

Everett Community College Accreditation

Everett Community College (EvCC) is accredited by the Northwest Commission on Colleges and Universities, the institutional accrediting body recognized by the Council for Higher Education Accreditation and the U.S. Department of Education. For further information, contact the Northwest Commission on Colleges and Universities, 8060 165th Avenue NE, Suite 100, Redmond, WA 98052, phone 425-558-4224.

Medical Assisting Program Accreditation

The Everett Community College Medical Assisting certificate program is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP), upon the recommendation of the Medical Assisting Education Review Board, the accreditation/curriculum department of the American Association of Medical Assistants (AAMA). CAAHEP offices: 1361 Park Street, Clearwater, FL 33756 (727) 210-2350.

Mission Statement

The Medical Assisting program fully supports and pursues the mission statement of Everett Community College:

“The primary mission of Everett Community College is to provide quality education in an atmosphere that encourages all students to achieve their educational goals. Through effective teaching and supportive services, the college prepares students to be lifelong learners, responsible community members, and citizens of a rapidly changing world.”

Medical Assisting Student Outcomes and Program Goals:

- To prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains
- To prepare students to perform within the ethical and legal boundaries of the Medical Assistant’s scope of practice
- To prepare students to integrate and value the needs of the individual patient, within his/her family, culture, society and health circumstances
- To prepare students to display professionalism and cultural sensitivity while interacting and communicating with providers, staff and patients
- To prepare students to participate as team players within the various settings of health care delivery
- To prepare students to maintain currency within their field through continuing education
- To prepare students to integrate and promote the Certified Medical Assistant credential

Program Description

The Medical Assisting program is a nationally accredited certificate program that prepares the student to become a multi-skilled professional working under the supervision of a physician or other licensed health care provider.

The certificate program consists of classes and laboratory sessions that meet the educational standards of the American Association of Medical Assistants (AAMA). The standards define the core curriculum and serve as a guide to fulfill required areas of content and skill competency.

Everett Community College offers two program options:

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|---------------------------------------|--|
| 1) Certificate in Medical Assisting | 83 credits (accredited by AAMA/CAAHEP) |
| 2) Associates in Technical Arts (ATA) | 90 credits (approved by the State of Washington Higher Education Board) |

At this time, the primary difference between the certificate and the Associates (ATA) degree is the individual student's academic goals. The accredited certificate program meets the eligibility criteria to permit graduates to sit for the AAMA national certification exam. In order to earn the ATA, students must fulfill the certificate coursework requirements plus a minimum of 15 additional general studies credits. Typically, the general studies courses are taken concurrently with the Medical Assisting coursework, thus students will complete both prior to clinical externship. Faculty advising will assist students in selecting appropriate distribution of courses to complete ATA requirements.

Program Design

Everett Community College operates within the academic quarter system. Students earn letter grades, based on completion of required coursework. Medical assisting classes are offered throughout the academic year; in daytime, evening, online, hybrid and summer formats. Length of the academic quarter is usually ten or eleven weeks, while summer quarter is limited to eight weeks. Academic credits are based on the number of hours that a student spends in lectures and laboratory sessions. Thus, academic credit loads do not change based on the number of weeks in a quarter.

The Medical Assisting program is designed to allow each student a reasonable amount of flexibility in determining their class scheduling. Students may attend full or part-time, and may start their program at the beginning of any quarter.

Students are advised that courses are available at various times throughout the academic year, but not necessarily in every quarter. Therefore, the need for faculty advising is paramount in order for all program requirements to be satisfied prior to externship placement and eventual program graduation.

Program Content

The Medical Assisting program must comply with various governing agencies, policies and guidelines in order to maintain its accreditation. The American Association of Medical Assistants, in conjunction with the Commission on Accreditation of Allied Health Education Programs (CAAHEP), determines the content and competency/skill requirements for the program. These requirements serve as the foundation for the courses and skills that each medical assisting student must satisfactorily complete in order to graduate. Currently, the AAMA requires a minimum of 120 cognitive areas plus 125 psychomotor and affective skills (known as competencies). Please refer to pages 32-33 for a sample list of the AAMA requirements. The full listing of the AAMA core requirements may be found on the Medical Assisting page (EvCC web page).

Philosophy of Learning

Learning is active, continuous, and evidenced by changes in behavior. It is an interactive process between students and faculty, where both share the responsibility for creating a positive educational climate. Individuals are valued for the unique contribution they bring to the learning situation. Students are capable of self-direction and accountable for their own performance. Critical thinking is essential as a tool of inquiry and as such is a valuable resource in life.

Human beings are unique and dynamic, functioning in an integrated way to meet perceived needs. People interact within the framework of family, community and culture, growing and developing as individuals within ever-changing social systems that influence their values and patterns of behavior. Health is a state of being that people define in relation to their own values. Health is based on internal and external variables: genetic, developmental, environmental, social, cultural, economic, psychological, intellectual and spiritual.

An integral component of learning is the acceptance and integration of fundamental concepts as they relate to health care delivery. This relationship is seen in every venue and format of health care, whether the patient is receiving acute, long term or ambulatory care.

The Medical Assisting program values and actively pursues:

1. **Human diversity:** an awareness and sensitivity to any human's unique cultural and/or societal beliefs and practices. Concern for diversity is expressed in caring for clients in a way that matches the clients' perceptions of health.
2. **Health:** a condition of the life cycle that is dynamic, adaptive, and responsive to both internal and external stimuli, and influenced by the behaviors of a person.
3. **Wellness:** a personal philosophy reflected by a lifestyle dedicated to progression toward a higher level of functioning and living to a fuller potential. Wellness is more than the absence of illness. It is an appreciation of and commitment to health.
4. **Holism:** a view of each person as a unique and complex human being comprised of psychological, physiological, sociocultural, and spiritual components.
5. **Caring:** a necessary and basic condition of life. Professional caring is an interaction between a giver and a recipient directed toward maximizing positive health outcomes.

The expressions of caring include:

- a feeling and attitude of compassion and concern
 - an ethical disposition in the situation
 - acts of doing for another
 - nurturance of growth and adaptation
 - the courage of entering into the experience of another and being fully present
 - advocacy on behalf of another
 - assisting individuals to attain the highest level of wellness they desire
6. **Professionalism:** the internalization of beliefs, values, and learning, which results in an obligation to continual self-evaluation and strengthening of knowledge, values, and skills. At the core of professionalism is self-concept that involves the consideration of the effects of the health care provider's psychological, intellectual, physical, and cultural self upon others. Important qualities of a medical assistant are commitment, accountability and integrity.
 7. **Critical thinking:** the disciplined, purposeful thinking in which one systematically and habitually imposes criteria such as relevance, accuracy, clarity, depth and breadth upon thinking. The learner develops traits such as integrity, humility, and open-mindedness, routinely asking himself or herself questions about the thinking process. Critical thinking will yield a well-reasoned answer that acknowledges social and moral implications and will seek and identify strengths and limitations to one's own position.
 8. **Communication:** the verbal and non-verbal interchange of ideas, feelings, thoughts, and knowledge between individuals. Communication includes such methods as talking and listening; writing and reading; or expressive forms such as touch and other body movement. Thus, communication includes all the modalities by which one individual affects another. Communication shapes relationships between the patient and their health care provider. Communication between the Medical Assistant and client is considered therapeutic communication when interactions are directed toward the greater well-being of the client.
 9. **Health alterations** are deviations from a health state that distort normal life processes and disrupt homeostasis. Alterations in human functioning, in an individual, may be effected by the environment, genetic constitution, age, sex, ethnic background, socioeconomic status, and/or lifestyle. The study of health alterations includes the elements of pathophysiology or psychopathology such as etiology, pathogenesis, clinical manifestations, and implications for treatment.

Program Admission

Students are permitted to enroll at the beginning of any quarter, and classes are available throughout the academic year as well as summer quarter.

Students are asked to complete the following items:

1. Students must meet the eligibility requirements for entry into the college. Refer to the EvCC catalog, Website or Student Handbook for entry requirements and processes.
2. Pay the program application fee to the Everett Community College cashier and provide a copy of the receipt to the Health Sciences records department
3. Complete the Medical Assisting Student Application.
 - a. Provides current contact information (address, phone number, etc)
 - b. Provides EvCC student identification number
 - c. Provides student's date of birth
 - d. Declares high school graduation or satisfactory GED completion.
 - e. Declares knowledge that a criminal background check is needed prior to clinical externship
 - f. Declares knowledge that immunizations must be completed prior to enrollment in the needle invasive courses (Health 211 and 212).
4. Attend the Medical Assisting information or advising session. See EvCC website for dates and times.

Documents are to be submitted to the Health Sciences Records Office (Index 140). Documents will be photocopied and the originals will be returned to the student.

Students requesting coursework from another accredited institution be applied towards any of Everett Community College's Medical Assisting program requirements must complete the following:

1. Request an **official** transcript from the previous institution(s).
2. Submit an official transcript evaluation request, with the official transcript(s), to Enrollment Services.
3. Submit a copy of completed official evaluation to a Medical Assisting faculty advisor who will discuss applicable courses and program requirements.

Please note that a **minimum** of 30 credits must be earned at EvCC in order earn the certificate or degree.

Program Re-entry

- For all students seeking re-entry following any break in enrollment, the following may apply:
 - a. Faculty advising
 - b. Students must take Medication Administration and Principles of Phlebotomy the quarter prior to externship (regardless of successful completion of these courses in previous quarters).
- For all students seeking re-entry following any break in enrollment lasting longer than twelve (12) consecutive months, the following conditions apply:
 - a. Submit a written request to re-enter the Medical Assisting program. The request will re-activate the student's file.
 - b. Student must complete a skills assessment for courses taken prior to the break in enrollment.
 - c. Student must meet with a faculty advisor regarding courses that may be necessary to repeat or audit in order to bring the student's clinical or administrative skills to acceptable industry and/or AAMA/CAAHEP competency standards.
 - d. Student must comply with any new College, program or AAMA/CAAHEP requirements in place at the time of re-entry.
 - e. Student must comply with all immunization requirements in place at the time of re-entry.
 - f. Students must take Medication Administration and Principles of Phlebotomy the quarter prior to externship (regardless of successful completion of these courses prior to the enrollment break).

Following completion of the faculty assessments and advising, the student will receive written notification of the course sequencing necessary to meet graduation requirements.

Student Files

The Health Sciences Records Office shall have the responsibility of maintaining records for each Medical Assisting student. Such files will contain, but are not limited to:

1. Contact information as provided on the Medical Assisting Demographic Information Form
2. Criminal background checks (see page 15 for description)
3. Copies of immunization records
4. Copies of CPR and First Aid cards
5. Copies of unofficial transcripts
6. Confidentiality Statements
7. Dress Code Statements
8. Laboratory Safety Statements
9. Faculty advising notes
10. Correspondences as needed
11. Master Skills Check List from each competency based class
12. Other items as directed by administrative personnel, faculty or changes by the AAMA

The Health Sciences Records Office shall have the additional responsibility of maintaining confidentiality of all student files. The Medical Assisting program complies with all Family Educational Rights and Privacy Act (FERPA) requirements. This federal mandate dictates which, if any, student information may be used and disclosed to anyone, other than for the usual and customary function of Everett Community College.

A "Release of Information" form must be signed by a student in order for information to be released to any of the following:

- a. Vocational counselors seeking academic performance reports or course sequencing changes
- b. References for job applications
- c. References for graduates
- d. Any information to be released to anyone other than an Everett Community College employee

Grades and Academic Standing

Students are required to pass each course with a minimum grade of "C" or better. Please refer to the Everett Community College Student Handbook, the Course Catalog or the quarterly schedule for college grading policies. Additionally, students should refer to each course syllabus for specific assignment and testing requirements that determine the grade outcome.

Students may contact their Health Sciences instructors to request an academic evaluation of their class standing or grade. Requests may require several days to calculate and be relayed to the student. Instructors may or may not choose to provide students with a written mid-quarter grade evaluation. Instructors may choose to discuss grade status concerns with a student at any point during the quarter.

The Health Sciences Grade policy is as follows:

A	96-100%	B-	80-83%	D+	68-69%
A-	91-95%	C+	77-79%	D	63-67%
B+	88-90%	C	73-76%	D-	60-62%
B	84-87%	C-	70-72%	E	0-59%

Faculty Advising

Everett Community College requires mandatory faculty advising for students during their first three (3) quarters of enrollment. Please contact the Health Sciences Records Office (Index 140) for further details.

Medical Assisting students are required to meet with a faculty advisor during “Advisiapalooza” (an all day advising event) or by faculty appointments. Due to the flexible nature of the program, students must meet with an advisor in order to determine course sequencing that will complete program requirements. Certain courses have prerequisites or require instructor permission. Additionally, as schedules change from quarter to quarter, and some courses have limited availability, faculty advising is paramount in order for proper course sequencing.

Medical Assisting Job Description and Skill Sets

Medical Assistants (MAs) are multi-skilled health care professionals. Medical Assistants are trained to perform a large variety of administrative and clinical skills. A Medical Assistant may work in a variety of settings, where some or all of their skills are utilized.

1) The United States Department of Labor has the following description of the Medical Assisting profession:

“Medical Assistants perform administrative and clinical tasks to keep offices of physician, podiatrists, chiropractors, and other health practitioners running smoothly. The duties of Medical Assistants vary from office to office, depending on office location, size, and specialty. In small practices, Medical Assistants usually do many different kinds of tasks, handling both administrative and clinical duties and reporting directly to an office manager, physician, or other health practitioner. Those in large practices tend to specialize in a particular area under the supervision of department administrators.”

The Occupational Information Network - Online Information Center (O*Net) lists the following skills, characteristics and attributes as components for the Medical Assistant (31-9092.00). Please refer to <http://online.onetcenter.org> for a more comprehensive description.

Knowledge	Skills	Abilities
Medicine	Active Listening	Number Facility
Administrative/Clerical	Service Orientation	Arm-Hand Steadiness
Biology	Speaking	Near vision
Therapy & Counseling	Social Perceptiveness	Oral Comprehension
Chemistry	Operation & Control	Written Comprehension and expression
Psychology	Reading comprehension	Information Ordering
Customer & Personal Service	Reading Comprehension	Problem Sensitivity
Public Safety & Security	Science	Oral Expression
Mathematics	Time Management	Control and Precision
English Language Proficiency		

Work Activities

Assisting and Caring for Others
Evaluating Information to determine compliance with standards
Getting information
Processing information
Performing general physical activities
Communicating with supervisors, coworkers or subordinates
Documentation/recording information
Establishing and maintaining interpersonal relationships
Communicating with persons outside of organization
Performing administrative activities

Work Context

Indoors, environmentally controlled	Importance of being exact or accurate
Deal with customers	Consequence of errors
Contact with others	Wear/use of safety and protective equipment
Exposed to disease or infections	Frequent decision making
Spend time standing	
Responsible for others' health and safety	
Spend time using hands to handle, control or feel objects, tools or controls	

Work Styles

Attention to Detail - requires careful attention to detail and thorough completion of work tasks
Dependability - requires reliable, responsible, and dependable, and fulfilling obligations
Self Control - requires maintaining composure, keeping emotions in check and avoiding emotional outbursts in difficult situations
Stress Tolerance - requires accepting criticism and dealing calmly and effectively with high stress situations
Integrity - requires being honest and ethical
Concern for others - requires being sensitive to others' needs and feelings and being understanding and helpful on the job
Cooperation - requires being pleasant with others on the job and displaying a good-natured cooperative attitude
Adaptability/Flexibility - requires being open to change (positive or negative) and to considerable variety in the workplace
Independence - requires developing one's own ways of doing things, guiding oneself with little or no supervision, and depending on oneself to get things done
Initiative - requires a willingness to take on responsibilities and challenges

Job Zone

Zone 3 - Medium preparation needed
Job Training - Professional technical/vocational and practical experience
Education - One to two years vocational training.

Interests

Social - working, communicating and interacting with others and providing service to others.
Conventional - following set procedures and routines, working with data, clear line of authority.
Realistic - practical, hands-on problems and solutions.

2) According to Recruiting Trends Newsletter, “Most employers would agree that the following characteristics and skills are valued and recruited at all levels:

Positive attitude	Communication Skills	Willingness to learn
Problem solving ability	Creative Thinking	Interpersonal skills
Computer literacy	Organizational effectiveness	Initiative
Global perspective	Team player characteristics	Personal accountability
Critical Thinking Skills	Multi-cultural skills	Time management ability
Marketing skills	Confidence	Career related experience
Ability to adapt to change		

3) For students considering a career in Medical Assisting, the following descriptions may be helpful:

Cognitive Demands:

Medical Assistants must have sufficient cognitive skills to be able to analyze, calculate, reason, evaluate, effectively communicate and engage in critical thinking processing within the complex and demanding realm of patient care. Medical Assistants, as part of the health care team, must be able to gather and process information rapidly in an ever-changing environment, with multiple demands made of them.

Behavioral and Emotional Demands:

Medical Assistants must be able to maintain mature, professional, sensitive and effective relationships with others while effectively communicating and providing service to their patients. Health care can be an emotionally demanding occupation, and graduate medical assistants must be able to perform their duties under a great deal of stress, while responding to ever changing demands.

Communication Skills:

As an essential component of providing patient care, the Medical Assistant will do a great deal of talking, interpreting and responding to verbal and nonverbal communications, gathering and processing pertinent data, interviewing patients, using the telephone as well as performing a variety of written and electronic communication, receiving and responding to verbal orders from providers, and must be able to prioritize and perform many concurrent tasks.

Physical Demands:

Medical Assistants may spend a great deal of their professional day walking, standing, moving and manipulating equipment, as well as lifting and moving objects, equipment and supplies. It is reasonable to anticipate lifting 20-25 pounds in any given day. Lifting up to 40-50 pounds may occasionally be required, depending on the specific style or type of care provided.

In the performance of certain patient care tasks; the Medical Assistant may be expected to have sufficient manual dexterity in order to safely perform various skills and techniques. Tasks and expectations may vary by clinical site and medical practice.

Medical Assistants may also be expected to have a level of visual and auditory acuity sufficient to meet the needs of their job tasks. Corrective equipment and devices may enhance the person’s ability to achieve the appropriate level of acuity. (Please see page 16 regarding accommodations for disabilities.)

Training

(U.S. Department of Labor Occupational Outlook Handbook, 2010-2011)

“Postsecondary medical assisting programs are offered in vocational-technical high schools, post secondary vocational schools, community and junior colleges, and in colleges and universities. Programs usually last either one-year, resulting in a certificate or diploma, or two years, resulting in an associate degree.

Employers prefer to hire experienced workers or those who are certified. Although not required, certification indicates that a medical assistant meets certain standards of competence. The American Association of Medical Assistants awards the Certified Medical Assistant (CMA) credential while the American Medical Technologists awards the Registered Medical Assistant (RMA) credential.”

Please refer to the article “Why More Employers are hiring CMA’s” in the resource section of this handbook.

Health Care Assistant Law

The Health Care Assistant (HCA) law is a component of the Revised Code of Washington (Chapter 18-135). It requires Medical Assistants (as non-licensed health care professionals) to be certified as clinically competent by their physician employer, if their job duties require administering medications, either by injection or by specific routes. As of July 2009, the HCA law has been amended to allow certain over-the-counter and prescribed unit-dosed medications be administered by the HCA-approved Medical Assistant. Please refer to Washington State Department of Health for the entire list of approved medications. (www.wa.doh.gov) A CMA credential does not eliminate the need for HCA certification with the Washington State Department of Health.

The Medical Assistant that graduates from Everett Community College will meet the educational requirements to be certified for the following categories:

Category A: Venous capillary invasive procedures for withdrawing blood.

Category C: The administration of skin tests and subcutaneous, intradermal and intramuscular injections for diagnostic agents.

Category E: The administration of skin tests and subcutaneous, intradermal and intramuscular injections for therapeutic agents.

Each Medical Assistant and their physician-employer (known as the delegator) must complete the HCA application and submit it to the Washington State Department of Health. The application must be completed prior to the initiation of delegated invasive procedures and administration of listed medications. The application process includes a criminal background check, the list of injectable medications that the physician has indicated s/he will delegate and a “Personal Data” declaration statement for the applicant.

The Personal Data declaration addresses:

- a) Medical condition(s) of the applicant
- b) Chemical substance use by the applicant
- c) Conviction(s) in applicant’s history
- d) Criminal, administrative or civil proceedings involving applicant
- e) Applicant licensure revocation(s)
- f) If applicant has been named in a suit for negligence or malpractice in the practice of healthcare professional

The Health Care Assistant application may be obtained from the Department of Health website at www.doh.wa.gov Health Care Assistant certification is non-transferable to other institutions, or to another provider within the same institution. Certification is valid for two (2) years.

Certification

The American Association of Medical Assistants (AAMA) offers a national certification examination to graduates of accredited Medical Assisting Programs. Successful candidates are awarded the professional designation of Certified Medical Assistant (CMA®). The medical community recognizes and values the CMA credential, as its recipient has achieved noted educational standards. The CMA credential may be maintained by completing recertification continuing-education credits (60 CEU's in 5 years) or by taking the CMA recertification exam every five years.

The CMA examination may be taken up to 30 days prior to graduation. Fees are required when submitting the application. Once the application has been reviewed and accepted, candidates must complete the exam within 90 days. Examinations are held at the Prometric Testing Centers (www.prometric.com).

Expected program completion month	Application Deadline
Winter quarter	December 1 of prior year
Spring quarter	March 1 of same year
Summer quarter	May 1 of same year
Fall quarter	September 1 of same year

Certification is also available through the American Medical Technologists (AMT), which awards the Registered Medical Assistant credential. Students in the Everett Community College - Medical Assisting Program will receive instruction that complies with the education standards to prepare for the AAMA CMA certification examination.

Employment

According to the U.S. Department of Labor (updated January 2011), 62% of Medical Assistants are employed in physician's offices, 12% work in private or public hospitals and 11% in offices of other health practitioners, such as chiropractors, optometrists and podiatrists.

“Employment of medical assistants is projected to grow much faster than the average, ranking medical assistants among the fastest growing occupations over the 2008-2018 decade. Job opportunities should be excellent, particularly for those with formal training or experience, and certification.

Employment is expected to grow 34% from 2008-2018. As the health care industry expands because technological advances in medicine, and the growth and aging of the population, there will be increase need for all health care workers. Increasing utilization of medical assistants in the rapidly growing health care industry will further stimulate job growth.

Helping to drive job growth in the increasing number of group practices, clinics, and other health care facilities that need a high proportion of support personnel, particularly medical assistant who can handle both administrative and clinical duties. In addition, medical assistants work primarily in outpatient settings, a rapidly growing sector of the health care industry.

Those with formal training or experience - particularly those with certification - should have the best job opportunities.”

Earnings

Earnings for Medical Assistants will vary. According to the Washington State Labor Market website, the average starting wage is between \$14-18 an hour. The Washington State Labor Market also notes that projected job growth for Medical Assistants is likely to increase by 26% over the next six to eight years.

Pay ranges may be higher for those Medical Assistants with more shift flexibility, certification, experience and those willing to commute longer distances. Regionally, pay ranges are higher in the Northwest and West, less so in the East and Southeast.

Working Conditions

(U.S. Department of Labor - Occupational Outlook Handbook, 2010-2011)

“Medical assistants work in well-lighted, clean environments. They constantly interact with other people, and may have to handle several responsibilities at once. Most full-time medical assistants work a regular forty-hour week. However, many medical assistants work part-time, evenings or weekends.

Medical Assistants deal with the public; therefore they must be neat and well groomed and have a courteous, pleasant manner. Medical assistants must be able to put patients at ease and explain physicians’ instructions. They must respect the confidential nature of medical information. Clinical duties require a reasonable amount of manual dexterity and visual acuity.”

Student Responsibilities

The Health Sciences Department supports and adheres to all Everett Community College policies and procedures regarding student rights and responsibilities. Information regarding the Washington Administrative Codes is available in the EvCC Student Handbook and through the College’s website.

Professional Conduct Expectations

As adult learners, students are expected to display a certain level of professional conduct and to act in a civil manner. Appropriate behavior directly contributes to a positive learning environment, in which each member is given an opportunity to succeed.

Expectations include, but are not limited to:

- Attend all class and laboratory sessions.
- Arrive on time and prepared for class.
- Demonstrate respect for others’ learning processes.
- Participate as team players in the learning environment.
- Participate in clinical laboratory sessions as a professional and with respect for confidentiality.
- Self-motivate to maximize learning experiences.
- Communicate in a timely and forthright manner with instructors as circumstances or issues arise.
- Avoid making appointments during class times.
- Abide by the Everett Community College policies
- Professional, courteous and non-judgmental conduct is expected at all times.

If, during the clinical externship, it is determined by the clinical facility that the extern’s conduct is inappropriate or unprofessional, the externship will be terminated. Students that are terminated for cause from an externship will also be terminated from the program and shall be ineligible for re-entry into the Medical Assisting program for three years.

Additionally, students are advised to obtain a copy of the Everett Community College Student Handbook, which provides the Washington State Administrative Codes that govern students’ rights and responsibilities. Copies may be obtained through the Student Activities office, the Health Sciences Records office or through Enrollment Services.

Diversity Statement

Diversity, in its many forms, is a highly valued component of student learning, success and fulfillment. Medical Assistants serve diverse patient populations; interact with diverse co-workers and providers, and the community at large. The Medical Assisting program strives to support our students, our campus and our community by acknowledging, incorporating and valuing the diversity of all persons.

Drug and Alcohol Policy

Everett Community College is an alcohol and drug free campus. Students are not permitted to participate in any EvCC designated activity while under the influence of any substance. If any student appears to be under the influence of any such substance, s/he will be asked to leave for the remainder of the day, whether it is from the classroom, lab, clinical site or other College function. Additionally, the Vice President for Student Affairs will be notified. Repeated infractions of EvCC policies, and the Washington State Administrative Codes, may result in expulsion from the class and/or program.

Dress Code

While choices in appearance may reflect individuality, during all laboratory and clinical sessions, students are expected to dress and present themselves in a professional manner consistent with industry standards. A complete copy of the Dress Code is included in the resource section of this handbook.

Scrub requirements:

- Scrub pants are to be full length, covering the entire leg and ankle.
- Scrub tops may be solid or patterned, and must be complimentary to pants.
- Laboratory coats may be white or patterned.
- Scrubs must be laundered, wrinkle and stain free and professional in appearance.

Students are also expected to comply with the following during all laboratory and clinical sessions:

- Wear appropriate shoes that are clean and in good condition.
- Eliminate odors (for example: body odor, perfume/cologne, cigarette or other types of smoke).
- Limit jewelry to a watch, one ring per hand, plain wedding band and small earrings.
- Hair is to be worn back, away from the face, and not allowed to interfere with any procedure.
- Facial hair should be neat and trimmed.
- Nails should be reasonably short and well maintained.
- Body piercing (such as tongues, eyebrows, lips, etc) is considered inappropriate for the medical environment, and may not be worn during laboratory or clinical sessions.
- Tattoos need to be covered.

Equipment Requirements

Students are required to obtain the following equipment for the Clinical Skills courses, whichever course the student enrolls in first. All associated equipment and supply costs are the student's sole responsibility.

- Watch with a second hand (Health 190 and 192)
- Stethoscope (Health 190)
- Protective Eyewear (Health 192)
- Name tag (must have the Everett Community College logo)

First Name and Last Initial Student Medical Assistant
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Name tags are available at: **Everett Stamp Works**
2933 Wetmore Avenue, Everett, WA 98201
(425) 258-6747

Training and Certification Requirements for Externship

First Aid and CPR Cards

Students must obtain a basic First Aid card prior to placement into the clinical externship. First Aid Cards are valid for two years.

Students must obtain CPR training prior to placement into the clinical externship. Certification is valid for two years, although most employers will require an annual update.

Health 140 must be taken prior to externship and will include:

- 1) Adult CPR
- 2) Child CPR
- 3) Infant CPR
- 4) Obstructed airway management
- 5) Operation of the Artificial External Defibrillator (AED).

Emergency Preparedness Training

CAAHEP and the AAMA now require emergency preparedness training as part of the core curriculum for medical assistants. Students will receive this training as part of the Health 140 course. The instructor will be able to provide information regarding additional training opportunities should students choose to move onto more comprehensive training and certification.

Medical Insurance

Each student is required to have emergency medical care insurance during the clinical externship portion of the program. Students are encouraged to maintain adequate medical coverage during their entire academic program.

The costs of medical care for any injury that occurs while at Everett Community College, or at any clinical site, are the sole responsibility of the student. Everett Community College does not have any health care facilities on campus and therefore does not provide health care to students, faculty or staff. Students must submit proof of medical insurance before any externship placement will be made.

HIV Training

Students must complete 7-hours of HIV training that meets the State of Washington criteria for health care professionals (WAC 246-12 and 246-826-230). Students must complete the entire training in order to receive their training certificate. The Health 80 course, lasting 7 hours, meets the state requirements.

Should a student fail/be unable to complete this training at EvCC; the student must acquire the 7-hour training from other resources, and at their own cost. Documentation must be presented prior to the externship component of the program. Failure to complete this training prior to externship will result in the student being ineligible for externship placement.

OSHA/WISHA Training

Students will receive training throughout the Medical Assisting program regarding the occupational risk of blood-borne pathogens and other healthcare related pathogens. Topics may include, but are not limited to: transmission of pathogens, exposure control plans, work practice controls, engineering controls, hazard communications, personal protective equipment, record keeping, methods of compliance and regulated waste handling and management.

Students planning to enter Medical Assisting program are advised that as a health care professional, s/he is at risk for exposure to blood-borne pathogens. Tasks and procedures performed by Medical Assistants involve risks classified by the Centers for Disease Control and Prevention as Category I exposure.

- Category I Direct contact with blood and other bodily fluids to which universal precautions apply.
- Category II Activity performed without blood exposure but exposure may occur in emergency.
- Category III Task/activity does not entail predictable or unpredictable exposure

Immunization requirements

Students must obtain and complete each of the following immunizations prior to enrollment in the needle invasive classes (Health 211 & 212). These requirements are based on contractual agreement between Everett Community College and our clinical externship sites. All Medical Assisting students are required to provide acceptable documentation of their immunizations.

It is recommended that students begin completing immunization requirements as soon as enrollment begins. Failure to complete these immunization requirements will delay the student's externship. It is the student's responsibility to obtain annual updates of required immunizations and/or screening tests, and to provide such documentation to Everett Community College. Any and all costs associated with obtaining the immunizations and the records necessary for documentation will be at the student's expense.

Immunization	Documentation
Hepatitis B	Series of 3 injections, followed by a titer demonstrating immunity
Measles, Mumps and Rubella (MMR)	Vaccination record (2 doses) or Titer that demonstrates immunity to <u>each</u> disease
Tetanus/diphtheria and Pertussis (Tdap)	Vaccination record, Tdap booster required within previous 2 years.
Varicella (Chickenpox)	Vaccination record (2 doses) or titer that demonstrates immunity
Influenza	Vaccination record, must comply with requirement each year .
Tuberculin Skin Test (PPD)	Must provide documentation of test results each year . If a student has a positive PPD- student must obtain a chest x-ray and provide EvCC with a written statement regarding the x-ray results. Students are expected to sign a personal statement of no symptoms.

Acceptable documentation must be generated from a health care provider or facility, must be legible and include vaccine name or abbreviation, vaccine series number and date of immunization or test date.

Examples of acceptable documentation may include:

- a. Washington State Immunization Record, Snohomish Health District, military or health care provider computer-generated immunization records.
- b. Laboratory computer-generated titer results.

Criminal Background Check

Each student is required to submit the appropriate documentation of a criminal background check and complete the Everett Community College Health Science Criminal History/ Conviction Information form, prior to the needle invasive classes (Health 211 & 212). The background check is part of the contractual agreement between Everett Community College and its clinical externship sites. The information obtained will be shared with the clinical sites. It is the student's responsibility to obtain and submit the necessary documents, and to incur all related costs and fees. Failure to comply with this requirement will result in the student being declared ineligible to continue enrollment in the Medical Assisting program. Please contact the Health Sciences' Records Office for additional information.

In the event that a criminal history or conviction is found, the implications will be discussed with the student.

The implications of such a record include:

1. The possibility that results are prohibitive in locating clinical externship placements and therefore students would be ineligible to graduate.

2. The possibility that results will prevent the student from being eligible for certification as a Health Care Assistant in Washington State (Revised Code of Washington, Chapter 18-135).
3. Applications for the CMA certification exam require a signed application/affidavit that declares criminal history.

If a student has a criminal history or record, they are strongly encouraged to consider the feasibility of a career in health care.

Other Items

Student Support Services

Everett Community College offers a diverse and extensive number of support services to its student body. Academic as well as career and personal services are available to assist students in their educational needs. Please refer to the College's catalog, Website or Student Handbook for a complete description of these services.

Disability Accommodations

The Medical Assisting program will make reasonable attempts to accommodate students with disabilities. Any student that chooses to disclose a disability and requests accommodations must contact the Disabilities Services Office (Parks Building, Room 267). The student will be expected to provide documentation to the Disability Services Office, which will then provide written guidelines to each instructor.

The Medical Assisting program will provide reasonable accommodations, but is not required to make modifications that would alter the nature or requirements of the program. Nor will the disability accommodation be made to provide auxiliary aids that would place an undue burden on Everett Community College or its clinical sites. To continue in the program, the student must be able to perform all essential functions and competencies with or without accommodations.

Snohomish County Association of Medical Assistants

Students are encouraged to join and participate in their local chapter of the American Association of Medical Assistants. The Snohomish County Association of Medical Assistants (SCMA) provides excellent opportunities for student members to become involved in their professional organization. Monthly meetings are held the third Tuesday of each month, from 6:30 to 8:00 p.m. at the Everett Clinic - Conference Center. (3830 Hoyt Avenue, Everett). Each meeting includes an educational topic, a general membership agenda and employment announcements.

For current CMA's, the educational topics are an easy way in which to fulfill continuing education units (CEU's) requirements for recertifying the CMA credential.

Medical Assisting Program Estimate of Costs

In an effort to assist students with the planning of their program, an estimate of costs has been compiled (see page 25). This estimate of costs is based on current and projected data that was available at the time this handbook was published. As many outside entities influence the actual costs of the academic requirements, the Medical Assisting program and Everett Community College do not, in any fashion, consider the estimate of costs to be contractual nor obligatory.

Learning Styles Inventory

Adults acquire and store information in many different ways, and differently than children. It is crucial that students recognize their own learning style in order to maximize their learning opportunities.

A learning styles inventory has been included in this handbook (pages 26-29). The inventory is designed as a self-assessment tool, and includes suggested methods to enhance your learning and study techniques. Once students have completed the self-assessment, they may schedule an appointment with a faculty advisor or their instructor for further study suggestions or test taking strategies.

Why More Employers Are Hiring CMAs

By Donald A. Balasa, JD, MBA
Executive Director, Legal Counsel
American Association of Medical Assistants

Even before the American Association of Medical Assistants (AAMA) adjusted the eligibility requirements for the Certification Examination to better meet the human resource needs of the current health care environment, more employers of allied health personnel were preferring, or even insisting, that their medical assistants have the AAMA's Certified Medical Assistant (CMA) credential. Understanding why employers are aggressively recruiting Certified Medical Assistants is of utmost importance for medical assisting educators as well as all medical assistants. What follows is an attempt to explain why Certification is becoming so important for a medical assistant's entry into and advancement within the allied health work force.

First of all, the United States continues to be one of the most litigious nations in the civilized world. Disputes that used to be settled by discussion and mediation are now being referred to attorneys and ending up in courts of law. Lawsuit mania is particularly acute in the world of health care. Patients have come to view health care providers as guarantors of a positive outcome, and any less-than-optimal result often leads to litigation.

Because of this unfortunate state of affairs, health care providers have had to fortify themselves against malpractice suits and other legal perils. Employers of allied health professionals have correctly concluded that having credentialed personnel on staff will lessen the likelihood of a successful legal challenge to the quality of work of the employee. Thus, in the realm of medical assisting, the CMA credential has become a means of protecting against potential plaintiffs who might seize upon the fact that the employer (whether a physician, a physician's corporation, a group practice, or a clinic) is utilizing unlicensed allied health personnel. (Medical assistants currently are not licensed in any state, although some states require limited permits in radiography, invasive procedures, and other limited areas of practice.)

Another phenomenon dominating the American health care scene is managed care. The cost limitations imposed by managed care organizations (MCOs) are causing mergers and buyouts throughout the nation. Small physician practices are being consolidated or merged into larger providers of health care, and the resulting economies of scale are - supposedly - making the delivery of health care more cost-effective. Human resource directors of MCOs place great faith in professional credentials for their employees (including physicians), and therefore are more likely to establish Certification as a mandatory professional designation for medical assistants. All indications are that the managed care revolution has not yet run its course; consequently, the requiring of the CMA credential by employers is likely to accelerate.

In addition to these factors, state and federal laws - especially certain provisions of the Occupational Safety and Health Act (OSHA) and the Clinical Laboratory Improvements Act (CLIA) - are making mandatory credentialing for medical assistants a logical next step in the hiring process. Although OSHA and CLIA do not per se require medical assistants to be CMAs, there are various components of these statutes and their regulations that can be met by demonstrating that the medical assistants in the clinical setting are certified.

Furthermore, private sector bodies, such as the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO) and the National Committee for Quality Assurance (NCQA), often look favorably upon (although do not mandate) such professional credentials as the CMA to verify the competence of medical assistants.

All in all, the AAMA's Certified Medical Assistant (CMA) credential is assuming increasing importance in the eyes of all types of employers of medical assistants. By offering the CMA designation to worthy medical assisting candidates, the American Association of Medical Assistants is providing a valuable service to the medical assisting profession, employers of medical assistants, and the American public. Indeed, the Certified Medical Assistant is becoming the allied health professional of choice for this decade and the next century.

Professional Medical Assistant Journal
September/October 1996 (Reprinted with permission from the American Association of Medical Assistants)

Course Topics

*** This information does NOT replace the need to meet with a faculty advisor each quarter. Please also refer to Certificate Checklist. ***

Prerequisite Requirements

Course Number	Course Name	Sequencing Note
Eng 101	College Writing 5 credits	<ul style="list-style-type: none"> Prerequisite to enroll in Medical Assisting core curriculum Prerequisite for ATA general studies courses.
H104	Critical Inquiry 3 credits	<ul style="list-style-type: none"> Prerequisite to enroll in Medical Assisting core curriculum
Math 120 or GB130	Mathematics for Business 5 credits	<ul style="list-style-type: none"> Prerequisite to enroll in Medical Assisting core curriculum

Core Curriculum

Course Number	Course Name	Sequencing Note
H100 5 credits	Medical Terminology	<ul style="list-style-type: none"> Offered in various formats each quarter English and Math prerequisites are waived for this course
H102 5 credits	Applied A & P	<ul style="list-style-type: none"> Offered in various formats each quarter English and Math prerequisites are waived for this course
H106 5 credits	Administration Skills - Office Management	<ul style="list-style-type: none"> If little or no previous computer experience, students should take BT 140 or CL 100 before enrolling in this course.
H107 3 credits	Administration Skills - Computer Applications	<ul style="list-style-type: none"> Computer proficiency is essential for success in this course. If little or no previous computer experience, students should take BT 140 or CL 100 before enrolling in this course.
H108 4 credits	Administration Skills - Practice Finances	<ul style="list-style-type: none"> Computer proficiency is essential for success in this course. If little or no previous computer experience, students should take BT 140 or CL 100 before enrolling in this course.
H130 5 credits	Disease & Pathology	<ul style="list-style-type: none"> Should be taken immediately after completing Applied A & P Offered in various formats each quarter
H140 3 credits	Emergency Procedures	<ul style="list-style-type: none"> Must be taken the quarter before externship Fulfills requirements for CPR/First Aid, as well as FEMA/CAAHEP Emergency Preparedness training.
H150 5 credits	Intercultural Communication in Health Care	<ul style="list-style-type: none"> Meets the Cultural Diversity requirement for graduation Topics: Culture, communications, psychosocial and life span issues
H190 5 credits	Clinical Skills - Ambulatory	<ul style="list-style-type: none"> Topics: vital signs, EKG, medical charting, OB/GYN and pediatrics, visual and auditory acuity, nutritional needs, etc. May be taken before, concurrently or after H191 or H192
H191 4 credits	Clinical Skills - Surgical	<ul style="list-style-type: none"> Topics: surgical instruments, sanitization, disinfection, sterilization, ambulatory aids, wound healing, diagnostic modalities, etc. May be taken before, concurrently or after H190 or H192
H192 5 credits	Clinical Skills - Laboratory	<ul style="list-style-type: none"> Topics: microbiological concepts, urinalysis, hematology, specimen collection and handling, culturing techniques, blood chemistries, etc. Recommend that students have completed Applied A & P or Bio 135 May be taken before, concurrently or after H190 or H191

H205 4 credits	Perspectives in Medical Law & Ethics	<ul style="list-style-type: none"> • Topics: Medical Assisting scope of practice, civil and tort law, state and federal legislation, confidentiality and ethical issues
H210 3 credits	Principles of Pharmacology	<ul style="list-style-type: none"> • Ideally taken the quarter before externship
H211 5 credits	Medication Administration	<ul style="list-style-type: none"> • Must be taken the quarter before externship • Instructor permission required to enroll • All immunizations must be completed prior to enrollment
H212 3 credits	Principles of Phlebotomy	<ul style="list-style-type: none"> • Must be taken the quarter before externship • Instructor permission required to enroll • All immunizations must be completed prior to enrollment
H251 6 credits	Clinical Externship Experience	<ul style="list-style-type: none"> • Supervised clinical experience/practicum • 180 clinical hours plus hybrid or on-campus seminars required • All coursework, immunizations, CPR/First Aid and HIV training must be completed (current status) prior to enrolling in externship • Student earn academic credits rather than pay for externship hours • Instructor permission required for enrollment

MEDICAL ASSISTANT CERTIFICATE AND DEGREE CHECKLIST

Students are required to meet with an advisor and maintain this certificate checklist while at Everett Community College. Instructor permission and/or prerequisites are required for many courses. A full description of the College's requirements for earning a certificate or degree is contained in the College catalog. For more information, go to www.everettcc.edu/ccn

Student Name: _____ Advisor Signature: _____ Date: _____

7 Hour HIV Certificate (Health 80 or equivalent)

Where completed/Course Title _____ Date Completed _____

Transcript evaluation completed through Enrollment Services

Date Completed _____

Declaired '381' with Enrollment Services (Must be done after completing 30 HLTH credits)

Date Completed _____

Certified Background Check (Must complete no earlier then one quarter prior to externship)

Date Completed _____

Course Number	Course Title	Credits	Quarter Completed	Grade
LEVEL I - Prerequisites for MA Core Curriculum:				
HEALTH 104	Critical Inquiry	3	_____	_____
ENGL& 101	College Writing	5	_____	_____
MATH 120 or BUS 130	Business Math	5	_____	_____
LEVEL II (Must be completed prior to Level III):				
HEALTH 100	Medical Terminology	5	_____	_____
HEALTH 102	Applied A&P	5	_____	_____
HEALTH 130	Disease and Pathology	5	_____	_____
Additional Required Courses (Must be completed prior to externship):				
HEALTH 106	Administrative Skills - Office Management	5	_____	_____
HEALTH 107	Administrative Skills - Computer Applications	3	_____	_____
HEALTH 108	Administrative Skills - Practice Finances	4	_____	_____
HEALTH 150D	Intercultural Communication in Health Care	5	_____	_____
HEALTH 205	Medical Law and Ethics	4	_____	_____
LEVEL III: (All Level I & II courses must be completed)				
HEALTH 190	Clinical Skills: Ambulatory	5	_____	_____
HEALTH 191	Clinical Skills: Surgical	4	_____	_____
HEALTH 192	Clinical Skills: Laboratory	5	_____	_____
HEALTH 210	Pharmacology	3	_____	_____
Quarter prior to externship:				
HEALTH 140	First Aid/CPR for Health Professionals	3	_____	_____
HEALTH 211	Medication Administration	5	_____	_____
HEALTH 212	Principles of Phlebotomy	3	_____	_____
Last quarter of the program:				
HEALTH 251	Clinical Externship	6	_____	_____
MINIMUM REQUIRED CREDITS FOR CERTIFICATE:		83	(minimum 2.0 GPA required in each	

To earn an **ASSOCIATE IN TECHNICAL ARTS (ATA)**, you must successfully complete all of the above requirements, plus 15 additional credits as listed below. A minimum of 90 credits is required. The following courses can be taken at any time.

Social Science (Min 5 credits selected from the AAS-Option II list of approved courses): 5

Humanities (Min 5 credits selected from the AAS-Option II list of approved courses): 5

Natural Science (Min 5 credits selected from the AAS-Option II list of approved courses): 5

MINIMUM REQUIRED CREDITS FOR ATA DEGREE: 98

Occupational Comparison

Description	Medical Assistant	Registered Nurse	Licensed Practical Nurse	Physician's Assistant	Nursing Assistant
Licensed or Certified	National Certification	Licensed by state	Licensed by state	Licensed by state	Certified by state
Educational requirements	Graduate of an accredited program	Graduate of an accredited program	Graduate of an accredited program	Graduate of an accredited program	Completion of an approved course.
Length of Program	*1 year for Certificate *2 years for an Associates Degree	1-2 years of prerequisites plus *2 years = associates degree *Bachelors & Masters Options available	Prerequisites required by some programs *formal program 1+ year approximate length	Most require at least 2 years of college and/or practical experience plus formal training program of 2+ years	Minimum of 75 hours of training. Some programs are on the job training. Some programs are 2-4 months
Job Setting	Predominantly outpatient care	Predominantly inpatient care. Some long term care and outpatient care	Hospital care, long term care, some care in outpatient or clinical setting	Variable: inpatient care, outpatient care and long term care.	Predominantly long term care facilities and convalescent care.
Mode of care	Office and clinical care, administrative and clinical tasks, high need for customer service skills	Bedside care, triage, critical care, inpatient & long term care, various other facilities	Bedside care, triage, critical care, inpatient & long term care, various other facilities	Diagnose and treat under supervision of MD, prescribe medications as allowed by law	Bedside care, patient hygiene Aide duties
Shift hours	Typically days, some evening and weekends	Variable: all shifts	Variable: all shifts	Variable: all shifts	Variable: all shifts
Starting Pay	Average: annual \$29,000 to \$39,000	Average: Annual \$60,000 to \$75,000	Average: annual \$35,000 to \$48,000	Average: annual \$83,000 to \$120,000	Average: annual \$23,000 to \$30,000
Job Outlook	Excellent	Excellent	Good	Excellent	Good
Job Growth Potential	Yes	Yes	Yes	Yes	Limited

Bureau of Labor Statistics, U.S. Department of Labor, *Occupational Outlook Handbook, 2008-09 Edition*, on the Internet at <http://www.bls.gov/oco/ocos164.htm> (visited January 19, 2011).

Job Duties Comparison

Duty	MA	RN	LPN	PA	NA
Direct Patient Care	√	√	√	√	√
Patient Education	√	√	√	√	
Obtain Vital Signs	√	√	√	√	√
Examine & Diagnose		*		√	
Prescriptive Rights		*		√	
Treatment of Illnesses		*		√	
IV initiation & monitoring		√		√	
Venipuncture	√	√	√	√	
Injections	√	√	√	√	
Take Radiographs	*	*	*	*	
Electrocardiograms	√	√	√	√	
Medication Administration	√	√	√	√	
Assist Surgical Procedures	√	√	√	√	
Collect Laboratory Specimens	√	√	√	√	√
Process Laboratory Specimens	√	√	√	√	
Screen & Follow up on abnormal lab values	√	√	√	√	
Hygienic Care		√	√		√
Bedside Care		√	√		√
Lift/Transfer Patient	√	√	√		√
Meal Service			√		√
Assist Provider during Examinations	√	√	√		
Prepare Patients for Surgery	√	√	√		
Assist Specialty Exam	√	√	√		
Assist Cast Application & Removal	√	√	√	√	
Suture Removal	√	√	√	√	
Administrative Duties	√	√	√		
Prepare Insurance Forms	√		√		
Computer Skills	√	√	√	√	
Equipment Maintenance	√	√	√		√
Ordering Equipment and Supplies	√	√	√		
Bookkeeping Duties	√		√		

MA: Medical Assistant

RN: Registered Nurse

LPN: Licensed Practical Nurse

PA: Physician's Assistant

NA: Nursing Assistant

* With special or additional training

Resources

- 1. American Association of Medical Assistants**
20 North Wacker Drive, Suite 1575
Chicago, IL 60606-2903
www.aama-ntl.org
- 2. Commission on Accreditation of Allied Health Education Programs**
1361 Park Street
Clearwater, FL 33756
(727) 210-2350
www.caahep.org
- 3. Accrediting Bureau of Health Education Schools**
803 West Broad St., Suite 730
Falls Church, VA 22046
www.abhes.org
- 4. Everett Community College**
2000 Tower Street
Everett, WA 98201-1352
www.everettcc.edu
- 5. Occupational Information Network**
O*Net Online Occupation Number 31-9092.00
<http://online.onetcenter.org>
- 6. Dictionary of Occupational Titles**
U.S. Department of Labor Occupation Number 079.362-010
Washington DC
<http://www.occupationalinfo.org>
- 7. United States Department of Labor**
Frances Perkins Building
200 Constitution Avenue, NW
Washington, DC 20210
www.dol.gov
- 8. Everett Community College - Student Handbook**
Available through Student Activities and online at EvCC website www.everettcc.edu
- 9. Everett Community College - Course Catalog**
Available through Enrollment Services and online at EvCC website www.everettcc.edu
- 10. Revised Code of Washington**
Health Care Assistants (RCW 18.135)
<http://www.leg.wa.gov>
- 11. Washington State Department of Health**
www.doh.wa.gov






Medical Assisting Program: Estimate of Costs - 2011-2012


I. College Related Expenses:

Item	Estimated Cost
College Application Fee	\$0
Medical Assisting Program Application Fee	\$35
Asset or Compass Assessment Tests	\$30
Tuition *	Variable by credit load 2011-2012: approximately \$87 per credit
Laboratory Fees	Variable by course content Refer to current quarterly schedule or EvCC website
Official Transcript Fee	\$5 per official copy of transcript

* Washington State Legislature determines quarterly tuition and is subject to change. Students should consult current quarter schedule or EvCC website for up to date information regarding tuition costs.

II. Medical Assisting Program Expenses:

Item	Estimated Cost
Uniform - pant and top	\$40-70 per set 
Shoes (white, athletic/medical style)	\$30-100 
Laboratory Coat	\$25-45 
Analogue Watch with second hand	\$20-50 
Name pin (requires EvCC logo)	\$5-7
Stethoscope	\$40-120 
Textbooks	\$125-300 per quarter (Prices determined by publisher)
Medical Insurance	Determined by carrier.
AAMA membership *	Student membership: approx \$32 per year Non-student membership: approx \$88 per year
CMA exam application fee **	AAMA member or recent graduates: \$125 Non AAMA members: \$250

 All estimates on personal attire are dependent upon individual's needs and/or preferences

* Refer to AAMA web site regarding membership fees

** Examination fees determined by AAMA, consult AAMA website for fees

- A. **Insurance:** Students are required to have medical insurance during the clinical externship. Neither the clinical facility nor Everett Community College is responsible for the cost of medical care for injury or illness that occurs as a result of classroom, lab or clinical activity.
- B. **Certification Fees:** Students are responsible for all certification costs.
- C. **Transportation:** Students are responsible for all transportation costs to and from the college and clinical facilities.
- D. **Elder and Child Care:** Students are responsible for all elder and daycare related costs.
- E. **Financial Aid:** Information and application forms are available through the Financial Aid Office. (Parks Student Union, Room 301).

Estimated cost of program = \$8500-\$9000

How Do You Learn Best?

Author Unknown

Place a check mark next to the items that apply to you.

Listening

1. I like to listen to people talk about things.
2. I usually remember what I hear.
3. I would rather watch a movie than read a book.
4. I learned more in school by listening to the teacher's explanation rather than by reading the textbook.
5. I would rather listen to the news on the radio than read the newspaper.
6. I would rather someone tell me about upcoming meetings at work than have to read about them in memos.

Total number of check marks: _____

Viewing

1. I get pictures in my head when I read.
2. I remember faces better than I remember names.
3. When I have to concentrate on spelling a word, I see that word in my mind.
4. When I take a test, I can see in my mind what the notes I took in class look like and that helps me get the answer.
5. I remember what pages in a book look like.
6. I remember events in the past by seeing them in my mind.

Total number of check marks: _____

Doing

1. When I'm thinking through a problem, I pace around or move around a lot.
2. It's hard for me to sit still and study.
3. I would rather learn by doing something with my hands than read about the same thing in a book.
4. I like to make models of things.
5. When I see something new and interesting I usually want to touch it in order to find out more about it.
6. I would rather go out dancing or bowling than stay home and read a book.

Total number of check marks: _____

Sorting

1. I write down things that I need to remember.
2. I make fewer mistakes when I write than when I speak.
3. I like it when someone who is explaining something to me uses a blackboard or a piece of paper to write down the main points, so that I can copy what s/he writes.
4. I keep my schedule by writing down the things I need to do. I would be lost without my planner.
5. After I take notes, I rewrite my notes in order to better understand something.
6. When I read I often take notes in order to better understand the ideas I've read.

Total number of check marks: _____

Reading

1. I would rather read a report myself than be told what it is.
2. I like to read in my free time.
3. I usually remember information that I read better than information I hear.
4. I would rather read the newspaper than watch the news on TV.
5. I can learn how to put something together by reading the instructions.
6. I like it when teachers write on the board, so that I can read what they write.

Total number of check marks: _____

Speaking

1. When I have a problem to figure out I often talk to myself.
2. People have wondered why I talk to myself.
3. I remember things better when I say them out loud. For example, if I have to learn a new phone number, I repeat it again and again to myself.
4. I communicate better by speaking than writing.
5. I enjoy talking on the phone.
6. I learn best when I study with other people, and we discuss new ideas or concepts.

Total number of check marks: _____

Your learning style:

The areas where you have three or more check marks indicate your preferred learning style. For example, you may learn best when you are able to write down what you hear. Or, you may need to talk more about new information to really get it. Or you might be one of those people who can put together a model without looking at the instructions.

LEARNING MY WAY

Now that you have identified some of the ways that you learn best, here are some tips on how to improve your learning processes.

If you learn best by LISTENING...

- Read aloud the information you are studying.
- Use videotape or an audiotape to record classes or trainings, and listen to the tapes to review the information.
- Ask people to explain things to you that you don't understand.
- Study with other people.
- Ask to have oral examinations instead of written ones.
- Call people on the phone instead of writing them.
- Ask people about upcoming events instead of relying on memos
- Choose a job where listening plays an important role.

If you learn best by VIEWING....

- Watch other people do the things that you are going to need to know how to do. You will be able to visualize their actions later on.
- Calm yourself by imagining you are in a comfortable environment and that nothing can interfere with your peace.
- As you read something, imagine what it would look like if it were happening in real life, or on TV.
- As you study maps, pictures, charts or diagrams, look at them once and then close your eyes and "see" them again.
- Watch videos on a subject so that you will have an easier time "seeing" the information again.
- Visualize the things that you are going to need to do in a day.
- Take note of the shape and color of the things that you will want to remember.
- Visualize telephone numbers and words in your mind.
- Use charts, graphs, and pictures.

If you learn best by **DOING**...

- If given the choice, show others that you know how to do something by showing them how you do it rather than taking a test or describing to them how you do it
- Go on field trips to see how things are actually done.
- When you have to learn how to do something new, watch someone who is actually doing it and ask him or her to coach you while you do it.
- Choose a job that lets you work with your hands and move around.
- Be sure that your work area has room for you to move around.
- Try moving/walking around when problem solving or when you need to recall information.
- Use your fingers or small objects when working with numbers
- Act out instructions someone gives you. If they say go right, move your right hand to go right.

If you learn best by **WRITING**...

- When you read, have a pencil with you so that you can underline and take notes as you read along.
- Take notes when listening to instructions. Recopy your notes later on.
- Write down the things that you need to do. Make lists. Keep a written schedule.
- Get a job that involves writing.
- Write people memos in order to convey information.
- When providing instruction, be sure to have use of a chalkboard for writing information.

If you learn best by **READING**...

- Read a book that describes what you need to learn before attending a demonstration or lecture.
- Take good notes and then read them later on.
- Make plans for the future by reading about your options. Read travel guides as an example.
- Read instructions instead of having someone tell you or show you how to do something.
- Have people write down directions for you to read.
- Read newspapers, job newsletters and memos to get information you need.
- Choose a job that requires reading.

If you learn best by **SPEAKING**....

- Ask questions when you don't understand something or need clarification.
- Talk to yourself when you are problem solving or learning something new.
- Study with other people so that you can talk to them about the new information.
- Dictate into a tape recorder the things that you need to remember and play back the tape to remind yourself.
- Repeat things right after you hear them in order to better remember them.
- Repeat phone numbers and names out loud.
- Choose a job that requires a lot of talking.

Asking for Accommodations

Many people aren't aware that learning preferences exist. Others are usually not aware of what your particular preference is. Let them know. Feel free to share with them what you know about your own learning style.

Doing

"I wonder if you could show me how this works?"

Listening

"Could you explain to me how this works?"

Reading

"Would you mind giving me written instructions of how this works?"

Viewing

"Would you mind giving me a diagram of how this works?"

Speaking

"Let's talk through this together."

Writing

"Let me write down what you are saying about how this works."

It is also important to strengthen your weaker learning modalities.

Everett Community College Medical Assisting Program
Confidentiality Statement

I, _____ (student name), understand that in the course of completing the Medical Assisting program, I will encounter information that is of a sensitive and personal nature. I acknowledge that information shared in the classroom environment, and in the observation of or participation in clinical activities, must be kept confidential and private.

In the classroom, students are encouraged to participate openly, and as such may choose to share personal information. I understand the shared information is to be treated respectfully and with regard to its sensitive nature. I understand that I may not discuss any information about any student with anyone in or outside of the classroom, in any format or fashion.

During the clinical externship portion of my program, I will be involved in various aspects of patient care. I acknowledge that I may be privileged to information that must not be shared or discussed with anyone other than the patient's medical providers. I further agree to comply with any additional confidentiality procedures and/or stipulations that my clinical site may require of me.

In accordance with current federal and state mandates designed to "develop security standards to prevent unauthorized use or disclosure of any health information that is electronically maintained or used in electronic transmission," I also acknowledge that any access I have to written or electronic medical charting is strictly confidential.

I further acknowledge that should I have access to such electronic record maintenance systems, I will not attempt to review confidential material in any regard other than by direct order from a supervisor, physician or other health care provider. Additionally, I acknowledge that I must comply with any confidentiality and regulatory compliance standards that may be imposed upon me during any of my clinical activities.

I acknowledge that should I break this statement of confidentiality, I may face consequences that may prevent me from completing this program, or other consequences yet to be determined.

Date: _____

Signature: _____

Print your name: _____

Faculty Advisor: _____

Health Sciences Department Laboratory and Clinical Dress Code

Compliant with Health Sciences Policy (HS57-01) each student is expected to present themselves in a professional manner during all laboratory and clinical sessions. Additionally, a minimum standard of attire and professional conduct will be mandatory in classroom and clinical settings.

Each student is expected to comply with the following for each laboratory and/or clinical session:

1. Clothing is to be clean, laundered and neat (wrinkle free), and professional in appearance. Students who fail to comply may be asked to leave the lab or clinical setting for the session or day, or until the attire has been brought up to acceptable standards.
 - Scrubs:
 - i. Pant - must be full length, covering the entire leg and ankle
 - ii. Tops - complimentary to pant, patterned tops are acceptable
 - iii. Lab Coat - White or patterned styles are acceptable
2. Shoes must be athletic or medical style, and must be clean and in good condition. Shoes must fully enclose the foot and may not have open toes or heels. Shoes must be predominantly white. Students who fail to comply will be asked to leave the lab. Students with medical needs may be permitted to deviate from this standard.
3. Eliminate offensive odors, including but not limited to:
 - a. body odor
 - b. cigarette or pipe smoke
 - c. perfume or cologne
 - d. strong food odors
4. Limit jewelry during laboratory sessions. "Limit jewelry" means that students may wear one ring per hand. Wedding rings should be limited to a plain band. Earrings should be post-style or of a size that does not exceed the size of a quarter (25¢). Students who fail to comply may be asked to remove excess jewelry or to leave the lab.
5. Hair is to be worn back, away from the face, and restrained in such a way that prevents interference with any laboratory procedure. Students who fail to comply may be asked to leave the lab.
6. Body piercing may not be worn or displayed during clinical lab sessions. Ear piercing is the only acceptable piercing that may be displayed. Unacceptable piercing(s) may include, but are not limited to, eyebrow, lip, tongue, nose or other visible locations. Failure to comply may result in the student being asked to remove the piercing(s) or to leave the lab. Students may re-enter the laboratory session when compliance is achieved.
7. Nails should be reasonably short and well maintained. Clear nail polish is the acceptable color. Acrylic nails are not acceptable. Nail length must be maintained at a "sport" length, not to exceed 1/8 inch.
8. Facial hair should be neat and trimmed.
9. Tattoos should be covered.
10. Students should bathe, shower or in some fashion, perform hygiene practices that allow them to present themselves as professionals, not offend fellow students or instructors or in any fashion detract from the learning environment.

I agree to comply with the Clinical Laboratory Dress Code, as stated. I understand that failure to comply will result in consequences outlined above. I understand that the Dress Code is in compliance with the Health Sciences' Department Policies.

Student printed name: _____

Student Signature: _____

Date: _____ Class: _____

Program Content & Entry-Level Competencies

Notification to Entering Students

Students who successfully complete the Certificate in Medical Assisting will be provided instruction in the following content areas (complies with AAMA-CRB 2008 standards). The following is a representative list, the entire document may be viewed on the EvCC website, on the Medical Assisting information page.

I. Anatomy and Physiology

- (1) Anatomy and physiology
- (2) Medical terminology
- (3) Disease and pathology
- (4) Evaluate issues across the life span
- (5) Pharmacology

III. Applied Microbiology

- (1) Asepsis and infection control
- (2) Specimen collection & processing
- (3) Diagnostic testing
- (4) Quality control methods
- (5) Explore OSHA and CLIA regulations

V. Administrative Functions

- (1) Appointment Management Systems
- (2) Medical Records Management
- (3) Electronic Medical Records
- (4) Office Management Issues

VII. Managed Care/Insurance

- (1) Types and models of insurance
- (2) Referral processes
- (3) Describe periodic financial reports
- (4) Discuss physician fee schedules

IX. Legal Implications

- (1) Discuss legal scope of practice
- (2) Explore issues of confidentiality
- (3) Describe HIPAA implications
- (4) Describe legal aspects of patient care

XI. Protective Practices

- (1) Identify preventative safety techniques
- (2) Explore critical elements of emergency planning
- (3) Describe principles of CPR and basic First Aid

II. Applied Mathematics

- (1) Apply computations to solve equations
- (2) Dosage calculations
- (3) Analyze data for healthcare results

IV. Concepts of Effective Communications

- (1) Styles and types of communication
- (2) Adaption for individual communication needs
- (3) Professional writing skills
- (4) Identify professional roles and boundaries
- (5) Patient Advocacy

VI. Basic Practice Finances

- (1) Basic bookkeeping computations
- (2) Accounts receivable and payable procedures
- (3) Billing and payment procedures
- (4) Legislation affecting practice finances

VIII. Coding Practices

- (1) Use the most current procedure coding system
- (2) Discuss coding procedures to be avoided
- (3) Use the most current diagnostic coding system
- (4) Use the most current HCPCS coding

X. Ethical Considerations

- (1) Describe legal, ethical and moral concepts
- (2) Compare personal and professional ethics
- (3) Discuss cultural and social influences on ethics

Entry-Level Competencies

Students will be provided laboratory and/or classroom instruction in the following entry-level skills and competencies. Instructors will demonstrate each skill/task to be mastered and at the expected level of competency. Students will then be provided sufficient laboratory time in which to practice the skills and competencies.

Students are expected to demonstrate competency in order to successfully complete the administrative (H106, H107 and H108) and clinical skills courses (H190, H191 and H192), as well as the needle invasive classes (H211 and 212). Other courses may contain additional competencies, as outlined on the course syllabus. The complete listing of competencies may be found on the EvCC website, on the Medical Assisting page.

I. Anatomy and Physiology	II. Applied Mathematics
<ol style="list-style-type: none"> 1. Assist physician with patient care 2. Perform venipuncture 3. Perform electrocardiography 4. Administer parenteral and oral medications 5. Perform chemistry testing 6. Apply critical thinking skills in performing patientcare assessments 	<ol style="list-style-type: none"> 1. Prepare proper dosages of medications for administration 2. Maintain laboratory test result flow sheets 3. Maintain growth charts 4. Verify ordered doses/dosages prior to administration 5. Distinguish between normal, abnormal & urgent test results
III. Applied Microbiology	IV. Concepts of Effective Communication
<ol style="list-style-type: none"> 1. Practice Standard Precautions 2. Wrap items for autoclaving 3. Perform sterilization techniques 4. Dispose of biohazardous materials 5. Obtain specimens for microbiological testing 6. Display sensitivity to patients when collecting specimens 	<ol style="list-style-type: none"> 1. Report relevant information to others accurately 2. Demonstrate empathy and active listening skills 3. Instruct patients according to their needs (language, culture, personal boundaries, coping mechanisms, gender, age, etc) 4. Compose professional/business letters 5. Develop a current list of community resources 6. Advocate on behalf of patients
V. Administrative Functions	VI. Basic Practice Finances
<ol style="list-style-type: none"> 1. Schedule and manage appointments 2. Schedule patient admissions and procedures 3. Organize a patient's medical record 4. File medical records 5. Perform maintenance of office equipment 	<ol style="list-style-type: none"> 1. Prepare a bank deposit 2. Post entries on a daysheet 3. Perform accounts receivable procedures 4. Perform billing and collection procedures 5. Post adjustments and credit balances 6. Process refunds
VII. Managed Care/Insurance	VIII. Procedural and Diagnostic Coding
<ol style="list-style-type: none"> 1. Apply managed care policies and procedures 2. Apply third party guidelines 3. Perform procedural coding 4. Perform diagnostic coding 5. Complete insurance claim forms 	<ol style="list-style-type: none"> 1. Perform procedural coding 2. Perform diagnostic coding 3. Work with physician to achieve the maximum reimbursement
IX. Legal Implications	X. Ethical Considerations
<ol style="list-style-type: none"> 1. Identify and respond to issues of confidentiality 2. Perform within scope of practice 3. Document accurately in a patient record 4. Complete an incident report 5. Demonstrate knowledge of federal and state health care legislation and regulations 6. Practice with the MA standard of care 	<ol style="list-style-type: none"> 1. Report illegal and/or unsafe activities and behaviors 2. Apply ethical behaviors, including integrity in performance of medical assisting practice 3. Examine the impact of personal ethics on professionalism 4. Demonstrate diversity awareness in providing patient care 5. Develop plan for separating personal and professional ethics
XI. Protective Procedures	
<ol style="list-style-type: none"> 1. Develop a personal safety plan 2. Demonstrate self awareness in responding to emergency situations 3. Participate in a mock environmental exposure event 4. Maintain professional level CPR/First Aid 5. Maintain current list of community resources for emergency preparedness. 	

Everett Community College Health Sciences Department Request for Release of Information

I, _____, request the Health Science Faculty to serve as a reference for me. The purpose(s) of such references are:

Application for employment	Yes <input type="checkbox"/> No <input type="checkbox"/>
All forms of scholarship or honorary award	Yes <input type="checkbox"/> No <input type="checkbox"/>
Admissions to another educational institution	Yes <input type="checkbox"/> No <input type="checkbox"/>

The reference(s) may be given orally and/or in writing. I authorize the Health Sciences Faculty to release information and provide an evaluation about any and all information from my educational records at Everett Community College, including information pertaining to my education at other institutions that I have previously attending which is a part of my educational record at Everett Community College, and is deemed necessary by the Health Sciences Faculty to provide the above references.

References are requested for:

All prospective employers	Yes <input type="checkbox"/> No <input type="checkbox"/>
Specific employers listed below	Yes <input type="checkbox"/> No <input type="checkbox"/>

All educational institutions to which I seek admissions	Yes <input type="checkbox"/> No <input type="checkbox"/>
Specific educational institutions listed below	Yes <input type="checkbox"/> No <input type="checkbox"/>

All organizations considering me for an award or scholarship	Yes <input type="checkbox"/> No <input type="checkbox"/>
Specific organizations listed below	Yes <input type="checkbox"/> No <input type="checkbox"/>

Further, I understand that:

1. I have the right not to consent to the release of my educational records, and
2. I have a right to receive a copy of any written reference upon request, unless I have waived this right, and
3. This consent shall remain in effect until revoked by me, in writing, and delivered to the Health Science Records Department, but that any such revocation shall not affect disclosures previously made by the Health Science Faculty prior to the Faculty's receipt of any such written revocation.

Student's Signature _____

Date _____