

MEDICAL ASSISTING PROGRAM

STUDENT POLICY MANUAL 2023-2024

WALLACE COMMUNITY COLLEGE

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MEDICAL ASSISTING

The Medical Assisting Program Faculty supports the mission, statement of purpose, and goals of Wallace Community College which are as follows:

MISSION

George C. Wallace Community College, a comprehensive community college, seeks to provide accessible quality educational opportunities, promote economic growth, and enhance the quality of life of its constituents.

INSTITUTIONAL GOALS

1. Develop, enhance, and revise curricula to meet the needs of the community.
2. Promote learning through excellence in teaching, support services, and instructional delivery systems.
3. Ensure access and diversity throughout the College.
4. Provide a quality environment for learning and work through open communication, professional development, and support services.
5. Provide quality facilities and equipment to support College programs and services.
6. Refine processes and procedures to enhance quality, to demonstrate effectiveness, and to ensure accountability.
7. Seek additional resources to support the College Mission.
8. Maximize productivity and efficiency through the allocation of available resources.
9. Expand collaborations and partnerships to promote progress in the region.
10. Strengthen community ownership of and support for the College.

In addition, the Program has a two-fold purpose: (1) To prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains for the practice of medical assisting, and (2) preparing students to successfully write the American Association of Medical Assistants Certifying Board examination in order to become a certified medical assistant.

The program objectives are in accord with the Standards and Guidelines of the [Commission on Accreditation of Allied Health Education Programs \(CAAHEP\)](#) upon recommendation of the [Medical Assisting Education Review Board \(MAERB\)](#) of the [American Association of Medical Assistants](#). The graduate medical assistant is expected to possess the following competencies starting on page 28 of this manual which have been adopted by the American Association of Medical Assistants.

CODE OF ETHICS

The Code of Ethics of AAMA shall set forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting.

Members of AAMA dedicated to the conscientious pursuit of their profession, and thus desiring the merit of the high regard of the entire medical profession and the respect of the general public which they serve, do pledge themselves to strive always to:

- A. Render service with full respect for the dignity of humanity.
- B. Respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information.
- C. Uphold the honor and high principles of the profession and accept its disciplines.
- D. Seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues.
- E. Participate in additional service activities aimed toward improving the health and well-being of the community.

CREED

I believe in the principles and purposes of the profession and medical assisting.

I endeavor to be more effective.

I protect the confidence entrusted to me.

I am dedicated to the care and well-being of all people.

I am loyal to my employer.

I am true to the ethics of my profession.

I am strengthened by Compassion, Courage, and Faith.

RULES AND REGULATIONS

I. ADMISSION REQUIREMENTS

Each applicant must meet the following criteria:

- A. Be a high school graduate or possess a GED Certificate, or be a high school student eligible for Dual Enrollment.

- B. Meet College requirements for admission.
- C. All first-time students are assessed in the areas of English, mathematics, and reading through administration of the ACT/ASSET or ACCUPLACER and placed at the appropriate level as indicated by the assessment results. Students who are placed in developmental English, reading, and/or math by the placement exam score will be required to achieve a satisfactory grade in each developmental course taken in order to progress in the MA program.
- D. MA and phlebotomy students are required to complete a physical exam prior to admission to the Practicum. The purpose of the physical exam is for evaluation of the student's ability to perform the essential functions of the MA program (pages 24). This record is current for one year only. Any student remaining in the program for more than one (1) year must have this record updated and on file in the student's personal folder. Wallace Community College complies with the Americans with Disabilities Act, 1990 and requests for reasonable accommodations will be considered.

Disability Support Services, located in Room 131 of Grimsley Hall on the Wallace Campus, serves as the central campus resource for student with disabilities. Students are responsible for reporting their needs to the ADA Compliance Officer and providing proper documentation of their disabilities. Early contact is essential to allow sufficient time for evaluating, planning, and arranging needed accommodations and services.

Students meeting the above requirements are admitted in chronological order by date of completion of admission requirements.

II. ATTENDANCE AND ABSENCES

- A. Students are expected to attend all scheduled classes. The following regulations are to be followed concerning absences:
 - 1. Instructors are to maintain daily attendance records.
 - 2. A student is absent when the roll is checked, or if he or she leaves before the class is officially dismissed.
 - 3. Students are not to be counted absent until their registration is completed. However, it is the responsibility of the student to make up any missed assignments.
 - 4. Students are expected to attend all scheduled class meetings and laboratory sessions for their courses. The grades of students who miss scheduled exams, unscheduled quizzes, deadlines for turning in assigned projects, or scheduled group projects may be negatively impacted by their absence. Faculty members will make penalties for absences clear to students in their course syllabi or additional handouts.

Students must attend a full class session during the first week of class. Failure to attend in the first week will result in being dropped from class as a no show. Such students may petition the faculty member for reentry to the course and will be returned to the course roll only with the approval of the faculty member once student attends a class.

Students who do not wish to continue attending a class or classes are urged to initiate the withdrawal process. It is the student's responsibility to withdraw from the course by using the online withdrawal procedure found online at <https://www.wallace.edu/admissions/withdrawal->

[procedures/](#). Students will be responsible for repaying any portion of unearned financial aid that results from their withdrawal.

Likewise, those students who cease to attend classes after the midpoint of the term but do not initiate the withdrawal process will also be negatively impacted by these actions. These students will be considered to have unofficially withdrawn from the College and will receive failing grades for all assignments missed. If students have not completed the withdrawal process by the established withdrawal deadline, they will receive a failing grade for the courses.

These students will also be responsible for repayment of any unearned financial aid as a result of their failure to attend. If a student receives a grade of WF, he/she will have an opportunity to petition the instructor's decision only if it is the result of instructor error. Otherwise, the grade of WF is final.

5. All students are expected to take scheduled examinations. If a scheduled exam is missed due to an unexcused absence, the student will receive a zero. Make-up examinations due to an excused absence will be given the day the student returns from the excused absence or at the convenience of the instructor. Make-up exams may not be the same as the scheduled exam. If the student misses the scheduled make-up exam, he/she must have an excuse for the date of the make-up or receive a zero.
6. The following absences are excused:
 - a. Personal illness as documented by doctor's excuse
 - b. Serious illness or death in the immediate family as documented by doctor's excuse or obituary
 - c. Jury duty or court summons of the student as documented by a letter and/or subpoena
 - d. Official College business
 - e. Military Obligations: Documentation of the excused absence(s) is subject to verification by the College.
7. If a student must be absent from the practicum area he/she will notify the medical office and instructor at least one (1) hour prior to the scheduled time. If the instructor is not notified, an unexcused absence from practicum will be given for that day.
8. If it becomes necessary to leave the medical office during working hours, advance permission is to be obtained from the instructor or practicum supervisor. Students who leave their practicum premises for personal reasons are required to obtain permission from the instructor or practicum supervisor. Under no circumstances may students visit personnel in the same or other offices when on duty.

III. LIABILITY INSURANCE

- A. All MA and phlebotomy students are required to have professional liability (malpractice) insurance.
- B. The insurance is available through the College and must be in effect prior to performing any skills and practicum.

IV. SUBSTANCE ABUSE CONTROL POLICY FOR STUDENTS IN THE HEALTH SCIENCES

A. Policy Purpose

1. Wallace Community College is a public educational institution of the State of Alabama and, as such, shall not allow on its premises, or at any activity it sponsors, the possession, use, or distribution of any alcoholic beverage or any illicit drug by any student or employee.
2. As stipulated by agencies with which Wallace Community College contracts for clinical experiences, health program students and faculty must abide by agency policies, including the substance abuse control policy and any subsequent revisions to the policy.

B. Standards of Conduct and Enforcement Thereof

1. Any incident relating to alcohol or drug use by students should be reported to the Associate Dean of Health Sciences.
2. In the event of confirmation of such prohibited possession, use, or distribution by a student, Wallace Community College shall, within the scope of applicable federal and state due process requirements, take such administrative or disciplinary action as is appropriate. For a student, the disciplinary action may include, but is not limited to, program dismissal, college suspension or expulsion.
3. If any student shall engage in any behavior prohibited by this policy, which is also a violation of Federal, State, or local law or ordinance, that student shall be subject to referral to law enforcement officials for arrest and prosecution

C. General Guidelines

1. Policies governing substance abuse include pre-clinical drug screening, random drug screening, and reasonable cause drug screening, should the student exhibit behaviors indicative of substance abuse during their participation in courses and/or activities offered by Wallace Community College.
2. Laboratory Requirements
 - a. Drug screening will be conducted according to the guidelines established in the Mandatory Guidelines for Federal Workplace Drug Testing Programs.
 - b. Laboratories certified by the Substance Abuse and Mental Health Services Administration, U.S. Department of Health and Human Services (HHS), will be used to perform confirmatory drug testing analysis.
3. Persons to be Tested
 - a. Any student admitted to a health science program at Wallace Community College will be required to abide by this substance abuse control policy.
 - b. Any faculty member, whether full or adjunct, responsible for clinical supervision of students enrolled in a health science program at Wallace Community College will be required to abide by this policy.

D. Student Guidelines

1. Pre-clinical Screening

- a. Students granted initial admission to any health science program at Wallace Community College will be provided information regarding and will be expected to adhere to the substance abuse control policy of Wallace Community College.
- b. Students transferring into a health science program, readmitting to a health science program, and/or enrolling in individual courses containing a clinical component will be provided information regarding and will be expected to adhere to the substance abuse control policy of Wallace Community College.
- c. A signed consent to drug screening will be maintained on file for each health science student. Screening will be scheduled and conducted according to established guidelines at a cost agreed upon by laboratory facility and College representatives. Costs related to admission and random drug testing will be the responsibility of the student.
- d. Students scheduled for random screening will be individually notified and required to report for testing at a designated location by a designated time.
- e. Students failing to complete drug screening as required will be prohibited from participation in and completion of the clinical and/or laboratory component of required courses.
- f. In accordance with policies found in the Wallace Community College Catalog/Student Handbook, students who are unable to complete course requirements due to positive drug screens will be allowed to withdraw from applicable courses.
- g. Readmission to health science programs will follow guidelines established by each health program.

2. Reasonable-Suspicion Screening

- a. While participating in clinical experiences and/or College activities, students may be required to submit to reasonable suspicion testing. Reasonable suspicion is defined as follows:

Observable phenomena, such as direct observation of drug use and/or the physical symptoms or manifestations of being under the influence of a drug; abnormal conduct or erratic behavior while in class or in the clinical unit; deterioration in performance; a report of drug use provided by reliable and credible sources which has been independently corroborated; evidence of tampering with a drug test; information that the individual has caused or contributed to an incident in a clinical agency; evidence of involvement in the use, possession, sale, solicitation, or transfer of drugs while on the premises of the College or a clinical agency.

- b. Costs incurred for reasonable-suspicion screening will be the responsibility of the student involved.

3. Positive Screens

- a. No student drug-screening sample will be reported as positive before a Certified Medical Review Officer has reviewed results.
- b. Upon receipt of a positive drug screen notification, the College designee will counsel the student as to course/program eligibility status and treatment options.
- c. Wallace Community College encourages students to seek professional help for a drug related problem. Follow-up treatment will be at the discretion of the student and all expenses incurred will be the responsibility of the student.

- d. With exception of legal actions that require access to test results, all records will be secured in locked files with access limited only to stated College officials and his/her designees.
4. Readmission
 - a. Students withdrawing from a health science program due to a positive drug screen will be considered for readmission in accordance with standard guidelines stipulated by the applicable program and will have the same rights and responsibilities as those available to other students.
 - b. Prior to making application for readmission, students dismissed or withdrawing from a health science program related to a positive drug screen must submit verification of completion of a substance abuse treatment program to the appropriate College designee.
 - c. Students readmitted to a health science program following violation of policies aimed at substance abuse prevention for Wallace Community College will be required to submit to an unannounced drug screen at their own expense prior to finalization of the process.
 - d. Students readmitted to a health science program may repeat courses as guided by program policies and offerings.
 - e. Following readmission, a second positive drug screen will result in program dismissal and terminate all eligibility for readmission.

V. CONDUCT

- A. Students should demonstrate the highest of moral, professional and social standards. Examples of unprofessional conduct include, but are not limited to, breach of confidentiality, gossiping (specifically about peers, faculty, or clinical personnel and their patients), needless complaining, loud talking, boisterous laughter, and bullying in any form. Any attire when attending campus, clinical, or other program related functions that is not in accordance with student uniform policy will be considered unprofessional appearance and will reflect on student's professionalism grade and thereby impact overall grade for course(s). (Refer also to [Campus Regulations and Code of Student Conduct](#)).
- B. As a vital part of the professional team and the total medical environment, each employee and student is expected to exercise tact, kindness, courtesy, and consideration to fellow employees, patients, and friends. The medical office's reputation and the community's confidence in it are established and maintained by the collective effort of all employees and students. Therefore, personal conduct both on and off the job should be of the highest quality.
- C. Students shall abide by AAMA Disciplinary Standards and Code of Student Conduct as outlined in Wallace Community College Student Handbook and with accompanying disciplinary sanctions. Any student violating the Code of Student Conduct (including cheating, smoking in prohibited areas, or falsifying records, etc.) will be reported to the Director of Student Activities. Any student not adhering to the AAMA Disciplinary Standards will be terminated permanently from the MA program.
- D. All communication devices must be in the silent or off position during class and lab as well as in the clinical setting. Communicating by way of text messaging, video messaging, or smart watch during class is strictly prohibited and may be construed as cheating. Students should refer to course syllabus in regards to use of cell phones. **The taking of pictures or videos is considered a violation of HIPPA and FERPA.**
- E. The use of computers within the Health Science building is considered a privilege. Students should limit the use of the computers to programs and websites to enhance their MAT education. The use of social websites is prohibited during classroom activities as well as during clinical training. In

accordance with college policies students may not alter, download, or reconfigure any college settings or programs on the college's computers or the computers of practicum facilities.

VI. CONFIDENTIAL INFORMATION

- A. Students will, in the course of work, be exposed to information regarding patients, physicians and others. All such information must be considered as confidential and not to be discussed with anyone except in the line of duty.
- B. A patient's condition may not be discussed with the patient, employee, students, or other persons who are not directly concerned with care of the patient. Only the physician, director or supervisor of medical services, or the administration is authorized to discuss the condition of the patient with others.
- C. Confidentiality extends to include any information that may be shared via social networking sites (Facebook, Twitter, etc.). Violation of these rules is considered a breach of ethics and can result in disciplinary action, including dismissal from the program.

VII. FIRE/DISASTER DRILLS

Procedures for fire drills and disaster drills are posted in the classrooms.

VIII. FOOD SERVICES

Food is available on campus at the cafeteria in the student center & vending - 1st floor Health Science Building.

IX. PARKING

Free parking is available on campus. All vehicles must be registered and parked in the area designated for student parking. Parking decals must be obtained at the switchboard in the Library Resource Center.

X. SCHOOL TRIPS

Periodically seminars, conventions, field trips, etc. are scheduled as learning experiences. All students are encouraged to participate. Students unable to participate may be given an assignment as designated by the instructor.

XI. GRADING SCALE

A = 90-100
B = 80-89
C = 70-79
D = 60-69
F = BELOW 60

1. Each student must achieve 70 in each course in order to progress in the program.
2. Withdrawals are allowed according to College policy. If a student withdraws before one week prior to final exams, a W will be recorded on the transcript. No withdrawals allowed after that date.

3. Students who accumulate a combined total of three failures and/or withdrawals will not be allowed to continue in the program.
4. W will be recorded as withdrawal. F and D will be recorded as failures.
5. In order to graduate, the student must achieve a grade of 70 or above in each course in the Medical Assisting Curriculum (MAT and CIS prefixes) and a cumulative GPA of 2.0 or higher in all courses. In order to earn a passing grade in the skills courses, the student must successfully complete ALL (100%) of the psychomotor and affective competencies in the course. This includes, but is not limited to MAT 111, MAT 120, MAT 121, MAT 211, MAT 215, MAT 216 and MAT 220.
6. Medical Assistants must demonstrate procedure skill proficiency in the clinical, laboratory, and administrative areas of practice. Students in skill courses are required to successfully complete ALL (100%) psychomotor and affective competencies as required by the Medical Assisting Education Review Board (MAERB) and Commission on Accreditation of Allied Health Educational Programs (CAAHEP). This requirement of 100% proficiency of skills includes, but is not limited to, MAT 111, MAT 120, MAT 121, MAT 125, MAT 211, MAT 215, MAT 216, and MAT 220.
7. Remediation Policy: Skills Based Courses - MAT111, MAT 120, MAT 121, MAT125, MAT211, MAT 215, MAT216, and MAT220

If at any time during the semester a student's grade falls below a 70, the student will be considered "at risk" of failure and will be placed into a remediation period and a Plan of Action will be developed.

The details of the remediation period and Plan of Action will be developed by the instructor along with the student to ensure student success.

The Plan of Action will consist of five parts:

Part 1 – The instructor will discuss with the student the areas of weakness that placed them in the "at risk" category.

Part 2 – The remediation goal will be set. This is the expected goal the student must achieve after the Plan of Action is completed.

Part 3 – Plan of Action. This plan will be developed and can include, but is not limited to, quizzes, assignments, extended lab time, and an examination. The Plan of Action will be comprised of instruments that will have a measurable outcome and the student will be expected to take a "final" examination as part of the Plan of Action to evaluate if the goal was successfully achieved.

Step 4 – A timeframe will be given to the student of when the measurable outcome must be achieved.

Step 5 – Contingency plan. A contingency plan will be in place of the consequences if the designated goal is not achieved by the designated time frame. This could result in requiring the student to withdraw from the class and be instructed to retake the class the following semester. This determination will be at the discretion of the instructor and the Program Director.

- ❖ Instructor has the right to amend the remediation policy per course within syllabi.

XII. READMISSION/TRANSFER POLICY

1. Readmitted/transfer students must fulfill all current requirements for admission to the program.
2. Students who have been enrolled in other programs must have a cumulative GPA of 2.0 or higher and are evaluated individually to determine appropriate placement. Validation exams may be required.
3. Syllabi, course outlines, textbooks and catalogs from the former institution must be submitted to the MA department for review.
4. Courses involving skills competencies **must** be taken in the program at the college. No credit will be given for experiential learning.
 - A. Readmission after failure:

A student who has failed to achieve a final grade of 70 or above in any one course of the MAT program may repeat that course only once more and continue in the program at full-time status upon space available provided the combined total of three withdrawals and/or failures have not been accumulated. If the three have been accumulated, the student may not enroll at any time in the future unless the Department Chair determines there were mitigating circumstances impacting the failure(s).
 - B. Readmission after withdrawals:

A student may accumulate a combined total of three withdrawals and/or failures. Readmission will not be allowed after any further withdrawals.
 - C. Readmission after not enrolling for one or more semesters:
 1. Students not enrolled for one semester may register for classes on a space available basis.
 2. Students not enrolled for 1 calendar year may register for classes after successfully challenging all skill classes previously completed or repeating the skills class. Challenging includes retaking the final exam and scoring a 70 or above plus successfully performing all required skill evaluations according to the course syllabus.
 3. Students not enrolled for three semesters or more must retake all skill classes and pharmacology.
 - D. Priority of registration:

Due to limited class size, readmission into each course will be considered on a first come first serve basis in the following order:

 1. Students who are completing the final semester of the program.
 2. Students who have completed 32 or more semester hours.
 3. Students who have completed 1-32 semester hours.
 4. New and transfer students entering the program.

XIII. CELL PHONES AND ELECTRONIC DEVICES

- A. Students should limit use of cell phones for during break and meal periods.
 - B. Please instruct family and friends not to call while in class or in practicum. In case of an emergency, the call should be made to the Switchboard who will transfer the call to the appropriate office. Dial 334-983-3521 and then press 0.
 - C. Cell phones and all other personal electronics (i.e., laptops, iPads, etc) must be kept turned off during class, skills lab, and clinical experience. Persistence of keeping an electronic device on during class will constitute a dismissal from class and will be assigned as an unexcused absence.
- ❖ Instructor has the right to amend the cell phone and electronic use policy per course within syllabi.

XIV. UNIFORMS

- A. The following dress code will be enforced for all students in the Medical Assisting Program:

1. Badge:

- a. Wallace College I.D. will be worn at all times.
- b. Once in practicum, the Student Clinical Badge will be worn at all times.

2. Uniform:

- a. Students must wear a clean, Red uniform with white lab jacket/coat with a pen in pocket.
Description: Cherokee Scrub, All styles approved (I-Flex, Infinity, Revolution, WorkWear)
Color Code - RED
- b. Students must have their name tag on the front of the uniform or lab jacket/coat.
- *c. WCC MAT Program Patches must be worn on all scrubs and lab coats for ALL students.
Patches to be located **left front** scrub top and **right sleeve** on jacket/coat.
- d. Appropriate neutral undergarments and hose or socks must be worn with uniforms. No visible undergarments or lingerie straps (in color or in style) through uniforms.
- e. NO high heels, crocks, sandals, or fabric shoes will be acceptable.
- f. Medical Assisting t-shirt may be worn with red scrub pants on Club Day (Wednesday)

3. Personal Hygiene:

All students are expected to practice good habits of personal and oral hygiene. This includes being clean and free of body odor including tobacco/smoking odors.

4. Scents/Odors:

Students should not use perfume, cologne, fragranced soap and lotion, or body spray. There are those who are sensitive to or have medical conditions affected and/or aggravated by scents.

5. Make-up:

When used, should be moderately applied. No false eyelashes.

6. Fingernails:

- a. No artificial nails may be worn. (Artificial nails include but are not limited to acrylic/gel nails or overlays, wraps, dips, tips, shellac polish/bonding, and extensions.)
- b. Nails should be clean, well-manicured and may be no longer than ¼ inch past the fingertips.
- c. Nails should be without nail art/jewelry/embellishments

7. Hair:

- a. Hair is to be clean, neatly styled, and natural colored. Excessive or unconventional hairstyles are not permitted. Extremes in dyed hair color and/or unnatural hair colors are not permitted. (Example: blue, green, pink, etc.) Hair should be worn away from the face and secured so it does not interfere with performance.
- b. No head garments will be accepted unless previous approval by Dr. Spry in Student and Campus Services.
- c. Males are required to keep beards, sideburns, and mustaches trimmed and neatly maintained (respirator accommodating).

8. Jewelry:

- a. Wedding bands and a watch with a second hand are allowed.
- b. Dangling jewelry, including bracelets, earrings, necklaces, etc. are not allowed.

9. Visible Body Piercing:

- a. The only acceptable visible body piercing is in the ear – studs only and limited to two per ear.
- b. No gauges allowed.

10. Tattoos: Tattoos are to be covered at all times. If clothing cannot cover, then tattoos must be covered with bandages.

THERE WILL BE NO EXCEPTIONS TO THE DRESS CODE!!!

Attire will be evaluated during scheduled evaluations on campus and at the practicum site. Ten (10) points will be deducted from each evaluation for failure to comply with established rules, and the student will be counseled. Repeated counseling may result in termination from practicum.

❖ Instructor has the right to amend the dress code policy per course within syllabi.

* It is the student's responsibility to place the order and purchase a practicum name tag from: Sandra Jean Uniform Shop, 2493 Montgomery Highway, Dothan, AL 36301, 334-792-4553, or Scrubs 101 Uniform Boutique, 3074 Ross Clark Circle, Suite 12, Dothan, AL 36303, 334-793-5258.

B. EXAMPLES OF INAPPROPRIATE BEHAVIOR

1. Chewing gum, eating, etc., in classroom, computer lab, and clinical area.
2. Loud talking, laughing, "horse playing" in hallways or elevators.
3. Being disrespectful towards, gossiping about, or participating in any form of bullying of the client, instructor, other students, and/or employees of institution.
4. Being verbally or physically disruptive during lecture, skills, or tests. This includes any behavior that negates a calm learning environment.
5. Dishonesty (lying, stealing, charting care not provided).
6. Use of profanity or lewd comments anywhere in institution.
7. Disagreeing loudly in public.
8. Inappropriate physical contact (shoving, rough handling of client).
9. Breach of confidentiality.
10. Failure to follow instructions.

Student conduct is expected to be in accordance with standards of common decency and decorum, with recognition of and respect for the personal and property rights of others and the educational mission of the College. A student shall be subject to disciplinary action by the College, up to and including permanent expulsion, for misconduct on any property owned or controlled by the College; or off College property at any function that is authorized, sponsored, or conducted by the College; or in parking lots adjacent to areas or buildings where College functions are being conducted.

For more information regarding College Code of Student Conduct, please refer to College Catalog at <https://catalog.wallace.edu/>.

XVI. PRACTICUM AND GRADUATION

- A. A practicum of 225 hours (MAT 229, MAT 239) is required for graduation from the AAS-MA Program and/or the phlebotomy certificate programs. Courses involving skills competencies must be taken in the program at the college. *NOTE: *Students intending to complete both MAT 229 and MAT 239 for Medical Assisting Technology and Phlebotomy practicums will be required to complete 225 hours per practicum for a total of 450 hours.**

Application must be submitted to Secretary, Allied Health Division, by mid-semester of the semester immediately preceding the practicum semester. Applications are in the MA Program office and may be obtained by contacting Secretary, Allied Health Division, directly at extension 2388 or by calling 334-556-2388.

1. The following are required prior to MAT 229 enrollment:
“C” average or better in MAT 111, MAT 125, MAT 200, MAT 211, MAT 215, MAT 216, and MAT 222. Plus successful completion of 30 additional credit hours of the required Medical Assisting courses and a 2.0 or higher cumulative GPA, current CPR certification, current physical exam, liability insurance coverage, and demonstration of safety in all skills considered potentially physically harmful to the patient.
2. The following are required prior to MAT 239 enrollment:
“C” average or better in MAT 101, 102, 128, 125, and 215. Plus successful completion of an acceptable computer course or instructor permission and a 2.0 or higher cumulative GPA prior to practicum. Liability insurance, physical exam, and CPR certification (American Red Cross CPR for the Professional Rescuer or American Heart for the Healthcare Provider) must be current prior to beginning MAT 239.

- B. Students understand they are not promised jobs and will not be paid for their Practicum. It is also the student’s responsibility to apply for graduation with the enrollment services office by mid-semester of the semester immediately preceding the semester of graduation. Students may complete the program any semester; however, the graduation ceremony is only held at the end of the spring semester. Therefore, anyone graduating and participating in the ceremony must apply by mid-semester of the fall semester.

XVII. CERTIFICATION EXAM

Students completing the Medical Assistant program may apply to sit for the CMA-[AAMA](#) (certified Medical Assistant) certification exam, www.aama-ntl.org, the RMA-AMT (Registered Medical Assistant) certification exam and RPT-AMT (Registered Phlebotomy Technician) certification exam through www.americanmedtech.org, and/or the CCMA-NHA (certified Clinical Medical Assistant) certification exam through www.nhanow.com. Applications are available from your instructor or Program Director.

Completing and mailing examination application/s with the required fee/s is student's responsibility. Application may be denied for failing to comply with the Disciplinary Standards and Procedure of the AAMA as outlined on the following page. Any student failing to comply with AAMA Disciplinary Standards will be permanently terminated from the MA program.

Additional certifications students may qualify to sit for upon completion of MAT program:

- CPT-NHA (Certified Phlebotomy Technician) certification exam
- CET (certified EKG Technician) certification exam through NHA.
- CMAA (certified Medical Administrative Assistant) certification exam through NHA.
- CEHRS (Certified Electronic Health Records Specialist) through NHA.

These certifications are not a requirement and are strictly optional.

XVIII. STUDENT GRIEVANCES

Any student affected by a policy of this program wishing to challenge or be an exception of the policy, must follow the College grievance procedure found in the Student Handbook section of the College Catalog. <https://catalog.wallace.edu/student-handbook>

Disciplinary Standards and Procedures

I. Grounds for denial of eligibility for the Certified Medical Assistant (CMA) credential, or for discipline of Certified Medical Assistants (CMAs)

- A. Obtaining or attempting to obtain Certification, or Recertification of the CMA credential, by fraud or deception.
- B. Knowingly assisting another to obtain or attempt to obtain Certification or Recertification by fraud or deception.
- C. Misstatement of material fact or failure to make a statement of material fact in application for Certification or Recertification.
- D. Falsifying information required for admission to the Certification Examination, impersonating another examinee, or falsifying education or credentials.
- E. Copying answers, permitting another to copy answers, or providing or receiving unauthorized advice about examination content during the Certification Examination.
- F. Unauthorized possession or distribution of examination materials, including copying and reproducing examination questions and problems.
- G. Found guilty of a felony, or pleaded guilty to a felony. However the Certifying Board may grant a waiver based upon mitigating circumstances, which may include, but need not be limited to (Effective March 2, 2000):
 - 1. The age at which the crime was committed;
 - 2. The circumstances surrounding the crime;
 - 3. The nature of the crime committed;
 - 4. The length of time since the conviction;
 - 5. The individual's criminal history since the conviction;
 - 6. The individual's current employment references;
 - 7. The individual's character references;
 - 8. Other evidence demonstrating the ability of the individual to perform the professional responsibilities competently, and evidence that the individual does not pose a threat to the health or safety of patients.
- H. Violation of any laws relating to medical assisting practices.

- I. The possession, use, or distribution of controlled substances or drugs in any way other than for legitimate or therapeutic purposes, or the addiction to or diversion of controlled substances or drugs (including alcohol), the violation of any drug law, or prescribing controlled substances for oneself.
- J. Violation of any policies, procedures, and regulations of the American Association of Medical Assistants Certifying Board, including regulations governing the use of the CMA credential.
- K. Violation of the American Association of Medical Assistants' (AAMA's) Code of Ethics.
- L. Failure to cooperate reasonably with investigation of a disciplinary matter.

II. Procedures for adjudicating alleged violations of Standards

- A. The Certified Medical Assistant (CMA) or applicant for the CMA credential shall be informed in writing of the basis for denial of eligibility for the CMA credential, or for discipline of the Certified Medical Assistant.
- B. The CMA or applicant shall be given the opportunity to submit written evidence regarding the alleged violations.
- C. The CMA or applicant shall be given the opportunity to request a hearing before the Certifying Board.
- D. The CMA or applicant shall be given the opportunity to appeal the decision of the Certifying Board to an Appeals Panel established by the Certifying Board.

III. Possible sanctions

- A. Denial of eligibility for the Certification Examination
- B. Scores invalidated, scores withheld, or scores recalled
- C. Probation
- D. Reprimand
- E. Temporary revocation of the Certified Medical Assistant (CMA) credential
- F. Permanent revocation of the CMA credential

Please go to <https://www.aama-ntl.org> for disciplinary standards and procedures, located within FAQs on CMA (AAMA) Certification.

OSHA HEPATITIS B VACCINATION PROTECTION

WHAT IS HBV?

Hepatitis B virus (HBV) is a potentially life-threatening blood-borne pathogen. Centers for Disease Control estimates there are approximately 280,000 HBV infections each year in the U.S.

Approximately 8,700 health care workers each year contract hepatitis B, and about 200 will die as a result. In addition, some who contact HBV will become carriers, passing the disease on to others. Carriers also face a significantly higher risk for other liver ailments which can be fatal, including cirrhosis of the liver and primary liver cancer.

HBV infection is transmitted through exposure to blood and other infectious body fluids and tissues. Anyone with occupational exposure to blood is at risk of contracting the infection.

Employers must provide engineering controls; workers must use work practices and protective clothing and equipment to prevent exposure to potential infectious materials. However, the best defense against hepatitis B is vaccination.

WHO NEEDS VACCINATION?

The new OSHA standard covering bloodborne pathogens requires employers to offer the three-injection vaccination series free to all employees who are exposed to blood or other potentially infectious materials as part of their job duties. This includes health care workers, emergency responders, morticians, first-aid personnel, law enforcement officers, correctional facilities staff, launderers, as well as others.

The vaccination must be offered within 10 days of initial assignment to a job where exposure to blood or other potentially infectious materials can be "reasonably anticipated." The requirements for vaccinations of those already on the job take effect July 6, 1992.

WHAT DOES VACCINATION INVOLVE?

The hepatitis B vaccination is a noninfectious, yeast-based vaccine given in three injections in the arm. It is prepared from recombinant yeast cultures, rather than human blood or plasma. Thus, there is no risk of contamination from other bloodborne pathogens nor is there any chance of developing HBV from the vaccine.

The second injection should be given one month after the first and the third injection six months after the initial dose.

More than 90 percent of those vaccinated will develop immunity to the hepatitis B virus. To ensure immunity, it is important for individuals to receive all three injections. At this point it is unclear how long the immunity lasts, so booster shots may be required at some point in the future.

The vaccine causes no harm to those who are already immune or to those who may be HBV carriers. Although employees may opt to have their blood tested for antibodies to determine need for the vaccine, employers may not make such screening a condition of receiving vaccination nor are employers required to provide prescreening.

Each employee should receive counseling from a health care professional when vaccination is offered. This discussion will help an employee determine whether inoculation is necessary.

WHAT IF I DECLINE VACCINATION?

Workers who decide to decline vaccination must complete a declination form. Employers must keep these forms on file so that they know the vaccination status of everyone who is exposed to blood. At any time after a worker initially declines to receive the vaccine, he or she may opt to take it.

WHAT IF I AM EXPOSED BUT HAVE NOT YET BEEN VACCINATED?

If a worker experiences an exposure incident, such as a needle-stick or a blood splash in the eye, he or she must receive confidential medical evaluation from a licensed health care professional with appropriate follow-up. To the extent possible by law, the employer is to determine the source individual for HBV as well as human immunodeficiency virus (HIV) infectivity. The worker's blood will also be screened if he or she agrees.

The health care professional is to follow the guidelines of the U.S. Public Health Service in providing treatment. This would include hepatitis B vaccination. The health care professional must give a written opinion on whether or not vaccination is recommended and whether the employee received it. Only this information is reported to the employer. Employee medical records must remain confidential. HIV or HBV status must NOT be reported to the employer.

This is one of a series of fact sheets which discuss various requirements of the Occupational Safety and Health Administration's standard covering exposure to bloodborne pathogens. Single copies of fact sheets are available from OSHA Publications, Room N3101, 200 Constitution Ave. N.W., Washington, D.C. 20210 and from OSHA regional offices.

MEDICAL ASSISTING DEPARTMENT
HEALTH INSURANCE FORM

It is recommended that all students in the Medical Assisting Program have health insurance. You MUST provide proof of health insurance prior to any clinical or learning lab experience. If you do not provide proof of insurance, you will be required to sign a waiver that will remain in the Medial Assisting Department files.

Name of Insurance Company _____

Student's Signature

Date

WAIVER:

I, _____, have been informed and understand the importance
Name of Student

of obtaining health insurance. I am unable to show proof of health insurance and refuse to obtain any health insurance. I understand that it is my responsibility to pay for all medical expenses that result from illness or injury that may occur while I am a student in the Medical Assisting Program.

I release Wallace Community College, Dothan, Alabama and/or its agents, and any and all affiliate clinical facilities and/or their agents from any liability related to injuries or illness received while a student in the Medical Assisting Program.

Student's Signature

Date

RULES & REGULATIONS STATEMENT OF AGREEMENT

I hereby state that I have read, understand, and agree to abide by the Rules and Regulations of the Medical Assisting Program as outlined in the Student Policy Manual.

Date

Student's Signature

**Wallace Community College
Drug Screen Policy Agreement**

In preparation for participation in clinical/laboratory activities of health science programs or other programs/activities requiring drug screening as outlined in the Wallace Community College Substance Abuse Control Policy, I hereby consent to submit to a urinalysis and/or other tests as shall be determined by Wallace Community College for the purpose of determining substance use. I agree that specimens for the tests will be collected in accordance with guidelines established in the Mandatory Guidelines for Federal Workplace Drug Testing Programs and as described in the Wallace Community College Substance Abuse Control Policy Guidelines.

I further agree to, and hereby authorize, the release of the results of said tests to the appropriate designee of Wallace Community College. All positive results will be reviewed by said College designee and followed by a confidential contact with me. I understand that positive results indicating the current use of drugs and/or alcohol shall prohibit me from participating in clinical/laboratory activities of health science programs or other activities requiring that I be drug free. I further understand that clinical/laboratory components of courses within health programs are required curriculum components and that an inability to attend said components may prevent or delay my program completion. I also understand that while participating in clinical activities within outside health care agencies, I will be subject to the same rules as the health care employees in said facilities.

I agree to hold harmless Wallace Community College and its designee(s) and Prime Care and its Medical Review Officer from any liability arising in whole or in part from the collection of specimens, testing, and use of the results from said test in connection with excluding me from participation in clinical/laboratory activities.

I have carefully read the foregoing and fully understand its contents. I acknowledge that my signing of this consent and release form is a voluntary act on my part and that I have not been coerced by anyone to sign this document. A copy of this signed and dated document will constitute my consent for Prime Care to perform the drug screen and to release the results to Wallace Community College.

Student Signature

Student Name (printed)

Date

Background Screening Consent and Release Form

I have received and carefully read the Background Screening Policy for Students in the Health Sciences. I understand that compliance with the background screening policy is a requirement to complete my admission to and/or maintain enrollment in a health care program at Wallace Community College.

By signing this document, I am indicating that I have read and understand Wallace Community College's Background Screening Policy for Students in the Health Sciences. My signature also indicates my agreement to complete the requirement and to submit required information to the approved screening vendor. I understand that my enrollment in health program courses is conditional to the provision of negative findings or facility approval upon circumstantial review. In the event of positive findings on my background screen and follow-up denial of access to or declared ineligibility to continue in clinical learning experiences, further attendance in health program courses will not be allowed. I will be offered the opportunity to withdraw from all courses in my health program for which I am enrolled. My failure to withdraw as directed will result in the assignment of the appropriate course grade, whether NA, CA, or WF.

A copy of this signed and dated document will constitute my consent to abide by the College's Background Screening Policy. Upon submission of my personal information to the approved screening vendor, I also consent to approve the release of the original screening results to the approved College designee. A copy of this signed and dated document, along with approval during the information submission process, will constitute my consent for the College to release the results of my background screen to the clinical affiliate(s)' specifically designated person(s). I agree to hold harmless the College and its officers, agents, and employees from and against any harm, claim, suit, or cause of action, which may occur as a direct or indirect result of the background screen or release of the results to the College and/or the clinical affiliates. I understand that should any legal action be taken as a result of the background screen, that confidentiality can no longer be maintained.

I agree to abide by the aforementioned policy. I acknowledge that my signing of this consent and release form is a voluntary act on my part and that I have not been coerced into signing this document. I hereby acknowledge that I will authorize the College's contracted agents to procure a background screen on me. I further understand this signed consent hereby authorizes the College's contracted agents to conduct necessary and/or periodic background screens and/or updates as required by contractual agreements with clinical affiliates.

Student Signature

Witness Signature

Student's Printed Name

Witness' Printed Name

Date

Date

ESSENTIAL FUNCTIONS FORM
Wallace Community College

Medical Assisting and Phlebotomy

The Alabama Community College System endorses the Americans' with Disabilities Act. In accordance with College policy, when requested, reasonable accommodations may be provided for individuals with disabilities.

Physical, cognitive, psychomotor, affective and social abilities are required in unique combinations to provide safe and effective medical assisting care. The applicant/student must be able to meet the essential functions with or without reasonable accommodations throughout the program of learning. Admission, progression and graduation are contingent upon one's ability to demonstrate the essential functions delineated for the medical assisting program with or without reasonable accommodations. The medical assisting program and/or its affiliated clinical agencies may identify additional essential functions. The medical assisting program reserves the right to amend the essential functions as deemed necessary.

In order to be admitted and to progress in the medical assisting program one must possess a functional level of ability to perform the duties required of a medical assistant. Admission or progression may be denied if a student is unable to demonstrate the essential functions with or without reasonable accommodations.

The essential functions delineated are those deemed necessary for the medical assisting program. No representation regarding industrial standards is implied. Similarly, any reasonable accommodations provided will be determined and applied to the respective medical assisting program and may vary from reasonable accommodations made by healthcare employers.

The essential functions delineated below are necessary for medical assisting program admission, progression and graduation and for the provision of safe and effective medical assisting care. The essential functions include but are not limited to the ability to:

ESSENTIAL FUNCTIONS FORM
Wallace Community College

Medical Assisting and Phlebotomy

The following essential functions as identified by this department are necessary for participation in this program at Wallace Community College:

1. Must be able to maintain normal balance.
2. Must be able to lift at least 40 pounds.
3. Must be able to hear high and low frequency sounds produced by the body and environment. (Example: heart sounds, telephone, and transcribing)
4. Must be able to visibly detect changes in or around the clinical site.
5. Must have tactile sense to distinguish contrasting structures and vibrations. (Example: palpate pulse, intercostal spaces, veins, and keyboards)
6. Must be able to smell body and environment odors. (Example: electrical equipment burning or infected wounds)
7. Must be able to coordinate eye and hand movements. (Example: releasing a blood pressure cuff valve while observing the blood pressure gauge, focusing microscopes, and word processing)
8. Must be able to coordinate fine and gross motor movements with hands. (Example: able to give injections, perform phlebotomy, and word processing)
9. Must be able to see different color spectrums. (Example: bright red drainage of opposed to serous drainage, distinguish positive and negative urinalysis reactions, and proofreading documents)
10. Must be able to comprehend readings, speak and write the English language legibly. (Example: writing notes in patient's charts, taking telephone messages, giving messages to physicians)
11. Must be able to send familiar message(s) to the receiver and interpret the feedback appropriately. (Example: receiving telephone orders from a physician or obtaining a history from a patient)
12. Must be able to correctly perform simple mathematical computations. (Example: administering drugs, bookkeeping, and formatting documents)
13. Must be able to demonstrate a mentally healthy attitude which is age appropriate and congruent with the local and cultural norms.
14. Must be able to operate devices with gauges, dials, and/or a CRT component.
15. Must be able to participate in all aspects of cardiopulmonary resuscitation.
16. Must be able to move quickly throughout the clinical site.

No recommendation is made or implied with regard to the level of reading or writing required for this program. This is an academic matter which will be discussed with the student after administration of the College placement / compass test and a conference with a counselor or advisor. The instructor reserves the right to amend and augment this listing if, in his/her judgment, the safety of the student or of others in the instructional setting is in jeopardy.

Every effort is made to create a learning environment similar to the actual workplace. However, Wallace Community College cannot predict the essential functions as identified by various employers. The skills identified on this essential functions form are those which the instructor/department think are necessary for participation in the program. No representation regarding industry standard is implied.



Department of Postsecondary Education
Post Office Box 302130
Montgomery, AL 36130-2130
t 334.293.4500
f 334.293.4504
www.accs.cc

New Policy for Health Science

There shall be no auditing allowed for any Health Science Classes.

This policy will go into effect today, September 12, 2012 as approved by the Health Advisory Committee.

Approved 9-12-2012
Health Science Advisory Committee

**AAS DEGREE
MEDICAL ASSISTING CHECKLIST
GRADUATION REQUIREMENTS**

NAME: _____ Student ID: _____

PERMANENT ADDRESS/PHONE: _____

DATE ENTERED: _____ DATE OF GRADUATION: _____

DATE EMPLOYED: _____ EMPLOYER: _____

BIO 103	_____	4	MAT 101 Medical Terminology	_____	3
CIS 146	_____	3	MAT 102 Medical Assisting Theory I	_____	3
ENG 101	_____	3	MAT 103 Medical Assisting Theory II	_____	3
Humanities	_____	3	MAT 111 Clinical Procedures I	_____	3
MTH 116	_____	3	MAT 120 Administrative Procedures I	_____	3
PSY 200	_____	3	MAT 121 Administrative Procedures II	_____	3
SPH 106	_____	3	MAT 122 Interpersonal Relations	_____	3
ORI 101	_____	1	MAT 125 Laboratory Procedures I	_____	3
EMS100	_____	1	MAT 128 Medical Law & Ethics	_____	3
			MAT 130 Medical Office Communication	_____	3
			MAT 200 Management of Office Emergencies	_____	2
Combined WD & Failure			MAT 211 Clinical Procedures II	_____	3
(Max. of 3)			MAT 215 Laboratory Procedures II	_____	3
_____			MAT 216 Medical Pharmacology	_____	4
_____			MAT 220 Medical Office Insurance	_____	3
_____			MAT 227 Special topics in Medical Assisting	_____	1
			MAT 228 Medical Assistant Review Course	_____	1
			MAT 229 Medical Assistant Practicum	_____	3
			Total Credit Hours		73
			MAT 239 Phlebotomy Practicum	_____	3

Medical Assisting Program

Associate in Applied Science Degree

Students completing this program will have an associate in science degree (AAS) in Medical Assisting. Graduates are eligible to apply for the Certified Medical Assistant (CMA) examination.

This is the suggested schedule for students interested in completing the Medical Assisting Program. Certain MAT prefix courses have prerequisites to enroll and complete. Please refer to the Wallace Community College Catalog for more details.

<u>Sem.</u>	<u>Dept/Course #</u>	<u>Course Title</u>	<u>Theory</u>	<u>Lab</u>	<u>Credit Hours</u>	<u>Completed Course</u>
1 st	MAT 101	Medical Terminology	3	0	3	<input type="checkbox"/>
	MAT 102	*Medical Assisting Theory I	3	0	3	<input type="checkbox"/>
	CIS146	Microcomputer Applications	3	0	3	<input type="checkbox"/>
	ENG101	English composition I	3	0	3	<input type="checkbox"/>
	Total Hours		12	0	12	
2 nd	MAT103	*Medical Assisting Theory II	3	0	3	<input type="checkbox"/>
	MAT120	Administrative Procedures I	2	3	3	<input type="checkbox"/>
	MAT122	Interpersonal Relations	3	0	3	<input type="checkbox"/>
	MAT125	Laboratory Procedures I	2	3	3	<input type="checkbox"/>
	MTH116	Mathematical Applications	3	0	3	<input type="checkbox"/>
	Total Hours		13	6	15	
3 rd	MAT121	Administrative Procedures II	2	3	3	<input type="checkbox"/>
	MAT128	Medical Law & Ethics	3	0	3	<input type="checkbox"/>
	MAT111	Clinical Procedures I	2	3	3	<input type="checkbox"/>
	<i>Choice</i>	Humanities/Fine Arts Elective	3	0	3	<input type="checkbox"/>
	MAT216	**Medical Pharmacology	3	3	4	<input type="checkbox"/>
	Total Hours		13	9	16	
4 th	MAT211	Clinical Procedures II	2	3	3	<input type="checkbox"/>
	MAT130	Medical Office Communications	3	0	3	<input type="checkbox"/>
	MAT200	Management of Office Emergencies	2	0	2	<input type="checkbox"/>
	MAT215	Laboratory Procedures II	2	3	3	<input type="checkbox"/>
	MAT220	**Medical Office Insurance	2	3	3	<input type="checkbox"/>
	MAT227	Special Topics in Medical Assisting	1	0	1	<input type="checkbox"/>
	EMS100	Cardiopulmonary Resuscitation	1		1	<input type="checkbox"/>
	Total Hours		13	9	16	
5 th	BIO103	Principles of Biology	3	3	4	<input type="checkbox"/>
	PSY200	General Psychology	3	0	3	<input type="checkbox"/>
	SPH106 or 107	Oral Communications	3	0	3	<input type="checkbox"/>
	MAT228	Medical Assisting Review Course	1	0	1	<input type="checkbox"/>
	MAT229	Medical Assistant Preceptorship	0	15	3	<input type="checkbox"/>
	Total Hours		10	18	14	

73 Total Hours

** These classes will rotate each semester. Substitution of one with the other is allowed to work with the appropriate cohort.*

****NOT offered Summer Semester**

NOTE: ORI 101 (1 credit) or 105 (3 credits) – Orientation to College is a prerequisite to this degree who enter as first-time college students.

Phlebotomy Short Certificate

Graduates are eligible to apply for the Phlebotomy Technician (ASCP) certification examination.

This is the suggested schedule for students interested in completing the Phlebotomy short certificate. Certain MAT prefix courses have prerequisites to enroll and complete. Please refer to the Wallace Community College Catalog for more details.

<u>Sem.</u>	<u>Dept/Course #</u>	<u>Course Title</u>	<u>Theory</u>	<u>Lab</u>	<u>Credit Hours</u>	<u>Completed Course</u>
1 st	MAT 101	Medical Terminology	3	0	3	<input type="checkbox"/>
	MAT 102	*Medical Assisting Theory I	3	0	3	<input type="checkbox"/>
	MAT122	Interpersonal Relations	3	0	3	<input type="checkbox"/>
	MAT125	Laboratory Procedures I	2	3	3	<input type="checkbox"/>
	Total Hours		11	3	12	
2 nd	MAT103	*Medical Assisting Theory II	3	0	3	<input type="checkbox"/>
	MAT128	Medical Law & Ethics	3	0	3	<input type="checkbox"/>
	MAT215	Laboratory Procedures II	2	3	3	<input type="checkbox"/>
	CIS146	Microcomputer Applications	3	0	3	<input type="checkbox"/>
	EMS100	**Cardiopulmonary Resuscitation	1		1	<input type="checkbox"/>
Total Hours		12	3	13		
3 rd	MAT239	Phlebotomy Preceptorship	0	15	3	<input type="checkbox"/>
Total Hours		0	15	3		

* *These classes will rotate each semester. Substitution of one with the other is allowed to work with the appropriate cohort.*

***Or current certification in cardiopulmonary resuscitation (Basic Life Support) at the health provider level*

Appendix B

Core Curriculum for Medical Assistants Medical Assisting Education Review Board (MAERB) 2022 Curriculum Requirement

Individuals graduating from Medical Assisting programs accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) must demonstrate knowledge of the subject matters required for competence in the medical assisting profession. They must incorporate the cognitive (C) knowledge in performance of the psychomotor (P) skills and the affective (A) behaviors.

The MAERB Core Curriculum must be taught and assessed in its entirety. In addition, all the psychomotor skills and the affective behaviors must be achieved by the students prior to the skills being performed at the practicum. While simulation of these skills can be used in the classroom setting for achievement, the practicum is designed for live experience, so simulation is not allowed as a substitute for practicum hours.

MAERB publishes the Educational Competencies for Medical Assistants (ECMA), a publication designed to provide programs with guidance and options for achieving the MAERB Core Curriculum. In addition, Program Directors can build upon these knowledge and skills outlined here to teach the students related skills that serve their communities of interest.

The curriculum is designed to demonstrate the intersection between the cognitive objectives and the psychomotor competencies. The affective competencies are contained at the end, and because medical assistants utilize affective skills with any patient contact, be it physical or verbal, they can be bundled with any of the psychomotor competencies. The design of the curriculum allows Program Directors to bundle in the affective skills as they see appropriate.

**FOUNDATIONS FOR CLINICAL PRACTICE
CONTENT AREA I-IV**

Cognitive (Knowledge) I.C Anatomy, Physiology, & Pharmacology	Psychomotor (Skills) I.P Anatomy, Physiology, & Pharmacology
<ol style="list-style-type: none"> 1. Identify structural organization of the human body 2. Identify body systems* 3. Identify: <ol style="list-style-type: none"> a. body planes b. directional terms c. quadrants d. body cavities 4. Identify major organs in each body system* 5. Identify the anatomical location of major organs in each body system* 6. Identify the structure and function of the human body across the life span 7. Identify the normal function of each body system* 8. Identify common pathology related to each body system* including: <ol style="list-style-type: none"> a. signs b. symptoms c. etiology d. diagnostic measures e. treatment modalities 9. Identify Clinical Laboratory Improvement Amendments (CLIA) waived tests associated with common diseases 10. Identify the classifications of medications including: <ol style="list-style-type: none"> a. indications for use b. desired effects c. side effects d. adverse reactions 11. Identify quality assurance practices in healthcare 12. Identify basic principles of first aid 13. Identify appropriate vaccinations based on an immunization schedule. <p>*Body systems must include, but are not limited to, the following: Circulatory, Digestive, Endocrine, Integumentary, Lymphatic, Muscular, Nervous, Sensory, Reproductive, Respiratory, Skeletal, and Urinary.</p>	<ol style="list-style-type: none"> 1. Accurately measure and record <ol style="list-style-type: none"> a. blood pressure b. temperature c. pulse d. respirations e. height f. weight (adult and infant) g. length (infant) h. head circumference (infant) i. oxygen saturation 2. Perform the following procedures: <ol style="list-style-type: none"> a. electrocardiography b. venipuncture c. capillary puncture d. pulmonary function testing 3. Perform patient screening following established protocols 4. Verify the rules of medication administration: <ol style="list-style-type: none"> a. right patient b. right medication c. right dose d. right route e. right time f. right documentation 5. Select proper sites for administering parenteral medication 6. Administer oral medications 7. Administer parenteral (excluding IV) medications 8. Instruct and prepare a patient for a procedure or a treatment 9. Assist provider with a patient exam 10. Perform a quality control measure 11. Collect specimens and perform: <ol style="list-style-type: none"> a. CLIA waived hematology test b. CLIA waived chemistry test c. CLIA waived urinalysis d. CLIA waived immunology test e. CLIA waived microbiology test 12. Provide up-to-date documentation of provider/professional level CPR 13. Perform first aid procedures <ol style="list-style-type: none"> a. bleeding b. diabetic coma or insulin shock c. stroke

	<ul style="list-style-type: none"> d. seizures e. environmental emergency f. syncope
--	---

Content Area II: Applied Mathematics

Cognitive (Knowledge) II.C Applied Mathematics	Psychomotor (Skills) II.P Applied Mathematics
<ul style="list-style-type: none"> 1. Define basic units of measurement in: <ul style="list-style-type: none"> a. the metric system b. the household system 2. Identify abbreviations used in calculating medication dosages 3. Identify normal and abnormal results as reported in: <ul style="list-style-type: none"> a. graphs b. tables 	<ul style="list-style-type: none"> 1. Calculate proper dosages of medication for administration 2. Record laboratory test results into the patient's record 3. Document on a growth chart 4. Apply mathematical computations to solve equations 5. Convert among measurement systems

Content Area III: Infection Control

Cognitive (Knowledge) III.C Infection Control	Psychomotor (Skills) III.P Infection Control
<ul style="list-style-type: none"> 1. Identify major types of infectious agents 2. Identify the infection cycle including: <ul style="list-style-type: none"> a. the infectious agent b. reservoir c. susceptible host d. means of transmission e. portals of entry f. portals of exit 3. Identify the following as practiced within an ambulatory care setting: <ul style="list-style-type: none"> a. medical asepsis b. surgical asepsis 4. Identify methods of controlling the growth of microorganisms 5. Identify the principles of standard precautions 6. Identify personal protective equipment (PPE) 7. Identify the implications for failure to comply with Centers for Disease Control (CDC) regulations in healthcare settings 	<ul style="list-style-type: none"> 1. Participate in bloodborne pathogen training 2. Select appropriate barrier/personal protective equipment (PPE) 3. Perform handwashing 4. Prepare items for autoclaving 5. Perform sterilization procedures 6. Prepare a sterile field 7. Perform within a sterile field 8. Perform wound care 9. Perform dressing change 10. Demonstrate proper disposal of biohazardous material <ul style="list-style-type: none"> a. sharps b. regulated wastes

Content Area IV: Nutrition

Cognitive (Knowledge) IV. C Nutrition	Psychomotor (Skills) IV. P Nutrition
<ol style="list-style-type: none"> 1. Identify dietary nutrients including: <ol style="list-style-type: none"> a. carbohydrates b. fat c. protein d. minerals e. electrolytes f. vitamins g. fiber h. water 2. Identify the function of dietary supplements 3. Identify the special dietary needs for: <ol style="list-style-type: none"> a. weight control b. diabetes c. cardiovascular disease d. hypertension e. cancer f. lactose sensitivity g. gluten-free h. food allergies i. eating disorders 4. Identify the components of a food label 	<ol style="list-style-type: none"> 1. Instruct a patient regarding a dietary change related to patient’s special dietary needs

Content Area V: Concepts of Effective Communication

Cognitive (Knowledge) V.C Concepts of Effective Communication	Psychomotor (Skills) V.P. Concepts of Effective Communication
<ol style="list-style-type: none"> 1. Identify types of verbal and nonverbal communication 2. Identify communication barriers 3. Identify techniques for overcoming communication barriers 4. Identify the steps in the sender-receiver process 5. Identify challenges in communication with different age groups 6. Identify techniques for coaching a patient related to specific needs 7. Identify different types of electronic technology used in professional communication 8. Identify the following related to body systems*: <ol style="list-style-type: none"> a. medical terms b. abbreviations 9. Identify the principles of self-boundaries 	<ol style="list-style-type: none"> 1. Respond to nonverbal communication 2. Correctly use and pronounce medical terminology in health care interactions 3. Coach patients regarding: <ol style="list-style-type: none"> a. office policies b. medical encounters 4. Demonstrate professional telephone techniques 5. Document telephone messages accurately 6. Using technology, compose clear and correct correspondence 7. Use a list of community resources to facilitate referrals 8. Participate in a telehealth interaction with a patient

<p>10. Identify the role of the medical assistant as a patient navigator</p> <p>11. Identify coping mechanisms</p> <p>12. Identify subjective and objective information</p> <p>13. Identify the basic concepts of the following theories of:</p> <ul style="list-style-type: none"> a. Maslow b. Erikson c. Kubler-Ross <p>14. Identify issues associated with diversity as it relates to patient care</p> <p>15. Identify the medical assistant’s role in telehealth</p> <p>*Body systems must include, but are not limited to, the following: Circulatory, Digestive, Endocrine, Integumentary, Lymphatic, Muscular, Nervous, Sensory, Reproductive, Respiratory, Skeletal, and Urinary.</p>	
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Content Area VI: Administrative Functions

<p align="center">Cognitive (Knowledge) VI.C Administrative Functions</p>	<p align="center">Psychomotor (Skills) VI.P Administrative Functions</p>
<ol style="list-style-type: none"> 1. Identify different types of appointment scheduling methods 2. Identify critical information required for scheduling patient procedures 3. Recognize the purpose for routine maintenance of equipment 4. Identify steps involved in completing an inventory 5. Identify the importance of data back-up 6. Identify the components of an Electronic Medical Record, Electronic Health Record, and Practice Management system 	<ol style="list-style-type: none"> 1. Manage appointment schedule using established priorities 2. Schedule a patient procedure 3. Input patient data using an electronic system 4. Perform an inventory of supplies

Content Area VII: Basic Practice Finances

Cognitive (Knowledge) VII.C Basic Practice Finances	Psychomotor (Skills) VII.P Basic Practice Finances
<ol style="list-style-type: none"> 1. Define the following bookkeeping terms: <ol style="list-style-type: none"> a. charges b. payments c. accounts receivable d. accounts payable e. adjustments f. end of day reconciliation 2. Identify precautions for accepting the following types of payments: <ol style="list-style-type: none"> a. cash b. check c. credit card d. debit card 3. Identify types of adjustments made to patient accounts including: <ol style="list-style-type: none"> a. non-sufficient funds (NSF) check b. collection agency transaction c. credit balance d. third party 4. Identify patient financial obligations for services rendered 	<ol style="list-style-type: none"> 1. Perform accounts receivable procedures to patient accounts including posting: <ol style="list-style-type: none"> a. charges b. payments c. adjustments 2. Input accurate billing information in an electronic system 3. Inform a patient of financial obligations for services rendered

Content Area VIII: Third-Party Reimbursement

Cognitive (Knowledge) VIII.C Third-Party Reimbursement	Psychomotor (Skills) VIII.P Third-Party Reimbursement
<ol style="list-style-type: none"> 1. Identify: <ol style="list-style-type: none"> a. types of third-party plans b. steps for filing a third-party claim 2. Identify managed care requirements for patient referral 3. Identify processes for: <ol style="list-style-type: none"> a. verification of eligibility for services b. precertification/preauthorization c. tracking unpaid claims d. claim denials and appeals 4. Identify fraud and abuse as they relate to third party reimbursement 5. Define the following: <ol style="list-style-type: none"> a. bundling and unbundling of codes b. advanced beneficiary notice (ABN) c. allowed amount d. deductible e. co-insurance f. co-pay 6. Identify the purpose and components of the Explanation of Benefits (EOB) and Remittance Advice (RA) Statements 	<ol style="list-style-type: none"> 1. Interpret information on an insurance card 2. Verify eligibility for services 3. Obtain precertification or preauthorization with documentation 4. Complete an insurance claim form 5. Assist a patient in understanding an Explanation of Benefits (EOB)

Area IX: Procedural and Diagnostic Coding

Cognitive (Knowledge) IX.C Procedural and Diagnostic Coding	Psychomotor (Skills) IX.P Procedural and Diagnostic Coding
<ol style="list-style-type: none"> 1. Identify the current procedural and diagnostic coding systems, including Healthcare Common Procedure Coding Systems II (HCPCS Level II) 2. Identify the effects of: <ol style="list-style-type: none"> a. upcoding b. downcoding 3. Define medical necessity 	<ol style="list-style-type: none"> 1. Perform procedural coding 2. Perform diagnostic coding 3. Utilize medical necessity guidelines

Content Area X: Legal Implications

Cognitive (Knowledge) X.C Legal Implications	Psychomotor (Skills) X.P Legal Implications
<ol style="list-style-type: none"> 1. Identify scope of practice and standards of care for medical assistants 2. Identify the provider role in terms of standard of care. 3. Identify components of the Health Insurance Portability & Accountability Act (HIPAA) 4. Identify the standards outlined in The Patient Care Partnership 5. Identify licensure and certification as they apply to healthcare providers 6. Identify criminal and civil law as they apply to the practicing medical assistant 7. Define: <ol style="list-style-type: none"> a. negligence b. malpractice c. statute of limitations d. Good Samaritan Act(s) e. Uniform Anatomical Gift Act f. living will/advanced directives g. medical durable power of attorney h. Patient Self Determination Act (PSDA) i. risk management 8. Identify the purpose of medical malpractice insurance 9. Identify legal and illegal applicant interview questions 10. Identify: <ol style="list-style-type: none"> a. Health Information Technology for Economic and Clinical Health (HITECH) Act b. Genetic Information Nondiscrimination Act of 2008 (GINA) c. Americans with Disabilities Act Amendments Act (ADAAA) 11. Identify the process in compliance reporting: 	<ol style="list-style-type: none"> 1. Locate a state's legal scope of practice for medical assistants 2. Apply HIPAA rules in regard to: <ol style="list-style-type: none"> a. privacy b. release of information 3. Document patient care accurately in the medical record 4. Complete compliance reporting based on public health statutes 5. Report an illegal activity following the protocol established by the healthcare setting 6. Complete an incident report related to an error in patient care

<ul style="list-style-type: none"> a. unsafe activities b. errors in patient care c. conflicts of interest d. incident reports <p>12. Identify compliance with public health statutes related to:</p> <ul style="list-style-type: none"> a. communicable diseases b. abuse, neglect, and exploitation c. wounds of violence <p>13. Define the following medical legal terms:</p> <ul style="list-style-type: none"> a. informed consent b. implied consent c. expressed consent d. patient incompetence e. emancipated minor f. mature minor g. subpoena duces tecum h. respondeat superior i. res ipsa loquitur j. locum tenens k. defendant-plaintiff l. deposition m. arbitration-mediation 	
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Content Area XI: Ethical and Professional Considerations

<p style="text-align: center;">Cognitive (Knowledge) XI.C Ethical and Professional Considerations</p>	<p style="text-align: center;">Psychomotor (Skills) XI.P Ethical and Professional Considerations</p>
<ul style="list-style-type: none"> 1. Define: <ul style="list-style-type: none"> a. ethics b. morals 2. Identify personal and professional ethics 3. Identify potential effects of personal morals on professional performance 4. Identify professional behaviors of a medical assistant 	<ul style="list-style-type: none"> 1. Demonstrate professional response(s) to ethical issues

Content Area XII: Protective Practices

Cognitive (Knowledge) XII.C Protective Practices	Psychomotor (Skills) XII.P Protective Practices
<ol style="list-style-type: none"> 1. Identify workplace safeguards 2. Identify safety techniques that can be used in responding to accidental exposure to: <ol style="list-style-type: none"> a. blood b. other body fluids c. needle sticks d. chemicals 3. Identify fire safety issues in an ambulatory healthcare environment 4. Identify emergency practices for evacuation of a healthcare setting 5. Identify the purpose of Safety Data Sheets (SDS) in a healthcare setting 6. Identify processes for disposal of a. biohazardous waste and b. chemicals 7. Identify principles of: <ol style="list-style-type: none"> a. body mechanics b. ergonomics 8. Identify critical elements of an emergency plan for response to a natural disaster or other emergency 9. Identify the physical manifestations and emotional behaviors on persons involved in an emergency 	<ol style="list-style-type: none"> 1. Comply with safety practices 2. Demonstrate proper use of: <ol style="list-style-type: none"> a. eyewash equipment b. fire extinguishers 3. Use proper body mechanics 4. Evaluate an environment to identify unsafe conditions

AFFECTIVE SKILLS

The affective competencies listed below can be bundled with any of the psychomotor competencies included in the curriculum. The goal is to provide opportunities for Program Directors to develop assessment tools creatively and focus on incorporating the affective behaviors with any psychomotor skill that involves interacting with a patient. These behavioral competencies are important to the development of communication skills and professional behavior in the field of medical assisting. The students will need to achieve all the affective competences, but they can do so using several different skills. There are examples in the *Educational Competencies for Medical Assistants* to guide Program Directors in the incorporation of these affective skills.

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