MEDICAL ASSISTANT APPRENTICESHIP

PROGRAM DESCRIPTION

Complete your Medical Assistant training in this accelerated program for current health care professionals. Achieve clinical and administrative skills necessary for this high demand career. Under the supervision of health care providers, medical assistants are a valued support member for the health care team. Doctors, nurses, and other team members rely on the medical assistant to provide clinical services for patients and ensure the clinic flows smoothly.

PREREQUISITES

High School Diploma or equivalent. Must be a Current Certified Nursing Assistant or Certified Phlebotomy Technician. Must be 18 years or older to sit for the NHA CCMA exam. **Copy of high school transcript or GED, professional certification, and letter from employer that you are currently employed as a CNA or phlebotomy technician is required.**

PROGRAM COMPONENTS & LEARNING OUTCOMES

Medical Terminology
Anatomy & Physiology
Introduction to Medical Assistant
Patient Education & Workplace Safety
Administrative Duties and Office Management
Introduction to Medical Billing and Coding
Nutrition/Mental Health
Pharmacology & Dosage Calculation
Phlebotomy for Medical Assistants
Clinical Medical Assistant Duties

*An 80% or better cumulative score on each component and satisfactory completion of skill competency objectives/check off must be achieved to enter the clinical externship and to successfully complete the program.

Upon successful completion of the Medical Assistant Fast Track program, the student should be able to:
1. Demonstrate competency as defined by Medical Assisting Standards in the cognitive (knowledge), psychomotor (skills) and affective (behavior) learning domains.
2. Perform administrative and clinical skills within the scope of practice of an entry level medical assistant under the direction of the health care provider.
3. Demonstrate professionalism and multicultural sensitivity while interacting and communicating with providers, staff and patients.

4. Display professionalism and ethical behavior in appearance, job performance, written and verbal communication, and participate as a team member within various health care settings.
5. Demonstrate patient education and workplace safety.
6. Qualify for employment by achieving the required CCMA credential through examination by NHA.
7. Describe maintenance of credential through continuing education and benefit of active membership in professional associations.

PROGRAM LENGTH

Students will complete online course work outside of class, meet once or twice per week in the lab for in depth exploration of material, applying real world scenarios, engaging in critical thinking activities and practice competency skills. There will be a 160 hour clinical externship near the end of the program.
- 8.5 months
- 760 total hours
- Plan for 12-16 hours per week for online course work.
- 8-hour lab session(s) per week

TUITION

- 3, 995.00
- Includes the following:
  - Pearson's Comprehensive Medical Assisting Fourth Edition Textbook Bundle
  - Pearson's Medical Language Fourth Edition Textbook Bundle
  - CCMA Exam Preparation Study Guide with Practice Tests
  - Certification Exam Fee through NHA
  - Blood Pressure Cuff & Stethoscope
  - Drug Screening
  - Background Check

PROGRAM REQUIREMENTS

Uniform	Embroidered Aloe scrubs with black or white non-slip shoes
Watch with second hand	Any department store (Walmart, Target, Kohls)
Drug Screening	Required prior to entering clinical externship (up to 2)
Background Check	Required prior to entering clinical externship
Health Screening/ Vaccinations/Titers	At least 1 TB test within 12 months, Tdap, Varicella, MMR (2 doses), Hep B series, Influenza vaccination in season.
Access to computer with internet connection.	
Perform basic computer, internet and word processing abilities.	

PROGRAM STANDARDS

CONTENT AREA I: Anatomy & Physiology		
Cognitive (Knowledge) I.C Anatomy & Physiology	Psychomotor (Skills) I.P Anatomy & Physiology	Affective (Behavior) I.A Anatomy & Physiology

1. Describe structural organization of the human body
2. Identify body systems
3. Describe:
   a. body planes
   b. directional terms
   c. quadrants
   d. body cavities
4. List major organs in each body system
5. Identify the anatomical location of major organs in each body system
6. Compare structure and function of the human body across the life span
7. Describe the normal function of each body system
8. Identify common pathology related to each body system including:
   a. signs
   b. symptoms
   c. etiology
9. Analyze pathology for each body system including:
   a. diagnostic measures
   b. treatment modalities
10. Identify CLIA waived tests associated with common diseases
11. Identify the classifications of medications including:
   a. indications for use
   b. desired effects
   c. side effects
   d. adverse reactions
12. Identify quality assurance practices in healthcare
13. List principles and steps of professional/provider CPR
14. Describe basic principles of first aid as they pertain to the ambulatory healthcare setting
	1. Measure and record:
	   a. blood pressure
	   b. temperature
	   c. pulse
	   d. respirations
	   e. height
	   f. weight
	   g. length (infant)
	   h. head circumference (infant)
	   i. pulse oximetry
	2. Perform:
	   a. electrocardiography
	   b. venipuncture
	   c. capillary puncture
	   d. pulmonary function testing
	3. Perform patient screening using established protocols
	4. Verify the rules of medication administration:
	   a. right patient
	   b. right medication
	   c. right dose
	   d. right route
	   e. right time
	   f. right documentation
	5. Select proper sites for administering parenteral medication
	6. Administer oral medications
	7. Administer parenteral (excluding IV) medications
	8. Instruct and prepare a patient for a procedure or a treatment
	9. Assist provider with a patient exam
	10. Perform a quality control measure
	11. Obtain specimens and perform:
	   a. CLIA waived hematology test
	   b. CLIA waived chemistry test
	   c. CLIA waived urinalysis
	   d. CLIA waived immunology test
	   e. CLIA waived microbiology test
	12. Produce up-to-date documentation of provider/professional level CPR
	13. Perform first aid procedures for:
	   a. bleeding
	   b. diabetic coma or insulin shock
	   c. fractures
	   d. seizures
	   e. shock
	   f. syncope
		1. Incorporate critical thinking skills when performing patient assessment
		2. Incorporate critical thinking skills when performing patient care
		3. Show awareness of a patient's concerns related to the procedure being performed

CONTENT AREA II: Applied Mathematics

Cognitive (Knowledge) II.C Applied Mathematics	Psychomotor (Skills) II.P Applied Mathematics	Affective (Behavior) II.A Applied Mathematics

1. Demonstrate knowledge of basic math computations
2. Apply mathematical computations to solve equations
3. Define basic units of measurement in
   a. the metric system
   b. the household system
4. Convert among measurement systems
5. Identify abbreviations and symbols used in calculating medication dosages
6. Analyze healthcare results as reported in
   a. graphs
   b. tables
	1. Calculate proper dosages of medication for administration
	2. Differentiate between normal and abnormal test results
	3. Maintain lab test results using flow sheets
	4. Document on a growth chart
		1. Reassure a patient of the accuracy of the test results

CONTENT AREA III: Infection Control

Cognitive (Knowledge) III.C Infection Control	Psychomotor (Skills) III.P Infection Control	Affective (Behavior) III.A Infection Control

1. List major types of infectious agents
2. Describe the infection cycle including:
   a. the infectious agent
   b. reservoir
   c. susceptible host
   d. means of transmission
   e. portals of entry
   f. portals of exit
3. Define the following as practiced within an ambulatory care setting:
   a. medical asepsis
   b. surgical asepsis
4. Identify methods of controlling the growth of microorganisms
5. Define the principles of standard precautions
6. Define personal protective equipment (PPE) for:
   a. all body fluids, secretions and excretions
   b. blood
   c. non-intact skin
   d. mucous membranes
7. Identify Center for Disease Control (CDC) regulations that impact healthcare practices
	1. Participate in bloodborne pathogen training
	2. Select appropriate barrier/personal protective equipment (PPE)
	3. Perform handwashing
	4. Prepare items for autoclaving
	5. Perform sterilization procedures
	6. Prepare a sterile field
	7. Perform within a sterile field
	8. Perform wound care
	9. Perform dressing change
	10. Demonstrate proper disposal of biohazardous material
	   a. sharps
	   b. regulated wastes
		1. Recognize the implications for failure to comply with Center for Disease Control (CDC) regulations in healthcare settings

CONTENT AREA IV: Nutrition

Cognitive (Knowledge) IV. C Nutrition	Psychomotor (Skills) IV. P Nutrition	Affective (Behavior) IV.A Nutrition

1. Describe dietary nutrients including:
  a. carbohydrates
  b. fat
  c. protein
  d. minerals
  e. electrolytes
  f. vitamins
  g. fiber
  h. water
2. Define the function of dietary supplements
3. Identify the special dietary needs for:
  a. weight control
  b. diabetes
  c. cardiovascular disease
  d. hypertension
  e. cancer
  f. lactose sensitivity
  g. gluten-free
  h. food allergies
	1. Instruct a patient according to patient's special dietary needs	1. Show awareness of patient's concerns regarding a dietary change

CONTENT AREA V: Concepts of Effective Communication

Cognitive (Knowledge) V.C Concepts of Effective Communication	Psychomotor (Skills) V.P. Concepts of Effective Communication	Affective (Behavior) V.A. Concepts of Effective Communication

1. Identify styles and types of verbal communication
2. Identify types of nonverbal communication
3. Recognize barriers to communication
4. Identify techniques for overcoming communication barriers
5. Recognize the elements of oral communication using a sender-receiver process
6. Define coaching a patient as it relates to:
  a. health maintenance
  b. disease prevention
  c. compliance with treatment plan
  d. community resources
  e. adaptations relevant to individual patient needs
7. Recognize elements of fundamental writing skills
8. Discuss applications of electronic technology in professional communication
	1. Use feedback techniques to obtain patient information including:
	  a. reflection
	  b. restatement
	  c. clarification
	2. Respond to nonverbal communication
	3. Use medical terminology correctly and pronounced accurately to communicate information to providers and patients
	4. Coach patients regarding:
	  a. office policies
	  b. health maintenance
	  c. disease prevention
	  d. treatment plan
	5. Coach patients appropriately considering:
	  a. cultural diversity
	  b. developmental life stage
	  c. communication barriers
	6. Demonstrate professional telephone techniques
	7. Document telephone messages accurately
		1. Demonstrate:
		  a. empathy
		  b. active listening
		  c. nonverbal communication
		2. Demonstrate the principles of self-boundaries
		3. Demonstrate respect for individual diversity including:
		  a. gender
		  b. race
		  c. religion
		  d. age
		  e. economic status
		  f. appearance
		4. Explain to a patient the rationale for performance of a procedure

9. Identify medical terms labeling the word parts
10. Define medical terms and abbreviations related to all body systems
11. Define the principles of self-boundaries
12. Define patient navigator
13. Describe the role of the medical assistant as a patient navigator
14. Relate the following behaviors to professional communication:
   a. assertive
   b. aggressive
   c. passive
15. Differentiate between adaptive and non-adaptive coping mechanisms
16. Differentiate between subjective and objective information
17. Discuss the theories of:
   a. Maslow
   b. Erikson
   c. Kubler-Ross
18. Discuss examples of diversity:
   a. cultural
   b. social
   c. ethnic
	8. Compose professional correspondence utilizing electronic technology
	9. Develop a current list of community resources related to patients' healthcare needs
	10. Facilitate referrals to community resources in the role of a patient navigator
	11. Report relevant information concisely and accurately	

CONTENT AREA VI: Administrative Functions

Cognitive (Knowledge) VI.C Administrative Functions	Psychomotor (Skills) VI.P Administrative Functions	Affective (Behavior) VI.A Administrative Functions

1. Identify different types of appointment scheduling methods
2. Identify advantages and disadvantages of the following appointment systems
   a. manual
   b. electronic
3. Identify critical information required for scheduling patient procedures
4. Define types of information contained in the patient's medical record
5. Identify methods of organizing the patient's medical record based on:
   a. problem-oriented medical record (POMR)
   b. source-oriented medical record (SOMR)
6. Identify equipment and supplies needed for medical records in order to:
   a. Create
   b. Maintain
   c. Store
7. Describe filing indexing rules
8. Differentiate between electronic medical records (EMR) and a practice management system
	1. Manage appointment schedule using established priorities
	2. Schedule a patient procedure
	3. Create a patient's medical record
	4. Organize a patient's medical record
	5. File patient medical records
	6. Utilize an EMR
	7. Input patient data utilizing a practice management system
	8. Perform routine maintenance of administrative or clinical equipment
	9. Perform an inventory with documentation
		1. Display sensitivity when managing appointments

9. Explain the purpose of routine maintenance of administrative and clinical equipment 10. List steps involved in completing an inventory 11. Explain the importance of data back-up 12. Explain meaningful use as it applies to EMR		

CONTENT AREA VII: Basic Practice Finances

Cognitive (Knowledge) VII.C Basic Practice Finances	Psychomotor (Skills) VII.P Basic Practice Finances	Affective (Behavior) VII.A Basic Practice Finances

1. Define the following bookkeeping terms:
   a. charges
   b. payments
   c. accounts receivable
   d. accounts payable
   e. adjustments
 2. Describe banking procedures as related to the ambulatory care setting
 3. Identify precautions for accepting the following types of payments:
   a. cash
   b. check
   c. credit card
   d. debit card
 4. Describe types of adjustments made to patient accounts including:
   a. non-sufficient funds (NSF) check
   b. collection agency transaction
   c. credit balance
   d. third party
 5. Identify types of information contained in the patient's billing record
 6. Explain patient financial obligations for services rendered
	1. Perform accounts receivable procedures to patient accounts including posting:
	   a. charges
	   b. payments
	   c. adjustments
	 2. Prepare a bank deposit
	 3. Obtain accurate patient billing information
	 4. Inform a patient of financial obligations for services rendered
		1. Demonstrate professionalism when discussing patient's billing record
		 2. Display sensitivity when requesting payment for services rendered

CONTENT AREA VIII: Third Party Reimbursement

Cognitive (Knowledge) VIII.C Third Party Reimbursement	Psychomotor (Skills) VIII.P Third Party Reimbursement	Affective (Behavior) VIII.A Third Party Reimbursement

1. Identify:
   a. types of third party plans
   b. information required to file a third party claim
   c. the steps for filing a third party claim
 2. Outline managed care requirements for patient referral
 3. Describe processes for:
   a. verification of eligibility for services
   b. precertification
   c. preauthorization
 4. Define a patient-centered medical home (PCMH)
 5. Differentiate between fraud and abuse
	1. Interpret information on an insurance card
	 2. Verify eligibility for services including documentation
	 3. Obtain precertification or preauthorization including documentation
	 4. Complete an insurance claim form
		1. Interact professionally with third party representatives
		 2. Display tactful behavior when communicating with medical providers regarding third party requirements
		 3. Show sensitivity when communicating with patients regarding third party requirements

CONTENT AREA IX: Procedural and Diagnostic Coding

Cognitive (Knowledge) IX.C Procedural and Diagnostic Coding	Psychomotor (Skills) IX.P Procedural and Diagnostic Coding	Affective (Behavior) IX.A Procedural and Diagnostic Coding

1. Describe how to use the most current procedural coding system
 2. Describe how to use the most current diagnostic coding classification system
 3. Describe how to use the most current HCPCS level II coding system
 4. Discuss the effects of:
   a. upcoding
   b. downcoding
 5. Define medical necessity as it applies to procedural and diagnostic coding
	1. Perform procedural coding
	 2. Perform diagnostic coding
	 3. Utilize medical necessity guidelines
		1. Utilize tactful communication skills with medical providers to ensure accurate code selection

CONTENT AREA X: Legal Implications

Cognitive (Knowledge) X.C Legal Implications	Psychomotor (Skills) X.P Legal Implications	Affective (Behaviors) X.A Legal Implications

1. Differentiate between scope of practice and standards of care for medical assistants
2. Compare and contrast provider and medical assistant roles in terms of standard of care
3. Describe components of the Health Insurance Portability & Accountability Act (HIPAA)
4. Summarize the Patient Bill of Rights
5. Discuss licensure and certification as they apply to healthcare providers
6. Compare criminal and civil law as they apply to the practicing medical assistant
7. Define:
   a. negligence
   b. malpractice
   c. statute of limitations
   d. Good Samaritan Act(s)
   e. Uniform Anatomical Gift Act
   f. living will/advanced directives
   g. medical durable power of attorney
   h. Patient Self Determination Act (PSDA)
   i. risk management
8. Describe the following types of insurance:
   a. liability
   b. professional (malpractice)
	1. Locate a state's legal scope of practice for medical assistants
	2. Apply HIPAA rules in regard to:
	   a. privacy
	   b. release of information
	3. Document patient care accurately in the medical record
	4. Apply the Patient's Bill of Rights as it relates to:
	   a. choice of treatment
	   b. consent for treatment
	   c. refusal of treatment
	5. Perform compliance reporting based on public health statutes
	6. Report an illegal activity in the healthcare setting following proper protocol
	7. Complete an incident report related to an error in patient care
		1. Demonstrate sensitivity to patient rights
		2. Protect the integrity of the medical record

c. personal injury
9. List and discuss legal and illegal applicant interview questions
10. Identify:
   a. Health Information Technology for Economic and Clinical Health (HITECH) Act
   b. Genetic Information Nondiscrimination Act of 2008 (GINA)
   c. Americans with Disabilities Act Amendments Act (ADAAA)
11. Describe the process in compliance reporting:
   a. unsafe activities
   b. errors in patient care
   c. conflicts of interest
   d. incident reports
12. Describe compliance with public health statutes:
   a. communicable diseases
   b. abuse, neglect, and exploitation
   c. wounds of violence
13. Define the following medical legal terms:
   a. informed consent
   b. implied consent
   c. expressed consent
   d. patient incompetence
   e. emancipated minor
   f. mature minor
   g. subpoena duces tecum
   h. respondent superior
   i. res ipsa loquitor
   j. locum tenens
   k. defendant-plaintiff
   l. deposition
   m. arbitration-mediation
   n. Good Samaritan laws		

CONTENT AREA XI: Ethical Considerations		
Cognitive (Knowledge) XI.C Ethical Considerations	Psychomotor (Skills) XI.P Ethical Considerations	Affective (Behavior) XI.A Ethical Considerations

1. Define:
   a. ethics
   b. morals
2. Differentiate between personal and professional ethics
3. Identify the effect of personal morals on professional performance
	1. Develop a plan for separation of personal and professional ethics
	2. Demonstrate appropriate response(s) to ethical issues
		1. Recognize the impact personal ethics and morals have on the delivery of healthcare

CONTENT AREA XII: Protective Practices		
Cognitive (Knowledge) XII.C Protective Practices	Psychomotor (Skills) XII.P Protective Practices	Affective (Behavior) XII.A Protective Practices

1. Identify:
   a. safety signs
   b. symbols
   c. labels
2. Identify safety techniques that can be used in responding to accidental exposure to:
   a. blood
   b. other body fluids
   c. needle sticks
   d. chemicals
3. Discuss fire safety issues in an ambulatory healthcare environment
4. Describe fundamental principles for evacuation of a healthcare setting
5. Describe the purpose of Safety Data Sheets (SDS) in a healthcare setting
6. Discuss protocols for disposal of biological chemical materials
7. Identify principles of:
   a. body mechanics
   b. ergonomics
8. Identify critical elements of an emergency plan for response to a natural disaster or other emergency
	1. Comply with:
	   a. safety signs
	   b. symbols
	   c. labels
	2. Demonstrate proper use of:
	   a. eyewash equipment
	   b. fire extinguishers
	   c. sharps disposal containers
	3. Use proper body mechanics
	4. Participate in a mock exposure event with documentation of specific steps
	5. Evaluate the work environment to identify unsafe working conditions
		1. Recognize the physical and emotional effects on persons involved in an emergency situation
		2. Demonstrate self-awareness in responding to an emergency situation

*Program standards from Appendix B, Core Curriculum for Medical Assistants, Medical Assisting Education Review Board (MAERB), 2015 Curriculum Requirements
https://www.caahep.org/CAAHEP/media/CAAHEP-Documents/MedicalAssistingStandards.pdf

COURSE ACTIVITY & GRADING PLAN

In class time is not meant to teach you basic information, this should happen in the outside class/online assignments each week. Questions about the materials can always be addressed in class. However, most of the in person class time will be spent exploring parts of the material more in-depth by having discussions, applying the learning to real world scenarios, engaging in critical thinking, and practicing skills.

Methods of Delivery for this course include lecture, demonstrations, videos, PowerPoint slide shows, class discussion, small group discussion, small group assignments, reading assignments, computer guided tutorials, Canvas requirements, and guest speakers, to name just a few.

This course will be graded on a weighted scale. Some subject sections will be graded separately and all final exams for those sections must be passed with a minimum score of 80% or better to continue. Each section will be weighted in the following areas as follows:

Course Activity	Points	Grading Plan
In Class Participation/Attendance/Professionalism		10%
MyLab & Canvas Activities		20%
Lab Assignments		20%
Chapter Quizzes & Final Exams		40%
Externship		10%
Demonstrated skill competencies		Pass/Fail
Total		**100%**

Your Canvas will reflect the updated final weighted grade each time an assignment grade is posted. With the course being graded on a weighted scale the point value of individual assignments become irrelevant. Rather the combination of all completed assignments will decide your section grade.

In some instances, assignments will be graded automatically through the MyLab or Canvas systems as you complete and submit them. Any assignment that requires manual grade entry/review will be graded within one week of the due date.

ONLINE COURSE SUCCESS

The due date for your course work will be at 11:59pm the day that is written on your specific program schedule.

Each week's assignments are within each module. You may move ahead in your assigned textbook reading and take the corresponding quiz.

The Discussion area is where you participate in a module's discussion. Participation is mandatory to successfully complete this course. 8 points will be given for your primary post. 2 additional points will be given for replying to at least 2 other student's posts, this is called a secondary post. If you follow the directions for each discussion, you will receive 10 total points.

DISCUSSION FORUM RUBRIC:

Criteria	Unsatisfactory (0 pts)	Satisfactory (1 pt)	Outstanding (2 pts)
Grammar/Mechanics	Missing proper grammar/spelling, no organization.	Communicates in organized manner with grammatical/spelling errors.	Communicates and contributes to discussion in well organized, concise manner utilizing correct grammar/spelling.
Clarity/Content	No posting and/or post has no relationship to topic/question.	Provides post with minimal development and/or clarity.	Post a well-developed discussion. Contributes to understanding of

			topic/question. Follows the directions of the assignment.
References/Support	Missing reference(s)/ examples.	Provides minimal discussion of reference(s)/ examples.	Includes relevant reference(s)/examples directly related to discussion and post.
Analysis/Critical Thought	Answer lacks relevance to question(s), superficial.	Provides some analysis and development between thoughts/post and question(s).	Clear ideas with full analysis utilized between question(s) and answer.
Follow-up (secondary) Postings	No follow up posting.	Posting simply agree/disagree with no discussion.	Utilizes other postings to enhance understanding and further the discussion.

You are responsible in ensuring access to a working computer with internet connectivity. Please do not use this as an excuse to justify late assignments. Prior planning is imperative to your online performance.

There are laptops that you can check out to use while you are on campus. Please inquire at the front desk and our customer service team will be happy to help you.

LATE WORK

No make-up points will be available for missed days of class and their activities, even if it is an excused absence. Assignments/quizzes turned in 1 day late will incur a 10% deduction to the final grade, 2 days late will incur a 20% deduction, etc. After an assignment/quiz is 5 or more days late, you will receive a 0 for that assignment/quiz.

FINAL GRADE

Students must achieve a cumulative of at least 80% or better to pass this course and be eligible to schedule the Certified Clinical Medical Assistant (CCMA) exam.

ATTENDANCE & PARTICIPATION

Success in this program depends on attendance and participation. In the event of illness, students are allowed no more than 6 days or 30 hours of absences. If you miss more than 6 days or 30 hours, you will not be able to continue in the program and will not receive a refund. Communication is key, please contact your instructor as soon as possible for any emergent issues. In the event of an emergency, you will be required to provide documentation as directed by your instructor.

ATTENDANCE

Punctuality, attendance and participation are extremely important for this class. Frequent tardiness of even a few minutes clearly interferes with your performance. By interrupting the class, it also disrupts other students as well. If you are 15 minutes late to class, that will count as one tardy. Three unexcused tardies will equal one absence (equal to your normal class time).

If you are unable to make it to class as scheduled, you should notify your instructor no later than 30 minutes before the class starting time. This notification will not excuse the tardiness. Any student with an unexcused absence from class will fail any in class assignments, including tests, for the day.

PARTICIPATION

Active participation is required throughout the course. You are expected to participate in all in class hands-on training and activities. Participation will include early arrival and being prepared to start class on time. Cell phone use is prohibited during class time. Failure to comply with this policy will result in deduction of participation points.

In class participation, attendance and professionalism is 10% of your grade. You will begin with 150 attendance/participation/professionalism points. For each absence, late arrival, early departure, non-participation, or failure to complete in class activities; 5 points will be deducted.

CLASS SCHEDULE

A specific program schedule will be available from your instructor and on Canvas. It is your responsibility to follow and participate with its contents.

STUDENT PROFESSIONAL CONDUCT

Students have the opportunity to practice workplace excellence by treating participation in the program as you would on the job. Professionalism is key for employment success.

Please arrive early to class ready to learn. This includes having materials needed to participate in all labs and activities (blood pressure cuff, stethoscope, pen, paper, watch, check-off sheets, etc). You will also be require to wear scrubs to every lab after the date marked on your program schedule.

Demonstrate courtesy and respect to your instructor or other students by not talking while someone is speaking/teaching.

Cell phones may only be used during breaks and includes texting. If you must take a call, please step out of the classroom as to not disturb others.

North Idaho College is a smoke free campus. Smoking is strictly prohibited in the clinical setting even if permitted on the premises.

Students will not use any form of profanity in the classroom and will be immediately dismissed upon violation.

EXTERNSHIP ELIGIBILITY & APPLICATION PROCESS

The health screening requirements to enter the clinical setting:

TB test within 12 months or a chest x-ray
Flu vaccine when in season
2 MMR vaccine dates or Rubella titer
Hepatitis B vaccine or titer
Tdap vaccine or titer
Varicella vaccine or titer or history of chicken pox

Due date for vaccination documentation will be listed in your specific program schedule and may vary depending on externship site.

Students will complete skills competency in the lab prior to patient contact in the clinical setting. Participation in the clinical setting is imperative and failure to fully engage in safe patient care will result in dismissal of the class.

You will be evaluated by your externship site and this in combination with your reflection/observations will be combined and worth 10% of your cumulative score.

You must have at least an 80% overall grade to participate in the externship.

Students will receive a specific clinical schedule that may deviate from this syllabus schedule. It is the student's responsibility to follow their externship schedule.

Students will comply with the signed Clinical Guidelines form to remain in the clinic setting. Expectations will be clearly reviewed before first clinic date. Instructor reserves the right to remove any student from the clinical setting who violates any portion of the signed Clinical Guidelines form or report of inappropriate conduct by facility staff. Student Violations of the Clinical Guideline or facility staff report may result in being dropped from the class, without a refund.

EXTERNSHIP MAKEUP HOURS

1. Students will need to contact their clinic site and primary instructor before the rotation starts to let them know that they will not be participating in the externship.
2. Arrangements will be made to adjust your externship clinic schedule to complete your hours.

CERTIFICATE OF ACHIEVEMENT

Each student who successfully completes the program shall be issued a certificate of achievement. The certificate means only that you have successfully completes the Medical Assistant Apprenticeship program requirements, but is not yet a Certified Clinical Medical Assistant (CCMA).

Additionally, each student who successfully completes the Medical Terminology course with an 80% or better will receive a certificate of completion.

CERTIFICATION

Upon successful completion of the program, students are prepared to sit for the Certified Clinical Medical Assistant (CCMA) exam through National Healthcareer Association (NHA). The certification is accredited by The National Commission for Certifying Agencies (NCCA). https://www.nhanow.com/

You will have 3 hours to complete 150 scored questions and 30 pretest questions. Your official results will be posted to your account page within 2 days of scoring your test.

The Medical Assistant Program and NHA Certification exceeds the Washington State Department of Health's Licensing Requirements. http://www.doh.wa.gov/LicensesPermitsandCertificates/ProfessionsNewReneworUpdate/MedicalAssistant/LicenseRequirements/CertifiedorInterim

STAYING CERTIFIED

Your certification will be active for 2 years. To keep continue being certified you will need to complete 10 qualifying continuing education credits and pay the $169 renewal fees before your certification expires.

EMPLOYMENT

Workplace expectations and professionalism are taught throughout the course to prepare you for success....

An excellent resource on cover letter, resume, job search, and interviewing tips for Employment in Healthcare can be found at www.icehp.org

ACADEMIC INTEGRITY

To maintain NIC's academic atmosphere and integrity, academic honesty is of the utmost importance. Instructors and students are responsible for maintaining academic standards and integrity in their classes. See NIC's Academic Integrity Policy and Procedure. http://www.nic.edu/modules/images/websites/121/file/section5/5.06.01procedure.pdf

Examples include: cheating on classroom or outside assignments or tests; plagiarism; purchasing or using essays or other documents which are available on-line and submitting them as if they were original work to fulfill a class assignment; falsification of academic reports; acquisition or use of test materials without authorization; use, forging, printing, reproducing, altering, removing, or destroying any record, document, or identification used or maintained by NIC.

Violation of academic integrity will result in corrective action.

DISABILITY SUPPORT SERVICES

In compliance with the Americans with Disabilities Act of 1990 and sections 504/508 of the Rehabilitation Act of 1973, North Idaho College provides accommodations to eligible students who experience barriers in the educational setting due to learning, emotional/mental, physical, visual, or hearing disabilities. Instructors will provide accommodations to students only after having received a Letter of Accommodation from the DSS. If a student would like to request accommodations, he or she must contact the DSS so that a Letter of Accommodation may be sent to the instructor. Students requesting accommodations should contact the DSS as early in the semester as possible to avoid delay of accommodation due to student load. Accommodations are no retroactive.

For more information, please call 208-769-5947.