These are classes in which critical competencies, designated by CAAHEP, are taught and measured. Transfer credit is awarded for other classes required for the Medical Assisting Certificate according to the COCC transfer credit policy which can be found at http://www.cocc.edu/future-students/transferring-to-cocc/.

ENTRANCE REQUIREMENTS

All students interested in the Medical Assisting program must complete the following prior to entrance into the program:

- Have a high school diploma or GED and submit documentation by the required date.
- Complete Math 95 or higher with a grade of “C” or better.
- Complete AH 111 and AH 112 with a "C" or better.
- Complete CIS 120 with a "C" or better. Students may test out of CIS 120 (Computer Competency) as noted in the instructions found at http://www.cocc.edu/tutoring-and-testing/testing/computer-competency-exam/.
- Complete BI 121 and BI 122 (or BI 231, BI 232 and BI 233) with a "C" or better.
• Achieve minimum placement scores resulting in WR 121 placement or completion of WR 65/75/95 with a "C" or better. See the CAP Center website for scores needed to place in the above classes.

The Oregon Health Authority requires all health professions students to complete a criminal background check, 10 panel drug screen and required immunizations.

**Background Check**
A positive criminal background check, which prevents clinical attendance, will disqualify the student from the Medical Assistant Program until the DHS specified review period has passed or the record has been expunged. A current list of potentially disqualifying crimes and their review period is accessible at [http://www.oregon.gov/DHS/chc/docs/crimelist.xls](http://www.oregon.gov/DHS/chc/docs/crimelist.xls).

**Drug Screen**
A positive urine drug screen will not prevent a student from reapplying for the program the following year; however, students must submit to a 10-panel drug screen each time they apply to the program.

**CPR/First Aid**
Students must provide documentation of current American Heart Association compliant, Health Care Provider or Professional Rescuer CPR card, and a First Aid card, by the deadline specified by the program director and prior to entering the clinical setting.

**Immunizations**
Students must complete all immunizations unless they have provided a medical exemption waiver (signed by their medical provider). Students may not participate in practicum if they have not initiated / completed required immunizations or provided a waiver. Practicum sites are under no obligation to take students who are not current with their immunizations. You cannot successfully complete the program without completing the required clinical practicum hours.

• Documentation of a series of three Hepatitis immunizations and titer (positive titer alone will suffice).
• Documentation of two MMR vaccines as an adult or a positive titer.
• Documentation of one varicella immunization or a positive titer.
• Documentation of one Tdap and a Td every 10 years thereafter
• Documentation of a negative two-step T.B. test or a Quantiferon or T-Spot titer within the last year.
• Documentation of an influenza vaccine for the current flu season.

• Note-Students may not waive the TB test

Facilities used as practicum sites will be informed that these are the standards employed by the Medical Assistant Program. Keep in mind that individual facilities may request that you provide a copy of your background check, immunization records and /or drug screen for verification. The Program may request a urine drug screen, at any time, for cause at the student’s expense. Facilities may require additional testing, background check or immunizations at the student’s expense.
SATISFACTORY COMPLETION OF COURSE STUDY

Grading policies, class schedules and course objectives will be presented in each class, typically through the syllabus. Please direct questions regarding these policies to the appropriate faculty member or the Program Director. Courses will be graded in accordance with the grading guidelines as outlined in the current COCC catalog and the class syllabus. To maintain enrollment, students must maintain an overall grade of 75% in each core MA class each term, a 75% average on exams in each core MA class each term and a 75% average on lab check-offs each term. Students must successfully complete 100% of all required psychomotor and affective competencies specified by CAAHEP. Students must maintain an overall 2.0 GPA and a “C” grade or better in all other courses required to complete the certificate.

Core MA classes must be taken in sequence in the designated terms. Core courses are the Clinical and Administrative Medical Assisting courses, designated by the letters “MA” before the course number (example: MA 113):

- **Administrative:**
  - MA 125
  - MA 135
  - MA 145

- **Clinical:**
  - MA 113
  - MA 123
  - MA 133
  - MA 150
  - MA147

*Course numbers may be subject to change.*

*Practicum: the practicum is pass/fail*

Courses Required for MA Certificate completion:

- **Prerequisites** [completed prior to entering core MA classes]
  - MTH 95 or higher math 4 cr]
  - WR 121 English Composition [4 cr]
    (Students can enter program with scores allowing placement into WR 121, with class completed prior to completion of certificate.)
  - AH 111 Medical Terminology I [3cr]
  - AH 112 Medical Terminology II [3cr]
  - BI 121 Human Anatomy and Function I [4cr]
  - BI 122 Human Anatomy and Function II [4cr]
  - CIS 120 Computer Concepts or computer competency test [0-4cr]

- **Co-requisites** [must be completed prior to Spring Term]
  - HHP 252 First Aid and Healthcare Provider CPR [3cr]
  - SP 218 Interpersonal Communication [3cr]
  - CIS 10 Computer Keyboarding [1cr]
  - AH 113 Introduction to the Study of Disease [5cr]

- **Fall**
  - MA 113 Introduction to Medical Assisting [3 cr]
- MA 125 Medical Office Procedures I [4 cr]
- MA 145 Computerized Medical Office Procedures [1cr]
- AH113 if not taken prior to entering MA113

**Winter**
- MA 123 Medical Assisting Basic Procedures [4cr]
- MA 150 Pharmacology for Medical Assistants [3cr]
- MA 135 Medical Office Procedures II [4cr]

**Spring**
- MA 133 Medical Assisting Advanced Procedures (4cr)
- MA 147 Medical Assistant Practicum I (5cr) (may run into early summer term)
- Other Required Courses (must be completed prior to application for certificate)

**OTHER STUDENT EVALUATION CONSIDERATIONS**

- **Learning ability:**
  - Does the student learn the specific techniques or procedures quickly?
  - Does the student retain knowledge and skill?

- **Attitude:**
  - Does the student maintain a positive attitude?
  - Can the student accept constructive criticism?
  - Does the student accept change and/or assignments willingly?

- **Initiative:**
  - Does the student demonstrate initiative to undertake new or additional duties?
  - Does the student notice things that need to be done and begin to do them without need for specific direction?

- **Punctuality and Attendance:**
  - Is the student ready to work at the appointed time?
  - Does the student fulfill the entire shift and break when appropriate?
  - Does the student notify the supervisor in case of absence or delay?

- **Appearance and Grooming:**
  - Does the student appear for duty in appropriate uniform, neat and well groomed
  - Does the student have his/her student identification?

- **Assisting Ability:**
  - Does the student demonstrate an understanding of patient care?
  - Does the student treat the patient with dignity and respect?

- **Confidentiality and Privacy:**
  - Does the student demonstrate an understanding of the patient’s rights to confidentiality and privacy in all matters?

- **Rapport with Patient:**
  - Does the student demonstrate a mature and understanding demeanor with the patient?
  - Does the student demonstrate the ability to put the patient at ease?

- **Patient Education:**
  - Is the student responsiveness to patient inquiry?
  - Does the student demonstrate an appropriate level of knowledge when responding to the patient?
  - Does the student ask questions of the practicum site team when necessary to assure accuracy of information supplied to the patient?
• Alacrity:
  o Does the student perform his/her functions with sufficient speed based on the level of experience?
• Teamwork:
  o Does the student demonstrate a willingness and ability to interact with co-workers effectively and pleasantly?
  o Does the student show respect for fellow students, faculty, staff and facilities in verbal and written communication?

ATTENDANCE

Because the Medical Assisting Program is a competency based program it is imperative that students participate in class and labs. After two (2) absences in a term from clinical lab classes for any reason, students will be subject to dismissal from the program. After missing more than 20% of lectures for any reason, students will be subject to dismissal as well.

PROFESSIONAL CONDUCT

Professional behavior is expected from students during lectures, labs and clinical practicum sites. Lab competency check-offs will be graded as a percentage(%) for completion and thoroughness as well as a pass/no pass for professionalism, critical steps and some demonstrations. As representatives of the program, students will be expected to dress in professional attire and speak in a professional manner when going on field trips, entering clinical settings or referring to facilities for any reason.

To eliminate inadvertent disclosure of confidential information discretion should be used at all time as to when and where privileged information is discussed. Specifically, students should not:
- post any patient information on social media websites even if not using the patient’s name.
- post information about office staff or physicians, even if they are not identified by name. This information may become public and cause damage to the individual or the medical facility.

Similarly, students should be careful about hallway or elevator conversations about patients, physicians and staff. These are areas where breaches of confidentiality may occur. Additionally, lab or lecture may involve discussion sensitive topics or situations involving personal information or situations shared by students. As a result, pictures and recordings are not allowed, and students are advised to use the same discretion when utilizing social media as with patients. Violations can result in dismissal from the program.

PRACTICUM

After completing the required critical Medical Assisting Program coursework and competencies, students will begin their practicum experience. Students will participate in a practicum consisting of a minimum of 160-hour clinical placement for program completion. The purpose of the clinical practicum is to apply the clinical, administrative and general knowledge gained during the formal coursework. Satisfactory performance during the practicum is as important as student achievement in the classroom/lab setting for completion of the program.
STUDENT EVALUATION:

The clinical experience is graded on a Pass/No Pass basis. A Pass grade is required for student to successfully complete the program. Evaluation of the student in the off-campus clinical setting is based on the preceptor’s (clinical supervisor/mentor) assessment of the student’s performance. Competencies given priority in off-campus clinical evaluation are: safety, asepsis, organization, communication, confidentiality, professionalism, clinical procedures, patient care, front office procedures and the ability to work as an affective team member.

Contact will be maintained with the student and the site members throughout the practicum. A summary evaluation conference will be held at the end of practicum completion to determine whether the student has met the practicum objectives with a “satisfactory” rating which results in a passing grade for the term. If it appears, during practicum, that standards are not being met, faculty and the facility preceptor will develop a plan to address the inadequacy whenever possible. Unresolved issues will result in a failing clinical grade and failure of the course. Behaviors during the practicum that indicate a serious breach of standards in regards to safety, professionalism or competency, including requests by a practicum site for removal of a student, can result in dismissal from the program.

RESPONSIBILITIES OF CENTRAL OREGON COMMUNITY COLLEGE:

• To maintain contact with the practicum site administration, physicians and preceptors for regular and urgent/emergent correspondence throughout the student(s) clinical placement.
• To assume full responsibility for the Medical Assisting Program planning and execution.
• To abide by the rules of the practicum site and enforce those rules with student placed at the sites.
• To work with the student(s) and the site to schedule student assignments.
• To cover non-paid student(s) with Worker’s Compensation, liability and malpractice insurance under Central Oregon Community College Policies.

RESPONSIBILITIES OF THE CLINICAL SITE:

• To express a genuine interest in the program and the student’s educational experience.
• To agree that the student does not replace a regular employee.
• To allow the student to participate in clinical duties within the confines of the care and procedures rendered by the specific practice/facility.
• To allow the student to participate in administrative duties within the confines of the limitations of the specific practice/facility.
• To observe, direct and supervise the student.
• To evaluate the student’s performance.
• To recognize that the practicum is a supervised, unpaid learning experience.
• To alert the COCC director(s) of any problems, concerns or issues the physician/staff believe warrant discussion (whether positive or negative in nature) as soon as possible.
• To communicate with COCC director(s) in the event of any accident or blood borne pathogen exposure incident.
• To assist the student and COCC program personnel in plan development to correct inadequacies whenever possible.
• To adhere to accepted standards of infection control and occupational safety.
RESPONSIBILITY OF THE MEDICAL ASSISTANT STUDENT:

• To conduct himself/herself in a professional manner and reflect a positive image.
• To understand that they are representing COCC, the program and the facility they are in at all times.
• To be prompt and present for all clinical assignments and call the supervisor at the practicum site if an absence is necessary.
• To be available when practicum sites and hours are available and to understand that additional practicum hours may not be available (resulting in inability to complete the program) if assigned practicum hours are missed.
• To make up all time missed due to an absence at the convenience of the facility when make-up sessions can be arranged.
• To arrive in the proper attire and with their student identification.
• To honor and protect the patient’s right to privacy and confidentiality.
• To make the most of their clinical assignment and to be open to learning new and different procedures and protocols.
• To maintain a current and accurate record of practicum hours.
• To adhere to all COCC and Medical Assisting Program regulations during the clinical practicum.
• To adhere to the requirement that the clinical practicum is not to be a paid position.
• To alert the COCC director(s) of any problems, concerns or issues the student believes warrant discussion (whether positive or negative in nature) as soon as possible.
• To assist the practicum preceptor and COCC program personnel in plan development to correct inadequacies whenever possible.
• To maintain contact with the COCC directors during the practicum experience.
• To adhere to all safety standards, infection control standards and occupational safety standards.
• To alert both the supervisor at the clinic and the COCC director(s) if any accident or blood borne pathogen exposure incident.
• To comply with the policy that no psychomotor and affective domain objectives are performed in practicum prior to demonstration of competency in classroom or lab.
• To comply with OSHA regulations concerning use of personal protective equipment, biohazard disposal and other hazardous material/chemicals.

UNIFORM REQUIREMENTS:

Uniforms consist of the lab coat and/or scrubs as specified by the practicum site. Shoes are to be clean with flat non-skid soles. No open toed shoes are allowed. Hose or socks must be worn at all times. Lab coats should be removed before leaving the practicum site, placed in a plastic bag and laundered separately at home. Students must adhere to the program and facility dress codes.

GROOMING and HYGIENE:

Good grooming and hygiene are an important part of professional behaviors. Student must maintain a well turned out, clean and fresh appearance at all times. This includes oral hygiene. Smokers must take particular care to prevent offensive breath and body odors.

• Hair must be clean and kept back from the face.
• Hands must be clean; finger nails short and clean
• Modest jewelry is acceptable. Visible body jewelry is not permitted. Students may wear nude or clear plugs to maintain piercings. (see program dress code for specifics)
• No perfume, heavy makeup or highly scented creams, lotions, hair spray, etc.
• No gum chewing while on duty.

*Note- Please see detailed dress code for specific requirements.

ACCIDENT REPORTING PROCEDURES:

The goal in healthcare is to prevent all accidents and transmission of disease. Unfortunately accidents and injury can and do occur. In the event of accident or injury, it is imperative to respond quickly and safely. Report all accidents and/or injury to the practicum site preceptor/supervisor and the COCC instructor immediately. Students must file an incident report for any of the following:

• Physical accident or injury incurred by the student
• Physical accident or injury incurred by a co-worker when the student is present
• Physical accident or injury incurred by the patient or someone accompanying the patient
• Damage to property of any kind

If injured contact Office of Risk Management: Human Resources can assist the injured student to fill out the Report of Job Injury or Illness; Form 801 and the Form 801 Cover Sheet.

Sharla Andresen: Risk Management Officer
Newberry Hall, Room 203
Phone: 541-383-7208
Email: sandresen@cocc.edu

The health care provider rendering care to the student should be informed that the injury is job related and will send the Form 827 to SAIF Corporation.

INSURANCE DISCLAIMER:

Students are not covered by medical insurance while on campus or involved in college classes and activities. Students are responsible for their own medical and dental insurance coverage.

ESTIMATED FEES AND ASSESSMENTS

Due to the rapidly changing nature of health care and associated costs, the following are only estimates.

Supplies
• Books: Estimate $500/term for full-time attendance
• Course and lab packets estimated at $60-$100 per term
• Stethoscope, watch and blood pressure cuff estimated at $65
• Uniform estimated at $60 but cost will vary depending on where purchased
• Lab fees estimated at $450-$600

Other Costs
• Immunizations and titers cost estimated at $450, but cost varies depending on the clinic
• By the end of winter term after entering the program, enrolled students must have CPR and first aid cards issued upon successful completion of HHP 252 [$20 fee in addition to tuition, additional fee if outside class must be taken to update CPR or meet Oregon Health Authority Requirements]
• Criminal background check, urine drug screen and immunization tracking  [estimated [$110]
• American Association of Medical Assistants (AAMA CMA) Examination [$125]
I have read the above Medical Assisting student handbook and agree to the terms which are described within.

Student Name [print]_________________________________________________________  Date:_____________________

Student Signature:____________________________________________________________