



## **Medical Assistant Program**

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### **Information Packet 2019 - 2020**

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**century.edu**



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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](http://www.caahep.org)) upon the recommendation of the Medical Assistant Education Review Board (MAERB).*

*Commission on Accreditation of Allied Health Education Programs  
25400 US Highway 19 N., Suite 158  
Clearwater, FL 33763  
727-210-2350  
[www.caahep.org](http://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, physicians, 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**

- Measure and record:
  - ✓ blood pressure
  - ✓ temperature
  - ✓ pulse
  - ✓ respirations
  - ✓ height
  - ✓ weight
  - ✓ length (infant)
  - ✓ head circumference (infant)
  - ✓ pulse oximetry
- Perform:
  - ✓ electrocardiography
  - ✓ venipuncture
  - ✓ capillary puncture
  - ✓ pulmonary function testing
- Perform patient screening using established protocols
- Verify the rules of medication administration:
  - ✓ right patient
  - ✓ right medication
  - ✓ right dose
  - ✓ right route
  - ✓ right time
  - ✓ right documentation
- Select proper sites for administering parenteral medication
- Administer oral medications
- Administer parenteral (excluding IV) medications
- Instruct and prepare a patient for a procedure or a treatment
- Prepare a patient for procedures and/or treatments
- Assist provider with a patient exam
- Perform a quality control measure
- Obtain specimens and perform:
  - ✓ CLIA waived hematology test
  - ✓ CLIA waived chemistry test
  - ✓ CLIA waived urinalysis
  - ✓ CLIA waived immunology test
  - ✓ CLIA waived microbiology test
- Perform first aid procedures for:
  - ✓ bleeding
  - ✓ diabetic coma or insulin shock
  - ✓ fractures
  - ✓ seizures
  - ✓ shock
  - ✓ syncope

- Calculate proper dosages of medication for administration
- Differentiate between normal and abnormal test results
- Maintain lab test results using flow sheets
- Document on a growth chart
- Participate in bloodborne pathogen training
- Select appropriate barrier/personal protective equipment (PPE)
- Perform handwashing
- Prepare items for autoclaving
- Perform sterilization procedures
- Prepare a sterile field
- Perform within a sterile field
- Perform wound care
- Perform dressing change
- Perform quality control measures
- Demonstrate proper disposal of biohazardous material
  - ✓ sharps
  - ✓ regulated wastes
- Instruct a patient according to patient's special dietary needs
- Use feedback techniques to obtain patient information including:
  - ✓ reflection
  - ✓ restatement
  - ✓ clarification
- Respond to nonverbal communication
- Use medical terminology correctly and pronounced accurately to communicate information to providers and patients
- Coach patients regarding:
  - ✓ office policies
  - ✓ health maintenance
  - ✓ disease prevention
  - ✓ treatment plan
- Coach patients appropriately considering:
  - ✓ cultural diversity
  - ✓ developmental life stage
  - ✓ communication barriers
- Demonstrate professional telephone techniques
- Document telephone messages accurately
- Compose professional correspondence utilizing electronic technology
- Develop a current list of community resources related to patients' healthcare needs
- Facilitate referrals to community resources in the role of a patient navigator
- Report relevant information concisely and accurately
- Manage appointment schedule using established priorities
- Schedule a patient procedure
- Create a patient's medical record
- Organize a patient's medical record
- File patient medical records

- Utilize an EMR
- Input patient data utilizing a practice management system
- Perform routine maintenance of administrative or clinical equipment
- Perform an inventory with documentation
- Perform accounts receivable procedures to patient accounts including posting:
  - ✓ charges
  - ✓ payments
  - ✓ adjustments
- Prepare a bank deposit
- Obtain accurate patient billing information
- Inform a patient of financial obligations for services rendered
- Interpret information on an insurance card
- Verify eligibility for services including documentation
- Obtain precertification or preauthorization including documentation
- Complete an insurance claim form
- Perform procedural coding
- Perform diagnostic coding
- Utilize medical necessity guidelines
- Locate a state's legal scope of practice for medical assistants
- Apply HIPAA rules in regard to:
  - ✓ privacy
  - ✓ release of information
- Document patient care accurately in the medical record
- Apply the Patient's Bill of Rights as it relates to:
  - ✓ choice of treatment
  - ✓ consent for treatment
  - ✓ refusal of treatment
- Perform compliance reporting based on public health statutes
- Report an illegal activity in the healthcare setting following proper protocol
- Complete an incident report related to an error in patient care
- Develop a plan for separation of personal and professional ethics
- Demonstrate appropriate response(s) to ethical issues
- Comply with:
  - ✓ safety signs
  - ✓ symbols
  - ✓ labels
- Demonstrate proper use of:
  - ✓ eyewash equipment
  - ✓ fire extinguishers
  - ✓ sharps disposal containers
- Use proper body mechanics
- Participate in a mock exposure event with documentation of specific steps
- Evaluate the work environment to identify unsafe working conditions



## **AFFECTIVE DOMAIN COMPETENCIES**

- Incorporate critical thinking skills when performing patient assessment
- Incorporate critical thinking skills when performing patient care
- Show awareness of a patient's concerns related to the procedure being performed
- Reassure a patient of the accuracy of the test results
- Recognize the implications for failure to comply with Center for Disease Control (CDC) regulations in healthcare settings
- Show awareness of patient's concerns regarding a dietary change
- Demonstrate:
  - ✓ empathy
  - ✓ active listening
  - ✓ nonverbal communication
- Demonstrate the principles of self-boundaries
- Demonstrate respect for individual diversity including:
  - ✓ gender
  - ✓ race
  - ✓ religion
  - ✓ age
  - ✓ economic status
  - ✓ appearance
- Explain to a patient the rationale for performance of a procedure
- Display sensitivity when managing appointments
- Demonstrate professionalism when discussing patient's billing record
- Display sensitivity when requesting payment for services rendered
- Interact professionally with third party representatives
- Display tactful behavior when communicating with medical providers regarding third party requirements
- Show sensitivity when communicating with patients regarding third party requirements
- Utilize tactful communication skills with medical providers to ensure accurate code selection
- Demonstrate sensitivity to patient rights
- Protect the integrity of the medical record
- Recognize the impact personal ethics and morals have on the delivery of healthcare
- Recognize the physical and emotional effects on persons involved in an emergency situation
- Demonstrate self-awareness in responding to an emergency situation

## **COGNITIVE DOMAIN OBJECTIVES**

- Describe structural organization of the human body
- Identify body systems
- Describe:
  - ✓ body planes
  - ✓ directional terms
  - ✓ quadrants
  - ✓ body cavities
- List major organs in each body system

- Identify the anatomical location of major organs in each body system
- Compare structure and function of the human body across the life span
- Describe the normal function of each body system
- Identify common pathology related to each body system including:
  - ✓ signs
  - ✓ symptoms
  - ✓ etiology
- Analyze pathology for each body system including:
  - ✓ diagnostic measures
  - ✓ treatment modalities
- Identify CLIA waived tests associated with common diseases
- Identify the classifications of medications including:
  - ✓ indications for use
  - ✓ desired effects
  - ✓ side effects
  - ✓ adverse reactions
- Identify quality assurance practices in healthcare
- List principles and steps of professional/provider CPR
- Describe basic principles of first aid as they pertain to the ambulatory healthcare setting
- Identify measurement systems
- Demonstrate knowledge of basic math computations
- Apply mathematical computations to solve equations
- Define basic units of measurement in:
  - ✓ the metric system
  - ✓ the household system
- Convert among measurement systems
- Identify abbreviations and symbols used in calculating medication dosages
- Analyze healthcare results as reported in:
  - ✓ graphs
  - ✓ tables
- List major types of infectious agents
- Describe the infection cycle including:
  - ✓ the infectious agent
  - ✓ reservoir
  - ✓ susceptible host
  - ✓ means of transmission
  - ✓ portals of entry
  - ✓ portals of exit
- Define the following as practiced within an ambulatory care setting:
  - ✓ medical asepsis
  - ✓ surgical asepsis
- Identify methods of controlling the growth of microorganisms
- Identify personal safety precautions as established by OSHA
- List major types of infectious agents
- Compare different methods of controlling the growth of microorganisms

- Define the principles of standard precautions
- Define personal protective equipment (PPE) for:
  - ✓ all body fluids, secretions and excretions
  - ✓ blood
  - ✓ non-intact skin
  - ✓ mucous membranes
- Identify Center for Disease Control (CDC) regulations that impact healthcare practices
- Describe dietary nutrients including:
  - ✓ carbohydrates
  - ✓ fat
  - ✓ protein
  - ✓ minerals
  - ✓ electrolytes
  - ✓ vitamins
  - ✓ fiber
  - ✓ water
- Define the function of dietary supplements
- Identify the special dietary needs for:
  - ✓ weight control
  - ✓ diabetes
  - ✓ cardiovascular disease
  - ✓ hypertension
  - ✓ cancer
  - ✓ lactose sensitivity
  - ✓ gluten-free
  - ✓ food allergies
- Identify styles and types of verbal communication
- Identify types of nonverbal communication
- Recognize barriers to communication
- Identify techniques for overcoming communication barriers
- Recognize the elements of oral communication using a sender-receiver process
- Define coaching a patient as it relates to:
  - ✓ health maintenance
  - ✓ disease prevention
  - ✓ compliance with treatment plan
  - ✓ community resources
  - ✓ adaptations relevant to individual patient needs
- Recognize elements of fundamental writing skills
- Discuss applications of electronic technology in professional communication
- Identify medical terms labeling the word parts
- Define medical terms and abbreviations related to all body systems
- Define the principles of self-boundaries
- Define patient navigator
- Describe the role of the medical assistant as a patient navigator
- Relate the following behaviors to professional communication:
  - ✓ assertive

- ✓ aggressive
- ✓ passive
- Differentiate between adaptive and non-adaptive coping mechanisms
- Differentiate between subjective and objective information
- Discuss the theories of:
  - ✓ Maslow
  - ✓ Erikson
  - ✓ Kubler-Ross
- Discuss examples of diversity:
  - ✓ cultural
  - ✓ social
  - ✓ ethnic
- Identify different types of appointment scheduling methods
- Identify advantages and disadvantages of the following appointment systems
  - ✓ manual
  - ✓ electronic
- Identify critical information required for scheduling patient procedures
- Define types of information contained in the patient's medical record
- Identify methods of organizing the patient's medical record based on:
  - ✓ problem-oriented medical record (POMR)
  - ✓ source-oriented medical record (SOMR)
- Identify equipment and supplies needed for medical records in order to:
  - ✓ create
  - ✓ maintain
  - ✓ store
- Describe filing indexing rules
- Differentiate between electronic medical records (EMR) and a practice management system
- Explain the purpose of routine maintenance of administrative and clinical equipment
- List steps involved in completing an inventory
- Explain the importance of data back-up
- Explain meaningful use as it applies to EMR
- Define the following bookkeeping terms:
  - ✓ charges
  - ✓ payments
  - ✓ accounts receivable
  - ✓ accounts payable
  - ✓ adjustments
- Describe banking procedures as related to the ambulatory care setting
- Identify precautions for accepting the following types of payments:
  - ✓ cash
  - ✓ check
  - ✓ credit card
  - ✓ debit card
- Describe types of adjustments made to patient accounts including:
  - ✓ non-sufficient funds (NSF) check
  - ✓ collection agency transaction

- ✓ credit balance
- ✓ third party
- Identify types of information contained in the patient's billing record
- Explain patient financial obligations for services rendered
- Identify:
  - ✓ types of third party plans
  - ✓ information required to file a third party claim
  - ✓ the steps for filing a third party claim
- Outline managed care requirements for patient referral
- Describe processes for:
  - ✓ verification of eligibility for services
  - ✓ precertification
  - ✓ preauthorization
- Define a patient-centered medical home (PCMH)
- Differentiate between fraud and abuse
- Describe how to use the most current procedural coding system
- Describe how to use the most current diagnostic coding classification system
- Describe how to use the most current HCPCS level II coding system
- Discuss the effects of:
  - ✓ upcoding
  - ✓ downcoding
- Define medical necessity as it applies to procedural and diagnostic coding
- Differentiate between scope of practice and standards of care for medical assistants
- Compare and contrast provider and medical assistant roles in terms of standard of care
- Describe components of the Health Insurance Portability & Accountability Act (HIPAA)
- Summarize the Patient Bill of Rights
- Discuss licensure and certification as they apply to healthcare providers
- Compare criminal and civil law as they apply to the practicing medical assistant
- Define:
  - ✓ negligence
  - ✓ malpractice
  - ✓ statute of limitations
  - ✓ Good Samaritan Act(s)
  - ✓ Uniform Anatomical Gift Act
  - ✓ living will/advanced directives
  - ✓ medical durable power of attorney
  - ✓ Patient Self Determination Act (PSDA)
  - ✓ risk management
- Describe the following types of insurance:
  - ✓ liability
  - ✓ professional (malpractice)
  - ✓ personal injury
- List and discuss legal and illegal applicant interview questions
- Identify:
  - ✓ Health Information Technology for Economic and Clinical Health (HITECH) Act

- ✓ Genetic Information Nondiscrimination Act of 2008 (GINA)
- ✓ Americans with Disabilities Act Amendments Act (ADAAA)
- Describe the process in compliance reporting:
  - ✓ unsafe activities
  - ✓ errors in patient care
  - ✓ conflicts of interest
  - ✓ incident reports
- Describe compliance with public health statutes:
  - ✓ communicable diseases
  - ✓ abuse, neglect, and exploitation
  - ✓ wounds of violence
- Define the following medical legal terms:
  - ✓ informed consent
  - ✓ implied consent
  - ✓ expressed consent
  - ✓ patient incompetence
  - ✓ emancipated minor
  - ✓ mature minor
  - ✓ subpoena duces tecum
  - ✓ respondent superior
  - ✓ res ipsa loquitor
  - ✓ locum tenens
  - ✓ defendant-plaintiff
  - ✓ deposition
  - ✓ arbitration-mediation
  - ✓ Good Samaritan laws
- Define:
  - ✓ ethics
  - ✓ morals
- Differentiate between personal and professional ethics
- Identify the effect of personal morals on professional performance
- Identify:
  - ✓ safety signs
  - ✓ symbols
  - ✓ labels
- Identify safety techniques that can be used in responding to accidental exposure to:
  - ✓ blood
  - ✓ other body fluids
  - ✓ needle sticks
  - ✓ chemicals
- Discuss fire safety issues in an ambulatory healthcare environment
- Describe fundamental principles for evacuation of a healthcare setting
- Describe the purpose of Safety Data Sheets (SDS) in a healthcare setting
- Discuss protocols for disposal of biological chemical materials
- Identify principles of:
  - ✓ body mechanics

- ✓ ergonomics
- Identify critical elements of an emergency plan for response to a natural disaster or other emergency

### **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 in order 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.

### **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. 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.*

*Arithmetic course placement score of 64 or higher or elementary algebra assessment score of 76 or higher OR course placement/ACT score placement into MATH 0070 or above OR completion of MATH 0030 or MATH 0060 with a grade of C or higher.*

- ***We strongly encourage students who score below 64 to meet with an advisor or counselor to discuss their review and course options PRIOR to Math placement retesting or registering for a Math course. Contact the Advising, Counseling and Career Center at 651.779.3285, West 2410.***

*These requirements are mandatory prior to all MEDA courses.*

**The following prerequisite courses must be completed prior to the Clinical 1, Lab 1 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 <b>OR</b>	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 and Lab Courses if applying for the day section and are required to be taken prior if applying for the evening section.**



ENGL 1021	Composition I <b>OR</b>	4 credits
ENGL 1020	Composition I	4 credits
COMM 1031	Interpersonal Communication <b>OR</b>	3 credits
COMM 1051	Intercultural Communications	3 credits
PSYC 1020	General Psychology <b>OR</b>	4 credits
PSYC 1041	Developmental Psychology <b>OR</b>	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 I and Lab I must be concurrent. Enrollment in Clinical II and Lab II must also be concurrent.**

MEDA 1030	Pharmacology for Medical Assistants	3 credits
<b>(Suggested to take during Clinical and Lab I Semester, if not able to complete prior)</b>		
MEDA 1011	Clinical Assisting I	5 credits
MEDA 1001	Laboratory Techniques I	5 credits
MEDA 1020	Administrative Procedures for Medical Assistants	4 credits
<b>(Suggested to take during Clinical and Lab I Semester, if not able to complete prior)</b>		
MEDA 1012	Clinical Assisting II	5 credits
MEDA 1002	Laboratory Techniques II	5 credits
MEDA 1780	Clinical Externship	6 credits

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

### **Medical Assistant Diploma – 51 Credits**

#### **CONCURRENT ENROLLMENT**

Concurrent enrollment in the Clinical/Laboratory classes 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 Assistant courses are delivered via hybrid (partial online/in class) instruction.

#### **ON-LINE COURSES**

The Medical Assistant Program offers the Administrative Procedures for Medical Assistants course on-line as well as on campus. 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 EXTERNSHIP**

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

If a student has not started MEDA 1780 (Clinical Externship) within 1 semester of successfully completing Laboratory Techniques II and Clinical Assisting II, a complete review and skills assessment will be required before the student is permitted to begin Clinical Externship. This may be completed through a refresher course 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 (Health Care Provider) or American Red Cross (Professional Rescuer). This must be completed prior to the end of the MEDA 1001 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 externship. A minimum grade point average of 2.0 on a 4.0 scale is a College requirement for graduation. After completion of the externship, 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](http://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>. Graduation requirements are available in the Counseling Center, room 2410 West Campus. 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 forms in class during Laboratory II with a graduation specialist and the forms will be turned in at that time.

**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 physician, hospital or some other type of medical facility. A graduate may work with a primary care physician; for example, family practice (pediatrics through geriatrics, obstetrics or internal medicine), or a physician 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 \$16-18 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 of time 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.

### **SERVICE LEARNING**

Each student will participate in 25 hours of service learning. This is not optional and it must be completed to pass the course. Students will need to complete 15 hours during the first semester and 10 hours the second semester or vice versa. At the completion of Service Learning project,

the student will need to write a two page, double space reflection paper. (More information to follow)

**Objectives for the Service Learning Project:**

- 1. Enhance interpersonal communication skills.**
- 2. Bridging the generation gap by forming partnerships with the aging in the community.**
- 3. Enhancing knowledge in regards to the emotional, physical, and mental changes of the elderly and/or developmentally delayed.**
- 4. Reinforcing various medical assistant skills that are utilized in the medical assistant field.**

**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)
- COMM 2081- Health Communications (3 credits) \* Offered Spring only
- 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 also as a 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 [www.century.edu](http://www.century.edu) . 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](http://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 a variety of equipment and supplies as well 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:**

- Uniforms- \$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 and Clinical Competencies, 8<sup>th</sup> Edition (Updated) - Bundle Pack (Textbook, Workbook, VAS, MindTap & Paperless Medical Office EMR) \$313.15
- Essentials of Pharmacology for Health Professions, 8<sup>th</sup> Edition - \$103.15
- Davis's Drug Guide for Nurses 16<sup>th</sup> Edition - \$49.95
- Learning Guide Packets/Per class- \$7.00-13.00
- Generic-Brand Reference (Comparison) Handbook-\$3.75

**\*\*\*Recommended Books:**

- Taber's Cyclopedic Medical Dictionary 23<sup>rd</sup> Edition. \$48.95
- MA Review NotesPlus 2<sup>nd</sup> Edition (Exam Certification Pocket Guide) - \$35.95

**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 physician. 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 in order 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 externship**. Approval to be able to perform the duties required of a medical assistant must also be completed by a physician 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 \$30.00. The student is responsible for making sure their MN State ID/license is current with the most recent address of residency. If there is 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 externship 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 externship 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 a Century College Medical Assistant Student identification badge that will be used for clinical externship, some 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 be asked to drop the courses.**
- Contact and make an appointment with your Instructor/Program Director when requested, or if you are in need of 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 classes and laboratory 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 externship.
- 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.
- 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 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.

### **Spring/Fall Day section including Administrative Procedures (on campus):**

**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.



**Spring/Summer Evening section:**

**More than two (2) absences** will result in a full letter drop in your final grade. **More than four (4) absences** and you will drop another grade. **Six (6) or more absences** will result in a failing grade in the course.

**Pharmacology for Medical Assistants Course:**

**More than two (2) absences** will result in a full letter drop in your final grade. **More than four (4) absences** and you will drop another grade. **Six (6) or more absences** will result in a failing grade in the course.

**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 followed at all times 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 1001 Laboratory Techniques 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 prior to and as part of the MEDA 1001 Laboratory Techniques course. Students are requested to sign a form acknowledging their awareness and understanding of the Universal and Standard Precautions. The Centers for Disease Control Guidelines for Isolation Precautions in hospitals are also reviewed in MEDA 1001 Laboratory Techniques.
- 3. Hepatitis B:** It is mandatory that all students obtain the 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 his/her clinical 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 1001 Laboratory Techniques.

- 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 use in the classrooms and at the clinical 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 anxious 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, GPS lifeplan workshops, 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 in room E2542 on the East Campus. Hours: 8:00a.m. – 4:30p.m. Monday thru Friday. 651-773-1729

**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 though 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 or email the contact counselor at [michele.jersak@century.edu](mailto:michele.jersak@century.edu).

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
- Bridge to Benefits Screening\*

*\*The Bridge to Benefits Screening connects you with applying for food assistance, health insurance, energy assistance and more! The center is open Monday – Thursdays at 9 AM – 4 PM and Fridays at 9 AM to 2 PM. If you are not able to visit during these times, please contact [michele.jersak@century.edu](mailto:michele.jersak@century.edu) to arrange an alternate time to visit.*

Listed below include additional links that may be helpful as well:

- [Resource and Support Center webpage](#)
- [Resource Backpack for Student Opportunity and Support](#)
- [Resource and Support Center FAQ](#)

## **PROGRAM CONTACT INFORMATION**

### **MEDICAL ASSISTANT PROGRAM PERSONNEL AND PHONE NUMBERS**

#### ***Director/Faculty***

Michelle Blesi, MA, BA, CMA (AAMA) <a href="mailto:michelle.bleesi@century.edu">michelle.bleesi@century.edu</a>	Office E2296	651-748-2610
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#### ***Faculty***

Shari Lambrecht, AA, CMA (AAMA) <a href="mailto:shari.lambrecht@century.edu">shari.lambrecht@century.edu</a>	Office E3391	651-773-1731
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Lauren Zappa, AA, CMA (AAMA) <a href="mailto:lauren.zappa@century.edu">lauren.zappa@century.edu</a>	Office E3391	651-773-1731
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#### ***Staff***

Lori Jaksa, CMA (AAMA) <a href="mailto:lori.jaksa@century.edu">lori.jaksa@century.edu</a>	Office E3391	651-773-1731
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Shawndell De Joode, AA, CMA (AAMA), NCPT <a href="mailto:shawndell.dejoode@century.edu">shawndell.dejoode@century.edu</a>	Office E3391	651-773-1731
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## **PROGRAM ADMISSIONS REPRESENTATIVE/ADVISOR(S)**

### ***Admissions Representative/Advisor(s)***

Sherry Hegstrom <a href="mailto:sherry.hegstrom@century.edu">sherry.hegstrom@century.edu</a>	Office W2230	651-779-3910
Starletta Poindexter <a href="mailto:star.poindexter@century.edu">star.poindexter@century.edu</a>	Office W2230	651-779-3906

## **HEALTH SCIENCE PATHWAY ADVISORS/COUNSELOR**

### ***Advisors***

Barbara Yang <a href="mailto:barbara.yang@century.edu">barbara.yang@century.edu</a>	Office W2356	651-444-2060
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Nathan Davis <a href="mailto:nathan.davis@century.edu">nathan.davis@century.edu</a>	Office W2358	651-779-3331
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### ***First-Year Advisor***

Roger Sanchez <a href="mailto:roger.sanchez@century.edu">roger.sanchez@century.edu</a>	Office W2410C	651-444-2062
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### ***Counselor***

Justin Hauer <a href="mailto:justin.hauer@century.edu">justin.hauer@century.edu</a>	Office W2404	651-779-3244
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