



**MEDICAL ASSISTANT
PROGRAM**

Student Handbook

2023 - 2024

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SECTION I: PROGRAM INFORMATION

Grays Harbor College offers a program in the dynamic and challenging field of medical assisting. As a member of the healthcare team, a Medical Assistant is prepared to perform a broad range of administrative and clinical tasks under the delegation of a physician or an ARNP with legal prescriptive authority. The Medical Assistant Associate in Applied Science Degree Program is designed to prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains required by the CAAHEP. The program will culminate the theory, clinical, and lab skills in a practicum experience in a medical office and related medical facilities.

Mission Statement

The mission of the Medical Assistant Program at Grays Harbor College is to provide educational and clinical experiences that are current with medical practice standards for entry-level Medical Assistants. Medical Assistant students will meet MAERB core competencies focused on professional development, and safe ethical practices with the individual responsibility of continuing education.

Philosophy

Medical Assistants have moral and ethical standards to serve their patients, their employers, and their coworkers with honesty, confidentiality, respect, and the use of professional boundaries. It is the responsibility of the Medical Assistant student to obtain these attributes as well as knowledge and technical skills through the education and training offered in the Medical Assistant Program. It is also the responsibility of the student to gain personal and professional growth while in the program and a commitment to continue their education.

Program Goals and Outcomes

The goal of the Medical Assistant Program of Grays Harbor College is to provide the community with well-prepared, well-informed, professional Medical Assistants who are capable of providing quality patient care under the delegation of a physician or an ARNP with legal prescriptive authority. * See MAERB Master Core Competency List in Appendices.

Outcomes of the Medical Assistant Program at Grays Harbor College include:

- Effectively use oral and written communication skills as they relate to a medical office environment.
- Use computer software to research and organize data for medical information systems.
- Demonstrate the ability to perform front office tasks such as appointment scheduling, telephone work, and documentation of charges and payments.
- Demonstrate the ability to accurately perform clinical skills appropriate for a medical office setting.
- Demonstrate the ability to interact professionally with patients and staff in a healthcare setting.
- Critically evaluate medical office situations from multiple perspectives to find appropriate solutions.

Program Description

The Medical Assistant Program is to be completed in 6 quarters of **full-time study**, consisting of 91 college credits combining both cognitive learning and psychomotor skills in both the laboratory setting and classroom. This is a cohort-based program, meaning you will be enrolled with the same group of students for the six quarters, beginning in the fall. Depending upon placement testing, students may need to complete additional prerequisite coursework in computer, keyboarding skills, math, and reading. The credits include 720 hours of instruction in both classroom and laboratory as well as 180 hours in the required externship during the final quarter of the program. During the externship experience, students will be placed at local outpatient clinics to observe and practice the skills acquired in the classroom and laboratory.

Accreditation, Standards, and Guidelines

Grays Harbor College is accredited through the Northwest Commission on Colleges and Universities (NWCCU).

Address:

Commission on Accreditation of Allied Health Education Programs

25400 U.S. Highway 19 North, Suite 158

Clearwater, FL 33763

(727) 210-2350

www.caahep.org

GHC's Medical Assistant Program is following the standards, guidelines, and/or essentials established by:

- **Grays Harbor College**
- **Washington State Laws, rules, and regulations** relating to the registration and certification of healthcare assistants (HCA Law) governed by the Department of Health (DOH)
- **Department of Health; Health Care Assistants Law**
PO Box 47869
Olympia, WA 98504-7869
(360) 236-4942 www.doh.wa.gov
- **The American Association of Medical Assistants (AAMA)**
Medical Assisting Educational Review Board (MAERB).
20 N. Wacker Drive, Suite 1575
Chicago, IL 60606
(800) 228-2262 www.aama-ntl.org

- **The Commission on Accreditation of Allied Health Education Programs (CAAHEP)**
25400 U.S. Highway 19 North, Suite 158
Clearwater, FL 33763
(727) 210-2350 www.caahep.org
- **Northwest Commission on Colleges and Universities**
8060 165th Avenue NE, Suite 100
Redmond, WA 98052-3981
Phone (425) 558-4224 www.nwccu.org

Current Medical Assistant Contact Information

Dean of Workforce: Paulette Lopez
Office Location: Manspeaker Building
Phone: (360) 538-4009
Email: paulette.lopez@ghc.edu

Program Director: Chrissie Erickson, AA, NCMA
MA Instructor: Chrissie Erickson, AA, NCMA

Office Location: Manspeaker Building 2109
Phone: (360) 538-4119
Email: chrissie.erickson@ghc.edu

Program Academic Advising

Student Academic Faculty Advisor and Program Director for the Medical Assistant Program:

Program Advisor: Chrissie Erickson
Office Location: Manspeaker Building 2109
Phone: (360) 538-4119
Email: chrissie.erickson@ghc.edu

Faculty Hours and Appointment Schedules

Faculty members post a quarterly schedule of office hours and availability for appointments. These hours are reserved for advising, assisting, counseling, and meeting with students. Please schedule appointments for a meeting with the faculty.

Advisory Board Committee Members

The Medical Assisting Program Advisory Board consists of individuals from the medical community, the public, and the college who are involved with and knowledgeable about the profession of medical assisting and health care.

Professional Activities

Membership in the American Association of Medical Assistants (AAMA) is recommended but not required for the medical assisting program. The AAMA is instrumental in providing professional development for the Medical Assistant after graduation from the program by providing networking resources and continuing education for certification requirements.

Nondiscrimination Statement

Disability Statement

By law, students with disabilities are entitled to academic adjustments and auxiliary aids and services that provide them equal access to all programs, courses, events, and facilities of the college. The Office of Disability Support Services is available to help determine appropriate methods of adaptation and adjustment. Students requesting academic adjustments related to a disability should contact Disability Support Services (DSS). Students who have already requested services through DSS for academic adjustments in this class should talk with the instructor as soon as possible to arrange accommodations.

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other responsibilities, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you believe you have a disability requiring an accommodation, please contact Disability Support Services, located in the Student Support Center, or call 360.538.4068.

Equal Opportunity Information

Grays Harbor College is an equal opportunity college and is committed to the principles of diversity. The college accepts students without regard to race, color, creed, religion, national origin, gender, sexual orientation, age, marital status, disability, or status as a disabled veteran or a Vietnam-era veteran.

The Medical Assistant Program strives to uphold the *Equal Opportunity Policy* of the college. See the GHC Catalog *under College Policies* for further information. While discrimination against students and faculty is discouraged, all persons involved with the Medical Assistant Program are expected to uphold the standards set forth by the college and the Medical Assistant Program.

Technical Standards

Technical abilities are necessary to perform as a Medical Assistant. The role of a Medical Assistant requires the following functional abilities with or without reasonable accommodations. (See Appendices for *Technical Standard Form*)

1. **Visual acuity is** sufficient to assess patients and their environments.

Examples of relevant activities:

- Detect changes in skin color or condition.
- Discriminating between the abnormal and normal color of body fluids or exudates.
- Collect data from recording equipment and measurement devices used in inpatient care.
- Detect a fire in a patient area and initiate emergency action.
- Read fine print such as standing scales and equipment labeling.

2. **Hearing ability is** sufficient to assess patients and their environments.

Examples of relevant activities:

- Detect sounds related to blood pressure using a stethoscope.
- Detect audible alarms within the frequency and volume ranges of the sounds generated by mechanical systems that monitor safety like bed alarms.
- Communicate clearly in telephone conversations.
- Communicate effectively with patients and with other members of the health care team.

3. **Olfactory ability is** sufficient to assess patients and their environment.

Examples of relevant activities:

- Detect foul odors of bodily fluids or spoiled foods.
- Detect smoke from burning materials.

4. **Tactile ability is** sufficient to assess patients and their environments.

Examples of relevant activities:

- Detect changes in skin temperature.
- Detect unsafe temperature levels in heat-producing devices used in inpatient care.
- Palpate pulse.

5. **Strength, mobility, and balance** are sufficient to perform patient care activities and emergency procedures.
Examples of relevant activities:
 - Safely transfer patients in and out of wheelchairs and assist with exam-table positions
 - Perform cardiopulmonary resuscitation.
 - Assists providers with patient care workflow (wound care, surgical procedures, etc.)

6. **Fine motor skills** sufficient to perform psychomotor skills integral to patient care
Examples of relevant activities:
 - Accurately place and maintain the position of the stethoscope for detecting sounds of bodily functions.
 - Manipulate small equipment and containers as used in CLIA procedures.
 - Administering medications as per RCW 18.360.050.

7. **Physical endurance** sufficient to complete assigned periods of clinical practice
 - Ability to sit at a reception desk and/or at a computer terminal for prolonged periods.
 - Ability to carry a minimum of 20 lbs., stand, sit, bend over, squat, and walk for intermittent periods.

8. **Ability to communicate** effectively to teach others, explain procedures, interact effectively with others, and convey information in writing.
This includes:
 - Ability to speak, comprehend, read, and write in English at a level that meets the need for accurate, clear, and effective communication.
 - Ability to read, interpret, and communicate using proper medical terminology.

9. **Emotional stability** to function effectively under stress and emergencies, to adapt to changing situations, to follow through on assigned patient care responsibilities, and to withstand human trauma and its effects.

10. **Cognitive ability** to collect and analyze information; determine normal from abnormal and appropriately inform their team leader and/or supervising faculty.
 - Analytical thinking is sufficient to transfer knowledge from one situation to another, prioritize tasks, and use long-term and short-term memory.
 - Demonstrate satisfactory performance on written examinations, including mathematical calculations and medical terminology.

Professional Characteristics

Behavior, Social and Interpersonal Skills, Professionalism and Boundaries

Medical Assistants must be emotionally healthy and stable and be able to practice sound judgment. Stressful situations must be professionally handled daily. Interpersonal skills must be adequate to acknowledge and respect individual values and opinions and maintain good working relationships with employers, co-workers, supervisors, staff, and patients. Individuals must be able to evaluate their abilities, needs, and limitations. Professional boundaries must be understood and respected. These professional characteristics and skills are reinforced, assessed, and graded throughout the Medical Assistant Program.

Communication Skills

The medical assistant must be able to read, write, and speak English. You are also required to be able to understand verbal instructions. These communication skills as well as the ability to communicate with people who do not speak English, people from diverse cultures, people with compromised abilities to communicate, and people who are developmentally delayed and/or disabled are further developed within the Medical Assistant program. Verbal and nonverbal communication skills must be sufficient to effectively instruct/teach patients, participate in team discussions, deliver and receive information to physician employers and patients, and respond appropriately to questions and instructions. Clear communication skills are critical to student success within the program and the profession.

Confidentiality, Honesty, and Trustworthiness

Medical assisting requires the ability to handle sensitive personal and business information with the utmost confidentiality. Also, Medical Assistants need to be completely trustworthy and honest with money, medications, and property.

Critical Thinking and Problem-Solving Skills

Critical thinking abilities are important as well as the ability to problem-solve a variety of situations. You will be taught to think through situations and provide viable solutions. Many of you already have this ability and some of you will learn and/or improve your problem-solving skills. You will recognize the critical thinking exercises when your questions are sometimes reverted to you for further insight, perhaps you will be asked to work through a set of options, and most often your instructors will facilitate a dialog that will help you examine various solutions/options and the benefits or drawbacks of decisions. This can be a frustrating learning process at first because you might just want a quick answer, but it will become easier and more natural as you utilize these skills more frequently.

Multi-Tasking Ability

The ability to accomplish multiple tasks simultaneously, accurately, and safely is a necessary skill for a Medical Assistant. Multi-tasking requires the ability to organize and prioritize tasks, manage time, and arrange the work area for maximum efficiency. The ability to be flexible in attitude and adapt to change is also necessary.

Medical Assistant Program – Schedule of Courses 2022-2023

1st Quarter - Fall

Course #	Course Title:	Credits:
MEDAS 151	Medical Office Reception Procedures	5
MEDAS 152	Medical Office Business Procedures	5
GE/ BA 104	Business Math	5
Total Quarter Credits		15

2nd Quarter - Winter

Course #	Course Title:	Credits:
MEDAS 114	Medical Law, Ethics, and Bioethics for Medical Assistants	3
MEDAS 153	Medical Insurance Coding and Billing	5
GE/ BTECH 102	Introduction to Microsoft Office 365	3
GE/ ENGL& 101	English Composition I	5
Total Quarter Credits		16

3rd Quarter - Spring

Course #	Course Title:	Credits:
MEDAS 110	Human Body Structure and Medical Terminology I	5
MEDAS 111	Human Body Functions and Medical Terminology II	5
GE/ PSYCH 100	General Psychology	5
Total Quarter Credits		15

4th Quarter - Fall

Course #	Course Title:	Credits:
MEDAS 120	Pathology, Diseases, and Treatments	5
MEDAS 131	Communication Skills for Medical Assistants	3
MEDAS 133	Exam Room (Clinical) Procedures	5
MEDAS 134	Healthcare Calculations	3
Total Quarter Credits		16

5th Quarter - Winter

Course #	Course Title:	Credits:
MEDAS 135	Medical Lab Procedures I	5
MEDAS 136	Medical Lab Procedures II	5
MEDAS 137	Pharmacology and Medications Administration	5
Total Quarter Credits		15

6th Quarter - Spring

Course #	Course Title:	Credits:
GE/ BTECH 124	Keyboard Skillbuilding I	2
MEDAS 132	Medical Office Safety and Emergencies	3
MEDAS 190	Medical Assistant Externship	6
MEDAS 191	Medical Assistant Seminar	1
MEDAS 195	Medical Assistant Exam Preparation	2
Total Quarter Credits		14

REQUIRED SUPPORT AND GENERAL EDUCATIONAL COURSES:

Course #	Course Title:	Quarters/ Years:	Credits:
BA 104	Business Mathematics	F, Sp	5
BTECH 124	Keyboard Skillbuilding I	F, W, Sp, Su	2
BTECH 102	Introduction to Microsoft Office 365	F, W, Sp, Su	3
ENGL&101	English Composition I	F, W, Sp, Su	5
PSYC& 100	General Psychology	F, W, Sp, Su	5
Total Credits			20

Advancement

For the student to advance in the Medical Assistant program, the student must achieve a score of B- (80%) or higher in all MEDAS courses in both laboratory performance and course content testing in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.

Academic Program Leave / Medical Leave

If uncontrollable or unforeseen circumstances require that a student sustain their academic enrollment in the GHC Medical Assistant program, the student must apply for Academic or Medical leave from the program through Enrollment Services.

The student will be granted up to two years of leave from academic progress and program enrollment. Appropriate documentation is required to be submitted to the program director for re-entry within the two-year time frame.

Pregnancy Policy

Student Responsibilities include:

Advise the Medical Assistant Program Director of the pregnancy.

Be under a doctor's supervision.

Use every precaution to avoid exposure to radiation and other hazards while in school/clinical.

The pregnant student, who is in good health, may continue in the Medical Assistant program as long as written documentation is provided by the student's primary care provider. The letter must state that the student has no limitations

. Depending upon the circumstances, the student may need to withdraw with a "W" or complete the course with an incomplete "I" as per *Grays Harbor College Handbook*.

Withdrawal

A student needing to withdraw for health and/or personal reasons has the option to continue the program within the following two academic years. See the *Medical Assistant Program Re-Admission* process below.

Meeting the criteria does not guarantee there will be space available for re-admission. Re-admission to the program is always on a space-available basis and a faculty review process. Re-entry is not guaranteed.

Medical Assistant Program Re-admission

For re-admission into the program, the student must send a petition to the Medical Assistant Program Director. The letter will address the following topics:

1. The reason for leaving the program.
2. How have the circumstances changed that led to failure or withdrawal?
3. Identify what the student has achieved to maintain the knowledge and skills previously learned.
4. If the student is employed, state the position and how long employed in that position.
5. A specific plan for success in the program.

The petition will be presented to the Medical Assistant Director for consideration and decision. To ensure knowledge and skills have been retained, re-entrance testing may be required.

Transfer Students/Advance Placement

Transfer students are accepted on an individual or case-by-case basis according to the current *Grays Harbor College Catalog Transfer Policies and Procedures*.

Students in failing status or having withdrawn from a course in another Medical Assistant program are ineligible for transfer credits. All MEDAS courses must be repeated or accepted if adequate substitution for the GHC Medical Assistant Program curriculum.

The applicant must send a petition to the Medical Assistant Program Director.

The letter shall address:

1. The reason for leaving the previous program.
2. How have the circumstances changed that led to failure or withdrawal?
3. Identify what has been achieved to maintain the knowledge and skills previously learned.
4. If the student is employed in the health field, state the position and how long employed in that position.
5. A specific plan for success in the program.

Acceptance is on a space-available basis.

Skills obtained in courses beyond five years may have undergone extensive updating and changes and will therefore require the MEDAS courses to be repeated by the student to maintain competency.

Students entering the GHC Medical Assistant Program from other programs must meet with the Medical Assistant Program Director to review prior clock hour components of education that may have been received by the student, and to assess if the required MAERB Master Competency skills have been achieved.

Immunization Requirements

Students are responsible for obtaining their immunization requirements.

The Hepatitis B series must be started before taking MEDAS135, MEDAS136, and MEDAS137.

All vaccines must be completed before entering Practicum Site Rotation (Spring Year 2).

Copy of immunization records required include:

- Hepatitis B (3 dose series)
- MMR
- Varicella
- Influenza
- Current Tdap (Tetanus, Diphtheria, and Pertussis whooping cough within the last 10 years)
- Tuberculosis Testing (TB) – for Year 2-

Option 1: · 2-step TB skin test

Option 2: · IGRA – TB Blood Test (QuantiFERON TB Gold)

SECTION II: POLICIES and PROCEDURES

Student Rights and Responsibilities

Personal and professional ethics are qualities essential in the practice of medical assisting and expected of each student attending the Medical Assistant Program.

Medical Assistant Program students are expected to demonstrate these qualities and abide by following the expectations as outlined in the *Student Rights and Responsibilities section 407 of the GHC Catalog*. Also, the Medical Assistant Program students are expected to demonstrate leadership among their peers by assisting others to follow the policies. Confidential and private reporting of violations to the Medical Assistant Program Director is encouraged.

Violations may result in disciplinary action up to and including probation or dismissal from the program. Medical Assisting is an extremely ethical profession and no persons with unethical behavior and attitudes should enter into the profession. Violations are taken very seriously.

Any student violating college policy dealing with cheating, plagiarism, and forgery or alteration of records will be subject to the following disciplinary actions.

Any student giving and/or receiving unauthorized assistance from any person, paper, or object on any test, quiz, lab competency check, or assignment, or who fails to use proper documentation of sources/references in written assignments will receive a grade of zero for the quiz, test, competence, or assignment, regardless of the value/weight of the grade, and will be placed on program probation.

Attendance, Tardiness, and Leaving Class Early Requirements

Excellent attendance is critical to your success in the program and part of a good work ethic. **Outside appointments should be scheduled during non-class times.** Students should have emergency backup plans to avoid missing class.

Should you have to miss a class, you will need to contact the instructor for handouts, assignments, and information missed. The instructor should be notified 48 hours before the class/day you will be missing to make arrangements for makeup. You are to contact the instructor via email. See the syllabus for "How to Email College Instructor." Grays Harbor College has established that good attendance is instrumental in helping to develop your professional responsibilities and you must be aware of the need for excellent attendance while employed as a Medical Assistant.

Excusal/Sick Day Passes

Students will receive two (2) excusal passes per quarter. Students can use passes for pre-arranged absences and appointments 48 hours before their absence. Passes can also be used for unplanned family emergencies, sick days, tardies, early releases, or unplanned events. Once redeemed, the pass will be given to the instructor and no points will be deducted from students' grades.

*If a student has his/her passes remaining at the end of the quarter they are allowed to convert in for five additional points per pass.

Absences, Tardies, and Leaving Class Early

Attendance is an integral element of your final grade evaluation. Roll calls will be taken at each class meeting session. Tardiness/Leaving Class Early is a poor work habit and is disruptive to the class. When entering a class late or leaving early, you must be respectful of the students who have arrived on time and be quiet when entering/leaving the class. The class begins promptly at the time designated and ends as scheduled. Students who arrive after the designated time will be marked tardy. Students who leave before class is scheduled to end will be marked as leaving early. GHC encourages responsible time management and we urge the student to establish good work habits.

Two (2) absence(s)/tardies/leaving class early during the quarter will not affect your final grade; however, more than two (2) pre-arranged and/or not pre-arranged absence(s)/tardies and/or leaving class early will result in the loss of a grade of one level per absence/tardy/leaving class early.

Deductions

If a student is absent or tardy on an exam/competency day, the student will need to arrange a time to make up the exam/competency. 10% will be deducted from all exams and 50% from the first competency attempt which will require the student to repeat the competency/ skill testing. (2 more attempts)

Competencies/Skill Testing

All lab competencies/skill testing must be completed by the end of the quarter or before practicum rotation. Failure to properly achieve lab skills will jeopardize your advancement in the Medical Assistant Program.

Non-Compliance

More than the two allotted pre-arranged absences, tardies, or leaving class early will require a counseling session with the program director, which will be reflected in your grade, and a Written Warning is given to the Dean of Workforce at GHC. Continued absences, tardies, or leaving class early may result in probation or dismissal from the program.

Sickness, Family Emergencies, Other Unplanned Events

Sicknesses, family emergencies, and other unplanned events resulting in absences greater than two (2) will require written documentation to return to class. Each situation will be evaluated by the Medical Assistant Program Director and the Dean of Workforce.

Dress Code and Appearance

Attire while attending classes is expected to be casual to professional. Clothes must be clean and appropriate for a professional setting. Open-toed shoes are not allowed in the lab at any time.

Scrub uniforms must be obtained and must be worn on the designated lab days and competency test days. Each student will be issued a name badge, which is to be worn as a part of the uniform. Also, the name badges should be worn to any program-related professional meeting, seminar, workshop, or activity or whenever guest speakers are presenting.

Appearance is an important part of a professional image and safety in a medical setting. Hair must be clean and controlled (tied back during labs); fingernails must be clean, in good shape, and of reasonable length. Polish is discouraged due to sanitation concerns.

Tattoos must be covered and facial jewelry removed during competency test days and the externship site rotation.

During simulation labs, excessive jewelry must not be worn. Watches, wedding rings, and small non-dangling earrings may be worn. These restrictions are for both student and "patient" safety and are good habits to establish for workplace preparation.

In-Class Participation

Participating in class discussions is an important part of your learning experience. You will be called upon in random order and you will be expected to participate. During group activities, equal participation among all members of the group is required.

Lab participation means being prepared, making good use of lab time, and staying on task. If you do not attend your scheduled labs and/or do not make effective use of lab time, you cannot expect to be provided additional time to complete your competencies. All competencies must be completed in the quarter in which they are assigned.

Personal Hygiene

Cleanliness is a must. Body odor, malodorous breath, poor oral care, unclean nails, skin, or hair are all symptoms of poor hygiene. You will be counseled if a lack of cleanliness is a concern.

Phone Use

Personal use cellphones should not be turned on in the classroom or visible. If you are expecting an emergency call; notify the instructor and you will receive permission to have your phone on vibrate during class. If you receive a call, please step out of the room. Outgoing calls/texts are not to be made in the classroom or the lab. Emergency calls are available at no charge by dialing 9-911 from any classroom phone.

If a cellphone is being used during designated class time the student will receive a verbal warning. The next offense will result in a formal written warning and given to the Dean of Workforce. The second offense will result in a grade deduction. *For example B+ to a B grade.*

Smoking and Other Strong Odors

Body odor, either from smoking or perfumes, is difficult, if not impossible for many people to tolerate. If a complaint arises about your odor you will be counseled and appropriate action will be implemented. Smoking is strongly discouraged due to health concerns, as well as odor.

Substance Abuse

In the Medical Assistant Program, substance abuse is defined as the abuse or illegal use of alcohol and/or drugs, and being under the influence of such, while participating in any school-sanctioned activity.

Allied Health students shall abstain from alcohol and/or drug use within eight hours before their practicum and class periods. This includes the use of illegal drugs, the illegal use of prescription drugs, and the abuse or illegal use of alcohol. Attending classes and/or practicum while under the influence of alcohol and/or drugs will be cause for suspension from the program.

If a student takes prescribed medication, he/she must inform his/her practicum instructor. If the medication causes the student to be sleepy or slow in response, he/she may be sent home. An individual on medications that dull the senses is not considered a safe practitioner.

THE SAFETY OF THE CLIENT IS OUR FIRST PRIORITY.

ALL REPORTS OF SUBSTANCE ABUSE IN ANY SCHOOL-SANCTIONED ACTIVITY WILL BE ACTED UPON IMMEDIATELY.

If an Allied Health & Safety Education student should be convicted of a drug-related felony, he/she will be dismissed from the Allied Health & Safety Education Program. Healthcare facilities will not allow students who have been convicted of a drug-related felony to practice in the practicum area.

The Allied Health & Safety Education Department will assist and support any student who wishes to obtain help for drug-related problems.

Washington State laws govern Health Care Providers both consider substance abuse to be a health and safety problem. Substance abuse has significant negative effects on safety and performance. Clients are at risk for serious injury if a student is under the influence of a substance that inhibits performance.

Reporting Suspected Substance Abuse

A staff member of the practicum agency who suspects a student of being under the influence of alcohol and/or any other drug should immediately report this observation to the agency supervisor and the GHC instructor. A student who suspects a peer of being under the influence of alcohol and/or any other drug should immediately report this observation to the GHC instructor or the agency supervisor (if the instructor is not immediately available).

The incident will be reported to the Dean of Workforce and disciplinary action will soon follow.

Use of the Medical Assistant Simulation Lab

Safety is a major concern in the lab and therefore the rules will be strictly enforced.

Additional specific rules regarding bloodborne pathogens will be provided as part of your clinical courses.

Listed below are general rules to follow:

- No food or drinks in the lab.
- Open-toed shoes will not be allowed during lab classes. We are often working with needles,
- Surgical instruments and other sharp tools could be dropped and chemicals could be spilled.
- Children are never allowed in the lab at any time. Even on non-lab days, we have many sharp items, electrical equipment, chemicals, and other potentially dangerous types of supplies and tools as well as biohazard waste.
- On-program adults are allowed in the lab by invitation (permission) only. Of course, college employees, such as maintenance, administrators, faculty, and staff are permitted with appropriate college business.
- College equipment and supplies are not for personal use. Please respect our property. No supplies or equipment may be removed from the lab. Some equipment and references may be checked out with permission from the Program Director; check-out forms are provided for that purpose.

Written Warnings

Professionalism is a requirement in health care. If non-compliant with the handbook requirements of the Medical Assistant Program or professionalism standards of a clinical site, students may receive a written warning. The Medical Assistant Program Director and the Dean of Workforce will keep a copy of these warnings in your current temporary student file. Repeated offenses and/or safety violations will require a corrective action plan and the student may receive disciplinary action, including dismissal from the Medical Assistant Program

SECTION III: EXTERNSHIP REQUIREMENTS

Before the Externship rotation, students must have completed:

- The required MEDAS program courses with “B-” (80%) or higher grades before entering the spring quarter of year 2.
- A physical exam within the year stating the student is capable of practice.
- Required immunizations must be up to date (including PPD).
- CPR and First Aid Certificates must be current.
- Seven hours of Hepatitis and HIV/AIDS certification (this is covered in the MEDAS 132 Medical Office Safety and Emergencies, and in MEDAS 135 Medical Lab Procedures I courses).
- Current criminal background check.
- Pass alcohol and drug screening tests per clinical site requirements.

Students are placed into medical facilities as arranged by the extern coordinator. Placement decisions are based on student personality, abilities, and clinic preferences. All students are required to apply skills in both the administrative/clerical/front office and the clinical/back office.

Students are expected to work in their clinical externship placement between 32-40 hours per week during the spring quarter of their 2nd year. Student schedules are dependent upon individual externship site expectations. The college reserves the right to place students at clinical sites as deemed necessary for the student to gain progressive experience. Students will perform 180 hours of supervised **unpaid** clinical hours.

- **Externship earnings:** Students will not receive any monetary compensation during the clinical experience as academic credits are being earned to fulfill graduation.

The student may be required to travel out of town for their clinical experience. Transportation to and from clinical sites is the responsibility of the student. Schedules will be made available to the student before the start of the clinical rotation. The student will complete clinical attendance documents as directed for each clinical date. Arriving late or leaving before the end of the clinical schedule without permission will be grounds for disciplinary action. Punctuality is a desirable professional behavior and will be expected at all times.

If the student is unable to attend a clinical setting, he/she is required to notify the clinical site **and** the instructor no less than one hour before the missed clinical. Lack of notification will result in a “no call, no show” unexcused absence and the utilization of an Excusal Pass/Sick Day (see *Attendance Policy*). In the event of a second clinical absence, the student will receive a written warning related to absenteeism. The third clinical absence will result in a meeting with the student, the Medical Assistant Program Director, and the Dean of Workforce, which may result in the student’s withdrawal from the Medical Assistant Program.

Students who are not properly prepared will not be permitted to remain in the clinical setting. The student will be removed from clinical site rotation for any unsafe and/or unethical practice. Follow-up conferencing will occur, which may result in probation, grade deduction, or program dismissal. This will be a case-by-case evaluation.

Skills Competency/Evaluation of Clinical

Students are expected to demonstrate competency by verbalizing an understanding of the principles and rationale for a skill(s). The student must also competently demonstrate how each skill is performed within defined parameters. The student is responsible for practicing to the level of their program education. Students must adhere to the policies and procedures of the clinical agency.

Students are evaluated on their knowledge, skills, and ability within the clinical setting. Evaluations will be documented at the end of site rotation on a Clinical Competency evaluation form. The evaluation is an essential part of the final grade for the course. (50%)

SECTION IV: POST-PROGRAM

Graduation Requirements

Students should apply for graduation during the quarter ***before their expected date of completion***. General Education courses must be completed with a satisfactory grade according to the current student catalog before graduation. Other requirements may be found in the GHC Catalog under *Graduation Requirements*. **It is the responsibility of the student to apply for graduation**

National Certification for the Medical Assistant

Upon graduation, the student will be eligible to sit for one of the five national certification exams.

1. Certified Medical Assistant Examination through the American Association of Medical Assistants (AAMA);
2. Registered Medical Assistant Certification Examination through the American Medical Technologists (AMT);
3. Clinical Medical Assistant Certification Examination through the National Health Career Association (NHA);
4. National Certified Medical Assistant Examination through the National Center for Competency Testing (NCCT); or
5. Clinical Medical Assistant Certification Examination through the American Medical Certification Association (AMCA).

Refer to the Certification, State Board, and National Board Exams section for important program disclosure information and requirements

Certification, once obtained, must be maintained by the graduate. Each certification has specific requirements that must be met by obtaining Continuing Education Units (CEUs). See specific websites for additional information.

Currently, Washington State does not require CMA credentials to perform medical assisting duties; however, most employers are requiring that medical assistants be either certified or certification-eligible (as in the case of newly graduated students). Additionally, the CMA credential is not required for registration under the Washington State Department of Health's HCA Law, although the educational requirements of the HCA Categories A, C, and E are well covered in the formal training obtained through this Medical Assistant Program. Links to the DOH's HCA Law are available through www.wssma.org.

Department of Health Medical Assistant-Certified Recognized Exams

Visit the Department of Health Website:

<https://www.doh.wa.gov/LicensesPermitsandCertificates/ProfessionsNewReneworUpdate/MedicalAssistant/Medicalassistantcertifiedrecognizedexams>

Washington's Health Care Assistant Law

The Health Care Assistant Law of Washington State regulates invasive procedures performed by non-licensed health care professionals. Medical Assistants are under this law as well as many other health care professionals. The law contains specific education requirements to qualify for each category. Links to the Health Care Assistant Law are provided through the Washington State Society of Medical Assistants' official website at www.wssma.org.

The categories of the HCA Law are as follows:

Category A - may perform venous and capillary invasive procedures for blood withdrawal.

Category B – may perform arterial invasive procedures for blood withdrawal.

Category C – may perform intradermal, subcutaneous, and intramuscular injections of diagnostic agents and administer skin tests.

Category D – may perform intravenous injections of diagnostic agents

Category E – may perform intradermal, subcutaneous, and intramuscular injections of therapeutic agents

Category F – may perform intravenous injections of therapeutic agents

Category G – may perform hemodialysis

Successful completion of GHC's Medical Assistant Program qualifies the graduate for Categories A, C, and E. Qualifications for Categories B, D, F, and G may be obtained through additional coursework.

Employment Outlook

Refer to <https://www.onetonline.org/link/summary/31-9092.00> for employment outlook in Washington state and throughout the nation.

Personal Data Questions for Licensing

To minimize potential problems medical assistant graduates might experience in obtaining a medical assistant license, it is important to understand the relationship of medical assistant programs to the licensing process. Schools of medical assisting do not have the power to grant licensure as a Medical Assistant (MA). The Department of Health also has the right to inquire about aspects of your personal life that might have a bearing on your ability to practice as a medical assistant.

One part of this application asks you to answer “yes” or “no” to the following questions:

1. Do you have any medical condition that would limit your ability to practice your profession with reasonable skill and safety?
2. Do you currently use any chemical substance(s) that would limit your ability to practice your profession with reasonable skill and safety?
3. Have you been diagnosed with or treated for, pedophilia, exhibitionism, voyeurism, or frotteurism?
4. Are you currently engaged in the illegal use of controlled substances?
5. Have you ever been convicted, entered a plea of guilty, no contest, or a similar plea, or had prosecution or sentence deferred or suspended as an adult or juvenile in any state or jurisdiction?
6. Are you now subject to a criminal conviction or pending charges of a crime in any state or jurisdiction?
7. Have you ever been found in any civil, administrative, or criminal proceeding to have possessed, used, prescribed for use, or distributed controlled substances or legend drugs in any way other than for legitimate or therapeutic purposes? Diverted controlled substances or legend drugs? Violating any drug law? Prescribed controlled substances for yourself?
8. Have you ever been found in any proceeding to have violated any state or federal law or rule regulating the practice of a healthcare profession?
9. Have you ever had any license, certificate, registration, or other privileges to practice a healthcare profession, denied, revoked, suspended, or restricted by a state, federal, or foreign authority?
10. Have you ever surrendered a credential like those listed above in connection with or to avoid action by a state, federal, or foreign authority?
11. Have you ever been named in any civil suit or suffered any civil judgment for incompetence, negligence, or malpractice in connection with the practice of a healthcare profession?

Failure to answer any of these questions honestly may result in a charge of perjury. If you answered "yes" to any of the above, full details must be furnished to the Department of Health. The laws of Washington State do not allow community college programs to discriminate in their admission process based on difficulties in any of the areas covered by these questions. Therefore, a student may be admitted into the Medical Assistant Program and complete the program, but may not be eligible for licensure.

The Department of Health will not discuss the possible action it might take regarding eligibility for licensure until the time the candidate makes the official application for the examination. Therefore, if you have any questions regarding this requirement, it is recommended that you discuss these with the Medical Assistant Program Director before entering the Medical Assistant Program.

SECTION V: GENERAL INFORMATION

GHC FACILITIES and SERVICES

<https://www.ghc.edu/student-support>

Counseling and Advising

The primary goal of GHC's Counseling Services is to provide the necessary academic and personal support to enable students to succeed in college. Short-term personal counseling is available to students who are experiencing difficulties that may be interfering with their educational progress. Counseling emphasis is on providing support, clarifying choices, handling difficult situations, and accessing community resources. Confidential assistance is available for a variety of student concerns including the following:

- College Transition
- Career planning
- Academic success strategies
- Problem-solving and decision making
- Support for problems resulting from chemical dependency
- Referral to community support services

Financial Services

Financial aid is available to students based on the demonstration of need. The types of financial assistance available are outlined in the GHC catalog. Students can call the Financial Aid Office at 360-538-4081 or 1-800-562-4830, ext. 4081, email us at finaid@ghc.edu, or visit us in the [Welcome Center](#) in the HUB on the main campus in Aberdeen.

Services Available to Students

<https://www.ghc.edu/campus-resources>

Student Health Services, Health Requirements, and Occupational Hazards

Although many faculty and staff are trained in emergency CPR and First Aid, please note that routine and urgent medical services are not available for students on campus. Emergency medical care is available through our city EMS 911 services. Grays Harbor College is located within five miles of a full-service hospital and many medical facilities and services.

- Occupational Exposures - The medical assistant may be exposed to various chemicals used in disinfecting and sterilization, laboratory testing reagents, biohazard waste, bloodborne pathogens, and communicable diseases. While in the Medical Assistant Program students have similar occupational exposures. Refer to the *Informed Consent for Coursework Requiring Human Subjects* document in this packet for specific information. Safety issues and concerns when dealing with occupational exposures are a major focus within the Medical Assistant Program curriculum. OSHA and WSHA Standards are strictly adhered to at all times in the laboratory and/or clinical settings.

- Immunizations and tuberculosis screening are required per CDC recommendations for healthcare workers. Refer to the *Immunization Policy* document in this packet for specific immunization and tuberculosis screening requirements.
- While a physical exam is not required for admission into the Medical Assistant Program, students must be physically capable of accurately and safely performing the tasks within the program and the profession. The student should self-assess these abilities before entering the Medical Assistant Program and recognize that any limitations may directly affect their ability to succeed in the program and the profession. While attending Grays Harbor College, students who wish for special support services are expected to self-identify. Students with disabilities requiring auxiliary aids, services, or other accommodations should contact Disability Support Services. See the *Grays Harbor College Catalog* for further details.

Exposures/Injuries in Externship or Campus Laboratory

Medical Assistant students are at risk of harm from exposure to infectious diseases, radiation, hazardous equipment, and environments in which accidents can occur. Because students are not employees of clinical facilities to which they are assigned, they are required to carry appropriate insurance to cover medical care in the event of accidental exposure or injury.

Students are expected to adhere to the following protocol upon accidental exposure or injury during a clinical or campus lab experience.

The student will:

- Access emergent care immediately as the accident dictates.
- Notify the Medical Assistant Program Director, who will assist in following the policy of the clinical facility/college.
- If urgent care is required, seek evaluation and medical care at the emergency department at the closest hospital. If on-campus, call "0" and direct the operator to call 911.
- If urgent care is not required, seek evaluation and medical care at one's Primary Care Provider's office.
- Complete the facility-specific event report and route it to the appropriate personnel.
- Complete a *Grays Harbor College Safety and Security Department Incident Report* and submit it to the Medical Assistant Program Director.

The Medical Assistant Program Director will provide written documentation, in narrative form, within 24 hours. The Medical Assistant Program Director will attach written documentation, in narrative form, and the *GHC Safety and Security Department Incident Report* and submit it to the Safety and Security Department within 24 hours. The Medical Assistant Program Director will follow up with the student.

SECTION VI: STUDENT FORMS

Please complete the required forms. The immunization records must be copies, you keep the originals in a safe place, perhaps in a Professional Manual. Do not depend on GHC (Medical Assistant Program) to maintain copies of your immunization records or other documents for you.

Please complete the following forms and return them to the Medical Assistant Program

Director:

- Medical Assistant Re-Entry Plan
- Plagiarism Policy
- Checklist for Technical Standards
- Consent to Release Confidential Information
- Invasive Procedure Permission Policy
- Notice of Background Checks
- Acknowledgment of *The Medical Assistant Student Handbook*
- Instructor Professional Evaluation Form
- Master Competency Checklist - 2022 MAERB Core Curriculum

**Grays Harbor College
Medical Assistant Program**

Medical Assistant Re-Entry Plan

Student Full Name: _____ Date: _____

Reason for Leaving:

- MEDAS Course Title: _____ Grade: _____
- Clinical Grade: _____
- Supportive Course Title: _____ Grade: _____
- Medical Withdraw
- Financial
- Other (Please List) _____

Other courses (s) grades at the time of program exit:

Faculty Recommendations:

Medical Assistant Program Director Signature

Date

Student Comment(s):

Re-entry is based on space availability.

Student's Signature

Date

Original: Student File

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Grays Harbor College Medical Assistant Program

Plagiarism Policy

It is expected that all medical assisting students demonstrate integrity and assume responsibility and accountability for their actions. Please read the following procedure and place your initials beside each section, then sign, and date at the bottom of this form and return it to the Medical Assistant Program Director.

1. _____ Plagiarism is defined as presenting someone else's work, including the work of other students, as one's own. A student must give credit to the originality of others and acknowledge indebtedness whenever:
- a) directly quoting another person's actual words, whether oral or written;
 - b) using another person's ideas, opinions, or theories;
 - c) paraphrasing the words, ideas, opinions, or theories of others, whether oral or written;
 - d) borrowing facts, statistics, or illustrative material; or
 - e) offering materials assembled or collected by others in the form of projects or collections without acknowledgment.

People's ideas may be contained in written text, visual text, and multimedia products, including websites, music, and written text.

2. _____ An instructor may take reasonable action against any student who is deemed to have been guilty of plagiarism. The course of action might include, but not be limited to:
- a) student receives a warning;
 - b) student receives a lowered grade;
 - c) student receives a failing grade for the course;
 - d) the student dropped from the course;
 - e) student be referred to the Vice President of Student Services for violation of the Student Code of Conduct.
3. _____ An instructor taking action against any student for an act of academic misconduct may report such action to the Vice President of Instruction and the Vice President of Student Services, as soon as possible but no later than five working days after the incident. Any student subject to the action of an instructor for a violation of this section may seek a review of that action by referring to the *Grievance Procedure for Instructional Issues in the Grays Harbor College Catalog*.

Printed Full Name: _____

Signature: _____

Date: _____

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Grays Harbor College
Medical Assisting Program

Checklist for Technical Standards

Initial to verify that you meet these Technical Standards:	Technical Standards:
	Visual Acuity
	Hearing Ability
	Olfactory Ability
	Tactile
	Strength, Mobility & Balance
	Fine Motor Skills
	Physical Endurance
	Ability to Communicate
	Emotional Stability
	Cognitive Ability

I, _____, (Student Full Name) meet the Technical Standards as defined above. I understand the Medical Assistant Program reserves the right to require that applicants and Medical Assistant students provide healthcare provider (MD, DO, ARNP, PA) verification of the ability to meet Technical Standards on request.

Student Signature

Date

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Grays Harbor College Medical Assisting Program

Consent to Release Confidential Information

Grays Harbor College shall follow all applicable state and federal laws, rules, and regulations as they apply to student records. Further details are in the GHC Catalog under "Student Records". Student information is considered confidential and needs written consent for release. The following will constitute a written release:

I hereby authorize Grays Harbor College to release confidential information about me contained in the college records.

Last Name	MI	First Name	SID Number
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Information to be Released: (Please initial)

Grades and/or GPA	_____	Verification of Attendance	_____
Work History	_____	Progress Reports	_____
Character Reference	_____		

Permission to Release Information To: (Yes or No)

Potential Employer's	_____	Externship Facilities	_____
Financial Aid Grantors	_____		

Student Signature Is Required:

Student Signature

Date

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Grays Harbor College Medical Assistant Program

Release of Liability against Grays Harbor College

1. As a participant in the Medical Assistant Program sponsored by Grays Harbor College, I am aware of the risks and hazards of personal injury incidents to my voluntary participation in that program.
2. On behalf of myself, my family, the State, heirs, and assigns, I hereby waive, release, and agree to hold harmless Grays Harbor College, supporting organizations and individuals of the program, and their agents or employees for any claim of injury arising from my participation, including transportation to and from such activities, suffered as a result of my negligence or the negligence of outside actors.
3. I agree to abide by the rules and regulations promulgated by Grays Harbor College relating to my participation in the program.
4. I further state that I am of legal age and legally competent to sign this agreement or that I will obtain a signature from my legal guardian. I have read and understood the terms of this agreement and I sign the agreement as my free act.

Informed Consent for Course-Work Requiring Human Subjects

The use of human subjects for educational purposes carries with it the responsibility to protect the rights, well-being, and personal privacy of individuals; to assure a favorable climate for the acquisition of practical skills and the conduct of the academically-oriented inquiry, and to protect the interests of the institution. Some Medical Assistant Program courses involve classroom, laboratory, and clinical activities where learning by students requires the use of fellow students as part of the training procedures and/or demonstrations. This means that you will be undergoing procedures given by your fellow students. Learning activities that use human subjects shall be conducted under the supervision of the instructor who has been assigned to teach the course.

Your Rights:

You have the right to withhold consent for participation and to withdraw consent after it has been given. If you withhold consent, you will be required to participate in an alternative learning experience. If you do not participate in either the planned or the alternative activity, you will not be able to complete the course. You may ask questions and expect explanations of any unclear point.

Learning Activities:	Specific Benefits:	Specific Risks/Discomforts:
1. Finger stick to check glucose	Appreciation for what it feels like to give and/or receive a finger stick	Minimal exposure/discomfort, bruising, infection
2. Subcutaneous injections	Appreciation for what it feels like to give and/or receive an injection	Discomfort related to the use of a needle, bruising, minimal exposure to blood, infections
3. Intradermal injections	Appreciation for what it feels like to give and/or receive an injection	Discomfort related to the use of a needle, bruising, minimal exposure to blood, infections
4. Intramuscular injections	Appreciation for what it feels like to give and/or receive an injection	Discomfort related to the use of a needle, bruising, exposure to blood, infection
5. Phlebotomy	Appreciation for what it feels like to draw blood	Discomfort related to the use of a needle, bruising, minimal exposure to blood, infections
6. Electrocardiography	Appreciation for what it feels like to give and/or receive EKG	Personal embarrassment related to exposure to the chest
7. Urine Collection	Appreciation for what it feels like to give and/or collect a urine specimen	Personal embarrassment related to the personal nature of specimen collection.

Invasive Procedure Permission Policy

I, _____ understand that venipuncture and medication injection procedures are skills taught in the Medical Assistant curriculum. I also understand that “clinical” competency requires me to perform these skills on an individual or a mannequin; therefore, I will allow a fellow student to perform or not perform (circle one) these skills on me under the direct supervision of the faculty.

Signature: _____ Date: _____

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**Grays Harbor College
Medical Assisting Program**

Notice of Background Checks

In Washington State, Medical Assistants can be denied registration under the HCA for Invasive Procedures if they are found to have a questionable felony or misdemeanor listed on their record of offenses. Grays Harbor College's Medical Assistant Program accepts the requirement of providing to our clinical affiliate sites a *Certified Background Check* conducted on each student who plans to complete their Externship at each facility; therefore, students are responsible for completing the required Certified Background check before their Externship placement in the Medical Assistant Program.

Signing this notice is an agreement to cooperate with the requirement of the Certified Background check.

Print Full Name

Student Signature

Date

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Grays Harbor College Medical Assisting Program

Acknowledgment of Student Handbook

I have read the policies and responsibilities contained in this handbook. I understand that failure to comply with the established guidelines may result in probation and/or dismissal from the Medical Assistant Program.

This handbook was developed to assist students throughout the Medical Assistant Program. Students are expected to be familiar with the information provided in this handbook and the Grays Harbor College Catalog.

Clarification of information contained in this handbook must come from the program director.

I agree to observe the policies and procedures contained in this handbook.

Print Full Name

Student Signature

Date

_____ Signature on file

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**Grays Harbor College
Medical Assistant Program
Professionalism Form**

Student Full Name: _____ Date: _____
Class: _____ Quarter: _____

Classroom Professionalism Checklist

- On-time
- Nametag
- Uniform clean
- No visible undergarments
- Clean and professional clinic footwear
- Watch with a 2nd hand (not electronic)
- Stethoscope on the neck during the duration of the class
- Hair back, facial hair well-groomed
- One stud in the ear(s) permitted
- Tattoos must not be visible
- Nails clean, intact, and maintained including nail polish
- Black pen
- No electronic device
- Appropriate communication skills/body language
- Scent appropriate for learning/clinical environment

_____ : Total of _____ points available

Must be present in class to receive points

COMMENTS:

Student Signature: _____ Date: _____

Instructor Signature: _____ Date: _____

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Explanatory Note: Students are required to pass all the psychomotor and affective competencies in the MAERB Core Curriculum, as outlined in Standard IV.A.1. In addition, programs must demonstrate that students have passed those competencies by tracking their successful completion to illustrate “programmatic summative measures” in Standard IV.B.1. The type of tracking mechanism can vary according to the program. Some programs use a Master Competency Checklist, some outline all the competencies in a detailed grade book, others have an electronic form, and there are variations within all those methods. All those forms are acceptable, as long as programs can share the tracking form with the site surveyors and send it to the MAERB office if requested for progress reports.

Below is a template of a form that can be used as a tracking mechanism. The psychomotor and affective competencies are combined under each specific content area and numbered appropriately.

Institution Name:

Student Name:

Date of Graduation:

Master Competency Checklist
2022 MAERB Core Curriculum

Psychomotor Competencies

I. Anatomy, Physiology, and Pharmacology		Grade	Pass	Date	Int.
I.P.1	Accurately measure and record: a. blood pressure b. temperature c. pulse d. respirations e. height f. weight (adult and infant) g. length (infant) h. head circumference (infant) i. Oxygen saturation				
I.P.2	Perform the following procedures: a. electrocardiography b. venipuncture c. capillary puncture d. pulmonary function testing				
I.P.3	Perform patient screening following established protocols				

I.P.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				
I.P.5	Select proper sites for administering parenteral medication				
I.P.6	Administer oral medications				
I.P.7	Administer parenteral (excluding IV) medications				
I.P.8	Instruct and prepare a patient for a procedure or treatment				
I.P.9	Assist provider with a patient exam				
I.P.10	Perform a quality control measure				
I.P.11	Collect 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				
I.P.12	Provide up-to-date documentation of provider/professional-level CPR				
I.P.13	Perform first aid procedures a. bleeding b. diabetic coma or insulin shock c. stroke d. seizures e. environmental emergency f. syncope				
II. Applied Mathematics					
II.P.1	Calculate proper dosages of medication for administration				
II.P.2	Record laboratory test results in the patient's record				
II.P.3	Document on a growth chart				
II.P.4	Apply mathematical computations to solve equations				
II.P.5	Convert among measurement systems				

III. Infection Control					
III.P.1	Participate in bloodborne pathogen training				
III.P.2	Select appropriate barrier/personal protective equipment (PPE)				
III.P.3	Perform hand washing				
III.P.4	Prepare items for autoclaving				
III.P.5	Perform sterilization procedures				
III.P.6	Prepare a sterile field				
III.P.7	Perform within a sterile field				
III.P.8	Perform wound care				
III.P.9	Perform dressing change				
III.P.10	Demonstrate proper disposal of biohazardous material a. sharps b. regulated waste				
IV. Nutrition					
IV.P.1	Instruct a patient regarding a dietary change related to a patient's special dietary needs				
V. Concepts of Effective Communication					
V.P.1	Respond to nonverbal communication				
V.P.2	Correctly use and pronounce medical terminology in healthcare interactions				
V.P.3	Coach patients regarding: a. office policies b. medical encounters				
V.P.4	Demonstrate professional telephone techniques				
V.P.5	Document telephone messages accurately				
V.P.6	Using technology, compose clear and correct correspondence				
V.P.7	Use a list of community resources to facilitate referrals				
V.P.8	Participate in a telehealth interaction with a patient				

VI. Administrative Functions					
VI.P.1	Manage appointment scheduling, using established priorities				
VI.P.2	Schedule a patient procedure				
VI.P.3	Input patient data using an electronic system				
VI.P.4	Perform an inventory of supplies				
VII. Basic Practice Finance					
VII.P.1	Perform accounts receivable procedures to patient accounts including posting: a. charges b. payments c. adjustments				
VII.P.2	Input accurate billing information in an electronic system				
VII.P.3	Inform a patient of financial obligations for services rendered				
VIII. Third-Party Reimbursement					
VIII.P.1	Interpret information on an insurance card				
VIII.P.2	Verify eligibility for services				
VIII.P.3	Obtain precertification or preauthorization with documentation				
VIII.P.4	Complete an insurance claim form				
VIII.P.5	Assist a patient in understanding an Explanation of Benefits (EOB)				
IX. Procedural and Diagnostic Coding					
IX.P.1	Perform procedural coding				
IX.P.2	Perform diagnostic coding				
IX.P.3	Utilize medical necessity guidelines				
X. Legal Implications					
X.P.1	Locate a state's legal scope of practice for medical assistants				

X.P.2	Apply HIPAA rules regarding: a. privacy b. release of information				
X.P.3	Document patient care accurately in the medical record				
X.P.4	Complete compliance reporting based on public health statutes				
X.P.5	Report an illegal activity following the protocol established by the healthcare setting				
X.P.6	Complete an incident report related to an error in patient care				
XI. Ethical and Professional Considerations					
XI.P.1	Demonstrate professional response(s) to ethical issues				
XII. Protective Practices					
XII.P.1	Comply with safety practices				
XII.P.2	Demonstrate proper use of: a. eyewash equipment b. fire extinguishers				
XII.P.3	Use proper body mechanics				
XII.P.4	Evaluate an environment to identify unsafe conditions				

Affective Competencies

A.1	Demonstrate critical thinking skills	Grade	Pass	Date	Int.
A.2	Reassure patients				
A.3	Demonstrate empathy for patients' concerns				
A.4	Demonstrate active listening				
A.5	Respect diversity				
A.6	Recognize personal boundaries				
A.7	Demonstrate tactfulness				
A.8	Demonstrate self-awareness				

