

2021-2022
MEDICAL ASSISTANT



STUDENT HANDBOOK



Welcome to the Medical Assistant Program

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

Commission on Accreditation for Allied Health Programs
25400 US Highway 19 N., Suite 158
Clearwater, Florida 33763
727-210-2350
<http://www.caahep.org>

The program is designed to prepare competent entry-level medical assistants in cognitive (knowledge), psychomotor (hands-on skills), and affective (behavior) learning domains; and to attain entry-level employment in the ambulatory care setting and to prepare successful candidates for the national certification exam.

Certified Medical Assistant (CMA) national certification examination administered by the American Association of Medical Assistants (AAMA) located at 20 N. Wacker Drive, Chicago, Illinois, 60606
800.228.2262
www.aama-ntl.org

Occupational Description

Medical assisting is a multi-skilled allied health profession; practitioners work primarily in ambulatory settings such as medical offices and clinics. Medical assistants function as members of the health care delivery team and perform administrative and clinical procedures <http://www.caahep.org/Content.aspx?ID=43>

MEDICAL ASSISTANT SCOPE OF PRACTICE

Certified medical assistants perform delegated clinical and administrative duties within the supervising physician's scope of practice consistent with the education, training, and experience. Such duties shall not constitute the practice of medicine. Trained in both clinical and administrative skills, the medical assistant assists licensed health care providers in meeting the needs of patients, including the administration of medication, perform specimen collection, and CLIA Waived point of care tests. They may also operate specialized equipment such as spirometers, nebulizers and EKG machines. Office administration duties may include but are not limited to patient scheduling, client/insurance billing, preparing prior authorizations and data entry. To meet the rapidly evolving outpatient-care landscape, health systems and providers have created a variety of challenging staff positions within both the patient-centered medical home (PCMH) and other delivery models; some examples are: Patient navigator advocate, wellness coach, and community health worker.

Medical assisting education and the associated career is fast paced, as well as, mentally and physically demanding.

APPLICATIONS AND ADMISSION TO THE MEDICAL ASSISTANT PROGRAM

Applications containing admission procedures and requirements are available from CCC's *Help Center, Advising & Counseling Center*, or on the web at: <http://depts.clackamas.edu/healthsciences/da.asp> or you can contact the Health Science Department at the Clackamas Community College, Harmony campus.

Telephone: 503.594.0650 or email: health-sciences-questions@clackamas.edu.

Please be advised that the application process may change from year to year. Clackamas Community College reserves the right to modify the criteria and the process for cohort selection.

The Medical Assistant program is a limited entry, special admittance program. There are a limited number of seats available and a special application process is required to be admitted into the MA program.

Prerequisite courses: MA110, Medical Terminology and WR-121 must be completed successfully with a grade of C or better prior to applying for the Medical Assistant Program.

Minimum math requirement: MTH 65 or MTH 98, or college coursework equivalents

Current Health & Physical form signed by the licensed health care provider (LHCP). Examples of LHCP's are: MD, DO, ANP/FNP, C- PA, and ND.

History & Physical Exam Form: To assure that the health and safety of the public is protected and that the student is able to perform his/her duties, applicants are required to have passed a health examination at the applicant's expense prior to entering the MA program.

Applicants are advised that manual dexterity, good visual and auditory skills, physical mobility and both physical and mental stamina are involved for successful completion of the program and career preparation. Students must be able to communicate efficiently and accurately in English within the healthcare setting.

If, at any time, either before or after acceptance into the program a students' physical, mental or emotional health is such that it is a potential threat to the well-being and/or safety of a patient, student peers, or themselves; the student may be denied access to certain classes and clinical agencies and/or experience.

All CCC Health Science students are required to meet the Oregon Health Authority requirements for students in health occupations. These include:

1. **Drug/Alcohol Testing/Criminal Background Checks**

As part of the application process, candidates are required to create an account with ACEMAPP and begin the process of uploading the information required for processing background checks and urine drug screen testing. Students are responsible for all costs associated with criminal background check and drug screening.

- ALL Medical Assistant students will be required to repeat and pass the background check and UDS prior to being released for externship. This is covered in the cost of your externship course.
- Students must agree that all results are available to the program and the clinical sites associated with the program.
- Anyone with a criminal record or a positive UDS will not be allowed in the Medical Assistant Program or in clinical practicum sites. OHA regulations
- Marijuana, although legal for sale and use in the State, is considered an illicit drug when used by healthcare students or healthcare personnel. (Chapter 409 OHA, Administrative requirements for health profession student clinical training)
- Be advised clinical agencies have the right to refuse student placement based on the outcome of the background check and/or the results of a drug screen. The program has no responsibility for arranging clinical placements for students with a criminal history or positive UDS.

Additionally: Disclosure of any criminal history offences is required upon application to the AAMA [and the AMT] certification exams. Falsification of the application will result in denial of application for certification by the credentialing agency. Certifying organizations have the right to deny permission to sit for the certification exam offered.

2. Students accepted for admission to the CCC MA program must successfully complete the **American Heart Association BLS CPR & the HeartSaver First Aid certification** as part of the application process.

Two (2) copies (front & back) are to be submitted as part of the clinical requirements of Phase 4. These may be downloaded from the AHA website.

- **The Basic Life Support (BLS) CPR course, American Heart Association**, Basic Life Support training reinforces healthcare professionals' understanding of the importance of early CPR and defibrillation, basic steps of performing CPR, relieving choking, and using an AED; and the role of each link in the Chain of Survival.
http://cpr.heart.org/AHA/ECC/CPRECC/Training/HealthcareProfessional/UCM_473185_Healthcare-Professional.jsp
- **Heartsaver® First Aid** is a classroom, video-based, instructor-led course that teaches students critical skills to respond to and manage an emergency in the first few minutes until emergency medical services (EMS) arrives. Students learn skills such as how to treat bleeding, sprains, broken bones, shock and other first aid emergencies
http://www.heart.org/HEARTORG/CPRECC/CorporateTraining/HeartsaverCourses/Heartsaver-First-Aid---Classroom_UCM_303589_Article.jsp
- Proper First Aid and CPR certification must be **current** while students participate in the MA program. Students will not be allowed to begin the program or attend externship without the appropriate, American Heart Association, BLS CPR and HeartSaver First Aid certification documents.

3. **Up-to-date Immunization record or proof of immunity.**
Specifics of the OHA clinical requirements are thoroughly discussed during the Mandatory Orientation and as well as posted on the Medical Assistant Program web-site:

<https://www.clackamas.edu/academics/departments-programs/medical-assistant-cc>

Students must stay current throughout the academic program with all of their vaccinations. Immunization documentation for **Tetanus/Diphtheria/Pertussis (Tdap)**, **Measles/Mumps/Rubella (MMR)**, **Varicella (Chickenpox)**, **Polio**, **annual flu** and **Hepatitis B** (series of 3 injections) must be current in order for students to participate in any clinical activity. Proof of immunity by titer (bloodwork) is required for Hepatitis B and any student that is unable to present official documentation of immunization.

A documented shortage of vaccine per the Oregon Department of Health Services (ODHS) will not be cause to exclude a student from clinical activities; however, clinical facility policy might prevent student participation until immunization is current.

4. **Up-to-date Proof of negative TB screen.**

Tuberculosis Screen: Screening for Tuberculosis (TB) is required annually within the healthcare field. Students will accomplish this clinical requirement by this method:

- QuantiFERON Gold In-Tube test

Students having a “positive” test result must follow O-DHS guidelines with either a chest X-Ray or treatment. Students will not be allowed to participate in the MA program without healthcare provider documentation of a negative test results.

****We no longer accept the 2-Step TB Skin Test in our health science programs due to the prevalence of false-positive test results.*

Up-to-date immunizations, titers, TB screen, Health & Physical Form and American Heart Association documents must be uploaded into the students personal ACEMAPP account by a specified date & time.

For questions regarding these documents, please contact: Cindi Woodard may be contacted at: cindiw@clackamas.edu

***Immunization records are required to meet OHA and Oregon Public Health standards. Original documents should be kept in the student's own personal portfolio.

Please note: Miscellaneous other forms may be required by the Health Science Division, Allied Health Department, State or County Public Health, and/or the Medical Assisting Program, for or during the academic year.

The goal of the CCC MA program is to educate students who are well prepared technically, have demonstrated positive work ethics, professional values, exhibited critical thinking skills and have demonstrated the ability to communicate effectively. These include but are not limited to:

- Students who meet or exceed entry level competencies
- Students who present in a professional manner in all aspects
- Students who promote a positive attitude
- Students who contribute as team players
- Students who are responsible professionals that function with a high degree of integrity
- Students who achieve lifelong learning
- Students who demonstrate attention to detail
- Students who demonstrate the ability to follow sequential instructions
- Students who have demonstrated the ability to think critically
- Students who demonstrate care and compassion equally to persons of all races, genders, income levels, and religious preferences.

The objectives of the CCC MA program as a whole are

- To offer a medical assisting program that is regularly assessed and updated in order to maintain accreditation and technical standards and to meet the needs of students and the communities we serve.
- To teach using traditional and innovative instructional methods, materials, and equipment.
- To provide students with accessible library collections and learning resources.
- To provide students with opportunities to broaden their awareness and understanding of our culturally diverse society and health care needs.
- To develop and maintain educational partnerships with business, labor, and public sector agencies within the community.
- To promote a student-centered learning environment where students know that faculty and staff are accessible and supportive of their individual needs.
- To promote public health & service to our community

By the end of the CCC MA program the student will:

- Demonstrate achievement in entry level competencies as developed by the MAERB/CAAHEP
- Display and promote a positive professional attitude.
- Demonstrate good interpersonal relations and contribute as team players.
- Demonstrate the ability to problem solve and think critically.
- Effectively communicate with colleagues, instructors and the healthcare team.
- Demonstrate and articulate the concepts of professionalism and work ethic, including patient safety.
- Articulate the need for lifelong learning.
- Understand and demonstrate the need /importance for attention to detail and following sequential instructions.
- Understand HIPAA / patient confidentiality with regards to health-care and its greater issues.

- Understand and demonstrate personal and patient safety issues and techniques.
- Demonstrate positive time management skills

TECHNICAL STANDARDS

Certain functional abilities are essential for the delivery of safe, effective medical assisting skills. These abilities are essential in the sense that they constitute core components of medical assisting best practice; and, in the knowledge that there is a high probability that negative consequences will result for patients under the care of medical assistants who fail to demonstrate these abilities. A program preparing students for the practice of medical assisting must attend to these essential functional abilities in the education and evaluation of its students. This statement of the *Technical Standards* of the medical assisting program at CCC identifies the functional abilities deemed by the MA faculty and community healthcare partners to be essential to the practice of MA.

Students with disabilities who think they may require accommodation in meeting the *Technical Standards* of the MA program should contact the *Disability Resource Center* at 503-594-3189. Applicants seeking admission into the MA program who may have questions about the technical standards and appropriate reasonable accommodations should speak with *Disability Resource Center* as soon as possible. Reasonable accommodation will be directed toward providing an equal educational opportunity for students with disabilities while adhering to the standards of Medical Assisting education for all students.

Standards: The practice of medical assisting requires the following functional abilities with or without reasonable accommodations:

Visual acuity sufficient to assess patients and their environments.

Examples of relevant activities:

- Detect changes in skin color or condition: infection, rashes, petechiae, moles, and small body landmarks
- Collect data from recording equipment and measurement devices used in patient care or diagnostics
- Accurately read medication labels (including single dose vials/ampules), syringes, medication information inserts, procedure instructions and equipment specifics
- Draw up the correct quantity of medication/vaccine into a syringe
- Ability to perform procedures involving fine detail: venipuncture or assisting in minor surgery
- Ability to note contamination on medical equipment (not including microscopic)

Hearing ability sufficient to assess patients and their environments.

Examples of relevant activities:

- Detect sounds related to bodily functions with and without a stethoscope
- Detect audible alarms within the frequency and volume ranges generated by mechanical systems that monitor bodily functions or medical equipment function
- Communicate clearly in person or telephone conversations
- Communicate effectively with patients and with other members of the healthcare team

Olfactory ability sufficient to assess patients.

Examples of relevant activities:

- Detect odors emitted from the body or bodily fluids: breath, wounds, urine
- Detect smoke from burning materials or electrical equipment

Tactile ability sufficient to assess patient.

Examples of relevant activities:

- Detect changes in patient assessments: patient skin temperature, rashes, infection
- Detect unsafe temperature levels in heat-producing devices used in patient care
- Detect anatomical landmarks
- Ability to detect pulse points for vitals sign, and veins for venipuncture

Strength and mobility sufficient to perform patient care activities and emergency procedures.

Examples of relevant activities:

- Safely transfer patients
- Ability to lift 50 lbs.
- Prolonged time moving about on your feet (8 to ≥ 12 hr) with minimal sit time
- Repetitive bending, squatting and twisting

Fine motor skills sufficient to perform psychomotor skills integral to patient care.

Examples of relevant activities:

- Activate safety devices, safely dispose of needles in sharps containers
- Manipulate small equipment, and small surgical instruments: B/P cuff and bulb, specimen containers, and instruments to administer medications, draw blood, and assist in minor surgical procedures

Physical and mental endurance sufficient to complete assigned periods of clinical practice as in 8-12 hour shifts.

Examples of relevant activities:

- Ability to multi-task for short and long period of time
- Ability to think critically over short and long periods of time
- Ability to respond to the needs of patient and provider(s) for short and long periods of time

Ability to read, write, speak and comprehend in English at a level that meets the need for acutely accurate, clear and effective communication without patient safety concerns.

Emotional stability to function effectively under stress both during your education and in your clinical experience; quickly and accurately prioritizing assignments and duties under a tight/limited time schedule; to adapt to frequently changing situations; the ability to multitask and to quickly respond while remaining calm in urgent or emergent situations; and to follow through on multiple course assignments and assigned patient care responsibilities.

Cognitive ability to collect, analyze, prioritize and integrate information and knowledge effectively and accurately; to make safe, sound clinical judgments and care management decisions that promote positive patient outcome.

Current prescribed medications that can be safely taken while administering medical assisting care without compromising or limiting the care and safety of the student, peers or patients.

Skin: Students with exudative lesions or weeping dermatitis would be excluded from direct patient care and from handling patient-care equipment and devices used in performing normal and invasive procedures until the condition resolves.

CAREERS in Medical Assisting

The rapidly growing health care industry offers medical assistants excellent career opportunities in the ambulatory care setting, the insurance industry, outpatient clinics and surgical centers, including specialty and immediate care facilities, and a variety of other settings.

Employment of **medical assistants** is projected to grow 29 percent from 2016 to 2026, much faster than the average for all occupations. The growth of the aging baby-boom population will continue to increase **demand** for preventive **medical** services, which are often provided by physicians. <https://www.bls.gov/ooh/healthcare/medical-assistants.htm>
Please note the average entry level pay for MA's in the Portland area is approx \$20/hr with full benefits after probationary period. This differs from the information on the BOLI web site listed above.

CLACKAMAS COMMUNITY COLLEGE ADVISORY COMMITTEE

The CCC Medical Assistant Advisory Committee membership consists of CAAHEP required Communities of Interest: Medical advisor, current students, grads, community partners, healthcare consumer, CCC representatives from other college departments and CCC college services, medical assistant faculty, and representatives from CCC administration. The purpose of the committee is to advise the MA program on current healthcare trends, to update the healthcare needs of the community we serve, and to maintain active communication with the healthcare community.

MEDICAL ASSISTANT PROGRAM CERTIFICATE of COMPLETION 2021 Course Requirements

Prerequisites

- MA110 Medical Terminology.....3
- WR-121 English Composition.....4

Term 1

BIO120 Intro to Human Anatomy & Physiology	4
• Or <i>BIO101</i> & <i>BIO-102</i> General Biology	4/4
• Or <i>BIO231/232/233</i>	4/4/4
MA-112 Medical Office Practice.....	4
MA-145 Understanding Insurance & Health Information Mgt.....	5
PSY-101 Human Relations.....(may be taken prior to program).....	3

Term 2

MA-116 Introduction to Medications.....	4
MA-117 Clinical Laboratory Procedures I.....	1
MA117LAB	1
MA-118 Examination Room Techniques.....	5
MA118LAB	1
MTH-054 Math for Healthcare Professionals.....	4

Term 3

(Weeks 1-5)

PSY-215 Introduction to Developmental Psychology.....(may be taken prior to program)	4
MA-115 Phlebotomy.....	1
MA115LAB	1
MA-121 Clinical Laboratory Procedures II.....	1
MA121LAB	1

(Weeks 6-11)

MA119 Medical Assistant Practicum	9
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MEDICAL ASSISTANT CORE CURRICULUM

Core Curriculum* courses are restricted to MA students.

All core curriculum courses are available by "Instructors Consent Only"

Core curriculum* courses may not be challenged.

Due to Covid-19 restrictions and best practices, theory classes will be offered in a digital format until further notice. Face-to-face labs will be limited in size with on campus restrictions.

Core Curriculum Prerequisite - MA 110 Medical Terminology

3 class hours/week, 3 credits

This course creates an understanding and using the terminology of paramedical and nursing personnel. Included in the curriculum: pronunciation, spelling, and meaning of words commonly used in health care professions. This course must be taken prior to admission to the program. **Please note:** The general education requirement course WR-121 is also required.

TERM 1: Prerequisites: MA-110, WR-121

Co-requisites: BI-120, MA-145, MA-112, PSY101

- **BI120 Introduction to Human Anatomy and Physiology***

6 Class hours/week, 4 credits

This laboratory course is designed to serve the students in the Medical Assistant and Clinical Laboratory Assistant certificate programs as part of their core curriculum. Material covered includes the structure and function of the human body. Basic chemistry and cell structures are covered, as well as the organization of tissues, organs, and organ systems. Correlations can then be made between this material and disease states commonly encountered in the practice of these fields. Substitution: BI-101/102 or BI-231-232-233

- **MA-112 Medical Office Practice***

4 class hours/week, 4 credits

Fundamental knowledge pertaining to the medical office setting and function. Also examines medical law and ethics; includes familiarity with Oregon Medical Practice Act, legal relationships of physician and patient, and professional liabilities and coordinated care.

- **MA-145 Medical Coding & Health Information Management***

5 class hours/week, 5 credits

Introduction to medical office billing, insurance claim processing and HIPAA regulations.

WINTER TERM: Prerequisite: Successful completion of all previous requirements.

Co-requisite: MTH-054, MA116, MA117, MA117L, MA118, MA118L

- **MA-116, Introduction to Medications***

4 class hours/week, 4 credits

Medications commonly administered in the ambulatory care setting. Legal aspects of medication administration, along with demonstrating knowledge of the indications, adverse effects/side effects, dose range and contraindications for each medication administered; as well as nutrition and specialty diets.

- **MA-117 Clinical Lab Procedures I***

1 class hours/week, 1 credit

Introduces common laboratory procedures and terminology used in the ambulatory care setting.

- **MA-117 LAB Clinical Lab Procedures I***

3 lab hour/week, 1 credits

Practice common laboratory procedures and terminology used in the ambulatory care setting.

- **MA-118 Examination Room Techniques***

5 class hours/week, 5 credits

Introduction to physician office procedures including medical asepsis, vital signs, basic wound care, physical exams, special exams and procedures, documentation, plus other clinical and general skills. Cohort will be divided into two separately scheduled groups for lab skills

- **MA-118 LAB Examination Room Techniques***

3 lab hours/week, 1 credit

Practice physician office procedures including medical asepsis, vital signs, basic wound care, physical exams, special exams and procedures, documentation, plus other clinical and general skills. Cohort will be divided into two separately scheduled groups for lab skills.

- **MTH-54 Medication Calculation for Medical Assistants***

Hybrid 2.5 class hours/week, 4 credits

Topics include problem solving, ratios and proportions, percent's, accuracy and precision of metric, apothecary and household systems of measurements and calculating medication doses.

SPRING TERM:

Weeks 1-5: Prerequisite: Successful completion of all previous requirements.

Co-requisites: MA115, MA115L, MA121, MA121L, PSY215.

Must pass MA115, MA115L, MA121, MA121L, to proceed into Externship.

MA-115 Phlebotomy* (condensed format)

2 class hours/ week, 1 credit

Course develops basic understanding and application of blood specimen collection and handling techniques used in a general medical office and hospital laboratory.

- **MA-115 LAB Phlebotomy* (condensed format)**

6lab hours/ week, 1 credit

Practice blood specimen collection and handling techniques used in a general medical office and hospital laboratory.

MA-121 Clinical Lab Procedures II* (condensed format)

2 class hours/week, 1 credit

Continuation of common laboratory procedures (MA117) used in the ambulatory care setting.

- **MA-121 LAB Clinical Lab Procedures II* (condensed format)**

6 lab hours/week, 1 credit

Continuation of common laboratory procedures (MA117L) used in the ambulatory care setting.

Weeks 6-11: Medical Assistant Practicum

This course is restricted to Medical Assisting students that have successfully completed and passed all previous requirements. Students must repeat and pass a second criminal history background check and urine drug screen prior to clinical placement.

- **MA-119 Medical Assistant Practicum* (see additional requirements below)**

22 seminar hours, 200 lab hours/week, 9 credits

Lab consists of a total of 200 hours minimum: 40 hours of administrative competencies, 160 hours of clinical competencies, without exception. This division of hours is standardized and may not be changed. Externship is a supervised, unpaid assignment in the ambulatory care setting to gain practical administrative and clinical back office experience.

***Additional MA119 requirements:**

1. 20 hours of community service with a public health focus
2. Pass professionalism assessment
3. Weekly journals
4. Submit registration for CMA (AAMA) national certification exam (Due: March 2021)
5. Submit additional competencies as noted on syllabus
6. Additional hours beyond the 200-hour minimum will be granted for orientation and EHR training, not to exceed 20 additional hours

Course evaluations

Medical Assistant courses grant letter grades. **Note: many courses have separate competency requirements for the cognitive, psychomotor and affective learning domains.** All required competencies must be passed at or above the minimum standard as declared on the individual competency. Example:

- Cognitive - the knowledge or intellectual component $\geq 75\%$ minimum*
- Psychomotor - the physical actions to complete a skill $\geq 85\%$
- Affective - the behaviors or 'soft skills' in dealing with a patient and the task $\geq 85\%$
- **Per CAAHEP/MAERB requirements: 100% of the psychomotor and affective competencies must be passed successfully in order to pass core curriculum and move forward within the program.**

Grading scale will be as follows throughout the medical assistant core curriculum:

- **92 - 100% = A**
- **84 - 91% = B**
- **75 - 83% = C**
- 66 - 74% = D
- 66% and below = F

Please Note:

- Successful completion of the Medical Assistant Program does not guarantee the student will pass the CMA (or RMA exam) or secure employment by a desired employer.
- If a student's score in either domain drops below the required competency level, the student may be placed on a *learning contract*. This contract assures the student and program faculty that active, consistent communication is taking place concerning the students learning and performance needs and requirements.

PRACTICUM EXPERIENCE FOR MEDICAL ASSISTANT

We are pleased to provide you with a variety of learning activities based in a professional health care setting, which will give you a basic understanding of the services provided in the ambulatory care setting. To accomplish this, a specific schedule has been developed for you that will allow administrative and clinical experiences. Selected staff members will serve as mentors to assist you. Mentors (those knowledgeable in medical assisting skills) will be available to explain procedures and policies and to give constructive feedback about your performance. The Practicum Coordinator will make regular visits to the clinical sites. A written evaluation will be completed at the end of the program using the program performance standards.

- **Student must be able to provide him/herself reliable transportation to and from clinical site, within the requested work hours. The MA program cannot guarantee clinical placement located on a convenient public transit line. Transportation to and from the clinical site is the student's responsibility, as is the expectation that the student will arrive and depart as scheduled by the clinical site.**
- **Each student will receive one, and only one, clinical placement.**

In general terms - MA 119 – Medical Assisting Externship (200-220 consecutive hours)

- **No student will be placed in a practicum site unless all competencies and requirements of the program have been met to the instructor's satisfaction; as well, the student must have demonstrated continuous, exemplary professionalism throughout previous courses and when representing the medical assistant program or Clackamas Community College.**
- **No student will be assigned/released to a practicum site unless all the required clinical documents, including vaccinations & titers, are officially documented and contained within the students personal program file, thus meeting OHA requirements.**
- **All students must pass their criminal history background check and drug/alcohol screen to be admitted to the program and to be placed in the externship setting thus meeting OHA requirements.**
- **Students will be provided one, and only one, practicum site. Period.**
- **Students that are not successful in the externship experience (IE: asked not to return to the clinical site) will**

be exited from the program.

- **Display of unprofessional behaviors, violation of patient confidentiality and / or compromising the safety of the patient, the student his/her-self or others, are some, but not all, potential causes for immediate dismissal from the externship site and the MA program.**

Spring term/ Weeks 6-11 - Students will be assigned to a clinical setting under supervision to gain administrative and clinical experience.

- 200 hours over the 5.5week period (40hr administrative / 160 hours clinical)
 - Shifts vary in length per facility, but average 10-12hr
 - Work days are generally, Monday through Saturday. Sunday / holidays by program director's permission only.
 - Students are required to interview for their externship position.
- Up to 20 hours of orientation and Electronic Medical Record training as provided by the healthcare system. The average time is 8-12hrs. The hours included in orientation and EMR training is additional to the 200 hours of administrative and clinical experience; and often occurs prior to week 6 of the 3rd term.
- The externship is non-remunerated. Student may not be employed by practicum site until externship has been completed and the student has graduated the program.
- ≥22 hours of seminar and externship reports
- 20 clock hours of public health focused community service, documentation and report. Community service hours are best completed prior to externship.
- Successful completion of CAAHEP required competencies (achieving ≥85%) per CAAHEP Externship Evaluation of Student and course Time Sheet
- Professionalism assessment (achieving ≥85%)
- Weekly journal submissions
- Submit additionally required competencies related to externship
- Provide proof of application to CMA (AAMA) certification exam (contact info on pg. 1)

For the clinical rotation, the student will take with him/her a list of CAAHEP Medical Assistant competencies

be completed prior to attaining clinical placement.

At the end of the clinical rotation, the student must return the CAAHEP evaluation form and the signed timesheet documentation to the course instructor prior to the course completion date.

Supervision during externship

During each clinical rotation, the mentor assigned to the student will provide supervision. The externship coordinator will periodically make rounds at the clinical facility.

Students may administer medications only when directly supervised by a mentor/preceptor. In addition, Medical Assistant externs are responsible for knowing the indications, effects/side effects, dose range and contraindications for each medication or vaccination administered.

A student extern is not expected to perform a skill unknown to him/her within the practicum setting until sufficient training has occurred and has been approved by the licensed healthcare provider at the site and the MA Program Director & Practicum Coordinator.

Evaluation of the student

Throughout clinical training experience, all students will be evaluated both formally and informally by the instructor and by the clinical mentor(s). Areas of deficiencies will be brought to the student's attention as soon as they are identified. In the event of any problem related to externship performance, the mentor shall notify the externship coordinator immediately. The Program Director / Practicum Coordinator acts as the liaison between the student and the practicum site when problems occur. CAAHEP Externship Evaluation of Student and Time sheet accurately documenting time worked (not including lunch/dinner) must be submitted as a requirement for MA119 course completion.

PROFESSIONALISM - Please keep in mind that the healthcare field is one in which its members are in service to others.

Professionalism is a large component of a medical assistant's career. Aspects of professionalism are listed below, but not limited to these aspects alone.

Being a health science student [and future healthcare professional] requires maturity; being aware of ones' self and respecting ones' surroundings and those in it; demonstrating initiative by thinking and acting responsibly and

(IE: instructors, preceptors) and eventually with our patients; and adherence to the compliance based and value based ethical codes of being a student, a peer and a future healthcare worker.

Professionalism is to be displayed within the classroom and at all times when representing the CCC MA program either on or off campus, including the practicum/externship experience.

Professionalism: Includes *but is not limited to but is a culmination of many of these factors simultaneously:*

- **Appropriate behavior:** Responsible, mature actions and communications both in and out of the classroom when representing CCC and/or the MA program. This includes, respecting the individual's protected health information, their personal perspective, beliefs, values and the cultures of others.
- **Attire:** Clean, neat, pressed, free of tatters, odors and appropriate to the program and/or the setting. Hair of natural colour, is to be pulled/pinned away from the face. Make up is to be modest. Facial hair is to be trimmed short. (Jewelry, tattoos, etc ... as addressed in this Handbook)
- **Attitude:** Demonstrate polite, courteous, honest and respect to instructors, peers, patients and clinic staff at all times.
- **Attendance:** Timely, dependable, consistent, notifies appropriate personal when anticipating late arrival or an absence.
- **Communication:** Is to be respectful, thoughtful, timely, thorough. All forms of communication are to be completed efficiently, accurately and with diplomacy
- **Participation:** Assignments remitted in a timely manner, contribution / involvement in classroom discussion and projects, demonstrating initiative in the clinical setting.
- **Critical thinking and problem-solving skills:** Utilize knowledge attained from proper source[s] and implement the appropriate processing skills and insight to the situation or decision-making process.
- **Dependability:** From the first day of the MA program students demonstrate to faculty & peers their 'dependability factors'. Do you do your own work? Do you complete your work? Do you arrive on time and prepared for the class? Are you a team player? Do you meet deadlines? Do you support others?
- **Responsibility:** Responsible behaviors are often made up of five elements: Honesty, compassion & respect, fairness, accountability and courage.

Repeated failure to present oneself in a professional manner will result in the student being placed on a 'student learning contract'; should unprofessional behavior continue, dismissal from the MA program may occur.

The professionalism standards displayed by the extern will be evaluated *confidentially* by clinical site. Overall professional assessment by the clinic team must meet or exceed 85%.

ISSUES OF PROFESSIONAL INTEGRITY

Students are expected to demonstrate a high level of integrity and conduct themselves professionally at all times, both on and off campus when representing the MA program. This includes all program related activities such as externship, community service projects or field trips. Behaviors that call into question a student's professional integrity are neither appropriate nor allowed for students that wish to remain enrolled in the medical assistant program.

CCC 2020 Student Handbook

Guidelines for Acceptable Student Conduct

https://www.clackamas.edu/docs/default-source/general-forms-and-documents/studenthandbook.pdf?sfvrsn=53b3b468_22

A student enrolling at CCC assumes a responsibility to conduct him/herself in a manner compatible with the college's function as an educational institution. Although Clackamas Community College is dedicated to an open, free society, there are some actions incompatible with an institution of higher education. Violations of the student conduct policy (see Section B Grounds for Disciplinary Action in the CCC 2020 Student Handbook) which disrupt the educational environment, 1.) Could result in immediate removal from class and/or activity, or 2.) Could result in a Summary Suspension (see Article VI) from campus.

Please consult the class syllabus for classroom expectations.

- Grounds for Disciplinary Action shall include, but not be limited to, the following:
 1. Dishonesty, including but not limited to cheating, plagiarism, or knowingly furnishing false information to the college.
 2. Forgery, alteration or misuse of college documents or identification.
 3. Obstruction or disruption of teaching, instructional or instructional research, administration of the college, disciplinary procedures or other college activities including, but not limited to, meetings of the Board of Education, community service functions, or authorized activities on college premises.
 4. Physical abuse of any person on college-owned or controlled property or a college sponsored functions, or conduct which threatens or endangers the health or safety of any such person.
 5. Theft of, vandalism or damage to, property of the college or of a member of the college community or of a visitor to the campus.
 6. Unauthorized entry or occupancy of college facilities; blocking access to or egress from such areas.
 7. Unauthorized use of college supplies, equipment and funds.
 8. Violation of college policies or of campus regulations including, but not limited to, campus regulations concerning student organizations, the use of college facilities, use of tobacco products in buildings, use of student records, or the time, place and manner of public expression.
 9. Illegal use, possession or distribution of drugs on college-owned or controlled property or at college sponsored or supervised functions where the student is a representative of the college.
 10. Use, possession or distribution of alcoholic beverages on college-owned or controlled property or

at a college sponsored or supervised functions or at any function where the student is a representative of the college.

11. Driving of college vehicles with any percentage of alcohol in the blood or while impaired.
12. Disorderly conduct; lewd, indecent, or obscene conduct or expression; breach of peace; aiding, abetting or recruiting another to breach the peace on college owned or controlled property or at college sponsored or supervised functions.
13. Failure to comply with directions of college officials acting in the performance of their duties.
14. Possession or use of firearms, explosives, dangerous chemicals, substances or instruments or other weapons which can be used to inflict bodily harm on any individual or damage upon a building or grounds of the college-owned property or at a college-sponsored or supervised sanction without written authorization.
15. Hazing, whether it is physical or verbal interferes with the personal liberty of a fellow student, faculty member, or employee.
16. Failure to conduct oneself in a safe manner in all college programs where there is ability for an individual to cause harm to self or others. This may include *but is not limited to* unsafe handling of equipment or materials.
17. Harassment of any faculty, staff or student, including specifically racial, sexual, or disability related harassment

Cheating:

Cheating in any form, on tests, quizzes or any assignment will not be tolerated. If an instructor has reason to believe that a student has cheated, the incident will be reported to the Program Director of the Medical Assistant Program. After a review of the report, the Program Director along with the Health Science Director, will then determine if further disciplinary action will occur. Final action may result in the student being terminated from the program. Cheating is discussed in the CCC 2020 Student Handbook.

Plagiarism: Plagiarism is a form of cheating and, will not be tolerated. Should faculty have a reason to believe that a student has plagiarized / cheated, the same actions described in "*cheating*" will also be followed.

Definition: To "plagiarize" means:

1. To steal and pass off (the ideas or words of another) as one's own
2. To use (another's production) without crediting the source
3. To commit literary theft
4. To present as new and original an idea or product derived from an existing source

In other words, plagiarism is an act of fraud. It involves both stealing someone else's work and lying about it afterward (<http://www.plagiarism.org/plagiarism-101/what-is-plagiarism> :2015)

Harassment, Disruptive, Unprofessional Behavior

Harassment of Medical Assistant Program Faculty, Medical Assistant Students or Other CCC Faculty, Staff or Enrolled Students, Clinical Agency Staff, or Patients: Any form of harassment is unacceptable for a student in the medical assistant program. It is not only intimidating to those whom the behavior is directed, but creates tension, fear and disruption among those exposed to the behavior(s). In the event of documented harassment behavior, the student may be immediately suspended from all medical assistant program courses leading ultimately to termination from the MA program.

Sexual Harassment

Sexual harassment is the introduction of unwelcome sexual activities or comments into the learning situation. Often sexual harassment involves relationships of unequal power and contains elements of coercion as when compliance with requests for sexual favors becomes a criterion for granting benefits. However, sexual harassment may also involve relationships among equals, as when repeated sexual advances or demeaning verbal behavior has harmful effects on a person's ability to study (CCC 2020 Student Handbook).

For general policy purposes, sexual harassment may be described as sexual advances, requests for sexual favors and other physical conduct and expressive sexual behaviors where:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's education; or
2. Submission to rejection of such conduct by an individual is used as the basis for academic decisions affecting that individual; or
3. Such conduct has the purpose or effect of interfering with an individual's academic performance or creating an intimidating, hostile, or demeaning educational environment (CCC 2020 Student Handbook).

Sexual Harassment/Assault Report Procedure

All complaints of sexual or other harassment will be investigated. Once the college has a notice or complaint of sexual harassment, the college has a legal duty to investigate such a complaint. When a student reports an alleged incident of sexual or other harassment to a staff person, the student will immediately be referred to the Dean of Student Services, who will investigate the incident (CCC 2020 Student Handbook).

Disruptive behavior

- Any behavior that is unprofessional or disruptive to the learning environment will not be tolerated. The student will be asked to leave the class and the student will forfeit grade points earned that day. Depending on the severity of the offense, the student may be exited from the MA program.
- Repeated incidence of unprofessional and/or disruptive behavior may result in dismissal from the course, thus an inability to complete the MA program as the student may be exited from the program.

Additional College Safety Information

- At CCC, we are dedicated to establishing and maintaining a safe and inclusive campus where all have equal access to the educational and employment opportunities that CCC offers. Title IX, a law passed in 1972, protects all people from discrimination based on sex in education programs or activities that receive federal financial assistance.
- Title IX helps the college host an environment of sexual respect, safety and well-being, free from discrimination, sexual misconduct or assault, and harassment based on gender or sex.
- For more information, visit <https://www.clackamas.edu/sexualrespect>, or email your Title IX Coordinator: titleIX@clackamas.edu
- For more information on student rights and responsibilities such as the college's drug/alcohol policy, visit <http://www.clackamas.edu/about-us/accreditation-and-policies/student-rights>
- It is our intention to keep you adequately informed about our college community with regard to enrollment and graduation, safety and other important issues.
- Additionally, CCC is dedicated to establishing and maintaining a safe and inclusive campus and promotes an environment of sexual respect, safety, and well-being. For more information, click here: <http://www.clackamas.edu/about-us/accreditation-and-policies/title-ix-and-sexual-respect>.
- Information regarding registered sex offenders in Oregon is available from the Oregon State Police headquarters, located in Salem. The agency may be contacted by email at ask.osp@state.us or by phone at 503-378-3725, ext. 44429. The Office of the Attorney General for the state of Oregon also

maintains a website with the Oregon State Sex Offender Registry, available at sexoffenders.oregon.gov.

- If you would like to receive the 2020 Annual Security Report, you can request a copy be mailed to you by contacting the Director of College Safety at 503-594-1698.

ATTENDANCE

Class attendance is essential to satisfactory achievement of course outcomes. Attendance is expected, tardiness is unacceptable, and students must be present for the entire class period. Class attendance is critical to student learning in theory courses, additionally, some lab classes cannot be made up. Absence not only diminishes the quality of group discussion and learning scenarios, but potentially impacts the entire group's participation grade as well. Thus, student learning is dependent upon consistent participation in all phases of the program by each and every student.

Attendance to core curriculum classes IS required.

- More than two (2) absences within a core curriculum course will drop the letter grade by one; ie: a B would become a C. Continued absences may result in dismissal from the MA Program.
 - Exception: MA119: MA Practicum, in which one absence or one student-initiated schedule change is the maximum allowed. If the student is going to miss time (tardy or absence) at their assigned clinical site, they must contact their Program Director/Practicum Coordinator first, followed by the designated clinical/externship site supervisor. Limits to tardiness and absences are clearly defined in course syllabi and by industry standards within the clinical site.
- It is the student's responsibility to contact the course instructor prior to the beginning of a class to inform him/her of being tardy or absent. Contact information is present on all CCC course syllabi. The student is held responsible for material covered during class, even when absent. Homework is due immediately upon return.
- Attendance is required at the specified date/time for midterms and finals. See course syllabi.

Alcohol and Substance Abuse Policy

In compliance with the Drug-Free Workplace Act of 1988 (Public Law 100-690, Title V, Subtitle D) and the Drug-Free Schools and Communities Act Amendment of 1989 (Public Law 101-226), it shall be the policy of Clackamas Community College to maintain a drug-free campus for all employees and students. It is the responsibility of the College to notify students and staff of College policy. In accordance with this intent, the following policy is in effect:

Clackamas Community College is a Drug-Free Campus. *The unlawful possession, use or distribution of illicit drugs, alcohol and marijuana is prohibited on the College campus, in all College facilities, or as part of any College-sponsored activity. Violators of this policy will be prosecuted to the full extent of State and Federal law and, in addition, there are specific consequences for employees and for students which are stated in the College Drug and Alcohol Policy.*

The *Alcohol and Substance Abuse Policy* is applicable to all enrolled CCC medical assistant students. The policy reflects the serious nature of the clinical activities and the professional/ethical responsibility to protect clients in the clinical setting.

Under the *Alcohol and Substance Abuse Policy*, a MA student may be required to submit to additional substance abuse testing. The student will be suspended from further MA program participation for any violation or suspected violation of the policy. Readmission to the CCC MA program should not be an expectation.

Marijuana

Marijuana will become legal for individuals 21 or older beginning July 1, 2015. Marijuana is prohibited on campus and will be considered a violation of the student conduct code. CCC will treat all students under the influence of marijuana just as we would students under the influence of alcohol. *Complete information including federal and state laws, where you*

can find assistance, health risks associated with the use of illicit drugs and the abuse of alcohol and / or marijuana and warning signals is available at the Counseling Department and Student Activities Office.

Classroom Etiquette (manners):

Due to the required changes in how coursework is delivered, most if not all, theory classes will be conducted through digital media, Primarily Zoom. For remote synchronous classes, the date & time of the class will be as listed in the quarterly class registration book (print/online). You will notice that the majority of the following policies apply to both in person and remote learning.

- ❖ Tardiness is disruptive to the learning environment and disrespectful to peers and the instructor, thus displaying unprofessional behavior. The student is expected to be settled in class when the class begins.
- ❖ Students should be prepared to remain in class until a scheduled break and/or class is dismissed. Urgent circumstances are the exception; generally, students should tend to washroom needs before and after class, or during scheduled breaks.
- ❖ When instructors, guest speakers or fellow students are presenting content, students are to display respectful attentive behaviors. Disruptive and/or rude activities or behaviors are unprofessional and will not be tolerated in the learning environment. Repeated incidents of any disruptive or discourteous behavior may lead to termination from the MA program. Smaller break out rooms will be offered on Zoom.
- ❖ Children are not allowed in the physical classroom, period. Safety concerns, content presented or discussed during class is often inappropriate for children; as well as, children can be distracting and disruptive to the overall learning environment.
- ❖ Cell phones should be "off" and out of sight during all in-class sessions (digital or in person) and clinical experiences. Violations and violators will be dealt with accordingly by the course instructor. Cell phones will be face down on the table top for all quizzes and exams. Violations will be dealt with by the course instructor or clinical supervisor. Some exams will be proctored digitally.

Any disruption of the class and/or the learning environment will not be tolerated. If such behavior continues after a student has been warned, he/she may be dismissed from the MA program, period.

Falsification of Records:

Falsification of any records, or false reporting, will not be tolerated. Students determined by faculty to have falsified either their own records (IE: history & physical, criminal record history, etc.) or any form of patient related records will be terminated from the program.

Violations of Patient Confidentiality:

<http://www.hhs.gov/ocr/privacy/hipaa/understanding/summary/index.html>

HIPAA Overview: *"The first-ever federal privacy standards to protect patients' medical records and other health information provided to health plans, doctors, hospitals and other health care providers took effect on April 14, 2003. Developed by the Department of Health and Human Services (HHS), these new standards provide patients with access to their medical records and more control over how their personal health information is used and disclosed. They represent a uniform, federal floor of privacy protections for consumers across the country. State laws providing additional protections to consumers are not affected by this new rule."* (<http://www.hhs.gov/news/facts/privacy.html>, 2003).

Patient confidentiality is a professional, ethical, moral and legal responsibility. Patient confidentiality is an expectation for all healthcare workers and students. Examples of violations include but are not limited to, removal of any patient records that have possible identifiers, photos taken of patients or those that potentially include patient documents, sharing information about a patient on social media, and any patient related discussion that may be overheard by those without the *need to know* that occurs in any location other than the immediate patient-care or

classroom/learning environment. Students determined by program faculty and/or clinical site to have violated patient confidentiality will be terminated from the MA program without exception.

Understanding and signing the Confidentiality Form contained in the Handbook is required prior to beginning the clinical experience. The practicum site may require you to sign a facility specific confidentiality form also. Copies will be kept in your personal file on campus and at the clinical site.

PERSONAL HEALTH & PROGRAM SAFETY

PHYSICAL & MENTAL REQUIREMENTS

The requirements on admission hold true throughout the entirety of the medical assistant program. Students must have the physical, intellectual and emotional abilities to provide safe patient care; visual acuity, hearing, speech, manual dexterity (fine & gross motor skills), physical strength (ability to lift & move a minimum of 50 lbs) plus physical and mental stamina and endurance (ability to be mobile for 8-12 continuous hours with continued clarity of mind) must be maintained. Refer to the Technical Standards.

Students are to notify their lead instructor and Program Director/Practicum Coordinator of any condition or change in preexisting condition that interferes with the “physical, intellectual and emotional abilities to provide safe medical assisting care”. Instructor(s) and /or the program director are the final authority for determining a student’s ability to provide safe classroom participation or medical assisting care and therefore remain in the medical assistant program.

Please note: under certain circumstances, a physicians’ permission/release will be requested in order for a student to take part in certain classroom activities (IE: pregnancy, prescribed immunosuppressant drugs, for example)

STUDENT ATTIRE AND ID

Uniform & Dress Code

Students are required to wear the CCC medical assistant program uniform and lab jacket, including identification nametags and picture identification, to all clinical activities, as well as MA program courses; NO EXCEPTIONS. On campus, the classroom instructor will have the final say as to appropriate, professional and safe attire. In externship Student Medical Assistant will adhere to the dress code below, wearing the program uniform with student name tag, required clinic ID, continuously identifying oneself as a “student medical assistant”.

Professional Appearance: you are entering a career in which you provide a service to the community in which you live.

CCC Student Identification name-tags are worn on the outermost layer of uniform attire, e.g., scrub top and lab jacket, clearly visible/readable on the upper left torso. Medical assistant program emblem patch, purchased at the bookstore, must be worn on the left sleeve of both the lab jacket and uniform shirt (sewn 2" below the shoulder seam).

1. Shoe style is not standardized, but must be black leather athletic or black ‘nursing’ style shoes with non-slip, non-marking soles. Must meet OSHA criteria.
 - No crocs, dress shoes, canvas or mesh athletic shoes; purchase leather shoes with nonskid/non-marking soles.
 - Stockings are to match shoe color (black) and *cover the ankle* (no athletic sox).
 - Shoes are to be kept clean.
2. A ¾ length solid black or gray V-neck tee shirt may be worn under the uniform shirt if desired. No other shirt styles or colors are permissible.
 - No shirts with prints, visible logos, collars or hoodies
 - Skin, shirts, tee shirts or camisoles should not be visible under scrub top
3. Scrub pants must be hemmed to proper length.
 - Scrub pants should not be worn over jeans or sweat pants, etc Doing so

- compromises the professional look of the attire.
 - Be size wise! Scrub pants should cover all they are intended to!
- 4. Permitted jewelry includes watch (with second hand - required), engagement & wedding rings, and no more than 2 discreet (pierced) post style ear lobe rings per ear.
 - Brow bars, ear/neck bars, nose piercings, lip rings or bars, bling, dangling-styled or hoop earrings, etc ... all are a safety concern and thus are not permitted.
 - Necklaces and bracelets are not to be worn while in uniform
- 5. 'Clinic hair' is hair that is pulled up / pinned away from the face, off the shoulders and does not have the ability to fall forward when bending, stooping or twisting.
 - Hair is to be clean, worn short or pulled back in a professional style so that it may be contained completely off the neck and shoulders assuring that it does not fall forward. Long bangs must be pinned away from the face while in uniform.
 - Hair color should be within the natural color range (blonde, natural red, brown, black, gray).
- 6. All visible tattoos and body piercings will be covered while in uniform or representing the CCC MA Program.
- 7. Sideburns, mustaches and/or beards are to be clean, short and neat. (OSHA N95 fitting)
- 8. Fingernails are to be trimmed short and kept clean. Colored nail polish and artificial nails are strictly prohibited. Clear polish is acceptable.
- 9. Make-up is to be *natural* looking. This means excessive eye liner, fake eyelashes, non-neutral eye shadows, excessive blush and lipstick, rhinestones and glitter are not considered natural looking. 'Club' style make-up, night wear make-up, or bling make-up is not professional.
- 10. Smoking while in uniform is prohibited for the health and safety of peers, staff and patients that may be sensitive to cigarette smoke.
 - Harmony is a smoke free campus - Parking lot included.

A soiled, wrinkled and/or torn uniform will not be tolerated on campus or in the clinical setting as it is considered offensive and fails to demonstrate professionalism. Improper attire may result in being sent home for the day. An inability to comply may result in dismissal from the program.

WITHOUT EXCEPTION - Students will present themselves in appropriate professional attire during their medical assisting academic terms. In such attire, representation of the Clackamas Community College Medical Assistant program must be demonstrated in a positive, professional manner whether on or off campus, or in the clinical facility.

Noncompliant students' risk being sent home and receiving a zero for the day.

Again: *You are entering a helping profession, one of service to others, not a profession of individualization.*

- ❖ Fragrances and body odors are prohibited on campus and in clinical practicum, because of offensiveness and/or because they are medically dangerous to others. Fragrance Free is the healthcare standard. Some examples include:
 - ✓ Sprays : hair and body mist
 - ✓ Lotions, make-up and/or powders
 - ✓ Perfume, colognes and aftershave
 - ✓ Poor hygiene resulting in body/perspiration odors
 - ✓ Unkempt clothes and uniform
 - ✓ Halitosis (*ie:* poor dental hygiene, coffee/tea/garlic/onion/strong curry or other food odors, tobacco odors)

The following are considered unprofessional and are not allowed during a medical assisting classroom or externship activity:

- ❖ Jeans, sweatshirts, sweat pants, shorts, t-shirts and caps with inappropriate or unprofessional graphics.

- ❖ Hoodies, sweats or jeans under or over scrub uniforms.
 1. Layer with black/white tee and lab jacket for warmth and professional look
- ❖ Revealing styles and fabrics: Exposed midriffs, cleavage, undergarments or high slit skirts
- ❖ Adornment: Visible body piercing, except as noted for earrings. Necklaces, bangle brackets, broaches and rings other than wedding/engagement.
- ❖ Visible tattoos or body piercings
- ❖ Gum chewing
- ❖ Dental grilles
- ❖ Long or artificial nails
- ❖ Smoking or use of any tobacco products
- ❖ Alcohol use less than 12 hours before class or clinical shift

NOTE: Students not meeting the Uniform/Dress Code and Personal Appearance standards will be directed to leave the setting until properly attired. Repeated offences will be deemed noncompliance with professional standards and may result in dismissal from the MA program.

SELF CARE

Students are expected to take care of themselves in such a way that good choices and a healthy lifestyle become regular activities of daily living, and a positive model to our patients. The stressors of studying, family, varying class or externship schedules, plus the requirements surrounding course-work and clinical activities can lead to sleep deprivation and fatigue. This can take a toll on your physical, mental and emotional health; therefore interfering with your ability to learn. As such, inadequate self-care becomes both an academic and personal issue.

Good and adequate nutrition, time management, prioritization and organizational skills are of great importance to your success. *Once you get behind in your studies, it becomes even more challenging to 'catch up'.* Please note that CCC provides free of charge counseling services here on Harmony Campus. Counselors are available to assist you in this time of transition. <https://www.clackamas.edu/campus-life/student-services/counseling>

ACADEMIC AFFAIRS

Instructor as Final Authority on Academic Decisions:

Instructors retain final, non-negotiable decision-making authority for any matter that relates ultimately to academics, competencies, safety and professionalism. Students unable to meet core curriculum course requirements for any reason, will be terminated from the program.

Syllabus – Your Guide to Requirements:

The syllabus for each course guides the learning and identifies course requirements. Daily class topics are located in the syllabus, as are testing dates, evaluation criteria, and specifics regarding classroom participation and written requirements. If you need further clarification, please contact the instructor. Contact information is provided.

ACADEMIC STANDING

Students need to be aware of their academic standing at all times. Students are encouraged to meet with their instructors regularly to discern current academic standing in each of their courses. The majority of the program instructors use Moodle; in which the student has access to current academic standings, 24/7.

Students having concerns about an earned grade or academic standing within the MA program should meet with the appropriate instructor first to seek resolution. If satisfactory resolution does not occur, the student may meet with the Program Director, and then the Health Sciences Director, who will ultimately facilitate resolution of the matter with the instructor and student.

Student Learning Contract

A Student Learning Contract may be used to enable an instructor to bring deficiencies to the student's attention and enable the student to work on specified weaknesses that will prevent the student from moving forward if left unaddressed. It must be signed by both parties and the student must adhere to the agreed contract in order to continue with the MA program.

Dismissal from the Medical Assistant Program:

Dismissal from the CCC MA program is based on issues of professional / academic integrity or the student's inability to meet course and/or MA program requirements (including professionalism). *Please note: Anything that interferes with a student's ability to deliver safe and effective care for patients or peers, or puts his/her-self in jeopardy, will be grounds for dismissal from the MA program. Some, but not all, of the reasons for immediate dismissal are listed below. Refer again to the grading standard on page 10 of this document*

- **Per CAAHEP/MAERB requirements: 100% of the psychomotor and affective competencies must be passed successfully in order to pass core curriculum and move forward within the program.**

Clinical Agency's Refusal of Student for Externship Practicum.

A clinical agency's refusal of a student for clinical practicum participation or refusal to allow a student to return to the clinical site to complete practicum requirements will lead to the student's immediate suspension from all clinical activities and ultimate dismissal from the program. A student denied or dismissed from participation in a clinical agency may not be placed in an alternate clinical setting. Examples of potential reasons for dismissal from clinical site may include, but are not limited to:

*Student does not meet Oregon Health Authority (OHA) requirements
Occupational Safety & Health Administration requirements
Violation of Patient Confidentiality- HIPAA Regulations*

It is mandatory for healthcare professionals and students to maintain a patient's individually identifiable health information, PHI. Compromising PHI is prosecutable by law. In as such, violation of patient confidentiality issue(s) is grounds for immediate dismissal from the MA program and/or the clinical practicum.

Confidentiality compromised by social media:

- ❖ Students and healthcare workers must display professional, ethical behavior at all times. Unauthorized disclosure of patient information on social media is not only a HIPAA violation; it is a violation of TRUST between the patient and the healthcare provider. Students performing practicums/internships for program completion must demonstrate the high professional standards expected of healthcare workers by protecting patient privacy and report incidences of privacy breaches found on social media to their supervisor or clinical coordinator to determine the appropriate course of action. (AMT EVENTS, HIPAA Violations on Social Media: THINK Before You Post!; pg. 26, March 2015.) *American Medical Technologists*

Arrest and/or Conviction

Students arrested for any crime will be immediately suspended from all program courses until the CCC administration can investigate the incident and may lead to dismissal from the program. The student may request a hearing per the CCC Student Handbook guidelines. Please note that CCC cannot place student externs in clinical sites that are currently undergoing criminal investigations, or have recently been convicted of a criminal offense not yet noted on Criminal Background Check. This includes, but is not limited to: DUI / DUII / DWI or other criminal mischief.

Violation of Alcohol and Substance Abuse Policy (including marijuana use)

Any violation of the CCC Alcohol and Substance Abuse Policy will lead to immediate suspension from all classroom and/ or clinical activities, and dismissal from the program.

Demonstrated Inability to Provide Safe Medical Assistant Care.

A student who demonstrates repeated unsatisfactory medical assisting care, a significant unsafe event

jeopardizing patient or student peer safety, repeated lack of or inappropriate preparation for patient care, and/or inadequate physical or mental abilities to provide safe medical assisting care will be immediately suspended from all classroom or externship activities.

Based on the instructor and/or the externship preceptors' determination of the safety violation, the student may either be placed on learning contract or immediately terminated from the MA program. The course instructor(s), Program Director, Clinical Coordinator and/or the clinical site supervisor together, have the final authority for determining safe medical assisting practice.

Demonstrated unprofessional and/or unethical behavior

A student who fails to demonstrate satisfactory professional and/or ethical behaviors, attitudes and/or actions in the classroom, or while representing Clackamas Community College, Medical Assistant Program either on or off campus, on social media or during the externship experience may either be placed on a learning contract or immediately terminated from the MA program.

Interruption in Medical Assistant Program Sequence/Readmission Procedure.

Students in the MA program who do not meet the academic and/or competency requirements necessary for enrollment in the succeeding term; students who elect not to continue in the normal curriculum sequence; or students that have been exited from an academic course or the medical assistant program for any reason, will forfeit their position in the medical assistant program. Reapplication to the program will not be considered.

However, if extenuating circumstances beyond the student's control occur during the academic year, the student has the right to bring his/her case before the Allied Health Department Board of Review. The board will be comprised of Allied Health Department program directors and division administrators. The student may present his/her case, requesting special consideration for readmission to the Medical Assistant Program. Readmission, if considered as the appropriate resolution, will be granted on a space available basis; the student must then return to the program within one year. No further consideration will be made after that time.

PETITION TO GRADUATE

The prospective graduate must submit the *Petition to Graduate form* to the CCC Registrar's Office at least one full term before graduation to allow time for a graduation check to be completed. *Petition to Graduate forms* are available on-line.

CURRENT CONTACT INFORMATION

Students are required to submit address (and immediate notification of change name or address change), home and cell phone numbers, and email address to department secretary and their program director at the beginning of each term. Contact information must be kept current at all times throughout the program. Not only do clinical agencies require current phone numbers of all students participating in clinical activities, but also department faculty and staff must be able to contact students immediately related to class/externship matters.

APPOINTMENTS WITH INSTRUCTOR

Students should feel free to consult with instructors about academic or clinical concerns at any point in the educational process. Instructors' schedules and office hours are listed on course syllabi. Students are welcome and greatly encouraged to stop by during open office hours or contact the instructor for an appointment. On campus: Students will not be allowed access to any instructor's office if that instructor is not available.

PERSONAL MESSAGES

On Campus: Classes will not be interrupted except for emergencies. Students are not to receive phone calls in the classroom or clinical facilities unless it is an emergency. During an emergency, calls can be directed to the Health Science Department Administrative Secretary, who will notify the student in the classroom: (503) 594-6589. Disruption of class (or patient care) to answer a call or text is discourteous, potentially unsafe, and unprofessional. Cell phones and all electronic equipment are to be turned off during those times.

Core Curriculum for Medical Assistants ~ Medical Assisting Education Review Board (MAERB)

Foundations for Clinical Practice: 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.



Student Name : _____
 Date of Graduation : **11 June 2021**

Master Competency Checklist [2015] MAERB Core Curriculum

Psychomotor & Affective Competencies	Grade	Pass	Date	Int.
I Anatomy & Physiology				
I.P.1. Measure and record:				
a. blood pressure				
b. temperature				
c. pulse				
d. respirations				
e. height				
f. weight				
g. length (infant)				
h. head circumference (infant)				
i. pulse oximetry				
I.P.2. Perform:				
a. electrocardiography				
b. venipuncture				
c. capillary puncture				
d. pulmonary function testing				
I.P.3. Perform patient screening using 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. Obtain specimens and perform:				
a. CLIA waived hematology test				
b. CLIA waived chemistry test				
c. CLIA waived urinalysis				
d. CLIA waived immunology test				
e. CLIA waived microbiology test				
I.P.12. Produce up-to-date documentation of provider/professional level CPR				
I.P.13. Perform first aid procedures for:				
a. bleeding				
b. diabetic coma or insulin shock				
c. fractures				
d. seizures				
e. shock				
f. syncope				
I.A.1. Incorporate critical thinking skills when performing patient assessment				
I.A.2. Incorporate critical thinking skills when performing patient care				
I.A.3. Show awareness of a patient's concerns related to the procedure being performed				
II Applied Mathematics				
II.P.1. Calculate proper dosages of medication for administration				
II.P.2. Differentiate between normal and abnormal test results				
II.P.3. Maintain lab test results using flow sheets				
II.P.4. Document on a growth chart				
II.A.1. Reassure a patient of the accuracy of the test results				
III Infection Control				
III.P.1. Participate in bloodborne pathogen training				
III.P.2. Select appropriate barrier/personal protective equipment (PPE)				
III.P.3. Perform 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				
III.A.1. Recognize the implications for failure to comply with Center for Disease Control (CDC) regulations in healthcare settings				
IV Nutrition				
IV.P.1. Instruct a patient according to patient's special dietary needs				
IV.A.1. Show awareness of patient's concerns regarding a dietary change				
V Concepts of Effective Communication				
V.P.1. Use feedback techniques to obtain patient information including:				
a. reflection				
b. restatement				
c. clarification				
V.P.2. Respond to nonverbal communication				
V.P.3. Use medical terminology correctly and pronounced accurately to communicate information to providers and patients				
V.P.4. Coach patients regarding:				
a. office policies				
b. health maintenance				
c. disease prevention				
d. treatment plan				
V.P.5. Coach patients appropriately considering:				
a. cultural diversity				
b. developmental life stage				
c. communication barriers				
V.P.6. Demonstrate professional telephone techniques				
V.P.7. Document telephone messages accurately				
V.P.8. Compose professional correspondence utilizing electronic technology				
V.P.9. Develop a current list of community resources related to patients' healthcare needs				

V.P.10. Facilitate referrals to community resources in the role of a patient navigator				
V.P.11. Report relevant information concisely and accurately				
V.A.1. Demonstrate:				
a. empathy				
b. active listening				
c. nonverbal communication				
V.A.2. Demonstrate the principles of self-boundaries				
V.A.3. Demonstrate respect for individual diversity including:				
a. gender				
b. race				
c. religion				
d. age				
e. economic status				
f. appearance				
V.A.4. Explain to a patient the rationale for performance of a procedure				
VI Administrative Functions				
VI.P.1. Manage appointment schedule using established priorities				
VI.P.2. Schedule a patient procedure				
VI.P.3. Create a patient's medical record				
VI.P.4. Organize a patient's medical record				
VI.P.5. File patient medical records				
VI.P.6. Utilize an EMR				
VI.P.7. Input patient data utilizing a practice management system				
VI.P.8. Perform routine maintenance of administrative or clinical equipment				
VI.P.9. Perform an inventory with documentation				
VI.A.1. Display sensitivity when managing appointments				
VII Basic Practice Finances				
VII.P.1. Perform accounts receivable procedures to patient accounts including posting:				
a. charges				
b. payments				
c. adjustments				
VII.P.2. Prepare a bank deposit				
VII.P.3. Obtain accurate patient billing				

information				
VII.P.4. Inform a patient of financial obligations for services rendered				
VII.A.1. Demonstrate professionalism when discussing patient's billing record				
VII.A.2. Display sensitivity when requesting payment for services rendered				
VIII Third Party Reimbursement				
VIII.P.1. Interpret information on an insurance card				
VIII.P.2. Verify eligibility for services including documentation				
VIII.P.3. Obtain precertification or preauthorization including documentation				
VIII.P.4. Complete an insurance claim form				
VIII.A.1. Interact professionally with third party representatives				
VIII.A.2. Display tactful behavior when communicating with medical providers regarding third party requirements				
VIII.A.3. Show sensitivity when communicating with patients regarding third party requirements				
IX Procedural and Diagnostic Coding				
IX.P.1. Perform procedural coding				
IX.P.2. Perform diagnostic coding				
IX.P.3. Utilize medical necessity guidelines				
IX.A.1. Utilize tactful communication skills with medical providers to ensure accurate code selection				
X Legal Implications				
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. Apply the Patient's Bill of Rights as it relates to:				
a. choice of treatment				
b. consent for treatment				
c. refusal of treatment				
X.P.5. Perform compliance reporting based on public health statutes				

X.P.6. Report an illegal activity in the healthcare setting following proper protocol				
X.P.7. Complete an incident report related to an error in patient care				
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XI Ethical Considerations				
XI.P.1. Develop a plan for separation of personal and professional ethics				
XI.P.2. Demonstrate appropriate response(s) to ethical issues				
XI.A.1. Recognize the impact personal ethics and morals have on the delivery of healthcare				
XII Protective Practices				
XII.1. Comply with:				
a. safety signs				
b. symbols				
c. labels				
XII.2. Demonstrate proper use of:				
a. eyewash equipment				
b. fire extinguishers				
c. sharps disposal containers				
XII.3. Use proper body mechanics				
XII.4. Participate in a mock exposure event with documentation of specific steps				
XII.5. Evaluate the work environment to identify unsafe working conditions				
XII.A.1. Recognize the physical and emotional effects on persons involved in an emergency situation				
XII.A.2. Demonstrate self-awareness in responding to an emergency situation				



**PRACTICUM EVALUATION OF STUDENT
Medical Assisting Program**

Name of Student Being Evaluated: _____

Name of Practicum Site: _____

INSTRUCTIONS: Consider each item separately and rate each item independently of all others. Indicate in the appropriate box the student's level of competency, if applicable, or access to the specific task.

Psychomotor & Affective Competencies	Competent	Needs Work	Was able to observe	Not Available at this site
I Anatomy & Physiology				
I.P.1. Measure and record:				
a. blood pressure				
b. temperature				
c. pulse				
d. respirations				
e. height				
f. weight				
g. length (infant)				
h. head circumference (infant)				
i. pulse oximetry				
I.P.2. Perform:				
a. electrocardiography				
b. venipuncture				
c. capillary puncture				
d. pulmonary function testing				
I.P.3. Perform patient screening using 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. Obtain specimens and perform:				
a. CLIA waived hematology test				
b. CLIA waived chemistry test				
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I.P.12. Produce up-to-date documentation of provider/professional level CPR				
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XII.A.1. Recognize the physical and emotional effects on persons involved in an emergency situation				
XII.A.2. Demonstrate self-awareness in responding to an emergency situation				

Additional Comments

What type of administrative duties did the student perform? What type of administrative duties did the student observe?

What type of clinical duties did the student perform? What type of clinical duties did the student observe?

Signature of individual completing this evaluation _____

Printed name & credentials _____

Title _____ Date _____

Facility _____

Date _____



CONFIDENTIALITY STATEMENT

Confidentiality of patient and employee medical information is a legal and ethical right. Actively safeguarding every patient's right is a responsibility that we all share. It is a responsibility that, if met, protects our own right to privacy. The patient confidentiality policy prohibits any unauthorized or indiscriminate access to or disclosure of patient information outside those with the 'need to know' within the medical setting.

No student should have access to or has the right to review or disclose personal information, medical, financial, or otherwise, except when necessary in the regular course of business.

Discussion, transmission, or disclosure in any form, of patient information, except in the regular course of business as it is conducted within the externship site, is prohibited.

Any violation of this policy will constitute grounds for immediate disciplinary action, including discharge from the MA externship and thus the MA program, without recourse.

I understand the Health Insurance Portability and Accountability Act (HIPAA) and the implications in the ambulatory care setting.

I have read and understand the meaning of this statement.

Signature of MA Student

Date

Printed name of MA Student

Signature of Clinical Site Director / Site Preceptor

Date

Program Clinical Coordinator

Date

This form must be signed by the student and the clinical site director/manager. The site is encouraged to keep a copy for their records. It is the student's responsibility to mail a copy of this agreement to the MA Program Director, within the first week of externship, 2021.



Medical Assistant Program

Medical Assistant Time Sheet

Name of Practicum Student being evaluated: _____

Name of medical facility: _____

Printed Name of supervisor responsible for timesheet approval _____

- Student to notify Program Director of weekend hours for on-call purposes

Week 1	Preceptors comments	Start time – end time of shift	Total hours (not including lunch)	Preceptor / Supervisor Signature & credential
Mon				
Tues				
Wed				
Thurs				
Fri				
Sat				

Must have approval for Sun hours

Additional Comments:

Week 2	Preceptors comments	Start time – end time of shift	Total hours (not including lunch)	Preceptor / Supervisor Signature & credential
Mon				
Tues				
Wed				
Thurs				
Fri				
Sat				

Must have approval for Sun hours

Additional Comments:

Week 3	Preceptors comments	Start time – end time of shift	Total hours (not including lunch)	Preceptor / Supervisor Signature & credential
Mon				
Tues				
Wed				
Thurs				
Fri				
Sat				

Must have approval for Sun hours

Additional Comments:

Week 4	Preceptors comments	Start time – end time of shift	Total hours (not including lunch)	Preceptor / Supervisor Signature & credential
Mon				
Tues				
Wed				
Thurs				
Fri				
Sat				

Must have approval for Sun hours

Additional Comments:

Week 5	Preceptors comments	Start time – end time of shift	Total hours (not including lunch)	Preceptor / Supervisor Signature & credential
Mon				

Tues				
Wed				
Thurs				
Fri				
Sat				

Additional Comments:

Additional hours: Interview, On-boarding: Orientation, EPIC training, etc

Date	Preceptors comments	Start time – end time of shift	Total hours (not including lunch)	Preceptor / Supervisor Signature & credential
Mon				
Tues				
Wed				
Thurs				
Fri				
Sat				

Additional Comments:

Total number of *on-site* clinic hours _____ (200 hours required)

Total number of orientation and EHR training hours *on / off site* _____ (maximum 20 hours)

- As the student extern, I attest to the accuracy of the hours as listed above:

Signature Printed name Date

- As the primary preceptor or supervisor, I attest to the accuracy of the hours as listed:

Signature Printed name Date



**ACKNOWLEDGEMENT OF RECEIPT OF
MEDICAL ASSISTANT STUDENT HANDBOOK
2021-2022**

&

I HAVE READ THIS DOCUMENT IN ITS ENTIRETY.

I acknowledge receipt of the *Medical Assistant Student Handbook for 2021-2022*. I agree to abide by the technical standards, program standards, policies, rules and requirements of the Medical Assistant program as identified in the *Handbook* and syllabi as provided for each course in the curriculum.

Student's Signature

Date

Printed name

2021-2022 Medical Assistant Handbook: After reading this document in its entirety, clarify any questions you may have with Program Director or appropriate faculty. Complete and sign this form. Submit this document into ACEMAPP before first day of classes Fall term 2021.

Note: There will be a quiz on the contents of this Handbook the first week of the MA program.