

**COMMUNITY COLLEGE OF ALLEGHENY COUNTY  
SOUTH CAMPUS**



**MEDICAL ASSISTING**

**STUDENT HANDBOOK 2023-2024**



**COMMUNITY COLLEGE OF ALLEGHENY COUNTY  
SOUTH CAMPUS**

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# **COMMUNITY COLLEGE OF ALLEGHENY COUNTY SOUTH CAMPUS**

## **INTRODUCTION**

Welcome to the Allied Health Department of CCAC South Campus. Careers in the health care field are challenging and rewarding. The education you will receive will make you equipped for your profession.

This handbook of Medical Assisting policies and procedures has been compiled to help you fully understand the expectations of the Medical Assisting Program and to serve as a reference during your educational process at CCAC South Campus. Due to the complexity of the program, there are certain standards of achievement and behavior which must be maintained. To achieve success in the Medical Assisting Program it is essential that all students comply with the policies in this handbook.

The information in this handbook must be completely read by the student and will be reviewed at appropriate times by the faculty. It is the student's responsibility to comply with all policy changes, additions, and deletions that apply to the program.

We, the faculty of the Medical Assisting Program at CCAC South Campus, extend our best wishes to you as you progress towards achieving your personal and professional goals.

## **MISSION STATEMENT**

The Allied Health Department of South Campus adheres to the mission statement of the College stated in the College Catalog with the exception of the open enrollment into the programs. Due to the limited enrollment of the Medical Assisting Program, the department accepts qualified applicants who have applied to this program within limitations set forth by the clinical facilities, accreditation competencies and/or physical classroom/laboratory/equipment space. This provision allows the applicants qualifying for the program the ability to receive the best possible educational experience.

## **CODE OF ACADEMIC INTEGRITY**

The Allied Health faculty of the Community College of Allegheny County is devoted to the promotion of ethical standards of conduct and the maintenance of an atmosphere of academic integrity.

The Allied Health faculty as a professional body, whose concern is the preparation and education of safe, competent health care practitioners, has an additional commitment to uphold and project a positive image of professional health care.

As an Allied Health student in the Medical Assisting Program at CCAC, you are expected to accept a professional obligation, a commitment to adhere to the ethical standards of conduct and to promote an atmosphere of honesty and academic integrity. In doing so

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you have the responsibility to demonstrate honesty and respect for the ethical standards and integrity of the health care profession.

As a student, you are obliged to demonstrate honesty in academic assignments and promise to adhere to the established code of conduct.

As a student, you will report behavior that is clearly in violation of such established standards. These commitments confirm your responsibility in maintaining and advancing the academic integrity and ethical standards of practice in the Medical Assisting Program.

### **Medical Assisting Code of Ethics**

The Medical Assisting Code of Ethics of the AAMA sets forth principles of ethical and moral conduct as they relate to the medical profession and the practice of medical assisting.

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

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

### PROGRAM: MEDICAL ASSISTANT (419.1)

#### Certificate

This certificate program prepares students for entry-level positions as a medical assistant in a physician's office, clinic, or other healthcare setting. Medical assistants work with physicians of all specialties performing clinical and administrative duties. They assist with examinations and treatments, perform routine laboratory procedures, maintain medical records, complete insurance forms, arrange for diagnostic procedures, handle correspondence, and perform bookkeeping. Students graduating from this program will demonstrate critical thinking based on knowledge of academic subject matter required for competence in the profession. The program's goal is to prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills) and affective (behavior) learning domains to enter the profession. The program includes a 160-hour, non-paid clinical externship.

Enrollment is limited by availability of clinical sites and other factors. Students must make separate applications to the program. Students must be eligible for second-level developmental courses.

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A felony conviction may affect a student's eligibility to enroll in the clinical externship and the graduate's ability to take the national examination required to practice as a Medical Assistant.

A student must maintain a 2.0 college-level cumulative GPA to enter and remain in the program.

The Medical Assistant program is accredited by the Commission on Accreditation of Allied Health Education Programs ([www.caahep.org](http://www.caahep.org)) upon the recommendation of the Medical Assisting Education Review Board (MAERB). Commission on Accreditation of Allied Health Education Programs, 9355-113<sup>th</sup> St. N, #7709, Seminole, FL 33775; Phone: 727-210-2350.

Graduates are eligible to apply for the national examination for the AAMA CMA (Certified Medical Assistant) credential, AMT RMA (Registered Medical Assistant), and the NHA CCMA (Certified Clinical Medical Assistant).

### **Upon successful completion of the program, the graduate will:**

- Perform clinical procedures related to patient examinations and assist the physician throughout the exam.
- Prepare blood and body fluid specimens for analysis according to industry standards.
- Communicate effectively orally and in writing according to professional standards.
- Perform medical business administrative functions in accordance with applicable regulations, policies, laws and patient rights.

### **Admission Requirements**

Students interested in admission to the Medical Assisting Program, must first complete the certificate program. For consideration students must have:

1. acceptance to CCAC;
2. placement tests (e.g. Reading, Writing, Mathematics); and
3. any required Developmental coursework\*
4. separate application to the Medical Assisting Program

Enrollment is limited. The program accepts applications in the Spring for the upcoming Fall semester. Completed applications may be submitted beginning January 1<sup>st</sup> and will continue until the program enrollment is full for the following semester. Qualified applicants who meet the program prerequisites and grade point average (GPA) of 2.0 or above will be offered acceptance on a first come, first served basis.

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\* Applicants must be eligible for college-level courses or have placement testing into ENG 101L, MAT 090 and DVS 101 or DVS 103 with a minimum GPA 2.0 or higher.

A felony conviction may affect a student's eligibility to enroll in the clinical externship and the graduate's ability to take the CMA (AAMA) Certification Examination. Students are required to complete all background checks prior to the start of the program and discuss any convictions with the program coordinator.

\*\*The Medical Assisting Certificate program is considered full-time. All courses must be taken together according the semester schedule. Only students with prior approval from the Program Coordinator may be permitted to attend on a part-time basis. If a student fails a course, they must reapply for the program the following year.

## Certificate Requirements

<b>First Semester</b>	<b>Credits</b>
ALH 140 Medical Terminology*	3
CIT 100 Introduction to Computers*	3
MDA 104 Administrative Medical Office Management	4
MDA 105 Clinical Medical Assisting 1 Lecture and Lab	5
MDA 208 Medical Financial Management	3

\*Please note that while students may take these courses during their first semester, faculty recommend that students complete them before enrolling in the Medical Assisting program.

## Second Semester

ALH 106 CPR	1
BIO 103 Human Biology	3
MDA 103 Medical Assisting Seminar	3
MDA 106 Clinical Medical Assisting 2 Lecture and Lab	5
MDA 107 Laboratory Procedures for the Medical Office	3

## Summer

MDA 108 Medical Assisting Externship	3
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\*160 hour externship rotation

**Minimum Credits to Graduate 36**

## CPR Requirement

Cardiopulmonary Resuscitation (CPR) Basic Life Support (BLS) for Health Care Provider through the American Heart Association is required. You will be required to show verification of current CPR certification in Basic Life Support for the Healthcare Provider. Your training with the American Heart Association (AHA) must be equivalent

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to CCAC's **ALH-106 Basic Life Support**. (Online training is not accepted.) This course in Basic Life Support for Healthcare Providers includes background information about heart disease, risk factors, prudent heart living and heart and lung function. One-and-two rescuer adult cardiopulmonary resuscitation (CPR), foreign body airway obstruction management and pediatric resuscitation are also taught. The course must provide training on the Automatic External Defibrillator (AED). ALH-106 is a one credit course.

### ACCREDITATION

The Medical Assistant program is accredited by the Commission on Accreditation of Allied Health Education Programs ([www.caahep.org](http://www.caahep.org)) upon the recommendation of the Medical Assisting Education Review Board (MAERB). Commission on Accreditation of Allied Health Education Programs, 9355- 113<sup>th</sup> St. N, #7709, Seminole, FL 33775; [mail@caahep.org](mailto:mail@caahep.org).

Graduates are eligible to apply for the national examination for the CMA (Certified Medical Assistant) credential, the RMA (Registered Medical Assistant) and the CCMA, (Certified Clinical Medical Assistant).

Medical Assisting Certificate- Graduate Outcomes CCAC results for the (MAERB) Medical Assisting Education Review Board 2020 program outcomes:

- Exam Passage Rate 100%
- Graduate satisfaction 100%
- Employer satisfaction 100%

Based on 2021 Annual Report MAERB five-year program review

The Community College of Allegheny County is accredited by the Middle States Association of Colleges and Schools.

PROGRAM: MEDICAL ASSISTANT (535.1)

SOUTH

Associate of Science

This degree program enables students in the certificate program the opportunity to continue their education and to complete the coursework needed for an associate degree. This program prepares students for entry-level positions as a medical assistant in a physician's office, clinic or other healthcare setting. Medical Assistants work with physicians of all specialties performing clinical and administrative duties. They assist with examinations and treatments, perform routine laboratory procedures, maintain medical records, complete insurance forms, arrange for diagnostic procedures, handle correspondence, transcribe notes and perform bookkeeping. Students graduating from this program will demonstrate critical thinking based on knowledge of academic subject matter required for competence in the profession. The program's goal is to prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.



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Upon successful completion of the program, the graduate will:

1. Perform clinical procedures related to patient examinations and assist the physician throughout the exam.
2. Prepare blood and body fluid specimens for analysis according to industry standards.
3. Communicate effectively orally and in writing according to professional standards.
4. Perform medical business administrative functions in accordance with applicable regulations, policies, laws, and patient rights.

Graduates are eligible to apply for the national examination for the CMA (Certified Medical Assistant), the RMA (Registered Medical Assistant) and the CCMA, (Certified Clinical Medical Assistant).

ALL students must successfully complete the Medical Assisting Certificate program before changing their course code. Once all requirements are made for the Certificate program, there is no separate application needed for the Associates program. Students can finish the required General Education courses at their leisure.

## Degree Requirements

<b>First Semester</b>	<b>Credits</b>
ALH 140 Medical Terminology*	3
CIT 100 Introduction to Computers*	3
MDA 104 Administrative Medical Office Management	4
MDA 105 Clinical Medical Assisting 1 Lab and Lecture	5
MDA 208 Medical Financial Management	3
**Please note that while students may take these courses during their first semester, faculty recommend that students complete them before enrolling in the Medical Assisting program.	
 <b>Second Semester</b>	
BIO 103 Human Biology	3
ALH 106 CPR	1
MDA 103 Medical Assisting Seminar	3
MDA 106 Clinical Medical Assisting 2 Lab and Lecture	5
MDA 107 Laboratory Procedures for the Medical Office Lab and Lecture	3
Restricted elective	3
 <b>Summer Semester</b>	
MDA 108 Medical Assistant Externship <b>*160 hour externship rotation</b>	3

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## Third Semester

BUS 103 Principles of Management	3
ENG 101 English Composition	3
Mathematics Elective	3-4
PSY 101 Introduction to Psychology	3

## Fourth Semester

ALH 125 Pharmacology or	3
BIO 107 Pharmacology	3
ENG 102 English Composition 2	3
PSY 108 Human Growth and Development	3
SPH 101 Oral Communications	3

**Minimum Credits to Graduate 62-64**

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## Essential Functions

The Allied Health programs establish technical standards and essential functions to ensure that students have the abilities required to participate and potentially be successful in all aspects of the respective programs. Students are required to meet the **MDA Essential Functions** for the program. Satisfactory completion of the MDA Program and successful employment following graduation demands your ability to meet the requirements. If you are uncertain as to your ability with any of these essential functions, please consult with the MDA Program Director.

### Allied Health (ALH) Behavioral Standards Statement

Students Admitted to the Allied Health (ALH) Programs are expected to exhibit behavioral standards, which are acceptable to the total community. The behavioral standards listed below were created to reflect the position of the College and the Allied Health Department. Should the College receive information concerning a physical or mental condition or criminal conviction not previously reported by the student in an Allied Health Program that may have a bearing on the fitness of the student to continue in the program, the student shall be reported, upon notice, to cooperate fully in the investigation of the reported information. The student may be required to execute a waiver that authorizes the College to review applicable records maintained by involved agencies. Failure to cooperate fully may result in the student's immediate suspension or dismissal from the Allied Health Program.

NOTE: If any violation of the PA Child Abuse History status, PA Criminal Record or FBI Criminal Record occurs after the student applies for program admission until successful completion of all program requirements occurs, the student may be removed from the program. If any of these clearances (Child Abuse History, PA Criminal Background Check, FBI Fingerprint Check and Drug Screen) are found to be unacceptable by the clinical site, the student will not be able to complete the clinical experience. If a refusal on the part of the clinical site does occur, the ALH Program is under no obligation to reassign the student to another facility. The student will then be asked to withdraw from the Allied Health Program.

While matriculating at the Community College of Allegheny County it is expected that the student will:

- Not incur a felonious conviction during the program enrollment, as the nature of this conviction may have a direct effect on certification or licensing. **WARNING:** A graduate of an ALH Program who has been convicted of a felony, is or was involved in drug abuse or has violated other rules or the licensure body, may not be permitted to sit for the licensing examination regardless of the student's ability to complete college educational requirements. The student is required to notify the ALH Program Administrator of any criminal conviction. The College reserves the right to require appropriate documentation as requested regarding previous felonies or violations.

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- Not use or consume illegal substances. The College reserves the right to refer students to a physician in the event of a violation or a suspected violation of this provision. The student is responsible for all of the costs of this referral.
- Notify the ALH Program Dean, in writing, if there is a change in status. Criminal charges, which may have direct bearing on a student's participation in the ALH Program, may be grounds for temporary suspension from the program.
- Comply with the College disciplinary code as presented in the Student Handbook.
- Conduct themselves on or off campus in a manner consistent with the standards of the academic and professional community.

Identification of Essential Cognitive & Physical Functions Necessary for Completion of Course Objectives In order to meet the program competencies, a student must possess the following characteristics:

- **SPEAKING:** Must be able to speak to focal clients and members of the health team with effective verbal communication.
- **WRITING:** Must be able to utilize a concise documentation style which is readable and in the English language.
- **HEARING:** Must be able to hear verbal orders and hear sounds that indicate changing patient status.
- **MENTAL ABILITY:** Must be able to learn new procedures and understand directions. Must be able to understand and interpret MD orders.
- **ANALYZE:** Must be able to interpret data used in formulating accurate patient assessments, nursing diagnoses, evaluations, and self-evaluation, and make decisions to sufficiently deliver patient care.
- **SEEING:** Must be able to observe changes in patient status and unsafe environmental conditions.
- **READING:** Must be able to read and comprehend written course materials and documentation of patient care and hospital policies and procedures.
- **CALCULATING:** Must be able to count pulse, respirations, and to perform mathematical calculations.
- **SMELLING:** Must be able to detect odors indicating unsafe conditions or changing patient status.
- **MOBILITY:** Must be able to move freely to observe patients, perform patient emergency care, and apply restraints.
- **DEXTERITY:** Must be able to capably perform nursing procedures. Must be capable of full manual dexterity of upper extremities, unrestricted movement of both lower extremities, neck, shoulders, back and hips to assist patients in all aspects of care.
- **BENDING:** Must be able to bend to touch the floor to remove environmental hazards.
- **LIFTING:** Must be able to lift and/or support at least 50 pounds to reposition, transfer, and ambulate patients safely.

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## Occupational Hazards

Healthcare is the fastest-growing sector of the U.S. financial system. It employs over 18 million workers. Women represent 80% of the healthcare work force. Medical Assistants work directly with providers and patients, with the goal of providing healthcare and ensuring patient safety. It is a position with great responsibility. Healthcare workers face a wide range of hazards on the job including:

- Ergonomic hazards from lifting, sitting, and repetitive tasks
- Bloodborne pathogens and biological hazards
- Exposure to infectious disease
- Sharps injuries
- Chemical and drug exposure
- Back injuries
- Latex allergies
- Violence
- Stress

Accredited medical assisting programs are required to teach students about the hazards that they face on the job and the protocols that can be put into place to ensure a workplace culture that prioritizes safety.

Although it is possible to prevent or reduce these hazards, healthcare workers continue to experience injuries and illnesses at work. Cases of nonfatal work injury and illness with healthcare workers are among the highest of any industry sector (CDC.gov).

## Job Outlook

Medical Assisting is a profession with many rewards, as practitioners can perform both administrative and clinical services, filling several roles in a variety of healthcare environments. The Bureau of Labor Statistics clearly outlines that it is a growth field, with an anticipated 18% growth from 2020-2030.

## Transfer of courses into the Medical Assisting Program

The Medical Assisting Certificate Program does not currently accept transfer credits, advanced placement or experiential learning from other institutions that offer Medical Assisting courses due to accreditation standards and tracking of the MAERB Core Curriculum. General education classes will be considered after the students submit an official transcript to the college.

## Transfer opportunities for Health Service Management

CCAC graduates who have earned the Associate of Science degree in one of the 25 allied health majors at CCAC may pre-plan their college careers and transfer to Carlow University to complete a Bachelor of Arts or Bachelor of Science degree at Carlow University. Transfer scholarships and Phi Theta Kappa scholarships are available to assist qualified students. CCAC graduates in Allied Health careers can

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further their education in Health Services Management/ Administration through articulation agreements with [Carlow University](#).

### Star Articulation Agreement

Students that have been enrolled in Career and Technical Center program CIP code 51.0899, may transfer PHL-205 as 3 credit elective into the Associates program. Students will have to submit the Career and Technical school transcripts which show completion of the program.

### ATTENDANCE POLICIES

The course work of the Medical Assisting Program proceeds from simple skills to more complex. Regular and punctual attendance is essential to proper learning of these skills. Students are expected **to attend all classes** or to notify the instructor prior to the start of the class if there is an impending absence. If a student misses more than 2 classes in a course, the student must meet with the Program Coordinator to discuss attendance. More than 3 missed classes in a course may lead to dismissal from the program. See course outline.

#### A. CLASSROOM, CLINICAL, AND LABORATORY ATTENDANCE:

1. Classroom, clinical, and laboratory **attendance is required**. These requirements are stated on individual Course Outlines. If a student misses a lab, they have missed the entire lesson. Students may not attend other lab time and must meet with the skills lab instructor and another student to be signed off on missed lab hours. The skills lab instructor is NOT required to duplicate a missed lab. The skills lab instructor will only verify hours that the student has made up. It is vital that students maintain 100% lab attendance!! More than one missed lab session may result in failure of the course.
2. Class assignments are the responsibility of the student to get even if absent.
3. The opportunity to make up exams, quizzes, or laboratory experiences is at the discretion of the instructor as stated on individual course outlines.
4. It is the student's responsibility to be on time for every lecture, lab and clinical experience. Attendance is tracked and students may lose percentage points off their final grade for tardiness and early dismissals. See course outline for class policy.

#### B. INCLEMENT WEATHER GUIDELINES:

On days when the Campus closes due to severe weather-related conditions, the student may be excused from attending clinical (externship). (Severe weather, generally, is defined as that which necessitates Campus closing.)

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1. Students who reside in or attend clinical sites in areas experiencing severe weather may become homebound by those conditions. In such cases where the Campus is **not** closed but the student resides in or attends a clinical site in a severe weather area, the student must call the CCAC Clinical Representative and the clinical site preceptor/supervisor to report the absence prior to the beginning of the clinical shift (externship).
2. Missed clinical time (externship) must be made up on an individual basis at a mutually convenient time agreed upon by the clinical site, CCAC Clinical Representative and the student. Students must know that the clinical site may not have the opportunity for students to make-up missed time. Call off's for externship should be reserved for emergency situations only.
3. The Severe Weather Hotline for South Campus is 412-469-6335 and the official CCAC radio station is KDKA.

### **Dress Code**

The following dress code will be enforced for all students in the Medical Assisting Program during practicum, the clinical lab and open skills lab:

1. Students must wear a clean scrub uniform with CCAC logo
2. Students must wear their CCAC ID badge to the clinical site
3. No jeans, tank tops, short, miniskirts, tight spandex pants or see through garments will be allowed on clinical sites or in the clinical lab
4. Students are expected to follow good personal hygiene practices
5. No artificial nails
6. Hair is to be worn in a neat, clean style, and long hair should be pulled back
7. Hair color must be of a natural color
8. Shoes should be neat and clean and have no open toes or open holes. Sneakers are permitted
9. No visible body piercing will be acceptable except single or double-pierced ears.
10. For the practicum, tattoos must be covered.

## HEALTH POLICIES

### **I. Objective of the Health Policies**

1. Assess the health status of the students prior to the clinical Externship.
2. Facilitate the maintenance of optimum physical and mental health for students.

### **II. Health Policies**

A. **STUDENTS MUST BE PHYSICALLY AND EMOTIONALLY ABLE TO COMPLETE THE MEDICAL ASSISTING COURSE OBJECTIVES.** (This includes clinical, classroom, and laboratory).

The Medical Assisting Program requires the student to submit a completed medical examination form along with Clinical clearances and background checks to their

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purchased Castlebranch account. Castlebranch is a mandatory tracking system that students will utilize to print health forms and organize all of their clearances. The Castlebranch system will be discussed with students in greater detail with the Program Coordinator. All costs associated with these clearances are the student's responsibility. ALL CLEARANCES MUST BE COMPLETED BY THE DUE DATE OR THE STUDENT WILL BECOME INELIGIBLE TO COMPLETE THE EXTERNSHIP AND WILL BE DISMISSED FROM THE PROGRAM. THERE ARE NO EXCEPTIONS!

B. Students are required to have the following laboratory tests and immunizations:

1. Laboratory Tests

- a. Hepatitis B Surface Antigen  
This blood test detects exposure to Hepatitis B virus and should not be confused with Hepatitis B vaccine or antibody
- b. Hepatitis C
- c. Varicella Titer
- d. MMR Titer
- e. 16 panel Drug test
- f. 2- step PPD or blood test - Proof and results of this tuberculosis skin test within the past six months.

2. Immunizations

- a. Influenza-Proof of immunization from the current year
- b. Tetanus - Proof of immunization with tetanus toxoid within the last ten years.
- c. Covid-19- Proof of Immunization (site specific requirement as of 2023)
- d. Hepatitis B Vaccine – Proof of protection and immunization

*\*\*\* These must be documented on CCAC forms and completed by the due dates set forth by the Program Coordinator. Failure or refusal to complete these will result in an inability for Externship placement. Externship sites might require additional clearances. All cost for medical and background clearances are the responsibility of the student.*

C. Students are encouraged to be covered by health insurance. Cost of health care is the student's responsibility.

D. Health Status Awareness Policy

Students are responsible for notifying their instructor in each Medical Assisting course of any known illness, or physical disability that may pose a threat to the welfare of other students, patients, self or others. Changes in health status, which may impact the student's ability to meet the clinical objectives, must be



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documented on the Medical Clearance form prior to resuming clinical responsibilities.

Should the College receive information concerning a physical or mental condition not previously reported by a student in the Medical Assisting Program that may have a bearing on the fitness of the student to continue in the program, the student shall be required, upon notice, to cooperate fully in the investigation of the reported information. The student may be required to execute a waiver that authorizes the College to review applicable records maintained by involved agencies. Failure to cooperate fully may result in the immediate suspension or dismissal of the student from the Medical Assisting Program.

### **E. Health Maintenance**

1. **Illness or Injury on campus.**  
Should the student become ill or injured while on campus, 911 must be called.
2. **Illness or Injury while on Clinical Externship.**
  - a. Should the student become ill or injured while on the clinical externship, arrangements have been made with the health care facilities for the student to be treated in the emergency room.
  - b. Should injury occur on the clinical externship, the student must follow the policies and procedures of the clinical facility.
3. The facility preceptor in consultation with the CCAC Clinical Representative has the right to refuse a student to be in the clinical area if it is judged that the student is emotionally or physically unsafe to self or others.
4. The Clinical Externship will subject students to particular health hazards such as exposure to communicable diseases. Students will follow standard precautions as described by OSHA and the CDC.

### **III. Health Clearances and Background checks**

- A. Students are required to purchase a Castlebranch account for organization of Health clearances and background check. The Castlebranch account is where students will find all of the necessary health forms that will need completed prior to externship. Students must use the forms provided on the tracker. No student will be granted access to the externship portion of the program if all clearances and background checks and not completed on time. There are no exceptions on these forms, all must be completed in order to go on clinical sites. The cost of these clearances and background checks are

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the responsibility of the student. A student can be denied placement for externship if a criminal record exists. The school is not required to replace a student in another location if this should occur.

### **CASTLE BRANCH 2023 REQUIREMENTS AND FEES**

The CCAC Allied Health Department now uses a screening and document managing agency that assists you in obtaining your necessary admission materials and will also maintain your records for clinical. This is mandated for Accreditation to keep track of your medical and clearance records.

The cost of this service for new program students is as follows:

Cost Paid to <i>Castle Branch</i> :	\$135.00
Cost Paid to IdentoGo for Fingerprinting:	\$22.60
Cost paid to PA for Child Abuse Clearance:	\$10.00
Cost of 16-panel Drug Test:	\$84.00
Cost of Administrative clearances (HIPAA)	\$30.00

\* Students are responsible for ALL fees.

If there is a second year of your Allied Health Program (or you reapply to a program that will extend beyond 1 year) you will be required to complete a RENEWAL package on Castle Branch. The cost is currently \$59.00 plus clearances, medical examination, and immunizations. For further clarification please speak to the program coordinator of the program in which you are enrolled.

The **Allegheny County Health Department** is available for students to receive immunizations and lab tests at a reduced cost.

3441 Forbes Avenue  
Pittsburgh, PA 15213

Contact (412) 578-8060 for more Information.

### **INSTRUCTIONS FOR SETTING UP A CASTLE BRANCH ACCOUNT FOR THE SOUTH CAMPUS MEDICAL ASSISTING PROGRAM**

1. Go to: [portal.CastleBranch.com/CV04](http://portal.CastleBranch.com/CV04)
2. Click On: "PLACE ORDER"
3. Click On: "Please Select"

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4. Choose: South Campus
5. Choose: The Program ***You Are Enrolling In***. Example:  
(Medical Assisting, Medical Lab Assistant, Medical Laboratory Technician)  
Pharmacy Technician or Phlebotomy).
6. Choose the appropriate Package Code.

Package codes:

**OI59:** Background Check, Fingerprinting, Child Abuse Registry, and Clinical Tracker

**OI59dt:** Drug Test

**OI59re:** Recheck of the Background Check, Fingerprint, and Child Abuse

**CASTLE BRANCH: Be attentive to deadlines!!! Lab work usually takes a few weeks to become available. The two-step TB (PPD) is done over a 2-3 week period. The first 2 Hepatitis B Vaccines are done 1 month apart. Students are responsible for checking and maintaining their Castle Branch account to ensure it remains in compliance. If accounts are not updated and maintained while in the Allied Health program, students will not be permitted to participate in the clinical externship.**

### Frequently Asked Questions:

1. **What is a two-step TB (PPD) test?**  
Two skin tests that should occur two weeks apart. The first test is placed, then read by the healthcare provider 48 hours later. The second test should be placed 1-3 weeks after the first test then read by the healthcare provider in 48 hours.
2. **What if I had a QuantiFERON-TB Gold Test?**  
If you have documentation of QuantiFERON-TB Gold Test, upload results.
3. **What if I had a two-step TB (PPD) test for my employer?**  
If you have documentation of a two-step TB (described above), along with consecutive annual TB tests, from your employer, upload employee record and obtain a current TB test (one test). If your employer never did a two-step TB, or if more than a year has passed since the last TB test, please be sure to have a two-step test done.
4. **What is a titer?**  
A titer is a blood test that will report whether you have acquired immunity to the disease. It tests for antibodies to the specified diseases.
5. **What results should I expect for a titer to be accepted?**

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Measles, Mumps, Rubella, Varicella (Chicken Pox), and Hepatitis B should be positive or immune. The lab result will be quantitative...needs to be greater than a certain number to be considered a positive result. Hepatitis C should be negative.

- 6. What if a Measles, Mumps, or Rubella titer is negative?**  
Receive an MMR vaccine booster.
- 7. What if Varicella (Chicken Pox) titer is negative?**  
Receive the Varicella vaccine(s).
- 8. What if the Hepatitis B titer is negative?**  
Begin to repeat the series of three vaccines. UPMC requires the first two vaccines (one month apart) to be administered prior to clinical. The third vaccine will be six months after the first. A titer should be repeated 30-60 days after the third vaccine. On rare occasions, an individual will not test positive...if the titer is negative after repeating the vaccines, no worries...the student will be considered a non-responder.
- 9. What if I have titer results from my employer or prior requirement?**  
Provide the titer results to the healthcare provider completing the physical form and upload the employee health record/lab report.
- 10. What if the Hepatitis C is positive?**  
Follow-up with the health-care provider.
- 11. What is the most common reason titer results are rejected on the Castle Branch site?**  
The physical form is provided without a copy of the lab report or employee health record. Please be sure to obtain copies of the lab reports from the healthcare provider and upload them along with the physical form under the correct portal.
- 12. When should I get the flu vaccine?**  
The Flu vaccine should be from the upcoming flu season and does not have to be done until the end of September or the beginning of October.
- 13. What if I am allergic to eggs and cannot receive the flu vaccine?**  
Flubok is an egg-free vaccine and can be ordered through Giant Eagle or other pharmacies.

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## **Special Accommodations**

It is the student's responsibility to disclose a disability and notify the Program Director if they need reasonable accommodations to participate in the Medical Assisting Program. The program cannot make accommodations for students outside of the required essential functions listed. Students with a documented disability may submit the required paperwork for support accommodations with CCAC's Supportive Services department. If approved, each course instructor will receive a notice from Supportive Services detailing the approved student accommodation. Accommodations cannot be made without prior approval from Supportive Services.

## **Externship/Practicum**

All students are required to complete the 160-hour Externship/practicum. The rotation is scheduled for the first summer session. Students will meet with the Program Coordinator several times to review available site placement and opportunities. Together, the Program Coordinator and the student will identify potential locations and areas of interest. Each site may have additional clearance checks or learning requirements which will be reviewed with the student prior to the experience. It is the student's responsibility to pay for any additional testing, fees, transportation, and parking associated with the externship/practicum rotation. No student shall advance to the externship/practicum rotation without first completing all MDA courses and grade requirements. The Program Coordinator/Practicum Coordinator will be a liaison between the student and the site manager. The Program Coordinator/Practicum Coordinator will stop by all externship/practicum sites routinely. Students will also have weekly check-ins and short assignments posted on Blackboard. A separate externship/practicum handbook is reviewed with the student before the experience starts. Each externship/practicum site may have additional policies or procedures that the students must follow along with all required CCAC policies and procedures.

## **Student Refusal of Clinical Assignment to an HIV Positive Patient and Antibody Testing for Students and Faculty**

Except for the exemptions to clinical assignments as stated under "Guidelines for Exempting Students from Clinical Assignment to HIV Positive Patients", students who have received formal classroom instruction in the care of HIV positive patients and satisfactorily demonstrated knowledge and skills requisite to such care may be subject to disciplinary action in the event they refuse a clinical assignment.

The college will not undertake any program of screening students or faculty for antibodies to HIV nor will the attempt be made to identify those in high-risk groups and to require screening of those groups only.

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## Accidental Exposure

Accidental exposure is defined as accidentally being exposed to blood/body fluids through needle stick or skin lesion/non-intact mucosal membrane of a suspected or diagnosed HIV patient.

The accidental exposure of a student or faculty member in the College while in a clinical facility is treated like any type of accident occurring within the facility. The student should immediately notify the clinical facility Preceptor/Supervisor and the CCAC Clinical Representative. Facility policies will then be followed. The clinical facility will require the completion of an incident report and will usually order testing for antibody to HIV. The exposed student or faculty member will be encouraged to have testing. The decision to have testing or not, however, is the choice of the individual exposed.

## Confidentiality

All HIPAA regulations must always be followed. Failure for a student to maintain confidentiality of vital patient information, may result from dismissal from the program. This includes posting details about patients, patient care, staff and practicum location.

The Americans with Disabilities Act of 1990 (P.L. 10 11111 -336) specifies that qualified individuals may not be denied admission or employment or be subject to discrimination based on their handicap unless that handicap poses a "direct threat" to others.

## ALLIED HEALTH LABORATORY RULES

### **REMEMBER – LAB SAFETY BEGINS WITH YOU**

**These lab rules are designed to keep, students, faculty and patients safe. Any safety violations should be reported to the instructor immediately!**

### Care of Equipment/Specimens

1. Needles - should be disposable and disposed of in a Sharps container.
2. Blood and Other Specimens – should be obtained and handled using standard precautions.

### **GENERAL:**

1. **DO NOT** enter the Preparation Area without permission.
2. **DO NOT** use any equipment without instructions in its proper usage.

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**SAFETY:**

1. Know the location and how to use the FIRE ALARM, FIRE EXTINGUISHER, EYE WASH STATION, SPILL KIT, and FIRST AID KIT.
2. No “HORSEPLAY” or Inappropriate forceful behavior
3. No “FOOD or BEVERAGE – This will prevent pathogens from being ingested
4. No SMOKING
5. Shoes must be worn at all times, no open toes shoes
6. Long hair must be pulled back
7. Never open a centrifuge before it has completed stopped
8. IMMEDIATELY report any ACCIDENT or INJURY to the instructor and follow the college accident procedures
9. IMMEDIATELY report any equipment breakage or failure
10. Unplug electrical equipment when finished using when directed by instructor
11. Dispose of broken glassware in the proper disposal container
12. Cell phones must be turned off at all times. Absolutely no videoing or picture taking is permitted without prior approval.
13. Students must wear either scrubs or a lab coat within the lab.

**CLEANLINESS and INFECTION CONTROL:**

1. Utilize the recommended disinfectant – 10% Clorox to clean-up and disinfect all surfaces and materials.
2. Wash your hands BEFORE AND AFTER each lab session.
3. Wash your hands when you leave the lab for any reason.

# COMMUNITY COLLEGE OF ALLEGHENY COUNTY SOUTH CAMPUS

## ALLIED HEALTH LABORATORY RULES

Thoroughly clean work area BEFORE and AFTER usage as described below:

- A. Wipe down all work surfaces with disinfectant – 10% Clorox solution.
- B. Sweep any debris from the table and floor using the cleaning tools which are provided. Place debris in properly labeled containers.
- C. If a culture specimen is spilled, cover the spilled culture material with paper towels which have been soaked with disinfectant and wipe up the spill. Place the contaminated towels in biohazard bags.
- D. Thoroughly wash and rinse all glassware at the wash station, unless it is contaminated with bacteria.
- E. Place used contaminated glassware in the “contaminated glassware” area in the lab.  
Broken glassware is to be placed in the proper disposal containers.  
Immediately notify the instructor.
- F. Place used slides in the “dirty slide” area receptacle.
- G. Place all “contaminated” material (blood, bacteria, etc.) in the biohazard bags in the biohazard containers found throughout the lab. Remember, contaminated material can be infectious.
- H. Dispose of all urine specimens by flushing them down the sink drains and running water for on (1) minute afterwards.
- I. Lab coats must be worn and buttoned when in lab class. Lab coats are provided to the students. Medical Assisting students should wear scrubs to all lab classes.
- J. Disposable gloves must be worn when in the lab. Gloves are provided to the students.
- K. Goggles are provided to the students for use as directed.
  - K. DO NOT MOUTH PIPETTE. Use the provided safety pipetting devices when using serological pipettes.
  - L. Avoid cluttered work areas and clear the bench top of personal items. Place personal items in designated areas of the lab. Use the drawers for storage. Replace chairs and tables to their proper place before leaving.
  - M. Do not apply cosmetics in the lab.
  - N. Long hair must be pulled back to avoid contamination and for safety.
  - O. Always return all used equipment and unused supplies such as glassware, pipettes slides, etc. to the designated storage areas.
  - P. Always sterilize loops carefully to avoid contamination. Never place a loop on the table before sterilizing. Never place hot loops in such a position that other students can burn or injure themselves.
  - Q. Always heat fix slides carefully to avoid aerosols.
  - R. Use the protective hood as directed.
  - S. Observe any special directions given by the instructor for Allied Health courses specific for each program.



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**\*\*\*\*Failure to follow the above rules will result in a mandatory meeting with the Program Coordinator and documentation of the offense. More than three documented offenses will result in removal from the program for unsafe practices.**

# **COMMUNITY COLLEGE OF ALLEGHENY COUNTY SOUTH CAMPUS**

## **LIABILITY (MALPRACTICE) INSURANCE**

It is recommended by CCAC that each student carry malpractice insurance. Each student enrolled in a clinical externship course is recommended to carry liability (malpractice) insurance. The College has a group policy for all such students. A small fee for this insurance will be included in the student's tuition statement. Failure to pay this insurance fee will prevent the student from entering the clinical facility.

## **TRANSPORTATION**

Students are responsible for their own transportation to and from any clinical facility and approved field trips. Arrangements for parking are not provided for by the school or clinical facility. Students must make their own arrangements for parking at each clinical facility.

## **REQUIREMENTS FOR GRADUATION**

In order to qualify for graduation from the Medical Assisting Program, a student must:

1. Complete all course requirements in the Medical Assisting Program curriculum.
2. Maintain a cumulative grade point average (GPA) of 2.0 or better.
3. Obtain an Application for Graduation form along with an unofficial transcript from the Office of Student Records.
4. Complete the application form and see an advisor for a degree audit. Return the Application for Graduation form, degree audit and transcript to the Office of Student Records.
5. Meet the deadlines for submission of the application. Check with Student Records for the application deadline.
6. An Associate Degree or Certificate is awarded by CCAC based on the satisfactory completion of program courses and is not contingent upon passing a national certification/registry exam.

## **RETENTION OF STUDENT FILES**

All student records are kept with the Registrar's office. Student paper files are kept in the Program Director's office until the student graduates. After graduation, the files are kept in a locked storage room for five years. Starting 2023, online student records will be on the College's secure drive. Only CCAC Medical Assisting Program personnel will have access along with IT Department for online assistance.

# COMMUNITY COLLEGE OF ALLEGHENY COUNTY SOUTH CAMPUS

## GENERAL INFORMATION

### **Drop/ Add/ Withdrawal**

Notifying the instructor of your intention to drop or withdraw does NOT count as an official withdrawal from a course. Procedures for drop/add/withdrawal can be found at [www.ccac.edu/registration-services/](http://www.ccac.edu/registration-services/).

Students receiving financial assistance through grants, loans, and veteran's benefits should consult with the Financial Aid or Military and Veterans Service Center before dropping, adding, or withdrawing from class. Students' aid may be impacted by a change to the total number of credits in which the student is enrolled, or by receiving a W grade in one or more classes.

Consult the Academic Calendar on MyCCAC portal for these important deadline dates. Note that courses that do not meet within the standard 16- and 14-week terms have unique drop/withdrawal deadlines. Failure to process these forms with the Registration office by the published deadline may result in F grades and have financial consequences.

### **Students with Disabilities**

The Community College of Allegheny County makes every effort to provide reasonable accommodations for students with disabilities. Questions about services and procedures for students with disabilities should be directed to the Office of Supportive Services at your campus.

### **Title IX Notification**

Know your rights as a student. Title IX, the Clery Act and the SaVE Act prohibits sexual harassment, sexual misconduct and acts of sexual violence, including sexual assault, domestic violence, dating violence, and stalking. See the complete policy and how to report at <https://www.ccac.edu/nondiscrimination/>.

### **MyCCAC Portal and Academic Email**

The MyCCAC portal provides access to all course, grade and administrative information at <https://my.ccac.edu>. All email correspondence regarding your academic work is to be conducted to and from your CCAC academic email account.

**Access your course information, email, Student Handbook, incident reporting and college services at:**  
<https://my.ccac.edu>

# COMMUNITY COLLEGE OF ALLEGHENY COUNTY SOUTH CAMPUS

## Student Appeals process

### STUDENT ACADEMIC COMPLAINT PROCEDURE

The Student Academic Complaint Procedure is available to students who have concerns about academic matters such as, but not limited to, course requirements and grades. To provide due process, the procedures below will apply: Informal Stage The student should make every effort to resolve the complaint by discussing it with the faculty member involved within two weeks after discovering the concern. Most complaints concerning academic matters are settled at this stage. If the complaint is not resolved between the student and the instructor, a meeting with the appropriate program/ course coordinator (ALH and NUR) or department head must occur. Formal Stage Complaints not resolved at the informal stage must be submitted in writing to the discipline associate or assistant dean.

The Academic Complaint Form can be found at [ccac.edu/about/forms.php#reporting-forms-forcampus-incidents-and-concerns](http://ccac.edu/about/forms.php#reporting-forms-forcampus-incidents-and-concerns). The deadline for filing such a complaint is the middle of the following semester, coinciding with the last day for students to complete "I" grade work. In the written complaint, the student will describe his/her concerns, the events that led to those concerns, what the student seeks as a resolution and the justification for that resolution.

The faculty member against whom the complaint has been filed will be given an opportunity to respond in writing. Based upon the submitted complaint and other relevant material, the discipline associate or assistant dean may make a decision on the matter or refer the complaint to an Academic Complaint Appeal Committee for a recommended resolution.

The Academic Complaint Appeal Committee will be convened within three weeks of the filed complaint and will forward its written recommendation within 72 hours of the close of its deliberations to the discipline associate or assistant dean who may accept, reject or modify the recommendation. The decision of the appropriate discipline associate or assistant dean is forwarded to the student by certified mail. The student has the right to appeal the decision of the discipline associate or assistant dean within seven business days of receipt of the decision to the discipline dean who will confer with the appropriate academic dean. The decision of the discipline dean is final.

Students must recognize that all final decisions about grades reside ultimately with the faculty member, regardless of the outcome of the appeals process.

The Academic Complaint Appeals Committee will consist of nine members:

- Three administrators appointed at the beginning of each academic year;
- Three full-time teaching faculty; and
- Three students.

### Readmission to the Medical Assisting Program

If a student fails to maintain a C or higher in all Medical Assisting courses, they will receive a failing grade for the course. The student may submit a new application the following year for readmission. Students are permitted to attend a class twice. Students MUST be reaccepted back into the program prior to scheduling classes.

# COMMUNITY COLLEGE OF ALLEGHENY COUNTY SOUTH CAMPUS

## Competency Based Program

The Medical Assisting Program at CCAC is competency based. Students must pass cognitive, psychomotor and affective skills throughout the program. All psychomotor skills will be demonstrated in lab. Students will have time in lab to practice the skills and may come in during open skills lab for additional practice. Students must perform and pass all psychomotor and affective competency's with a 100% pass rate. Students will have three attempts to master each skill. Failure to master each skill by the third attempt will lead to dismissal from the program. Students should seek the help from instructors and the skills lab instructor to make sure that they are prepared before attempting to pass each skill. Students should keep track of all skills in their skills packet booklet and watch for due dates. Some skills will require additional sign offs (vital signs, EKG) in the following semester to insure mastery prior to the externship.

## Open Skills Lab

Hours for open skills lab will be posted in the lab. It is the student's responsibility to see the open skills lab instructor to practice skills, get feed back and to sign off on competencies. Lab time is for demonstration and practice of skills. There is no guarantee that skills can be signed off during clinical lab times. Students are REQUIRED to go to open skills lab as needed to meet due dates. All students are required to sign into open skills lab. Like all instructors, the open skills lab instructor is always to be treated with respect and courtesy.

## Distance learning/ZOOM

Students are required to have the necessary technology requirements for each course. Students should reach out to the Dean of Students if they need help with these requirements. Late assignments/tests will NOT be permitted due to students not having the required materials. Students should have access to WIFI, Microsoft Word, Microsoft Powerpoint, Blackboard, webcam or phone camera as well. Students are still required to attend classes at the time scheduled. If a student logs on late, they will be marked tardy. If a student fails to show for class, they will be marked absent for the day and it is their responsibility to get the class notes from a classmate.

Labs will meet in person on campus. Labs CANNOT be made up. Attendance is mandatory! If a lab is missed, the student must make time to review the skills with the open skill lab instructor. Students are not permitted to attend different lab sections.

## Netiquette Policy

Students are expected to conduct themselves according to proper behavior standards. Our community exists on the basis of shared values and principles. In the virtual realm, these principles are uniquely relevant as, by the lack of physical presence, the

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nonverbal cues that help us infer meaning are absent. As a consequence, as an online community, we must pay special attention to the way we communicate in order to minimize misunderstanding.

Here are some ways to do this:

Choose your words carefully to relay your precise meaning. Avoid the use of ambiguous terms.

- Be concise—stick to the point.
- Always be aware that your words represent you.
- Remember the rules of common courtesy. Be respectful.
- Strive to add meaning and build the discourse (offer constructive comments). Avoid one-word responses (such as good, yes or no) that do not provide an opportunity for furthering discussion.
- Content should be professional in nature. Keep private information private.
- Avoid subtle humor and irony - it can be difficult to interpret in this media.
- All in our community have the right to their opinions and we respect our collective right to disagree
- Offer responses honestly but thoughtfully and respectfully, using language that others will not consider foul or abusive;
- Seek to understand and approach varied ideas with curiosity. You don't have to agree but much learning can occur if you remain open to different ideas.
- Avoid the use of slang or vulgar terms
- Be patient with each other. Reread postings objectively to assure you aren't assuming something that isn't there.
- Always sign your name to any contribution you choose to make • Be prepared to clarify statements that might be misunderstood or misinterpreted by others If you find yourself frustrated or angry...
- Most often, this is better handled privately (email or phone call)
- Avoid sending messages that you have written when you are angry. It's better to allow some time to pass before responding
- Reread your responses before posting them
- Do not write in all caps. This is considered shouting and aggressive in the virtual realm. If you are experiencing an issue with a classmate, share your concern with your instructor.

### **When sending the instructor an email:**

- Include your name and the course that you are taking
- Be professional! Do not start emails with "Hey". Please use a professional tone!
- Allow a minimum of 24-48 hours for a response
- Be courteous and respectful
- Request to schedule a Zoom meeting if the issue needs more time

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## **Appendix B**

Core Curriculum for Medical Assistants

Medical Assisting Education Review Board (MAERB)

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

The MAERB Core Curriculum must be taught and assessed in its entirety. In addition, all the psychomotor skills and the affective behaviors must be achieved by the students prior to the skills being performed at the practicum. While simulation of these skills can be used in the classroom setting for achievement, the practicum is designed for live experience, so simulation is not allowed as a substitute for practicum hours. MAERB publishes the Educational Competencies for Medical Assistants (ECMA), a publication designed to provide programs with guidance and options for achieving the MAERB Core Curriculum. In addition, Program Directors can build upon these knowledge and skills outlined here to teach the students related skills that serve their communities of interest. The curriculum is designed to demonstrate the intersection between the cognitive objectives and the psychomotor competencies. The affective competences are contained at the end, and because medical assistants utilize affective skills with any patient contact, be it physical or verbal, they can be bundled with any of the psychomotor competencies.

### FOUNDATIONS FOR CLINICAL PRACTICE

#### CONTENT AREA I-IV

##### Cognitive (Knowledge)

##### I.C Anatomy, Physiology, & Pharmacology

##### Psychomotor (Skills)

##### I.P Anatomy, Physiology, & Pharmacology

1. Identify structural organization of the human body
2. Identify body systems\*
3. Identify:
  - a. body planes
  - b. directional terms
  - c. quadrants
  - d. body cavities
4. Identify major organs in each body system\*
5. Identify the anatomical location of major organs in each body system\*
6. Identify the structure and function of the human body across the life span
7. Identify the normal function of each body system\*
8. Identify common pathology related to each body system\* including:
  - a. signs

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- b. symptoms
  - c. etiology
  - d. diagnostic measures
  - e. treatment modalities
9. Identify Clinical Laboratory Improvement Amendments (CLIA) waived tests associated with common diseases
10. Identify the classifications of medications including:
- a. indications for use
  - b. desired effects
  - c. side effects
  - d. adverse reactions
11. Identify quality assurance practices in healthcare
12. Identify basic principles of first aid
13. Identify appropriate vaccinations based on an immunization schedule.
- \*Body systems must include, but are not limited to, the following: Circulatory, Digestive, Endocrine, Integumentary, Lymphatic, Muscular, Nervous, Sensory, Reproductive, Respiratory, Skeletal, and Urinary.
- Psychomotor (Skills) I.P Anatomy, Physiology, & Pharmacology
1. Accurately measure and record
- a. blood pressure
  - b. temperature
  - c. pulse
  - d. respirations
  - e. height
  - f. weight (adult and infant)
  - g. length (infant)
  - h. head circumference (infant)
  - i. oxygen saturation
2. Perform the following procedures:
- a. electrocardiography
  - b. venipuncture
  - c. capillary puncture
  - d. pulmonary function testing
3. Perform patient screening following established protocols
4. Verify the rules of medication administration:
- a. right patient
  - b. right medication
  - c. right dose
  - d. right route
  - e. right time
  - f. right documentation
5. Select proper sites for administering parenteral medication
6. Administer oral medications
7. Administer parenteral (excluding IV) medications
8. Instruct and prepare a patient for a procedure or a treatment
9. Assist provider with a patient exam
10. Perform a quality control measure



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11. Collect 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
12. Provide up-to-date documentation of provider/professional level CPR
13. Perform first aid procedures
  - a. bleeding
  - b. diabetic coma or insulin shock
  - c. stroke
  - d. seizures
  - e. environmental emergency
  - f. syncope

### Cognitive (Knowledge) II.C Applied Mathematics

1. Define basic units of measurement in:
  - a. the metric system
  - b. the household system
2. Identify abbreviations used in calculating medication dosages
3. Identify normal and abnormal results as reported in:
  - a. graphs
  - b. tables

### Psychomotor (Skills) II.P Applied Mathematics

1. Calculate proper dosages of medication for administration
2. Record laboratory test results into the patient's record
3. Document on a growth chart
4. Apply mathematical computations to solve equations
5. Convert among measurement systems

### Cognitive (Knowledge) III.C Infection Control

1. Identify major types of infectious agents
2. Identify the infection cycle including:
  - a. the infectious agent
  - b. reservoir
  - c. susceptible host
  - d. means of transmission
  - e. portals of entry
  - f. portals of exit
3. Identify the following as practiced within an ambulatory care setting:
  - a. medical asepsis
  - b. surgical asepsis
4. Identify methods of controlling the growth of microorganisms
5. Identify the principles of standard precautions
6. Identify personal protective equipment (PPE)

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7. Identify the implications for failure to comply with Centers for Disease Control (CDC) regulations in healthcare settings

Psychomotor (Skills) III.P Infection Control

1. Participate in bloodborne pathogen training
2. Select appropriate barrier/personal protective equipment (PPE)
3. Perform handwashing
4. Prepare items for autoclaving
5. Perform sterilization procedures
6. Prepare a sterile field
7. Perform within a sterile field
8. Perform wound care
9. Perform dressing change
10. Demonstrate proper disposal of biohazardous material
  - a. sharps
  - b. regulated wastes

Cognitive (Knowledge) IV. C Nutrition

1. Identify dietary nutrients including:
  - a. carbohydrates
  - b. fat
  - c. protein
  - d. minerals
  - e. electrolytes
  - f. vitamins
  - g. fiber
  - h. water
2. Identify the function of dietary supplements
3. Identify the special dietary needs for:
  - a. weight control
  - b. diabetes
  - c. cardiovascular disease
  - d. hypertension
  - e. cancer
  - f. lactose sensitivity
  - g. gluten-free
  - h. food allergies
  - i. eating disorders

4. Identify the components of a food label

Psychomotor (Skills) IV. P Nutrition

1. Instruct a patient regarding a dietary change related to patient's special dietary needs

Cognitive (Knowledge) V.C Concepts of Effective Communication

1. Identify types of verbal and nonverbal communication
2. Identify communication barriers
3. Identify techniques for overcoming communication barriers
4. Identify the steps in the sender-receiver process
5. Identify challenges in communication with different age groups
6. Identify techniques for coaching a patient related to specific needs

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7. Identify different types of electronic technology used in professional communication
8. Identify the following related to body systems\*:
  - a. medical terms
  - b. abbreviations
9. Identify the principles of self-boundaries
10. Identify the role of the medical assistant as a patient navigator
11. Identify coping mechanisms
12. Identify subjective and objective information
13. Identify the basic concepts of the following theories of:
  - a. Maslow
  - b. Erikson
  - c. Kubler-Ross
14. Identify issues associated with diversity as it relates to patient care
15. Identify the medical assistant's role in telehealth \*Body systems must include, but are not limited to, the following: Circulatory, Digestive, Endocrine, Integumentary, Lymphatic, Muscular, Nervous, Sensory, Reproductive, Respiratory, Skeletal, and Urinary.

### Psychomotor (Skills) V.P. Concepts of Effective Communication

1. Respond to nonverbal communication
2. Correctly use and pronounce medical terminology in health care interactions
3. Coach patients regarding:
  - a. office policies
  - b. medical encounters
4. Demonstrate professional telephone techniques
5. Document telephone messages accurately
6. Using technology, compose clear and correct correspondence
7. Use a list of community resources to facilitate referrals
8. Participate in a telehealth interaction with a patient

### Cognitive (Knowledge) VI.C Administrative Functions

1. Identify different types of appointment scheduling methods
2. Identify critical information required for scheduling patient procedures
3. Recognize the purpose for routine maintenance of equipment
4. Identify steps involved in completing an inventory
5. Identify the importance of data back-up
6. Identify the components of an Electronic Medical Record, Electronic Health Record, and Practice Management system

### Psychomotor (Skills) VI.P Administrative Functions

1. Manage appointment schedule using established priorities
2. Schedule a patient procedure
3. Input patient data using an electronic system
4. Perform an inventory of supplies

### Cognitive (Knowledge) VII.C Basic Practice Finances

1. Define the following bookkeeping terms:
  - a. charges

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- b. payments
  - c. accounts receivable
  - d. accounts payable
  - e. adjustments
  - f. end of day reconciliation
2. Identify precautions for accepting the following types of payments:
    - a. cash
    - b. check
    - c. credit card
    - d. debit card
  3. Identify types of adjustments made to patient accounts including:
    - a. non-sufficient funds (NSF) check
    - b. collection agency transaction
    - c. credit balance
    - d. third party
  4. Identify patient financial obligations for services rendered
- Psychomotor (Skills) VII.P Basic Practice Finances
1. Perform accounts receivable procedures to patient accounts including posting:
    - a. charges
    - b. payments
    - c. adjustments
  2. Input accurate billing information in an electronic system
  3. Inform a patient of financial obligations for services rendered

### Cognitive (Knowledge) VIII.C Third-Party Reimbursement

1. Identify:
    - a. types of third-party plans
    - b. steps for filing a third-party claim
  2. Identify managed care requirements for patient referral
  3. Identify processes for:
    - a. verification of eligibility for services
    - b. precertification/preauthorization
    - c. tracking unpaid claims
    - d. claim denials and appeals
  4. Identify fraud and abuse as they relate to third party reimbursement
  5. Define the following:
    - a. bundling and unbundling of codes
    - b. advanced beneficiary notice (ABN)
    - c. allowed amount
    - d. deductible
    - e. co-insurance
    - f. co-pay
  6. Identify the purpose and components of the Explanation of Benefits (EOB) and Remittance Advice (RA) Statement
- Psychomotor (Skills) VIII.P Third-Party Reimbursement

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1. Interpret information on an insurance card
2. Verify eligibility for services
3. Obtain precertification or preauthorization with documentation
4. Complete an insurance claim form
5. Assist a patient in understanding an Explanation of Benefits (EOB)

### Cognitive (Knowledge) IX.C Procedural and Diagnostic Coding

1. Identify the current procedural and diagnostic coding systems, including Healthcare Common Procedure Coding Systems II (HCPCS Level II)
2. Identify the effects of:
  - a. upcoding
  - b. downcoding
3. Define medical necessity

### Psychomotor (Skills) IX.P Procedural and Diagnostic Coding

1. Perform procedural coding
2. Perform diagnostic coding
3. Utilize medical necessity guidelines

### Cognitive (Knowledge) X.C Legal Implications

1. Identify scope of practice and standards of care for medical assistants
2. Identify the provider role in terms of standard of care.
3. Identify components of the Health Insurance Portability & Accountability Act (HIPAA)
4. Identify the standards outlined in The Patient Care Partnership
5. Identify licensure and certification as they apply to healthcare providers
6. Identify criminal and civil law as they apply to the practicing medical assistant
7. Define:
  - a. negligence
  - b. malpractice
  - c. statute of limitations
  - d. Good Samaritan Act(s)
  - e. Uniform Anatomical Gift Act
  - f. living will/advanced directives
  - g. medical durable power of attorney
  - h. Patient Self Determination Act (PSDA)
  - i. risk management
8. Identify the purpose of medical malpractice insurance
9. Identify legal and illegal applicant interview questions
10. Identify:
  - a. Health Information Technology for Economic and Clinical Health (HITECH) Act
  - b. Genetic Information Nondiscrimination Act of 2008 (GINA)
  - c. Americans with Disabilities Act Amendments Act (ADAAA)
11. Identify the process in compliance reporting:
  - a. unsafe activities
  - b. errors in patient care
  - c. conflicts of interest
  - d. incident reports
12. Identify compliance with public health statutes related to:
  - a. communicable diseases

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- b. abuse, neglect, and exploitation
  - c. wounds of violence
13. Define the following medical legal terms:
- a. informed consent
  - b. implied consent
  - c. expressed consent
  - d. patient incompetence
  - e. emancipated minor
  - f. mature minor
  - g. subpoena duces tecum
  - h. respondeat superior
  - i. res ipsa loquitur
  - j. locum tenens
  - k. defendant-plaintiff
  - l. deposition
  - m. arbitration-mediation

### Psychomotor (Skills) X.P Legal Implications

1. Locate a state's legal scope of practice for medical assistants
2. Apply HIPAA rules in regard to:
  - a. privacy
  - b. release of information
3. Document patient care accurately in the medical record
4. Complete compliance reporting based on public health statutes
5. Report an illegal activity following the protocol established by the healthcare setting
6. Complete an incident report related to an error in patient care

### Cognitive (Knowledge) XI.C Ethical and Professional Considerations

1. Define:
  - a. ethics
  - b. morals
2. Identify personal and professional ethics
3. Identify potential effects of personal morals on professional performance
4. Identify professional behaviors of a medical assistant

### Psychomotor (Skills) XI.P Ethical and Professional Considerations

1. Demonstrate professional response(s) to ethical issues

### Cognitive (Knowledge) XII.C Protective Practices

1. Identify workplace safeguards
2. Identify safety techniques that can be used in responding to accidental exposure to:
  - a. blood
  - b. other body fluids
  - c. needle sticks
  - d. chemicals
3. Identify fire safety issues in an ambulatory healthcare environment
4. Identify emergency practices for evacuation of a healthcare setting
5. Identify the purpose of Safety Data Sheets (SDS) in a healthcare setting

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6. Identify processes for disposal of a. biohazardous waste and b. chemicals
7. Identify principles of:
  - a. body mechanics
  - b. ergonomics
8. Identify critical elements of an emergency plan for response to a natural disaster or other emergency
9. Identify the physical manifestations and emotional behaviors on persons involved in an emergency

### **Psychomotor (Skills) XII.P Protective Practices**

1. Comply with safety practices
2. Demonstrate proper use of:
  - a. eyewash equipment
  - b. fire extinguishers
3. Use proper body mechanics
4. Evaluate an environment to identify unsafe conditions

### **AFFECTIVE SKILLS**

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

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## POLICIES OF THE MEDICAL ASSISTANT PROGRAM

- \* Students must be capable of performing all essential functions of the medical assistant (see attached entry level competencies).
- \* All courses in the MDA program require a minimum grade of a “C”.
- \* QPA must be maintained at 2.0 or better.
- \* If the QPA drops below 2.0 (or if a “D” or “F” is received in any course), the student must reapply for admission into the program.
- \* Prior to the externship, each student is required to have completed a physical examination (without limitations), including blood work, TB screening, immunizations, including (Covid 19 if site requires) and a negative drug screen. Also students must obtain and submit Act 33, 34 and 73 clearances (Child Abuse Clearance, Criminal Record Check and FBI Fingerprint-Based Record Check). All documentation must be submitted to the program coordinator.
- \* CPR certification must be valid throughout the externship.
- \* Every attempt will be made to the Externship placement sites within a 45-minute drive from the college. Students are responsible for their own transportation to their assigned site and are required to accept their specific placement site.
- \* Supervised, non-paid, 160-hour externship is available in the first summer semester.
- \* Students may register for the Externship only with prior approval of the program coordinator.
- \* As of January 2001 administration of the Certificate examination, felons will not be eligible for this exam unless the CB grants a waiver.
- \* No student will be permitted to attend the offsite clinical rotation until All documents, including current Act 33, 34 and 73 clearances, are received and reviewed by the Program Coordinator.

**I have read and I understand the policies stipulated above. My signature indicates acceptance to the same.**

Name \_\_\_\_\_

Date \_\_\_\_\_  
(print)

Signature \_\_\_\_\_



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SOUTH CAMPUS**

COMMUNITY COLLEGE OF ALLEGHENY COUNTY

SOUTH CAMPUS

MEDICAL ASSISTING PROGRAM OUTCOMES

DISCLOSURE STATEMENT

- I have received a copy of the Medical Assisting Program Student Handbook from the Community College of Allegheny County, South Campus.
- I have received a copy of the Medical Assisting Program Objectives from the Community College of Allegheny County, South Campus.
- I have received a copy of the Medical Assisting Program Learning Outcomes from the Community College of Allegheny County, South Campus.

I have read, understand and will comply with the Program Objectives and the Program Learning Outcomes of the Medical Assisting Program. I understand in which courses these learning outcomes and competencies will be met.

Student: \_\_\_\_\_  
(Print)

Signature: \_\_\_\_\_

Date: \_\_\_\_\_