

Dear Medical Assisting Student:

Welcome to this unique and challenging program that will prepare you for a career that will provide many rewards, challenges, and much satisfaction.

This handbook has been developed to act as a guide while you are enrolled in the Medical Assisting Certificate Program. Please take a few moments to become familiar with its contents.

If you have further questions, don't hesitate to call or email me. I am looking forward to working with you as you begin your medical assisting career.

Sincerely,

Brenda M. Tatro

Brenda M. Tatro, CMA (AAMA), CCMA
Director, Medical Assisting Program
Mount Wachusett Community College
444 Green Street
Gardner, MA 01440
(978) 630-9357
b_tatro@mwcc.mass.edu

TABLE OF CONTENTS

Introduction to MA Program.....	2, 3
Program Goals.....	3
Program Outcomes.....	3, 4
MA Certification.....	4
CORI/SORI Checks.....	4
Immunizations.....	4
Liability Insurance.....	4
Technical Standards.....	5
Blackboard/Email.....	6
Attendance.....	6
Competencies.....	6
Clinical Class Requirements.....	6
Externship Requirements.....	6, 7
Dress Code.....	7, 8
Classroom, Behavior, Etiquette, and Civility.....	8-10
Program Courses.....	9, 10
Course Descriptions.....	10-12
Forms.....	14

MEDICAL ASSISTING PROGRAM

The Medical Assisting program endeavors to carry out the Mount Wachusett Community College philosophy of education, which is “the preparation of individuals for lives of fulfillment, leadership, and service in a diverse and global society.” The purpose of the Medical Assisting Program is to provide students with comprehensive medical assisting career courses. The curriculum will prepare the student for the AAMA certification examination and the skills for immediate employment in a variety of health care settings. MWCC offers both a certificate program and an associate degree in Medical Assisting.

NATURE OF THE WORK

Medical Assistants are multi-skilled healthcare professionals specifically trained to work primarily in ambulatory settings performing the following skills:

- Venipuncture
- CLIA diagnostic testing
- Injections
- Taking & recording vitals
- EKG’s
- Assisting with exams and minor surgeries
- Utilize electronic medical records
- Scheduling
- Telephone tasks
- Practice finances
- Medical coding
- Completing Insurance Forms

The duties vary depending on office location, size, and specialty.

JOB OPPORTUNITIES

As a graduate, you will be able to select from hundreds of job opportunities all over the country, knowing that the education you received from Mount Wachusett Community College (MWCC) has prepared you for the challenges that you will meet. Jobs will be found in physicians’ offices, clinics, hospital specialty departments, insurance or billing companies. These opportunities usually have regular working hours with no shift work, weekends, or holidays.

The Bureau of Labor Statistics cites that medical assisting is projected to grow 23 percent through 2024, 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. As their practices expand, physicians will hire more medical assistants to perform administrative and clinical duties, allowing the physicians to see more patients. The average pay range for an entry level medical assistant is \$15-\$18/hr.

Our students gain knowledge of medical terminology, professionalism, pharmacology, electronic health records, clinical applications, as well as administrative applications. Students complete a directed practice experience (externship) that allows the student to put into perform skills that they learned in their classroom education.

MEDICAL ASSISTING CURRICULUM

The Medical Assisting Certificate curriculum is designed to be a two-semester program requiring completion of the courses outlined. The focus of this curriculum shall be on the student's successful attainment of the competencies outlined in the Core Curriculum for Medical Assistants by the Medical Assisting Education Review Board (MAERB).

The Medical Assisting Program at MWCC is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) upon recommendation of the Medical Assisting Education Review Board of the American Association of Medical Assistants (MAERB/AAMA).

American Association of Medical Assistants/MAERB
20 N. Wacker Dr., Ste. 1575
Chicago, IL 60606
312/899-1500

Commission on Accreditation of Allied Health Education Programs
1361 Park Street
Clearwater, FL 33756
Phone: 727-210-2350

*****Students must pass all competencies with a score of 100% to continue in the program.**

*****Students must pass all MAS courses with a C+ or better to remain in good standing in the MAS program. Students must pass all MAS courses in the first semester with a C+ or better before they can move into the second semester.**

Only two attempts at an MAS course is allowed. If a student fails to complete an MAS course on the second try, they will not be allowed to continue in the program. The program must be completed within 4 semesters of the onset of MAS classes.***

PROGRAM GOALS

- To prepare entry-level competent medical assistants in the cognitive, psychomotor, and affective learning domains.
- Earn certification as a Certified Medical Assistant by successfully passing the examination given by the American Association of Medical Assistants.
- Respect the rights of patients, colleagues, and other health professionals and safeguard confidences within the constraints of legal, ethical and moral conduct.
- Practice within the profession's ethical and legal framework.
- Maintain professional competence and utilize opportunities for continuing education and career advancement.

PROGRAM OUTCOMES

In addition to General Education Outcomes, students who complete the Medical Assisting certificate or degree will:

- Understand and interpret usage of medical terminology
- Demonstrate a working knowledge of the human body including structure, function and basic pathologies
- Understand, demonstrate, and continuously utilize the principles of medical asepsis and standard precautions, as well as other safety precautions
- Recognize emergency situations and respond appropriately to emergency care techniques in various life-threatening situations
- Utilize knowledge of various medical office procedures, practices, and technologies to complete simulated tasks
- Obtain and effectively chart all pertinent patient data
- Apply knowledge and skills of various clinical procedures such as vitals, laboratory testing, and other diagnostic and medical procedures
- Comprehend basic pharmacology including dosage calculations, drug interactions, and administration of medications
- Provide education to patients, families, and other care givers on various healthcare including preventative and treatment regimes
- Integrate knowledge and skills acquired to function as a competent entry-level medical assistant
- Demonstrate an understanding of appropriate and effective application of legal and ethical standards of practice

MA CERTIFICATION

Graduates of MWCC's accredited program can become certified by taking and passing the national Certified Medical Assistant (CMA) Exam through the AAMA. (Only students who graduate from an accredited program are allowed to sit for this exam). The CMA (AAMA) credential is a national credential and is valid all over the country.

The fee for the certification exam is included in the MA Seminar course cost. Application will be made in the last semester and the exam will be taken following graduation.

CORI/SORI CHECK (Criminal Offender/Sexual Offender)

DRUG SCREENING

As part of the coursework in the Medical Assisting program, students are required to complete practical hours in clinical facilities (externship) working with patients under the supervision of licensed providers. Some clinical sites require the student obtain certain background checks (state/federal criminal and/or sexual offender) and/or drug testing before coming to the clinic. Cost for certain criminal background checks and drug testing are the responsibility of the student. These will be conducted before a student is allowed to partake in an externship.

Refusing to participate in the background check or drug testing will result in inability to progress in the program. A positive background check or drug test may also result in the inability to progress in the program.

A criminal background check may also be required for employment and/or licensure and/or certification.

The prospective student is encouraged to discuss any concerns with the program director prior to starting the Medical Assisting program. This information is given to you now just to forewarn you of the potential additional cost and responsibilities. All screenings and background checks are completed AFTER admission/acceptance into the Medical Assisting program.

IMMUNIZATIONS

State immunization requirements and those of the externship sites must be met before a student can begin the MA Program. These records are maintained by the Student Health Services Department. Health forms must be turned into Health Services prior to starting classes.

LIABILITY INSURANCE

Liability insurance is purchased by the college to cover students at externship sites. There is a fee of \$15.00 associated with the externship course.

TECHNICAL STANDARDS

Technical standards must be met with or without accommodations (See Technical Standards below.)

Technical Standards for MAS

Students entering this program must be able to demonstrate the ability to:

- Comprehend textbook material at the 11th grade level.
- Communicate and assimilate information either in spoken, printed, signed, or computer voice format.
- Gather, analyze, and draw conclusions from data.
- Be able to type 30 words per minute for three minutes with three or fewer errors using the "touch" method of typing.
- Distinguish shapes and colors under a microscope.
- Read typewritten text and patient data from a computer screen with or without corrective devices.
- Discriminate color in order to identify reagents and other materials such as laboratory media, stained preparations, and the physical properties of various body fluids.
- Possess the manual dexterity required in such tasks as performing phlebotomy; operating blood analyzers and laboratory information systems; handling small containers of potentially biohazardous specimens (one inch by one inch); using sample measuring devices such as pipettes; giving injections and being able to adequately focus and manipulate a microscope and, using the small muscle dexterity necessary to do such tasks as gloving, gowning, and operating controls on machinery.

- Traverse the hospital and laboratory corridors, passageways, and doorways (minimum width, three feet) and have the ability to stand unsupported.
- Communicate with patients and staff in the English language.
- Maintain cleanliness and personal grooming consistent with close personal contact.
- Possess hearing with or without corrective devices to be able to transcribe medical dictation from recorded media.
- Comprehend and respond to the spoken word of all age-specific groups.
- Function without causing harm to self or others if under the influence of prescription or over-the-counter medications.
- Function without causing harm to others. This would include situations that may result from chronic mental or physical conditions.
- React quickly, both mentally and physically.
- Work as a member of a team.
- Remain calm, rational, decisive, and in control at all times, especially during emergency situations.
- Identify behaviors that would endanger a person's safety and intervene quickly, with an appropriate solution, in a crisis situation.
- Exhibit social skills appropriate to professional interactions.
- Respond to distress sounds, visual distress cues, emergency alarms, and vital sign assessment equipment.

BLACKBOARD/EMAIL

Students are required to activate and to use their MWCC iConnect account. Each student is required to check the Blackboard site for each course in which s/he is enrolled and MWCC email on a **daily basis**. Any announcements, assignments, or course changes will be posted to Blackboard. Only the student's college email address will be used for all correspondence.

ATTENDANCE POLICY

Students must meet attendance requirements of the class/lab sessions of each medical assisting course. Each course syllabus outlines the policy on attendance and notification of instructor regarding lateness/absences.

Students must return promptly from break/lunch in order to receive full credit for the day. Tardiness will be documented and deducted as time missed.

Personal appointments should be made on non-class days/times.

These policies will be strictly enforced.

Excessive absences will be considered grounds for dismissal from the program

COMPETENCIES

A well-trained medical assistant will possess a variety of administrative and clinical skills. These skills are taught and then tested and the student proves their competency in each skill. The American Association of Medical Assistants (AAMA) identifies a total of 139 competencies that a well-trained medical assistant must complete. The medical assisting program at MWCC requires that **each student must pass ALL competencies with a score of 100%**. Each competency can be attempted a maximum of three (3) times. If a student fails on the third attempt for any given competency, s/he may be withdrawn from the program.

CLASSES

Administrative classes (Intro to MA and Finances & Practice Management) are courses where a student will gain the skills and knowledge to function in the administrative area of a clinic. Each skill will be assessed through competency testing.

Medical Terminology and Pharmacology are courses that will aid the medical assistant in both the administrative & clinical areas. There will be competencies learned and assessed in these courses.

Clinical classes (Clinical Procedures and Clinical Lab Procedures) are the courses where a student will gain the skills and knowledge to function in a clinical capacity. Each skill will be assessed through competency testing.

The student is expected to attend all labs. In the event that a student misses any lab hours, it will be at the discretion of the instructor that they may be able to make up the time. If makeup lab time is granted it may be at the student's expense.

EXTERNSHIP REQUIREMENT

An externship is an unpaid, supervised opportunity for a student to put the theory and skills that they learned in the classroom into practice in an actual medical setting. MWCC will contract with externship sites that are willing to host a student. It is the student's responsibility to contact and interview for a site where they will complete their externship. It will be at the discretion of the externship site to decide which student will best fit their needs. Before the commencement of the second semester, a student must have secured their externship site and completed and submitted the necessary paper work to the program director.

The externship (160 hours) will be completed during the second cycle of the second semester. **A minimum of 23 hours/week at the externship site is a requirement.** The externship will be composed of 40 hours in the administrative area and 120 hours in the clinical area of the externship site.

The majority of externship sites are located in the Greater Gardner Area. Additional sites may be added based on need. A few sites may be up to 45 minute away from MWCC. Students must provide their own reliable transportation to the externship site.

Further requirements of the externship will be outlined in the course syllabus.

Notification of absence from the clinical site is a necessity. A student who is going to be absent from a scheduled clinical site must call **both** the instructor and the supervisor at the clinical externship where s/he is due to report to duty, **prior to** the start of the clinical shift.

Externships must be started within 9 months after completing courses. If it has been more than 9 months but less than 12 months since completion of their clinical courses, a student must complete a competency challenge before they will be allowed to register for an externship. In preparation for a competency challenge, a student will be allowed to practice but additional instruction will not take place. Questions will be answered.

In the administrative area the challenges will consist of:

- EHR proficiency
- Accounting processes
- Medical insurance
- Coding & billing

In the clinical area the challenge will consist of:

- Vitals
- Sterile field
- EKG
- Sterile dressing
- Suture and staple removal
- Calculating growth percentiles
- Injections
- Venipuncture- both butterfly and vacuum tube
- Hematocrit
- Hgb

If a student has not started their externships by 12 months following the completion of the clinical classes, all classes must be repeated.

Dress Code

The MWCC Medical Assisting program believes that professionalism begins with appearance and attire. The dress code is formulated to ensure high standards of dress and appearance that represent the MWCC's MA program to area healthcare settings. The values of asepsis, client safety, and client sensitivity are also incorporated into the policy. The faculty/agency reserve the right to ask a student to leave the clinical area if appearance is not in keeping with the dress code. **Students are expected to adhere to any requirements specific to a particular clinical site, following institutional policy as needed.**

1. The official uniform for the Medical Assisting Program(referred to as "scrubs" hereafter) :

- Galaxy blue scrub pants
- Galaxy blue scrub top with MWCC patch affixed to the upper left sleeve
- Galaxy blue or white scrub jacket with MWCC patch affixed to the upper left sleeve (optional)
- Clean white shoes/sneakers and white socks
- MWCC Student Nametag/ID badge

Scrubs **must** be worn for the Clinical Procedures, Lab Procedures, and Medical Terminology classes and labs.

2. Nametag: Students must wear an MWCC issued nametag/ID badge as identification when wearing scrubs. This is to be worn on a pin or clip holder, not a lanyard.

3. Clinical/Lab Settings:

- The uniform must be worn on days in which the student is in the clinical area unless faculty specifies otherwise.
- Uniforms are to be worn in **only** clinical areas or in designated community events, such as health fairs, volunteering, etc.
- A white shirt/turtleneck may be worn under the uniform. In addition to the requirements listed above, student must comply with any dress code policies for MAs set by the clinical agency in which students are participating in a clinical experience.
- Gum chewing is not permitted.

4. Administrative Settings:

- For administrative areas, students may be required to wear professional attire.
- Pants or slacks to the ankle/shoe.
- Dresses and/or skirts must be covering the abdomen and to the knee or longer.
- MWCC issued nametag/ID badge must be worn as identification in healthcare settings.

The following are not permitted:

- Jeans
- Shorts
- Halters
- Lounge pants
- Sleeveless shirts or camisoles worn alone
- Sandals or flip flops

5. Accessories:

- Jewelry is restricted to one wedding ring and no more than one pair of small post earrings in each ear lobe.
- Necklaces should not be visible.
- One watch with second hand is required.
- **All** body jewelry and/or piercings must be removed for all classes and externships.
- No tattoos should be visible.
- No perfume or scented aftershave is to be worn.

6. Hair and Nails

- Hair is to be worn off the face, and should be neat as well as comfortable. Long hair should be secured above the neckline.
- Unusual hair color is not permitted.
- Nails should be neatly trimmed. **No nail polish** will be permitted.
- Artificial nails of any kind are not permitted in the clinical setting.
- Male students should be clean shaven or have neatly trimmed short beards or moustache.

Classroom Behavior, Etiquette, and Civility

Freedom to teach and freedom to learn are inseparable facets of academic freedom. The freedom to learn depends upon appropriate opportunities and conditions in the classroom, on

the campus, and in the larger community. The responsibility to secure and to respect general conditions conducive to the freedom to learn is shared by all members of the academic community—students, faculty, and staff members. The college community believes that a student’s education will be enhanced by adherence to the following guidelines:

1. Treat all college property with respect.
2. Students are expected to be on time for class. If the student must arrive late on a rare occasion, s/he should enter unobtrusively and sit in the first available seat nearest to the door.
3. Attend to all personal needs before the class begins.
4. Students are expected to purchase their textbooks **prior** to the first day of classes. Pre-start assignments will be given so **the student must come to class on the first day prepared and ready to participate**. Students who are unable to buy books at the orientation should discuss the situation with the instructor at least 2 weeks prior to the start of classes.
5. Students are expected to come to class with notebooks and writing implements to take notes.
6. Students should strive to be alert throughout the class and listen carefully to the instructor, media presentations, and other students. Behaviors such as sleeping, texting, using IPOD/IPADS, and side conversations will not be tolerated. Disruptive behaviors may result in dismissal from the classroom.
7. While in class, students are expected to cooperate with the instructor and focus on learning. Students who disrupt the classroom and distract other students interfere with the instructor’s job. For example, a conversation with friends during class is considered a disruption.
8. Students are expected to treat faculty and fellow students with respect. Prejudiced language and behavior are not tolerated in the classroom. It is inappropriate to raise one’s voice, use vulgar language, or attempt to intimidate another. Submitting without authorization the same assignment for credit in more than one course (or the same course upon readmission to the program) constitutes cheating and will result in a zero for the assignment.
9. Students are expected to stay in class and remain seated until the class is dismissed. The instructor has the right to finish his or her thoughts at the end of the class without students closing their books and walking out. Leaving before class ends gives the unmistakable impression that the individual does not respect the class, the other students, and the instructor.
10. Students should come to class prepared to discuss all assigned readings. Reading and discussion develop skills that are essential for further college work in professional careers.
11. Students are expected to do all written assignments and hand them in on time in the format requested by the instructor. Failure to complete missing assignments may result in course failure.
12. Students should work hard, ask, and respond to questions in a serious manner. They should take responsibility for their attendance, participation, and learning in the course.
13. Academic dishonesty policies and the penalty for such violations are outlined in the MWCC student handbook. Cheating means receiving unauthorized help on an assignment, quiz, or examination. It is wrong to use unauthorized sources, notes, books, and other materials during a quiz or exam or for an assignment.

14. Plagiarism is the process of submitting another individual's work as your own and will not be tolerated. Sources must be documented. Today specialized software and the internet can help faculty to find the sources of such material easily. Plagiarism is stealing; it is academically and morally wrong. Students found guilty of such a practice will receive a zero grade for the assignment, and may be subject to withdrawal from the course and the MA program.
15. Cell phones are a distraction. The use of these devices is not permitted in the classroom, lab, or clinical unit. All cell phones must be turned off during class.
16. Students are expected to attend class. It is the instructor's right to lower grades or give failing grades to students who do not attend regularly.
17. Students are responsible for reading the information in the student handbook and familiarizing themselves with all policies and procedures.
18. Netiquette: These same rules apply to online learning communities.

Inability to comply may result in failure of the course.

PROGRAM COURSES

SEMESTER I (Fall)	CREDITS
<u>Full Semester</u>	
MAS 130 Medical Terminology and the Body Systems	4
MAS 207 Medical Assisting Clinical Procedures	4
ENG 101 College Writing I	3
 <u>Cycle 1</u>	
MAS 105 Introduction to Medical Assisting	2
 <u>Cycle 2</u>	
MAS 208 Principles of Pharmacology	2
 SEMESTER II (Spring)	
<u>Cycle 1</u>	
MAS 230 Finance & Practice Management	4
MAS 206 Medical Assisting Lab Procedures	4
 <u>Cycle 2</u>	
MAS 240 Medical Assisting Seminar	2
MAS 250 Externship	4

Helpful hints

Some courses are offered only in the semester they are shown; students must register for these courses when they are offered.

COURSE DESCRIPTIONS

All MAS courses must be successfully completed with a grade of C+ or better.

MAS 105. Introduction to Medical Assisting. 2 Credits.

This course provides a foundation of the administrative skills required to function as an entry-level medical assistant in an ambulatory care facility. Focus is placed on psychological, social, and developmental concepts applicable to caring for individuals and families in a variety of healthcare settings. Students will be introduced to administrative functions, telephone techniques, appointment scheduling, patient reception and processing, and legal concepts affecting patient care, drug regulations, and employment. Students will develop interpersonal communication and organizational skills to work professionally in a medical office. Emphasis is placed on high standards of ethics in relation to the patient and profession.

Prerequisites: ENG 098, FYE 101, RDG 098. Fall.

MAS 130. Medical Terminology and the Body Systems. 4 Credits.

This course is designed to provide students with a clear understanding of medical vocabulary. It offers an introduction to medical terms through an analysis of their construction (prefix, suffix, root, and combining forms.) A workbook-text format is used to help understand the theory of word building. Numerous and varied interactive activities challenge the student to understand and reinforce medical terminology. The structure and function of each body system will be explored. The digestive system will also include instruction on dietary nutrients, needs, supplements, and meal planning. It will compare the structure and function of the human body across the life span. The online Medical Language Lab and the DavisPlus Resource Center provide reinforcement of pronunciation, spelling, definition of medical words, and basic anatomy and physiology of the body systems. AAMA competencies pertaining to the various body systems will include performing diagnostic testing such as urinalysis, blood glucose, and blood typing. Three hours lecture and two hours lab per week. Prerequisites: [ENG 098](#), [FYE 101](#), [RDG 098](#) or placement. Fall.

MAS 207. Medical Assisting Clinical Procedures. 4 Credits.

Students will learn to perform clinical duties which include: apply aseptic technique with infection control; perform selected tests that aid with diagnosis and treatment; prepare and administer medications; take vital signs; recognize emergencies; prepare/maintain treatment areas; interview and take patient history; prepare patient for procedures; run electrocardiograms and record results; assist with exams and treatments; screen and follow-up test results; and maintain records. Three hours lecture and two hours lab per week..

Prerequisite or co-requisite: MAS 105, MAS 130, MAS 208, ENG101. Fall.

MAS 208. Principles of Pharmacology. 2 Credits.

This course examines current and commonly used practices, procedures, medications, and drug preparations. Emphasis is placed in three areas: medication calculations; drug book usage; the effects of drugs on the body systems. Instruction on the system of measurements and conversions used to calculate medication dosages will be provided. The use of a drug book will be taught with emphasis on drug classifications, routes of administration, drug preparation, and patient education. Discussion on the effects of drugs on the body systems will include interactions and vitamins and supplements. Additional topics will include safety protocols, compliance with drug regulations, and quality control of prescription requests. Students will apply critical thinking regarding patient assessment and develop skills for effective patient communication, care, and education.

Prerequisite or co-requisite: MAS 105, MAS 130, ENG 101. Fall.

MAS 206. Medical Assisting Lab Procedures. 4 Credits.

Students are introduced to clinical laboratory aspects of medical assisting and learn to perform the following: use quality control principles during patient specimen collection and instrument and reagent preparation; prepare and maintain quality control records; perform routine urinalysis; perform and record results for basic hematologic, chemistry, serologic, and microbiologic tests; collect and label biological specimens including blood, urine, stool, sputum, throat, and vaginal; process, prepare, store, deliver and dispose of specimens along with collection equipment; and use universal precautions and laboratory safety protocols. Three hours lecture and two hours lab per week.

Prerequisites: MAS 105, MAS 130, MAS 207, MAS 208 successfully completed with a grade of C+ or better. Prerequisite or co-requisite: MAS 230. Spring.

MAS 230. Finance & Practice Management. 4 Credits.

This course provides a foundation of the financial and additional administrative skills required in an ambulatory care facility. Students will gain knowledge and experience with both paper and electronic medical records. This course is designed to provide students with a clear understanding of scheduling and bookkeeping. The regulations of various medical insurances, including Medicare, Medicaid, and Workman's Compensation will be presented. Students will learn and complete procedural and diagnostic coding and medical billing. Upon completion of this course, students will be able to function effectively within the administrative area of a medical facility. Prerequisite: MAS 105 successfully completed with a grade of C+ or better. Spring.

MAS 240. Medical Assisting Seminar. 2 Credits.

This course is designed to help students integrate knowledge from across the medical assisting curriculum in preparation for the Certified Medical Assistant (CMA) exam. Students will integrate and apply both administrative and clinical knowledge, theory and understanding from their previous course work in the medical assisting program. The HESI application from Elsevier will be used for initial testing, individualized remediation for each student will be provided, and an exit exam will be conducted. They will be tested on their administrative, clinical and general medical knowledge. Areas that will be tested include: office and financial management, diagnostic and treatment services, pharmacology, and laboratory services, medical terminology, anatomy, physiology and healthcare law and ethics. Study and test taking techniques will be reviewed and practice sessions for the exam will be available. Registration is

restricted to students who are preparing to take the CMA exam. Prerequisites: MAS 105, MAS 130, MAS 206, MAS 207, MAS 208, MAS 230 successfully completed with a grade of C+ or better. Co-requisite: MAS 250. Spring.

MAS 250. Externship. 4 Credits.

This externship will provide supervised placement in a non-classroom setting at a health-care facility, medical office or other appropriate site. This experience will enable the student to synthesize and apply concepts and skills learned in the Medical Assisting program. This externship consists of a minimum of 160 hours of unpaid, supervised experience at an approved clinical site of Mount Wachusett Community College. The experience is to be divided as 40 administrative hours and 120 clinical hours. This will allow the student to be involved in the total environment of a health care facility. In addition, there will be an online component to this experience. Enrollment requires permission of the MA program director, CORI/SORI check, up-to-date health requirements, and provider/professional level CPR. An appointment with the program director is required both before and after the externship. Prerequisites: MAS 105, MAS 130, MAS 206, MAS 207, MAS 208, MAS 230 successfully completed with a grade of C+ or better. Co-requisite: MAS 240. Spring.

FORMS

Below you will find the majority of forms needed in the Medical Assisting Program. Please print them out as needed.

Technical Standards for MAS

Students entering this program must be able to demonstrate the ability to:

- Comprehend textbook material at the 11th grade level.
- Communicate and assimilate information either in spoken, printed, signed, or computer voice format.
- Gather, analyze, and draw conclusions from data.
- Be able to type 30 words per minute for three minutes with three or fewer errors using the "touch" method of typing.
- Distinguish shapes and colors under a microscope.
- Read typewritten text and patient data from a computer screen with or without corrective devices.
- Discriminate color in order to identify reagents and other materials such as laboratory media, stained preparations, and the physical properties of various body fluids.
- Possess the manual dexterity required in such tasks as performing phlebotomy; operating blood analyzers and laboratory information systems; handling small containers of potentially biohazardous specimens (one inch by one inch); using sample measuring devices such as pipettes; giving injections and being able to adequately focus and manipulate a microscope and, using the small muscle dexterity necessary to do such tasks as gloving, gowning, and operating controls on machinery.
- Traverse the hospital and laboratory corridors, passageways, and doorways (minimum width, three feet) and have the ability to stand unsupported.
- Communicate with patients and staff in the English language.
- Maintain cleanliness and personal grooming consistent with close personal contact.
- Possess hearing with or without corrective devices to be able to transcribe medical dictation from recorded media.
- Comprehend and respond to the spoken word of all age-specific groups.
- Function without causing harm to self or others if under the influence of prescription or over-the-counter medications.
- Function without causing harm to others. This would include situations that may result from chronic mental or physical conditions.
- React quickly, both mentally and physically.
- Work as a member of a team.
- Remain calm, rational, decisive, and in control at all times, especially during emergency situations.
- Identify behaviors that would endanger a person's safety and intervene quickly, with an appropriate solution, in a crisis situation.
- Exhibit social skills appropriate to professional interactions.
- Respond to distress sounds, visual distress cues, emergency alarms, and vital sign assessment equipment.

Student Signature

Date

MAS Program Supplies

This list is not all inclusive but is presented to you to aid in your planning & budgeting for supplies for your fall classes.

Scrubs—See sheet with the heading **MEDICAL ASSISTING UNIFORMS/SCRUBS**

Pants must be shortened so they are off the floor. **Patches** should be sewn onto the left sleeve, 2 inches down from the shoulder seam of the scrub tops and scrub jacket (if purchasing). Scrubs must be worn on the first day of class. Scrubs are necessary at all clinical and lab classes and at externship sites. A **white** turtleneck or jersey may be worn under the scrub top for warmth. The classroom tends to be cold so a sweater or sweatshirt is allowed on cold days.

Shoes—White close-toed shoes are needed. If sneakers are worn they need to be plain with no mesh or colors. Shoes should be kept for clinical classes and externship only. Sandals and flip-flops are not allowed in the clinical setting.

Watch—A watch with a second hand will be needed for taking BP/P/R. It should be water resistant and have large numbers, a clearly visible second hand, and a band that can easily be disinfected with alcohol or antibacterial cleanser.

BP Cuff—A manual blood pressure cuff (not automatic) is needed to be used for practice both at school and at home.

Stethoscope—There are many styles of stethoscopes. It is recommended that you invest in a good brand (Littman) as you will use it for a long time. There are a range of prices. You certainly do not need to get the most expensive. Some students find the one they want in a store and then look for that same one online and can sometimes get it cheaper online.

Notepad—You will need a small flip spiral notepad that fits in your scrub pocket.

MEDICAL ASSISTING UNIFORMS/SCRUBS

Mount Wachusett Community College Medical Assisting Department has an arrangement with High Country Work Wear in Leominster, Massachusetts to purchase scrubs for medical assistant students.

The Medical Assisting faculty requires MA students to wear the scrubs while in certain classes & labs, and during externships at affiliated health care agencies. Students may decide the number of scrubs to purchase but it is suggested that 2 sets be purchased to guarantee that one set is always clean and available.

Students must purchase a **shirt, pants, and MWCC patches (one for each top)**. Patches should be sewn onto the left sleeve, 2 inches down from the shoulder seam.

Students should order their scrubs immediately to ensure delivery for the first day of classes.

Uniform/Scrub Article	Manufacturer/No.	Color	Cost (each)
V-Neck Unisex Top Pocket Shirt	Cherokee #4777	Galaxy Blue	\$15.50
V-Neck 2 Pocket Scrub Shirt	Cherokee #4700	Galaxy Blue	\$17.50
Unisex Draw String Pant	Cherokee #4100	Galaxy Blue	\$17.50
Elastic Waist Pull On Pants w/2 Pockets	Cherokee #4200	Galaxy Blue	\$18.50
Flare Leg Half Drawstring/Elastic Waist	Cherokee #4101	Galaxy Blue	\$17.50
Cuffed Wrist Scrub Jacket	Cherokee #4350	Galaxy Blue	\$20.50
MWCC Embroidered Patch			\$4.50

Cherokee uniform articles sizes 2X – 5X are each \$3.00 extra

******* PRICES SUBJECT TO CHANGE WITHOUT NOTICE*******

High Country Work Wear

155 Hamilton Street

Leominster, MA 01453

978-534-0969 or 800-696-0969

Contact: Scott Simon

E-Mail: highcountrywork@aol.com

Hours

Monday, Tuesday, Friday 8:00 – 5:30

Wednesday, Thursday 8:00 – 8:00

Saturday 8:00 – 5:00
 Directions: Route 2 to Exit 31A – Route 12 South. Left at traffic lights onto Hamilton Street. High Country is about ½ mile on the left in a blue building.

CPR OFFERINGS



All medical assisting students must be certified in CPR, specifically “**CPR for the Healthcare Provider**”. Without the proper CPR certification, students are not able to complete their externship due to contractual obligations with our clinical sites. This needs to be completed during the summer before starting fall classes.

Below is information as to where this certification may be obtained. CPR courses taken “on-line” are **NOT** acceptable.

John Beahn (Worcester) – beahnjohn@gmail.com

Always on Call (Leominster) – 978-537-9900

HealthAlliance Hospital (Leominster) – 978-466-4000

Your local American Heart Association

Safety Trainer (Worcester) - 888-923-3277

Heywood Hospital (Gardner) – 978-630-6453

CPR World Inc. (Canton) – 617-276-5950

Make a **copy** of your valid CPR card and submit it to Brenda Tatro (MA Program Director) at the summer orientation on August 23, 2016

Renewals It is your responsibility to monitor your own CPR expiration date and renew at the appropriate time. Once your certification is renewed, you will then need to submit a copy of the renewed card to the medical assisting director for your file.

EXTERNSHIP CHECK-OFF SHEET

- Syllabus
- Syllabus Signoff Sheet
- Health Requirements Met
- Health Insurance Card/copy
- CORI form signed/copy of driver's license
- Technical Standards
- Drug Screening
- Site Information Form
- Current Resume
- Copy CPR Card

Externship Site Information

Student: _____

Externship Site: _____

Practice Name

Practice Address

City

Practice Telephone #

Providers @ Site: _____

Name & Credentials

(Use back of form if more space is needed)

Office Manager: _____

Name

Office Hours: _____

Internship Schedule: _____

Immediate Site Supervisor: _____

Name & Credentials

Supervisors Information:

Work phone #: _____

Phone availability: _____

I, the student, will honor the schedule set forth by this externship site. I realize that this is an unpaid, supervised externship.

I, the supervisor, will provide supervision for this student during their unpaid, supervised externship.

Student Signature

Date

Supervisor Name

Date

**PRACTICUM EVALUATION OF STUDENT
2015 MAERB Core Curriculum**

**MOUNT WACHUSETT COMMUNITY COLLEGE
Medical Assisting Program**

Name of Practicum Student Being Evaluated: _____

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				
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				
X.A.1. Demonstrate sensitivity to patient rights				
X.A.2. Protect the integrity of the medical record				
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				

Additional Comments

If you had an opening in your office, would you offer it to this student? Why or why not?

What would you consider the student's weaknesses? Do you have any specific suggestions to aid the student to become a better MA?

What would you consider the student's strong points? Do you have any suggestions for the student?

I have reviewed this evaluation with the student.

Signature of student _____

Signature of individual completing this evaluation _____

Credentials & Title _____

Date _____

STUDENT EVALUATION OF PRACTICUM SITE

**Mount Wachusett Community College
Medical Assisting Program**

This survey is designed to help program faculty determine the appropriateness of individual practicum sites. All data will be kept confidential and will be used for program evaluation purposes only.

Name of Practicum Site: _____

INSTRUCTIONS: Consider each item separately and rate each item independently of all others. Circle the rating that indicates the extent to which you agree with each statement. Please do not skip any item.

5 = Strongly Agree 4 = Agree 3 = Neutral (acceptable) 2 = Disagree 1 = Strongly Disagree

N/A = Not available at this site

At this practicum site, I was:

1. Provided orientation to the office/facility.	5	4	3	2	1	N/A
2. Assigned to a supervisor/preceptor who actively participated in my learning experience.	5	4	3	2	1	N/A
3. Allowed to perform the entry-level skills I had learned in school.	5	4	3	2	1	N/A
4. Given the opportunity to perform administrative skills.	5	4	3	2	1	N/A
5. Given the opportunity to perform clinical skills.	5	4	3	2	1	N/A
6. Adequately supervised and informed of whom to ask for help if I needed it.	5	4	3	2	1	N/A
7. Treated respectfully by healthcare providers and other staff.	5	4	3	2	1	N/A
8. Provided with adequate personal protective equipment (e.g. gloves) to protect my health and safety.	5	4	3	2	1	N/A
9. Provided the opportunity to communicate with:						
a. patients/clients/family members	5	4	3	2	1	N/A
b. physicians/health care professionals	5	4	3	2	1	N/A
c. staff and co-workers	5	4	3	2	1	N/A
d. supervisory personnel	5	4	3	2	1	N/A
10. Not used to replace paid employees.	5	4	3	2	1	N/A
11. Provided regular constructive verbal feedback by supervisor.	5	4	3	2	1	N/A
12. Provided a final written performance evaluation.	5	4	3	2	1	N/A

Were you asked to perform any skills for which you were not prepared by your medical assisting program?

_____ Yes _____ No

If yes, please identify: _____

Would you recommend this site for future practicum students? Yes No Why? _____

What part of the practicum experience did you like best and/or least? _____

Print Student's Name: _____ Signature: _____

Date _____