



Medical Assistant Program

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Information Packet 2023

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Century College Medical Assistant Program

ACCREDITATION

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

*Commission on Accreditation of Allied Health Education Programs
9355 113th Street N, #7709
Seminole, FL 33775-7709
727-210-2350
www.caahep.org*

MISSION STATEMENT

The mission of the Century College Medical Assistant Program is to prepare a diverse group of individuals for career opportunities as a professional, multi-skilled person dedicated to assisting in patient care management. This will be accomplished through a tradition of excellence, shared commitment and a standard of achievement that meets or exceeds CAAHEP accreditation.

PROGRAM OBJECTIVES/OUTCOMES

1. Demonstrate knowledge of clinical procedures and medication administration in a medical practice utilizing critical thinking skills.
2. Communicate effectively with individuals, families, groups, and/or colleagues of diverse sociocultural backgrounds through the use of verbal and non-verbal skills, written abilities, active listening, and information technologies within ambulatory care settings.
3. Identify, interpret, and apply ethical, legal, and social issues associated within the scope of practice in the medical assisting field.
4. Apply various administrative techniques in a medical practice to deliver cost effective and quality healthcare.
5. Apply knowledge of medical laboratory techniques to accurately collect specimens, perform testing, and interpret lab tests results.
6. Demonstrate professionalism as a healthcare provider, communicate effectively, and collaborate in teams.
7. Demonstrate computer literacy skills and the ability to maintain electronic health records.
8. Respect all people and cultures as they interact with a diverse patient population in the medical assistant profession.
9. Empower individuals, families, and the community to develop positive health behaviors through health promotion and teaching.

PROGRAM GOALS

The Century College Medical Assisting Program has set outcomes and goals in which objective data is collected from students to assess the effectiveness of the program, learning outcomes, student success, and employer satisfaction. These goals and outcomes are consistent with and responsive to the demonstrated needs and expectations of the various communities of interest (students, graduates, faculty, sponsor administration, employers, providers, and the public) or others served by the educational program.

1. Certification Exam:

Century College Medical Assistant graduates will achieve a pass rate for the CMA (AAMA) exam, which will be equal to or greater than the national average for the first-time test takers.

2. Program Satisfaction:

- a. Graduates who respond to the Graduate Survey will state that the Century College Medical Assistant Program prepared them adequately for an entry-level position as a CMA.
- b. Clinical practicum sites who respond to the Practicum Evaluation of Student Survey will state satisfaction in the student extern performing skills to a satisfactory level of competence.
- c. Employers who respond to the Employer Survey will state satisfaction with over-all performance of graduates of the Century College Medical Assisting Program.

3. Graduation Rate:

The Century College Medical Assistant graduation rate will exceed the accreditation standard and retention threshold.

4. Job Placement Rate:

Graduates from Century College who successfully pass the CMA (AAMA) exam and seek employment in medical assisting as a certified medical assistant will obtain positions within one year of graduation.

MINIMUM GOAL

To prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.

Medical Assistants graduating from programs accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) will demonstrate critical thinking based on knowledge of academic subject matter required for competence in the profession. They will incorporate the cognitive knowledge in performance of the psychomotor and affective domains in their practice as medical assistants in providing patient care.

COURSE COMPETENCIES AND OBJECTIVES

PSYCHOMOTOR DOMAIN COMPETENCIES

- 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 a 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.P.1. Calculate proper dosages of medication for administration

- II.P.2. Record laboratory test results into 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.P.1. Participate in bloodborne pathogen training
- III.P.2. Select appropriate barrier/personal protective equipment (PPE)
- III.P.3. Perform handwashing
- 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 wastes
- IV.1. Instruct a patient regarding a dietary change related to patient's special dietary needs
- 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.P.1. Manage appointment schedule 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.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.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.P.1. Perform procedural coding
- IX.P.2. Perform diagnostic coding
- IX.P.3. Utilize medical necessity guidelines
- X.P.1. Locate a state's legal scope of practice for medical assistants
- X.P.2. Apply HIPAA rules in regard to:

- 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.P.1. Demonstrate professional response(s) to ethical issues
- 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 DOMAIN COMPETENCIES

- A.1 Demonstrate critical thinking skills
- 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

COGNITIVE DOMAIN OBJECTIVES

- I.C.1. Identify structural organization of the human body
- I.C.2. Identify body systems*
- I.C.3. Identify:
 - a. body planes
 - b. directional terms
 - c. quadrants
 - d. body cavities
- I.C.4. Identify major organs in each body system*
- I.C.5. Identify the anatomical location of major organs in each body system*
- I.C.6. Identify the structure and function of the human body across the life span
- I.C.7. Identify the normal function of each body system*
- I.C.8. Identify common pathology related to each body system* including:
 - a. signs
 - b. symptoms
 - c. etiology
 - d. diagnostic measures
 - e. treatment modalities
- I.C.9. Identify Clinical Laboratory Improvement Amendments (CLIA) waived tests associated with common diseases
- I.C.10. Identify the classifications of medications including:
 - a. indications for use
 - b. desired effects

- c. side effects
 - d. adverse reactions
- I.C.11. Identify quality assurance practices in healthcare
- I.C.12. Identify basic principles of first aid
- I.C.13. Identify appropriate vaccinations based on an immunization schedule.
- II.C.1. Define basic units of measurement in:
- a. the metric system
 - b. the household system
- II.C.2. Identify abbreviations used in calculating medication dosages
- II.C.3. Identify normal and abnormal results as reported in:
- a. graphs
 - b. tables
- III.C.1. Identify major types of infectious agents
- III.C.2. Identify 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
- III.C.3. Identify the following as practiced within an ambulatory care setting:
- a. medical asepsis
 - b. surgical asepsis
- III.C.4. Identify methods of controlling the growth of microorganisms
- III.C.5. Identify the principles of standard precautions
- III.C.6. Identify personal protective equipment (PPE)
- III.C.7. Identify the implications for failure to comply with Centers for Disease Control (CDC) regulations in healthcare settings
- IV.C.1. Identify dietary nutrients including:
- a. carbohydrates
 - b. fat
 - c. protein
 - d. minerals
 - e. electrolytes
 - f. vitamins
 - g. fiber
 - h. water
- IV.C.2. Identify the function of dietary supplements
- IV.C.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

- i. eating disorders
- IV.C.4. Identify the components of a food label
- V.C.1. Identify types of verbal and nonverbal communication
- V.C.2. Identify communication barriers
- V.C.3. Identify techniques for overcoming communication barriers
- V.C.4. Identify the steps in the sender-receiver process
- V.C.5. Identify challenges in communication with different age groups
- V.C.6. Identify techniques for coaching a patient related to specific needs
- V.C.7. Identify different types of electronic technology used in professional communication
- V.C.8. Identify the following related to body systems*:
 - a. medical terms
 - b. abbreviations
- V.C.6. Identify the principles of self-boundaries
- V.C.7. Identify the role of the medical assistant as a patient navigator
- V.C.8. Identify coping mechanisms
- V.C.9. Identify subjective and objective information
- V.C.10. Identify the basic concepts of the following theories of:
 - a. Maslow
 - b. Erikson
 - c. Kubler-Ross
- V.C.11. Identify issues associated with diversity as it relates to patient care
- V.C.12. Identify the medical assistant's role in telehealth
- VI.C.1. Identify different types of appointment scheduling methods
- VI.C.2. Identify critical information required for scheduling patient procedures
- VI.C.3. Recognize the purpose for routine maintenance of equipment
- VI.C.4. Identify steps involved in completing an inventory
- VI.C.5. Identify the importance of data back-up
- VI.C.6. Identify the components of an Electronic Medical Record, Electronic Health Record, and Practice Management system
- VII.C.1. Define the following bookkeeping terms:
 - a. charges
 - b. payments
 - c. accounts receivable
 - d. accounts payable
 - e. adjustments
 - f. end of day reconciliation
- VII.C.2. Identify precautions for accepting the following types of payments:
 - a. cash
 - b. check
 - c. credit card
 - d. debit card
- VII.C.3. Identify types of adjustments made to patient accounts including:
 - a. non-sufficient funds (NSF) check
 - b. collection agency transaction
 - c. credit balance
 - d. third party
- VII.C.4. Identify patient financial obligations for services rendered

- VIII.C.1. Identify:
 - a. types of third-party plans
 - b. steps for filing a third-party claim
- VIII.C.2. Identify managed care requirements for patient referral
- VIII.C.3. Identify processes for:
 - a. verification of eligibility for services
 - b. precertification/preauthorization
 - c. tracking unpaid claims
 - d. claim denials and appeals
- VIII.C.4. Identify fraud and abuse as they relate to third party reimbursement
- VIII.C.5. Define the following:
 - a. bundling and unbundling of codes
 - b. advanced beneficiary notice (ABN)
 - c. allowed amount
 - d. deductible
 - e. co-insurance
 - f. co-pay
- VIII.C.6. Identify the purpose and components of the Explanation of Benefits (EOB) and Remittance Advice (RA) Statements
- IX.C.1. Identify the current procedural and diagnostic coding systems, including Healthcare Common Procedure Coding Systems II (HCPCS Level II)
- IX.C.2. Identify the effects of:
 - a. upcoding
 - b. downcoding
- IX.C.3. Define medical necessity
- X.C.1. Identify scope of practice and standards of care for medical assistants
- X.C.2. Identify the provider role in terms of standard of care.
- X.C.3. Identify components of the Health Insurance Portability & Accountability Act (HIPAA)
- X.C.4. Identify the standards outlined in The Patient Care Partnership
- X.C.5. Identify licensure and certification as they apply to healthcare providers
- X.C.6. Identify criminal and civil law as they apply to the practicing medical assistant
- X.C.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
- X.C.8. Identify the purpose of medical malpractice insurance
- X.C.9. Identify legal and illegal applicant interview questions
- X.C.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)
- X.C.11. Identify the process in compliance reporting:
 - a. unsafe activities
 - b. errors in patient care
 - c. conflicts of interest
 - d. incident reports
- X.C.12. Identify compliance with public health statutes related to:
 - a. communicable diseases
 - b. abuse, neglect, and exploitation
 - c. wounds of violence
- X.C.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 loquitur
 - j. locum tenens
 - k. defendant-plaintiff
 - l. deposition
 - m. arbitration mediation
- XI.C.1. Define:
 - a. ethics
 - b. morals
- XI.C.2. Identify personal and professional ethics
- XI.C.3. Identify potential effects of personal morals on professional performance
- XI.C.4. Identify professional behaviors of a medical assistant
- XII.C.1. Identify workplace safeguards
- XII.C.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
- XII.C.3. Identify fire safety issues in an ambulatory healthcare environment
- XII.C.4. Identify emergency practices for evacuation of a healthcare setting
- XII.C.5. Identify the purpose of Safety Data Sheets (SDS) in a healthcare setting
- XII.C.6. Identify processes for disposal of a. biohazardous waste and b. chemicals
- XII.C.7. Identify principles of:
 - a. body mechanics
 - b. ergonomics
- XII.C.8. Identify critical elements of an emergency plan for response to a natural disaster or other emergency
- XII.C.9. Identify the physical manifestations and emotional behaviors on persons involved in an emergency

**Body systems must include, but are not limited to, the following: Circulatory, Digestive, Endocrine, Integumentary, Lymphatic, Muscular, Nervous, Sensory, Reproductive, Respiratory, Skeletal, and Urinary.*

TEACHING/ LEARNING STRATEGIES

The courses in the program may be taught by traditional lectures, online lectures, videos, demonstration, and any supplemental materials supplied by the Instructor. The Instructor will issue handouts as needed and will prepare, grade, and return examinations in a timely manner.

STUDENT OUTCOME ASSESSMENT

The student outcomes will be assessed by a variety of measurements, including but not limited to written examinations, assignments, hands-on *competencies and skills assessments*, group work, discussions, and professional attributes.

Competencies and Skills Assessment:

Definition of Competency: In the Century College Medical Assistant Program, competency is defined as: the specific cognitive, affective, and psychomotor abilities a person can be certified to have demonstrated based on explicit criteria or level of expectation.

If in the best judgment of Program Director and college faculty the student cannot satisfactorily complete the entry-level skills and competencies for a medical assistant, the student will not pass the course.

Competencies are based on a percentage of performance. Each competency may have critical steps included that must be passed in order for the student to successfully complete the competency. Students will need to perform each competency with a score of 80% or higher in order to pass the course and continue with the program. Students will have a total of three opportunities to pass each competency.

100% of Psychomotor and affective competencies must be successfully completed to pass the courses.

FAILING TO SUCCESSFULLY DEMONSTRATE A REQUIRED COMPETENCY

If after the third competency attempt the demonstration is still unsatisfactory, the student will be placed on probation and a Non-Compliance/Performance Report will be filled out and the student will need to meet with the Program Faculty and Program Director to determine if allowance to stay in the program will be granted. Each case will be determined on an individual basis.

TRANSFER OF CREDIT, ADVANCED PLACEMENT AND EXPERIENTIAL LEARNING CREDIT

Information relating to the policy on transfer of credit, advanced placement and experiential learning credit can be found in the current Century College catalog at <https://www.century.edu/academics/course-catalogs> .

Due to the complexity of assessment outcomes mandated by MAERB, the Century College Medical Assistant Program does not accept transfer of credit, advanced placement, or experiential learning for any of the MEDA courses.

MEDICAL ASSISTANT PROGRAM TECHNICAL STANDARDS

The Medical Assistant Program Technical Standards was prepared to assist you in understanding the essential physical and behavioral requirements for participating in and successfully completing the Medical Assistant program. These standards must be satisfied by all students in all aspects of the program, with or without a reasonable accommodation, including in the classroom, laboratories, and practicum. See (**APPENDIX A**) at the end of this handbook to review these standards.

Students have the right to due process and in the event, a student disagrees with or takes exception to any of the Technical Standards, the student has the right to appeal and can do so by contacting the Medical Assistant Program Department (651-773-1731) to obtain an appeal form (**APPENDIX B**) and submitting it with all pertinent information relevant to the appeal to the Program Director.

ENTRANCE REQUIREMENTS FOR THE MEDICAL ASSISTANT PROGRAM

To enter the Medical Assistant Program at Century College, you must be a high school graduate or the equivalent. If you have not graduated from high school, contact your local high school, and find out how you can obtain the equivalent of a high school education through the Graduate Equivalent Degree (GED) Program. You will need to submit an **official** High School Transcript or GED to the Century College Admissions office along with your application when applying for the Medical Assistant Program (this is required prior to externship). Please see the program application for more information on this.

COURSE REQUIREMENTS

Course placement into college-level English and Reading OR completion of ENGL 0950 with a grade of C or higher OR completion of RDNG 0940 with a grade of C or higher and qualifying English Placement Exam OR completion of RDNG 0950 with a grade of C or higher and ENGL 0090 with a grade of C or higher OR completion of ESOL 0051 with a grade of C or higher and ESOL 0052 with a grade of C or higher.

These requirements are mandatory prior to all MEDA courses.

The following prerequisite courses **must** be completed prior to the Clinical Procedures I, Clinical Procedures II, and Pharmacology for Medical Assistant Courses:

Courses:

BIOL 1024	Human Biology	3 credits
HLTH 1001	Medical Terminology	2 credits

The following prerequisite courses **must** be completed prior to the Administrative Procedures for Medical Assistants Course:

HLTH 1001	Medical Terminology	2 credits
CAPL 1010	Introduction to Software Applications OR	3 credits
CSCI 1020	Introduction to Personal Computers & Information Systems	3 credits

The following are the General Education Course requirements and are **recommended** to be taken prior to the Clinical Procedures I and Clinical Procedures II courses if applying for the day section and are **required** to be taken prior if applying for the evening section.

ENGL 1021	Composition I OR	4 credits
ENGL 1020	Composition I	4 credits
COMM 1031	Interpersonal Communication OR	3 credits
COMM 1051	Intercultural Communications	3 credits
PSYC 1020	General Psychology OR	4 credits
PSYC 1041	Developmental Psychology OR	4 credits
PSYC 1030	Psychology of Adjustment	3 credits

(Developmental Psych is recommended if you are planning a future Nursing Degree).

The following is a list of the remaining program courses. Enrollment in Clinical Procedures I and Clinical Procedures II must be concurrent. Enrollment in Clinical Procedures III and Laboratory Procedures must also be concurrent.

MEDA 1030	Pharmacology for Medical Assistants	3 credits
<i>(Suggested to take during the Clinical Procedures I and Clinical Procedures II Semester, <u>if not able to complete prior</u>)</i>		
MEDA 1011	Clinical Procedures I	5 credits
MEDA 1013	Clinical Procedures II	5 credits
MEDA 1020	Administrative Procedures for Medical Assistants	4 credits
<i>(Suggested to take during the Clinical Procedures I and Clinical Procedures II Semester, <u>if not able to complete prior</u>)</i>		
MEDA 1014	Clinical Procedures III	5 credits
MEDA 1002	Laboratory Procedures	5 credits
MEDA 1780	Medical Assistant Clinical Practicum	6 credits

*Your Clinical Practicum for 300 (unpaid) hours will be your final semester. All other courses must be completed prior to practicum.

Medical Assistant Diploma – 51 Credits

CONCURRENT ENROLLMENT

Concurrent enrollment in the **Clinical Procedures I and Clinical Procedures II** courses as well as the **Clinical Procedures III and Laboratory Procedures** courses for the Medical Assistant Program is required for every student. **Students are not allowed to withdraw from one program course and remain enrolled in another.** Students must successfully complete the courses consecutively prior to moving on in the program. If a student receives a grade below a “C”, withdraws or is dismissed from the program, he/she must meet with the Program Director/Faculty to discuss options.

HYBRID COURSES

Currently all MEDA Clinical, Laboratory and Pharmacology for Medical Assistants courses are delivered via hybrid (partial online/in class) instruction.

ON-LINE COURSES

Currently the Medical Assistant Program delivers the Administrative Procedures for Medical Assistants course on-line. One course is offered asynchronous, and the other course is offered synchronous. Students are required to have access to the internet either at home or on campus. Century College utilizes the D2L Brightspace online instructional format. Refer to the Century College web page for technical information. The Century College Information Technology Division has two computer centers (room 3165, West Campus and the KOPP Technology Center 1710 East Campus) which provide computer access to all registered Century students. The centers are equipped to support courses with IBM-compatible computers. Student e-mail service is also available to all registered students. New and updated course information is distributed throughout the semester using D2L Brightspace online format. The student is responsible to check for any communication on D2L Brightspace. Failure to do so will neither exempt nor excuse the student from being knowledgeable of the posted information.

CLINICAL PRACTICUM

If a student begins the program course sequence in the fall semester, Clinical Practicum will be scheduled the following summer. If a student begins the program courses sequence in the spring day semester, Clinical Practicum will be scheduled the following spring semester. If the student begins the program courses sequence in the spring evening semester, Clinical Practicum will be scheduled the following fall semester.

If a student has not started MEDA 1780 (Medical Assistant Clinical Practicum) within one semester of successfully completing **Clinical Procedures III and Laboratory Procedures** a complete review and skills assessment will be required before the student is permitted to begin Clinical Practicum. This may be completed through a refresher course if offered in CECT at the student's expense or the student may be assessed by completing a skills assessment packet with a CLA/faculty evaluation. This will depend on the scope and depth of the review needed and will be determined on a case-by-case situation. Students must have a current professional CPR certificate through the American Heart Association BLS Provider (Health Care Professional Level) or American Red Cross BLS Provider (Health Care Professional Level). This must be completed prior to the end of the MEDA 1013 course.

GRADUATION REQUIREMENTS

A diploma in the Medical Assistant Program from Century College is awarded to those students who successfully complete the program content plus the Clinical Practicum. A minimum grade point average of 2.0 on a 4.0 scale is a college requirement for graduation. After completion of the practicum, students are eligible to take the AAMA (American Association of Medical Assistants) Certification Examination and become a Certified Medical Assistant (CMA). This examination will be computer-based and will be offered throughout the year. For more information, visit the AAMA website at www.aama-ntl.org (Certification through the AAMA is good for five years). Students are also eligible to obtain the RMA credential, which is good for three years. For more information, visit the AMT website at <http://www.americanmedtech.org>

It is the student's responsibility to ensure that all degree courses are completed prior to graduation. Students may run their own DARS (Degree Audit Reporting System) anytime on the web through Century's Online Services. A DARS report indicates requirements that have already been completed, requirements that remain unsatisfied and how transfer courses fulfill requirements.

More information about DARS is available on Century's website at: <https://www.century.edu/support-services/transfer-century/transfer-resources-guides/degree-audit-reporting-system> and at the Counseling and Career Center.

Graduation application forms are available by either attending a graduation orientation session or viewing the online version at <https://www.century.edu/academics/graduation> . Refer to the college calendar regarding deadlines to apply. Refer to the current college catalog at: <https://www.century.edu/academics/course-catalogs> for a complete listing of graduation requirements. Medical Assistant students will complete the application for graduation in class during the Laboratory Procedures course with the instructor.

All Program Requirements Must Be Completed to Establish Eligibility Status for Graduation. All Academic Diploma Requirements Must Be Completed to Be Eligible to sit for the Medical Assistant Certification Examination.

AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS (AAMA)

The AAMA is the professional organization for Medical Assistants and the national certifying body for Medical Assistants. AAMA members may include Medical Assistant students and graduates. (For more information on membership, please check with the Instructors or the Program Director).

JOB PLACEMENT

Employment opportunities are excellent for a person successfully completing the Medical Assistant Program. Numerous jobs are generally available in a variety of settings and different roles. A graduate of the Century College Program is qualified to work as a Medical Assistant, a Laboratory Assistant, a Medical Secretary, or a Medical/Hospital Receptionist. A graduate may work in a large or medium size medical clinic, the office of a single provider, hospital, or some other type of medical facility. A graduate may work with a primary care provider; for example, family practice (pediatrics through geriatrics, obstetrics, or internal medicine), or a provider in one of the many medical or surgical specialties such as orthopedic surgery, cardiology, dermatology, etc.

Career opportunities for a medical assistant also exist in preventative health care, research laboratories, insurance companies, schools, and a variety of government agencies (for example, the Veterans Administration, U.S. Public Health Service, Armed Forces clinics and hospitals, state, and county health departments, etc.). Job placement in this field is excellent for those graduating as medical assistants and **actively** looking for employment. Potential earnings for medical assistants are variable depending on location, job duties, specialty offices and whether the medical assistant is certified. Currently, starting medical assistants in the Twin Cities metro area are paid approximately \$20-23 per hour.

COURSE SCHEDULING OPTIONS

Full time students should be able to complete the Medical Assistant Program in 14-18 months. However, due to families, jobs and other obligations, some students may wish to pursue a Medical Assistant Diploma on a part-time basis. It is recommended that students who plan to extend their courses over a longer period meet with one of the program instructors to plan an

acceptable course sequence. If pre-college level courses are needed, the program may take longer.

ARTICULATION AGREEMENTS

The program currently has articulation agreements in place for Century College Medical Assistant Graduates interested in continuing their education in healthcare through Concordia College and Moorhead State University. The articulation agreement with Concordia College is for a Bachelor of Arts in HealthCare Administration, and a Bachelor of Science in Health Services Administration at Moorhead State University. Please reach out to your advisor or the Medical Assistant Program Director for more information if you are interested.

OTHER COURSE RECOMMENDATIONS:

- OFFT 2021-(EHR) Electronic Health Records (3 credits) (This course will help get you familiar on how to navigate and use the EHR that is being utilized in many clinics.)
- HSER 1030- Helping Skills (3 credits)
- MATH 1000- Medical Dosage Calculations (1 credit)
- HLTH 1070 - Nutrition (3 credits)
- HSCI 1100 – Behavioral Health: Implications & Interventions (3 credits)
- HSCI 1010/CECT – Phlebotomy Technician ******(4 credits)

****** Phlebotomy Technician Course – This course is offered concurrent through the Continuing Education Department and as credit. (This gives students the opportunity to get extra skills and obtain employment as a phlebotomist while attending school.)

For more information regarding the CECT courses, you may stop in to speak to someone in the Continuing Education Department on the East Campus or call them @ 651-779-3341.

Students are also recommended to continue taking courses to pursue an AA degree. (See online catalog regarding further course work or you may speak with an advisor or counselor for further information).

PROGRAM EXPENSES

The cost of tuition and the prescribed books, program uniforms, a lab coat, and the nametag is an investment.

The following is an estimation cost of Tuition, Books, Uniforms & Other Items needed for the Medical Assistant program. (All prices are estimated and subject to change ****)**

Tuition: Tuition rates for state colleges are established by the Minnesota State Board of Trustees and are subject to change each academic year. Current tuition and fee rates are posted on the Century College website at <https://www.century.edu/cost-financial-aid/tuition-rates-fees> . All registered students are financially committed for tuition and fees. Students are required to pay tuition and fees unless they drop classes by the deadline listed on the refund policy. Students can check the College’s current course schedule for payment information and dates. Students can also view their fee statement online at www.century.edu by clicking on e-Services. Students are encouraged to contact the Business Office at 651-779-3278 to discuss payment options.

There is also a variety of equipment and supplies that will be needed for this course. Most items must be purchased in the Century College Bookstore prior to or immediately upon entering the Medical Assistant Program.

The approximate costs of these items are:

- Uniform (Scrubs) ~ \$150.00 (variable depending on style and number purchased)
- Lab Coat- ~ \$30.00-40.00
- Nametag- \$10.00
- Stethoscope and Blood Pressure Unit- ~ \$35.00-65.00
- Watch with second hand- ~ \$20.00-40.00
- Closed toed nursing or tennis shoes- ~ \$40.00-60.00
- CPR class and certification- ~ \$60.00-120.00

Required Textbooks:

- “Medical Assisting: Administrative & Clinical Competencies, 9th Edition” (Updated includes New ICD-10 Coding information) & Workbook to Accompany (Blesi), including MindTap (Bundle pack) ~ \$273.75
- Colbert/Woodrow/Smith - Bundle: Essentials of Pharmacology for Health Professions, Loose-leaf Version, 8th Edition + MindTap Basic Health Science, 2 terms (12 months) Printed Access Card - ~ \$92.85
- Learning Guide Packets/Per class- ~ \$6.00-13.00

*****Recommended Books:**

- Taber’s Cyclopedic Medical Dictionary 24th Edition. ~ \$54.95
- MA Review NotesPlus 2nd Edition (Exam Certification Pocket Guide) - ~ \$49.95
- 3-Ring Binder for the Pharmacology Course loose-leaf version of text.

PROGRAM HEALTH ASSESSMENT

After admission to the Medical Assistant Program and prior to the start of the program, the student must have an immunization/health exam. An immunization/health examination form is distributed during the new student orientation and must be completed by a qualified healthcare provider. The student will have the exam done by his/her own provider. Students may visit the Campus Health Services to receive a Mantoux test and/or get health forms completed (you must provide a copy of your current up-to-date immunization record to obtain a signature). All required immunizations and/or titers must be recorded on the exam form. Additionally, second semester students are required to have a Mantoux test **90 days prior to the start of their clinical practicum**. Approval to be able to perform the duties required of a medical assistant must also be completed by a provider and indicated on the health form. First semester students who fail to submit the required forms by the required due date may not be able to continue in the program.

Latex Warning

Century College attempts to maintain a Latex Free environment; however, it is imperative that anyone with a latex allergy or sensitivities notify the faculty prior to any activities. It should be noted that the laboratory environments are NOT latex free. Students/faculty must consult with their own Health Care Provider about allergy risks and treatments. Latex-free gloves are provided for use within the laboratory setting.

CRIMINAL BACKGROUND CHECK

Minnesota state law requires that a criminal background check be done on all health care providers. Students are required to fill out a criminal background information sheet. A required fingerprint study done off-site and paid for by the student is required for this course. The estimated expense will be approximately \$42.00 with an additional \$9.50 for the fingerprint study. The **student is responsible** for making sure their **MN State ID/license is current** with the **most recent address of residency**. If there are any discrepancies in the ID/license information, the student will be required to pay for an additional study to be done with the correct information. Further information will be provided at a later date.

The State of Minnesota, Department of Human Service, Division of Licensing, determines if the individual may provide direct patient contact services. Failure to receive a clear background check may prohibit the student from continued enrollment in the Medical Assistant Program. Students must have a clear background check to participate in the required program service-learning project. Clinical Practicum sites will not host a student without a clear background check including reconsiderations or set asides. It is the students' responsibility to disclose this information and/or perform any necessary follow-up required by law. It is also the student's responsibility to inform the instructor of any issues that take place after the background study that may change the status of their background study during their enrollment in the program.

Administrative records are kept in Minnesota on persons who have been convicted in Minnesota of felonies and/or gross misdemeanors and sentenced to probation, jail time, parole, or suspended sentence since 1982. Records reported show the disposition date, defendant's name, date-of-birth, race, sex, arresting agency, case number, charge(s), disposition, and sentence. The database is updated monthly. **Certain offenses will prohibit the student from taking the American Association of Medical Assistant certification examination.** The student is responsible to contact the AAMA to determine any eligibility in question. Write or call:

The American Association of Medical Assistants
20 N. Wacker Drive STE. 1575
Chicago, Illinois 60606
Phone (312) 899-1500
<http://www.aama-ntl.org>

NOTE: Additional background studies may be requested dependent on clinical practicum sites and/or community service-learning organizations. This would entail an additional cost.

PROFESSIONAL LIABILITY INSURANCE

A major focus of any medical professional must be patient safety. Medical Assistant students are responsible for their own actions, commission and/or omission. Professional Liability Insurance is incorporated into the enrollment costs of the Medical Assistant Program and is paid annually by the student.

STUDENT NAME BADGE

You are required to obtain and wear a Century College Medical Assistant Student name badge that will be used for your clinical practicum, classroom activities, and any extracurricular

activities requiring a school uniform. The badge is obtained on the West Campus in the bookstore.

STUDENT RESPONSIBILITY

A student **interested** in the Medical Assistant Program at Century College has the following responsibilities:

- Clarify your personal values, abilities, interests, and goals.
- **Ensure you have met application requirements and course prerequisites before registering for program courses. If they are not met, students will need to drop the courses.**
- Contact and make an appointment with your Instructor/Program Director when requested, or if you need assistance. If you find it impossible to keep the appointment, you must notify them.
- Become knowledgeable and follow the policies, procedures, requirements and rules of Century College.
- Prepare for each session with your advisor by thinking about what you want to discuss and by bringing appropriate materials with you to the session.
- Follow through on action discussed with your Instructor/Program Director.
- Evaluate the advising system when requested, to help strengthen the advising process.
- Accept final responsibility for all your decisions.

A student **accepted** into the Medical Assistant Program at Century College has many responsibilities, including:

- Obtaining the uniform, protective attire and supplies required by the program.
- Attending all class sessions.
- Studying outside of class.
- Completing all assignments on time.
- Taking all tests and quizzes on time.
- Practicing and performing required clinical and laboratory skills on time.
- Learning and demonstrating appropriate communication skills, courtesy, ethical, professional and other behaviors expected in the medical setting.
- Establishing and maintaining cordial and productive relations with classmates.
- Completing the clinical practicum.
- Contacting the instructor when you are having an academic or a personal/family problem that is detracting from your success in the program to discuss what resources and options that may be available to you.
- Follow all the rules and policies of the Medical Assistant Program at Century College.
- Report to the instructor when you see a particular supply item running low. **Do Not Wait Until It Is Completely Gone.**
- Contact the instructor when equipment appears not to be working or is broken.
- Not using equipment that appears to be out-of-order.

PERSONAL GROOMING AND HYGIENE

- A. Bathe or shower daily.
- B. Use deodorant and mouth wash frequently because body and mouth odors are very offensive to patients, coworkers and classmates.
- C. Wash hair daily and tie long hair back whenever in the lab or wearing a uniform.
- D. Keep your fingernails short because:
 - It is easier to keep them clean
 - You are less likely to scratch a patient
 - You are less likely to poke a hole in the protective gloves worn in lab
 - It will be easier for you to perform procedures, operate lab equipment and use a keyboard properly.
- E. Wash your hands frequently and thoroughly.
- F. Do not use perfume or cologne while in uniform because it can be very offensive to an ill patient as well as coworkers and classmates as they may have allergies or sensitivities.
- G. Makeup worn must be in good taste and in moderation.
- H. Food or drinks are not allowed in the laboratory.

ATTENDANCE POLICY and/or TARDINESS

Attendance is the best tool for skill and knowledge therefore, attendance is mandatory in completing this course. Students that do not actively attend and participate in the class will be withdrawn from the course by the instructor. Although job and family commitments are very important, it is also important that you attend classes. These courses contain many hands-on skills and it is crucial that **in order to be successful** you must be here to learn the skill.

If you are not in the classroom when class begins, you will be marked absent. Set your watch to the classroom clock (or to the computer clock if meeting on zoom) to prevent any confusion. If you arrive late, it is your responsibility to let one of the instructors know (**at the time you arrive**) so we can change your status to “late”. **You** are responsible to seek out any information or any handouts you might have missed due to tardiness or an absence. Talk with the instructor about this.

Three “lates” or three “L/E” (leave early) translates into an absence. A late or L/E (leave early) is equivalent to **15 minutes or less**. If you are **more than 15 minutes** late to class or leave more than 15 minutes before the end of class, it will be documented as missing ½ of the class period. **If you miss ½ of the class period, it will count as ½ of an absence.** Your attendance will be determined on what you attend, therefore it is possible if you come late or leave early and have ½ an absence on the same day you could have both a ½ of an absence and a late and/or L/E on the same day. If you have any questions regarding this, please see your instructor about this. See the individual courses below for more specifics regarding how attendance can affect your grade.

All Clinical and Laboratory course (Day section), Administrative Procedures (synchronous), and Pharmacology for Medical Assistants:

More than three (3) absences will result in a letter drop in your grade. **More than six (6) absences** and you will drop another grade. **Eight (8) or more absences** will result in a failing grade in the course.

OCCUPATIONAL RISKS

Medical Assistants work directly with providers and patients, with the goal of providing healthcare and ensuring patient safety. It is a position with a great deal of responsibility. Medical Assistants may be occupationally exposed to a variety of infectious diseases, bloodborne pathogens and other potentially infectious materials, and chemical and drug exposure during the performance of their duties. The diversity among medical assistants and their workplaces makes occupational exposure to infectious diseases especially challenging. For example, not all medical assistants in the same healthcare facility, not all medical assistants with the same job title, and not all healthcare facilities will be at equal risk of occupational exposure to infectious agents.

Accredited medical assistant programs are required to teach students about the hazards that they face on the job and the protocols that can be put into place to ensure a workplace culture that prioritizes safety. As with any healthcare position, there are certain occupational risks that may come into play with being a medical assistant, and those hazards include but are not limited to the following:

- Exposure to infectious diseases
- Sharps injuries
- Bloodborne pathogens and biological hazards
- Chemical and drug exposure
- Ergonomic hazards from lifting, bending, sitting, and repetitive tasks
- Latex allergies
- Stress

Coinciding to the risks, there are protections set up with the Occupational Safety and Health Act (OSHA), and those protections are particularly important within a healthcare environment. OSHA has a series of standards that protect the safety of healthcare workers and patients.

The following guidelines below provide more details on Occupational Risks and protections for these risks in the healthcare environment and classroom.

EXPOSURE TO BLOOD-BORNE PATHOGENS

Standard Precautions (Universal Precautions)

The student will read and discuss information in the program outlining Standard Precautions as established by the Center for Disease Control (CDC). These procedures learned will be always followed when working with body substances or contaminated materials.

1. **Blood-borne Pathogen Exposure:** All students engaged in the Medical Assistant program and externship portion of the Medical Assistant program will abide by the written policy regarding exposure to blood-borne pathogens as established by the CDC and each clinical site. The students will complete BBP training during the first week of the MEDA 1013 Clinical Procedures II course and are provided with a review of such standards during the course.
2. **Universal Precautions:** Universal precautions and procedure standards have been established in the program and at each clinical site. Students will review these during their

coursework and externship. Training addressing the standards is completed by students during the first week of the MEDA 1013 Clinical Procedures II course. Students are requested to sign a form acknowledging their awareness and understanding of Universal and Standard Precautions. The Centers for Disease Control Guidelines for Isolation Precautions in hospitals are also reviewed in MEDA 1013 Clinical Procedures II course.

3. **Hepatitis B:** It is mandatory that all students obtain the two-dose or three-dose Hepatitis B vaccine series and provide documentation. This vaccine is not provided by Century College and students are financially responsible for the series.
4. **Post-exposure evaluation and follow-up:** If a student is exposed to a blood-borne pathogen, the student is financially responsible for post-exposure evaluation and follow-up. Program faculty must be made aware of the exposure incident. The student's ability to continue their education and or practicum experience will be based on the recommendation of the student's physician. All information is confidential and will not be released unless mandated by law.
5. **Identifying potential workplace hazards to students:** The student will be made aware of potential workplace hazards. This information is included in the student handbook obtained once accepted into the program and will be further discussed in the MEDA 1013 Clinical Procedures II and MEDA 1002 Laboratory Procedures courses.
6. **Personal protective equipment (PPE):** Protective equipment such as gloves, isolation gowns, face shields or masks, eye protection, mouthpieces, resuscitation bags, pocket masks or other ventilation devices are available for the students to use in the classrooms and at the practicum sites.

ADDITIONAL EXPECTATIONS AND SAFETY COMPLIANCE IS NECESSARY FOR:

Your Safety and the Safety of Others- Accidentally spilling or breaking a container of blood or urine creates a major safety hazard for the student and anyone coming into contact with the student, including family members or friends outside the classroom or laboratory.

- ✓ *Lab coats will be worn at all times in the lab and if soiled, student should notify the Instructor or CLA for procedure on proper handling. Gloves will also be worn whenever you are working with body fluids or potentially contaminated materials.*

Protecting your Regular Clothing from Damage- Some of the chemicals and reagents used in the laboratory can cause permanent stains and/or damage to clothing.

- ✓ *Lab coats will be worn at all times in the lab.*

Protecting Yourself from Injuries-

- ✓ *Long and loose jewelry may become caught in machinery used in the clinical and laboratory classrooms, therefore no dangling jewelry should be worn while in the classroom or laboratory setting.*
- ✓ *Open toed shoes are not allowed. Protecting your feet from accidental chemical spills, or needle sticks is a must. Athletic tennis shoes are accepted as long as they are clean.*

STUDENT SUPPORT CENTER

Century College is deeply committed to your academic success. When you encounter challenges or encounter special needs, we are eager to work with you to address them. The information below represents some of our key academic support areas, but you are always encouraged to talk to your instructor and/or to a counselor about any problems you face. The Center offers the following services and activities to help you succeed at Century College: professional and peer tutoring, study groups, academic counseling, and a friendly place to study and connect. Services are free and available to all students enrolled in technical and occupational programs. The Center is on the West Campus in room W1490. For center on-campus hours and additional information on the resources available go to: <https://www.century.edu/support-services/student-wellness/resource-and-support-center> Phone: 651-747-4098.

VETERAN SERVICES

Century College is approved by the Veterans Administration for the education of veterans and is responsible for certifying, training, and transmitting necessary credentials and information to the Veterans Administration. Students can contact the Records Office for the veteran's resource office coordinator at 651-779-3218 for more information, or see <https://www.century.edu/support-services/veterans-services>

TUTOR.COM

All students are provided 15 hours (July – July) of online tutoring services for free on the following topics: Career Help, Computer Science, English, Foreign Languages, History, Math Microsoft Help, Nursing & Healthcare, Science, Social Sciences and Writing. Students can access this tutoring help through each course on the D21 Brightspace course page, under the “resource” tab.

BASIC NEEDS

If you are having difficulty affording groceries or accessing sufficient food to eat every day, or lack a safe and stable place to live, and believe this may affect your performance in the course, you are urged to visit the Resource and Support Center (W1490) for support.

The Resource and Support Center helps students connect with campus and community resources to help you succeed inside and outside of the classroom. Stop by at W1490 on West Campus to learn about the variety of helpful resources. Current resources include:

- Campus and Community Services
- Child Care Resources
- Food Pantry
- Housing Information
- Legal Assistance Information
- Parent Services
- Scholarship Information

The following additional link is helpful as well: [Resource and Support Center webpage](#)

PROGRAM CONTACT INFORMATION
MEDICAL ASSISTANT PROGRAM PERSONNEL AND PHONE NUMBERS

Director/Faculty

Michelle Blesi, MA, BA, CMA (AAMA) michelle.bleesi@century.edu	Office E2296	651-748-2610
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Faculty

Shari Lambrecht, AA, CMA (AAMA) shari.lambrecht@century.edu	Office E3391	651-773-1731
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Maria Gilles, AAS, CMA (AAMA) maria.gilles@century.edu	Office E3391	651-773-1731
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Staff

Lori Jaksa, CMA (AAMA) lori.jaksa@century.edu	Office E3391	651-773-1731
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Shawndell DeJoode, AA, CMA (AAMA) shawndell.dejoode@century.edu	Office E3391	651-773-1731
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PROGRAM ADMISSIONS REPRESENTATIVE/ADVISOR

Admissions Representative/Advisor

Tom Curtis tom.curtis@century.edu	Office W2303	651-779-5824
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HEALTH SCIENCE PATHWAY ADVISORS/COUNSELORS

You are encouraged to meet with your academic advisor or counselor to create a long-term academic plan that maps out all of your classes for graduation. Your academic advisor or counselor will help keep you on track as you work towards completing your degree. We are committed to your success and want to assist you in reaching your academic and career goals! To learn more and to set up an appointment the following link will bring you directly to their Century College webpage:

<https://www.century.edu/support-services/advising-counseling/academic-advising-services>

Century College Medical Assisting Program Technical Standards

Effective: January 1, 2023

Contact: Medical Assisting Program Director

Forms: [Medical Assisting Technical Standards Acknowledgement Form](#)

Basic Purpose of Job

Under the direction, delegation, and supervision of a Licensed Provider, Manager/Clinic Nurse Supervisor, charge nurse and/or their delegates, the Medical Assistant performs a wide variety of medical and clinic support functions. The Medical Assistant assists with indirect and direct patient care and performs specialized medical procedures of a routine nature as determined by established Policies, Procedures and Clinical Protocols.

Technical standards are requirements for admission to or participation in an educational program or activity. The academic & nonacademic standards, skills & performance requirements are demanded of every participant in an educational program. Academic standards include courses of study, attainment of satisfactory grades and other required activities. Nonacademic standards include those physical, cognitive, and behavioral standards required for satisfactory completion of all aspects of the curriculum and development of professional attributes required at graduation.

Technical standards must be met with or without accommodation. A student seeking admission into the Medical Assisting Program at Century College should carefully review these non-academic technical standards and decide if he or she has any limitations that may restrict or interfere with the satisfactory performance of any of these requirements. The applicant should contact the Access Center Director with any concerns or accommodations that may be available regarding meeting these technical standards.

In order to perform the tasks required of a medical assistant, certain physical capabilities are required. Students must demonstrate the ability to perform required functions as a routine part of the classroom (all Clinical and Laboratory Procedures' courses) and during the Clinical

Practicum. Students should be aware that successful completion of the Medical Assisting Program will depend upon the ability to meet the following technical standards.

All Medical Assistant Applicants should possess:

Physical Standards:

- Lifting Requirements: +/- 25-50 pounds. Lift and carry equipment and patients up to 50 pounds. Support and assist patients in and out of a wheelchair, and on and off an examination table. The frequency of the lifting requirement is occasional (0-25%) of the time.
- Pushing/pull requirement: Occasionally +/- 150- 200 pounds. (Push a patient weighing 200 pounds in a wheelchair). Lateral transfer of patient 150-200 pounds following proper protocol.
- The average percentage of time during a regular workday spent squatting, sitting, bending, and reaching is 25%.
- Average percent of time during a regular workday spent standing/walking is 75%.
- Able to kneel, bend, stoop and/or crouch to perform CPR, assist patients, and to retrieve items from cabinets located below waist level.
- Able to bend, reach above shoulder height, and or twist to position examination table, adjust equipment, or obtain supplies.
- Fine motor dexterity should be adequate to grasp with both hands, pinch with thumb or forefinger, to manipulate equipment and delicate instruments such as microscopes, sphygmomanometers, and perform tasks such as phlebotomy, electrocardiography, drawing up and administering parenteral medications, using sample measuring devices such as capillary tubes, setting up and maintaining a sterile field, putting on personal protective equipment, and operating controls on instruments and equipment, operating multi-line telephone systems, computer keyboards, and ten-key adding machines, and the ability to talk on the telephone and write simultaneously.

- Able to work an 8-12 hour a day work shift unless a decreased work schedule is arranged and approved by an employer.

Tactile Standards

- Palpate pulses, veins, bony landmarks, and edema.
- Differentiate between temperature and pressure variations.

Visual Standards

- Adequate visual acuity, such as is needed in the preparation and administration of all forms of medication, the performance of diagnostic laboratory procedures, and for observation necessary in patient assessment and care.
- Read accurately numbers, letters, and cursive writing on instruments, equipment, computer screens and paper.
- Discriminate shapes and color to identify reagents and other materials such as laboratory media, stained preparations, and the physical properties of various body fluids.
- All the above with or without corrective devices.

Auditory Standards

- Adequate auditory perception to receive verbal communication from patients and members of the health care team either in person or over the telephone.
- Hear heart sounds, blood pressure sounds, patient distress sounds to assess health needs of patients.
- Hear instrument timers and alarms.
- Hear over the telephone, paging systems or intercom in order to communicate with patients and other members of the health care team.
- All the above with or without corrective devices.

Communication Standards

- Adequate communication skills (verbal, nonverbal, and written) to interact effectively with individuals.
- Speak fluently in the English language in clear, concise manner to communicate with patients (such as interviewing and taking patient history, obtaining chief complaint, and providing patient education regarding treatment plans, disease prevention, or health maintenance), families, healthcare providers, other members of the healthcare team and the community.
- Comprehend oral and written language including medical terminology to communicate with patients, families, healthcare providers, other members of the healthcare team and the community.
- Write and/or type in English clearly and legibly, for documentation in the medical record, completion of forms, and to initiate written communication.

Mental/Cognitive Standards

- Sufficient intellectual and emotional functions to plan and implement assigned duties in a responsible manner.
- Function safely, responsibly, and effectively under stressful situations.
- Remain alert to surroundings and potential emergencies.
- Interact effectively and appropriately with patients, families, and coworkers.
- Display attitudes and actions consistent with ethical standards of medical assisting.
- Maintain composure while managing and prioritizing multiple tasks.
- Communicate an understanding of the principles of confidentiality, respect, tact, politeness, collaboration, teamwork, and discretion.
- Handle difficult interpersonal situations in a calm and tactful manner.

- Remain calm, rational, decisive, and in control at all times, especially during emergency situations.
- Maintain cleanliness and personal grooming consistent with close personal contact.
- Function without causing harm to others if under the influence of over-the-counter medication or medication prescribed to you by a provider.
- Function without causing harm to others. This would include situations that may result from any mental or physical condition.

Medical Assisting students must complete a **Medical Assisting Technical Standards Acknowledgement Form** and submit it to the Program Director upon admission to the program. This form will be available during the Mandatory Program Orientation to read, sign and submit.

General Statement: *The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of a Medical Assistant.*

If for any reason you take an exception to these standards, you have the right to appeal following the procedures of the Century College Medical Assistant Program (see program information packet).

APPENDIX B

Technical Standards Student Appeal Form

Student: Complete this form and submit it to the Medical Assistant Program Director.

Student Name (Please Print)

Street Address

City, State, Zip Code

Phone (Home)

Phone (Cell)

Date of appeal request

Enrollment date at Century College

In appeal of the Technical Standard Requirements of the Medical Assistant Program, I respectfully request the Century College Medical Assistant Faculty to waive a technical standard requirement so that I can apply to the Medical Assistant Program and/or continue in the program if I am already a current student.

Please respond to the following questions:

- 1. Identify the specific technical standard requirement(s) in the Medical Assistant Program that you are appealing:**

- 2. List the reason(s) for appealing to this technical standard.**

3. List any resources and support systems readily available to you to (including, but not limited to resources available at Century College) that you have connected with that will help you achieve success in the program and in the medical assistant field without meeting the technical standard.

4. Provide any medical documentation if pertinent to this appeal. (You can attach a copy to this form.)

Student Signature

Date

Request Outcome

_____ Request approved

_____ Request approved with conditions

_____ Request denied

Program Director Signature

Faculty Signature

Date

Date

Date Student Notified of Decision

If approved with conditions, attach a typewritten copy of conditions.