

MEDICAL ASSISTING PROGRAM HENDERSON COMMUNITY COLLEGE STUDENT HANDBOOK

This Medical Assisting Program Handbook has been developed to assist students by presenting information relevant to the understanding of the program's requirements and successful completion.

Please address any questions to the Medical Assisting Program Coordinator.

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Program Goals and Competencies

Competencies:

AAS in Medical Assisting

General Education Competencies:

Competencies will be met at the level appropriate to the credential.

Students should prepare for twenty-first century challenges by gaining:

- A. Knowledge of human cultures and the physical and natural worlds through study in the sciences and mathematics, social sciences, humanities, languages, and the arts.
- B. Intellectual and practical skills, including
 - Inquiry and analysis
 - Critical and creative thinking
 - Written and oral communication
 - Quantitative literacy
 - Information literacy
 - Teamwork and problem solving
- C. Personal and social responsibility, including
 - Civic knowledge and engagement (local and global)
 - Intercultural knowledge and competence
 - Ethical reasoning and action
 - Foundations and skills for lifelong learning
- D. Integrative and applied learning, including synthesis and advanced accomplishment across general and specialized skills.

Technical Competencies:

- 1. Display an awareness of the role, rights, responsibilities and functions of the Medical Assistant through awareness of personal, professional and interpersonal relationships; psychological concepts; medical ethics and laws; and communication techniques.
- 2. Process insurance forms and code for the medical office using ICD and CPT coding, and HCPCS systems.
- 3. Communicate effectively with patients and co-workers, process mail and office correspondence, file, schedule patient appointments, process medical records and perform proper telephone technique.
- 4. Perform duties consistent with the medical office environment including fee collection, banking procedures, bookkeeping, payroll management and hospital admission procedures.
- 5. Apply computer concepts to the medical office including set-up and maintenance of medical records, scheduling of appointments, bill generation, and insurance form preparation.
- 6. Operate and care for a computerized workstation including proofreading, editing, word division, capitalization and punctuation to produce professional letters and medical documents.
- 7. Demonstrate professionalism through verbal, non-verbal, and written communication.
- 8. Perform computer applications for word processing and database management.
- 9. Apply the principles and techniques of medical asepsis, infection control, vital signs, and assisting with the patient physical exam.
- 10. Apply Standard Precautions for health maintenance, infection control and personal safety.

11. Apply proper procedures for disinfection, sterilization and sanitization of medical instruments and equipment used for patient examination, minor surgical procedures, diagnostic procedures and treatments.
12. Perform mathematical skills including conversion measurements for medications, percentage calculations, body measurement conversions and office accounting procedures.
13. Interpret the role and responsibilities of the health care professional in applying drug therapies.
14. Prepare and administer medications as required.
15. Demonstrate an understanding of the structure and function of body systems and organs.
16. Define the role of body systems in maintaining homeostasis.
17. Analyze and interpret disease processes including etiology, signs and symptoms, diagnosis, treatment, prognosis and prevention.
18. Demonstrate an understanding of basic human needs for health maintenance.
19. Educate patients in disease prevention strategies.
20. Perform basic laboratory tests including urinalysis, hematology, hemostasis, chemistry and microbiology.
21. Apply proper technique for collection, handling and processing of body fluids including blood, urine, and cultures.
22. Document laboratory tests, record results accurately and perform quality control as required.
23. Perform First Aid and CPR according to standardized procedures of the American Red Cross, National Safety Council, or the American Heart Association.
24. Interpret and apply medical terminology.
25. Interact with patients, peers and medical staff in a professional manner.

Diploma in Medical Assisting

General Education Competencies:

Competencies will be met at the level appropriate to the credential.

Students should prepare for twenty-first century challenges by gaining:

- A. Knowledge of human cultures and the physical and natural worlds through study in the sciences and mathematics, social sciences, humanities, languages, and the arts.
- B. Intellectual and practical skills, including
 - Inquiry and analysis
 - Critical and creative thinking
 - Written and oral communication
 - Quantitative literacy
 - Information literacy
 - Teamwork and problem solving
- C. Personal and social responsibility, including
 - Civic knowledge and engagement (local and global)
 - Intercultural knowledge and competence
 - Ethical reasoning and action
 - Foundations and skills for lifelong learning
- D. Integrative and applied learning, including synthesis and advanced accomplishment across general and specialized skills.

Technical Competencies:

1. Display an awareness of the role, rights, responsibilities and functions of the Medical Assistant through awareness of personal, professional and interpersonal relationships; psychological concepts; medical ethics and laws; and communication techniques.
2. Process insurance forms and code for the medical office using ICD and CPT coding, and HCPCS systems.
3. Communicate effectively with patients and co-workers, process mail and office correspondence, file, schedule patient appointments, process medical records and perform proper telephone technique.
4. Perform duties consistent with the medical office environment including fee collection, banking procedures, bookkeeping, payroll management and hospital admission procedures.
5. Apply computer concepts to the medical office including set-up and maintenance of medical records, scheduling of appointments, bill generation, and insurance form preparation.
6. Operate and care for a computerized workstation including proofreading, editing, word division, capitalization and punctuation to produce professional letters and medical documents.
7. Demonstrate professionalism through verbal, non-verbal, and written communication.
8. Perform computer applications for word processing and database management.
9. Apply the principles and techniques of medical asepsis, infection control, vital signs, and assisting with the patient physical exam.
10. Apply Standard Precautions for health maintenance, infection control and personal safety.
11. Apply proper procedures for disinfection, sterilization and sanitization of medical instruments and equipment used for patient examination, minor surgical procedures, diagnostic procedures and treatments.
12. Perform mathematical skills including conversion measurements for medications, percentage calculations, body measurement conversions and office accounting procedures.
13. Interpret the role and responsibilities of the health care professional in applying drug therapies.
14. Prepare and administer medications as required.
15. Demonstrate an understanding of the structure and function of body systems and organs.
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17. Analyze and interpret disease processes including etiology, signs and symptoms, diagnosis, treatment, prognosis and prevention.
18. Demonstrate an understanding of basic human needs for health maintenance.
19. Educate patients in disease prevention strategies.
20. Perform basic laboratory tests including urinalysis, hematology, hemostasis, chemistry and microbiology.
21. Apply proper technique for collection, handling and processing of body fluids including blood, urine, and cultures.
22. Document laboratory tests, record results accurately and perform quality control as required.
23. Perform First Aid and CPR according to standardized procedures of the American Red Cross, National Safety Council, or the American Heart Association.
24. Interpret and apply medical terminology.
25. Interact with patients, peers and medical staff in a professional manner.

Certificates:**Medical Office Administrative Assistant**

1. Explain the role, rights, responsibilities and functions of the Medical Assistant through awareness of personal, professional and interpersonal relationships, psychological concepts; medical ethics and laws; and communication techniques.
2. Demonstrate effective communication with patients and co-workers, process mail and office correspondence, file, schedule patient appointments, process medical records and perform proper telephone technique.
3. Perform duties consistent with the medical office environment including fee collection, banking procedures, bookkeeping, payroll management and hospital admission procedures.
4. Apply computer concepts to the medical office including set-up and maintenance of medical records, scheduling of appointments, bill generation, and insurance form preparation.
5. Operate and care for a computerized workstation including proofreading, editing, word division, capitalization and punctuation to produce professional letters and medical documents.
6. Apply professional communication.
7. Perform computer applications for word processing and database management.
8. Explain and apply medical terminology.
9. Interact with patients, peers and medical staff in a professional manner.

Medical Office Insurance Billing and Coding

1. Explain the role, rights, responsibilities and functions of the Medical Assistant through awareness of personal, professional and interpersonal relationships, psychological concepts; medical ethics and laws; and communication techniques.
2. Process insurance forms and code for the medical office using ICD and CPT coding, and HCPCS systems.
3. Demonstrate effective communication with patients and co-workers, process mail and office correspondence, file, schedule patient appointments, process medical records and perform proper telephone technique.
4. Perform duties consistent with the medical office environment including fee collection, banking procedures, bookkeeping, payroll management and hospital admission procedures.
5. Apply computer concepts to the medical office including set-up and maintenance of medical records, scheduling of appointments, bill generation, and insurance form preparation.
6. Operate and care for a computerized workstation including proofreading, editing, word division, capitalization and punctuation to produce professional letters and medical documents.
7. Apply professional communication.
8. Perform computer applications for word processing and database management.
9. Demonstrate an understanding of the structure and function of body systems and organs.
10. Define the role of body systems in maintaining homeostasis.
11. Explain and apply medical terminology.
12. Interact with patients, peers and medical staff in a professional manner.

Electrocardiograph Technician

1. Apply the principles and techniques of medical asepsis, infection control, vital signs, and assisting with the patient physical exam.
2. Apply Standard Precautions for health maintenance, infection control and personal safety.

3. Apply proper procedures for disinfection, sterilization and sanitization of medical instruments and equipment used for patient examination, minor surgical procedures, diagnostic procedures and treatments.
4. Demonstrate an understanding of the structure and function of body systems and organs.
5. Perform First Aid and CPR according to standardized procedures of the American Red Cross, National Safety Council, or the American Heart Association.
6. Explain and apply medical terminology.
7. Interact with patients, peers and medical staff in a professional manner.
8. Perform basic lead placement on the adult, pediatric, and neonatal patient.

Phlebotomist

1. Practice medical ethics.
2. Demonstrate professionalism.
3. Follow established clinical laboratory safety guidelines.
4. Demonstrate effective written and oral communication with supervisors, peers, physicians and patients.
5. Demonstrate an awareness of ethical considerations in making value choices.
6. Demonstrate an awareness of quality assurance.
7. Perform routine capillary and venipuncture procedures.
8. Describe and identify body systems as related to the performance of phlebotomy.

Accreditation

The Henderson Community College Medical Assisting program AAS degree is accredited by the [Commission on Accreditation of Allied Health Education Programs](http://www.caahep.org) at <http://www.caahep.org> upon the recommendation of the Medical Assisting Education Review Board (MAERB).

Commission on Accreditation of Allied Health Education Programs

25400 US Highway 19 North, Suite 158

Clearwater, FL 33756,

727/210-2350

<http://www.caahep.org>

Upon successful completion of this program, students are eligible to take the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA). More information about these exams can be obtained by logging onto:

American Association of Medical Assistants - **AAMA**

<http://www.aama-ntl.org>

AMT organization

<http://www.americanmedtech.org/GetCertified.aspx#177228-apply-online>

NOTE TO STUDENTS

- Proof of CPR certification for Health Care Professionals is required while enrolled in the program.
- Background check and drug testing is required prior to placement in clinical facilities.
- Proof of required immunizations.

Curriculum

2 Year Medical Assisting Degree

SAMPLE TWO-YEAR SCHEDULE

	<u>YEAR 1</u>	<u>CREDITS</u>	<u>YEAR 2</u>	<u>CREDITS</u>
<u>FALL SEMESTER</u>	<u>MAI 105-INTRODUCTION TO MEDICAL ASSISTING</u>	<u>3</u>	<u>MAI 120 LAB TECHNIQUES I</u>	<u>3</u>
	<u>MAI 150 ADMINISTRATIVE PROCEDURES I</u>	<u>3</u>	<u>MAI 140 CLINICAL PROCEDURES I</u>	<u>4</u>
	<u>BIO 135-BASIC ANATOMY AND PHYSIOLOGY</u>	<u>4</u>	<u>MAI 170 DOSAGE CALCULATIONS</u>	<u>2</u>
	<u>CIT 105- DIGITAL LITERACY</u>	<u>3</u>	<u>MAI 270 PHARMACOLOGY</u>	<u>3</u>
	<u>CLA 131 OR AHS 115- MEDICAL TERMINOLOGY</u>	<u>3</u>	<u>MAT 110 OR MAT 105</u>	<u>3</u>
	<u>TOTAL</u>	<u>16</u>	<u>TOTAL</u>	<u>15</u>
	<u>YEAR 1</u>	<u>CREDITS</u>	<u>YEAR 2</u>	<u>CREDITS</u>
<u>SPRING SEMESTER</u>	<u>MAI 200 PATHOPHYSIOLOGY</u>	<u>3</u>	<u>MAI 220 LAB TECHNIQUES II</u>	<u>3</u>
	<u>MAI 250 ADMINISTRATIVE PROCEDURES II</u>	<u>3</u>	<u>MAI 240 CLINICAL PROCEDURES II</u>	<u>4</u>
	<u>MAI 230 MEDICAL INSURANCE</u>	<u>3</u>	<u>MAI 289 ASSESSMENT PREP</u>	<u>1</u>
	<u>MAI 281-ADMINISTRATIVE EXTERNSHIP</u>	<u>1</u>	<u>MAI 284-CLINICAL EXTERNSHIP</u>	<u>2</u>
	<u>ENG 101</u>	<u>3</u>	<u>HERITAGE/HUMANITIES ELECTIVE</u>	<u>3</u>
	<u>PSY 110 – GENERAL PSYCHOLOGY</u>	<u>3</u>		
	<u>TOTAL</u>	<u>16</u>	<u>TOTAL</u>	<u>13</u>
<u>SUMMER SEMESTER</u>				

*Classes may change according to statewide program curriculum committee recommendations

Certificates	
Medical Office Insurance Billing and Coding*	
Fall Semester	
AHS 115 - Medical Terminology OR	3
AHS 120 - Medical Terminology OR	(1)
CLA 131 - Medical Terminology from Greek and Latin OR	(3)
BIO 135 - Basic Anatomy and Physiology with Laboratory OR	4
BIO 137 - Human Anatomy & Physiology I AND	(4)
BIO 139 - Human Anatomy & Physiology II	(4)
MAI 150 - Medical Assisting Administrative Procedures I	3
Total Credits	18-24
Spring Semester	
MAI 230 - Medical Insurance OR	3
MAI 250 - Medical Assisting Administrative Procedures II OR	3
MAI 281 - Medical Assisting Practicum	1
CIT 105 - Introduction to Computing OR Digital Literacy	3
Total Credits	18-24
Medical Office Administrative Assistant *	
Fall Semester	
BIO 135 - Basic Anatomy and Physiology OR	4
BIO 137 - Human Anatomy & Physiology I AND	(4)
BIO 139 - Human Anatomy & Physiology II	(4)
AHS 115 - Medical Terminology OR	3
AHS 120 - Medical Terminology OR	(1)
CLA 131 - Medical Terminology from Greek and Latin	(3)
MAI 105 - Introduction to Medical Assisting	3
MAI 150 - Medical Assisting Administrative Procedures I OR	3
Spring Semester	
MAI 250 - Medical Assisting Administrative Procedures II OR	3
MAI 281 - Medical Assisting Practicum	1
CIT 105 - Introduction to Computing or Digital Literacy	3
Total Credits	18-24
Electrocardiograph Technician*	
Fall Semester	
BIO 135 Basic Anatomy and Physiology with Laboratory OR	4
BIO 137 Human Anatomy & Physiology I AND	(4)
BIO 139 Human Anatomy & Physiology II	(4)
AHS 115 Medical Terminology OR	3

AHS	120	Medical Terminology OR	(1)
CLA	131	Medical Terminology from Greek and Latin OR	(3)
CPR	100	CPR for Healthcare Professionals OR	1
KHP	190	First Aid and Emergency Care	(2)
MAI	140	Medical Assisting Clinical Procedures I OR	4
Spring Semester			
MAI	240	Medical Assisting Clinical Procedures II	(4)
MAI	281	Medical Assisting Practicum	1
Total Credits			11-18
NOTE: Credit for CPR 100 may be granted with proof of CPR certification for Health Care Professionals.			
Phlebotomist*			
PHB	100	Phlebotomy	6
PHB	155	Phlebotomy Clinical	2-3
Total Credits			8-9
OR			
MAI	120	Medical Assisting Laboratory Techniques I	3
PHB	155	Phlebotomy Clinical	2-3
Total Credits			5-6
OR			
MAI	120	Medical Assisting Laboratory Techniques I	3
PHB	152	Phlebotomy: Clinical Experience	1
Total Credits			4
NOTE: See the Directory of Phlebotomy Certification Agencies for a directory of phlebotomy certification agencies and examination requirements.			
NOTE: The certificates listed above are not accredited by CAAHEP.			
*A competency level of successful completion of MAT 065, RDG 030 and ENC 091 must be attained for any certificate.			

Course Descriptions

MAI 105: Introduction to Medical Assisting - 3 Credits

Description:

Introduces rights, roles, responsibilities and functions of the medical assistant including personal and professional awareness, communication, interpersonal relationships, psychological concepts, ethics and legalities.

Components: Lecture: 3 credits (45 contact hours)

Pre-requisites: Acceptance into the Medical Assisting Program or Consent of Medical Assisting Coordinator/Director

MAI 120: Medical Assisting Laboratory Techniques I - 3 Credits

Description:

Introduces theory and practical application in the physician's office laboratory including anatomy and physiology, patient preparation, specimen collection and transport, processing and testing, blood collection and prevention of disease transmission.

Integrated Components: Lecture: 2 credits (30 contact hours). Lab: 1 credit (30 contact hours).

Pre-requisites: Acceptance into the Medical Assisting Program or Consent of Medical Assisting Coordinator/Director

MAI 140: Medical Assisting Clinical Procedures I - 4 credits

Description:

Introduces clinical skills and techniques used in the physician's office for patient examination, diagnosis and treatment. Presents principles and practical applications related to medical asepsis, infection control, vital signs, routine and specialty patient examinations, diagnostic testing, and treatments with an emphasis on OSHA regulations.

Components: Lecture: 3 credits (45 contact hours). Laboratory: 1 credit (45 contact hours)

Pre-requisites: Acceptance into the Medical Assisting Program or Consent of Medical Assisting Coordinator/Director

MAI 150: Medical Assisting Administrative Procedures I - 3 credits

Description:

Provides knowledge of the duties required in an office with emphasis placed on a medical office environment. Course content includes communication with patients and co-workers, completion of medical office forms,

telephone techniques, filling office correspondence, mail processing, appointment scheduling, processing medical records, and an introduction to medical office computer software.

Components: Lecture: 3 credits (45 contact hours)

Pre-requisites: Acceptance into the Medical Assisting Program or Consent of Medical Assisting Coordinator/Director

MAI 170: Dosage Calculations - 2 credits

Description:

Provides a review of basic mathematic skills related to dosage calculations, a thorough knowledge of the systems of measurement and conversion, and application skills to perform dosage calculations.

Components: Lecture: 2 credits (30 contact hours)

Pre-requisites: Consent of Medical Assisting Coordinator/Director

MAI 200: Pathophysiology for the Medical Assistant - 3 credits

Description:

Provides instruction related to common acquired diseases, congenital conditions, injuries, illnesses, and trauma situations as related to the major body systems.

Components: Lecture: 3 credits (45 contact hours)

Pre-requisites: (BIO 135 or AHS 109) and (CLA 131 or AHS 115 or AHS 120 or OST 103) or Consent of Medical Assisting Coordinator/Director. All prerequisites must be achieved with a grade of "C" or greater

MAI 220: Medical Assisting Laboratory Techniques II - 3 credits

Description:

Relates to laboratory procedures waived complexity testing performed in the physician's office laboratory. Stresses CLIA and OSHA regulations.

Components: Lecture: 2 credits (30 contact hours). Laboratory: 1 credits (30 contact hours)

Pre-requisites: MAI 120 with a grade of "C" or greater.

MAI 230: Medical Insurance - 3 credits

Description:

Introduces fundamentals of insurance processing and coding for the medical office, with focus on proper procedures for accurate coding systems using the ICD, CPT and HCPCS coding system.

Components: Lecture: 3 credits (45 contact hours)

Pre-requisites: Consent of Program Coordinator/Director

MAI 240: Medical Assisting Clinical Procedures II - 4 credits

Description:

Continues instruction and application techniques for specialty examination, diagnostic testing and treatment modalities. Emphasizes fundamentals and practical applications of minor office surgical procedures.

Components: Lecture: 3 credits (45 contact hours). Laboratory: 1 credit (45 contact hours)

Pre-requisites: MAI 140 with a grade of "C" or greater OR Consent of Program Coordinator

MAI 250: Medical Assisting Administrative Procedures II - 3 credits

Description:

Focused on compiling and completing financial and insurance claim forms. Includes banking concepts, accounting systems frequently used in the medical office, payment procedures, insurance plans and claims, paper and electronic billing methods, and professional fees.

Components: Lecture: 2 credits (30 contact hours). Laboratory: 1 credit (30 contact hours)

Pre-requisites: MAI 150 with a grade of "C" or greater OR Consent of Program Coordinator

MAI 270: Pharmacology for the Medical Assistant - 3 credits

Description:

Examines pharmacology with concentration on prescriptions, drug nomenclature, classification of drugs, patient education, medication preparation and administration.

Components: Lecture: 2 credits (30 contact hours). Laboratory: 1 credit (45 contact hours)

Pre-requisites: (MAI 170 and (AHS 109 or BIO 135) and (AHS 115 or AHS 120 or CLA 131 or OST 103) with a grade of "C" or better) or Consent of Medical Assisting Program Coordinator/Director.

MAI 281: Medical Assisting Practicum - 1 Credit

Description:

Provides introductory practical experience (unpaid) through observation and work assignments in a healthcare setting.

Components: Clinical: 1 credit (60 contact hours)

Pre-requisites: Consent of Medical Assisting Program Coordinator/Director

MAI 284: Medical Assisting Externship (Practicum) - 2 credits

Description:

Allows the student to apply knowledge, perform administrative and clinical procedures, and develop professional attitudes for interacting with other professionals and consumers in the health care field by means of externship assignments (unpaid).

Pre-requisite: MAI 281 and Consent of Medical Assisting Program Coordinator/Director.

MAI 289: Medical Assisting Assessment Preparation (Laboratory) - 1 credits

Description: Prepares student to assume the role of the Medical Assistant by preparing them for successful credentialing while providing the opportunity to apply critical thinking, cognitive skills and performance competencies.

Prerequisite: Consent of Program Coordinator

Explanatory Note: Students are required to pass all the psychomotor and affective competencies in the MAERB Core Curriculum.

Institution Name: Henderson Community College

Student Name:

Date of Graduation:

Master Competency Checklist

2015 MAERB Core Curriculum

Psychomotor & Affective Competencies	Course	Grade	Pass	Date	Inst.
I Anatomy & Physiology					
I.P.1. Measure and record:					
a. blood pressure	140				
b. temperature	140				
c. pulse	140				
d. respirations	140				

Psychomotor & Affective Competencies	Course	Grade	Pass	Date	Inst.
e. height	140				
f. weight	140				
g. length (infant)	140				
h. head circumference (infant)	140				
i. pulse oximetry	140				
I.P.2. Perform:					
a. electrocardiography	240				
b. venipuncture	120				
c. capillary puncture	120				
d. pulmonary function testing	240				
I.P.3. Perform patient screening using established protocols	140/240				
I.P.4. Verify the rules of medication administration:					
a. right patient	270				
b. right medication	270				
c. right dose	270				
d. right route	270				
e. right time	270				
f. right documentation	270				
I.P.5. Select proper sites for administering parenteral medication	270				
I.P.6. Administer oral medications	270				
I.P.7. Administer parenteral (excluding IV) medications	270				
I.P.8. Instruct and prepare a patient for a procedure or a treatment	240				
Psychomotor & Affective Competencies	Course	Grade	Pass	Date	Inst.
I.P.9. Assist provider with a patient exam	140				
I.P.10. Perform a quality control measure	120				
I.P.11. Obtain specimens and perform:					
a. CLIA waived hematology test	120				
b. CLIA waived chemistry test	220				
c. CLIA waived urinalysis	220				
d. CLIA waived immunology test	120				
e. CLIA waived microbiology test	120				
I.P.12. Produce up-to-date documentation of provider/professional level CPR	AHA CPR				
I.P.13. Perform first aid procedures for:					
a. bleeding	140/240 AHA CPR or KHP 190				
b. diabetic coma or insulin shock	140/240 AHA CPR or KHP 190				

Psychomotor & Affective Competencies	Course	Grade	Pass	Date	Inst.
c. fractures	140/240 AHA CPR or KHP 190				
d. seizures	140/240 AHA CPR or KHP 190				
e. shock	140/240 AHA CPR or KHP 190				
f. syncope	140/240 AHA CPR or KHP 190				
I.A.1. Incorporate critical thinking skills when performing patient assessment	140				
I.A.2. Incorporate critical thinking skills when performing patient care	140				
Psychomotor & Affective Competencies	Course	Grade	Pass	Date	Inst.
II Applied Mathematics					
II.P.1. Calculate proper dosages of medication for administration	270				
II.P.2. Differentiate between normal and abnormal test results	120/140				
II.P.3. Maintain lab test results using flow sheets	140				
II.P.4. Document on a growth chart	240				
II.A.1. Reassure a patient of the accuracy of the test results	120/140				
III Infection Control					
III.P.1. Participate in bloodborne pathogen training	140				
III.P.2. Select appropriate barrier/personal protective equipment (PPE)	140				
III.P.3. Perform handwashing	140				
III.P.4. Prepare items for autoclaving	240				
III.P.5. Perform sterilization procedures	240				
III.P.6. Prepare a sterile field	240				
III.P.7. Perform within a sterile field	240				
III.P.8. Perform wound care	240				
III.P.9. Perform dressing change	240				
III.P.10. Demonstrate proper disposal of biohazardous material					
a. sharps	120/220 140/240				

Psychomotor & Affective Competencies	Course	Grade	Pass	Date	Inst.
b. regulated wastes	120/220 140/240				
III.A.1. Recognize the implications for failure to comply with Center for Disease Control (CDC) regulations in healthcare settings	105				
IV Nutrition					
IV.P.1. Instruct a patient according to patient's special dietary needs	140				
IV.A.1. Show awareness of patient's concerns regarding a dietary change	140				
V Concepts of Effective Communication					
V.P.1. Use feedback techniques to obtain patient information including:					
a. reflection	105				
b. restatement	105				
c. clarification	105				
Psychomotor & Affective Competencies	Course	Grade	Pass	Date	Inst.
V.P.3. Use medical terminology correctly and pronounced accurately to communicate information to providers and patients	140				
V.P.4. Coach patients regarding:					
a. office policies	240				
b. health maintenance	240				
c. disease prevention	240				
d. treatment plan	240				
V.P.5. Coach patients appropriately considering:					
a. cultural diversity	240				
b. developmental life stage	240				
c. communication barriers	240				
V.P.6. Demonstrate professional telephone techniques	150				
V.P.7. Document telephone messages accurately	150				
V.P.8. Compose professional correspondence utilizing electronic technology	150				
V.P.9. Develop a current list of community resources related to patients' healthcare needs	105				
V.P.10. Facilitate referrals to community resources in the role of a patient navigator	140/240				
V.P.11. Report relevant information concisely and accurately	105				
V.A.1. Demonstrate:					
a. empathy	105				
b. active listening	105				
c. nonverbal communication	105				
V.A.2. Demonstrate the principles of self-boundaries	105				

Psychomotor & Affective Competencies	Course	Grade	Pass	Date	Inst.
V.A.3. Demonstrate respect for individual diversity including:					
a. gender	105				
b. race	105				
c. religion	105				
d. age	105				
e. economic status	105				
f. appearance	105				
V.A.4. Explain to a patient the rationale for performance of a procedure	140/240				
VI Administrative Functions					
VI.P.1. Manage appointment schedule using established priorities	150				
VI.P.2. Schedule a patient procedure	150				
VI.P.3. Create a patient's medical record	150				
Psychomotor & Affective Competencies	Course	Grade	Pass	Date	Inst.
VI.P.4. Organize a patient's medical record	150				
VI.P.5. File patient medical records	150				
VI.P.6. Utilize an EMR	230				
VI.P.7. Input patient data utilizing a practice management system	230				
VI.P.8. Perform routine maintenance of administrative or clinical equipment	150				
VI.P.9. Perform an inventory with documentation	150				
VI.A.1. Display sensitivity when managing appointments	150				
VII Basic Practice Finances					
VII.P.1. Perform accounts receivable procedures to patient accounts including posting:					
a. charges	230/250				
b. payments	230/250				
c. adjustments	230/250				
VII.P.2. Prepare a bank deposit	250				
VII.P.3. Obtain accurate patient billing information	230				
VII.P.4. Inform a patient of financial obligations for services rendered	250				
VII.A.1. Demonstrate professionalism when discussing patient's billing record	250				
VII.A.2. Display sensitivity when requesting payment for services rendered	250				
VIII Third Party Reimbursement					
VIII.P.1. Interpret information on an insurance card	250				
VIII.P.2. Verify eligibility for services including documentation	250				

Psychomotor & Affective Competencies	Course	Grade	Pass	Date	Inst.
VIII.P.3. Obtain precertification or preauthorization including documentation	250				
VIII.P.4. Complete an insurance claim form	230/250				
VIII.A.1. Interact professionally with third party representatives	250				
VIII.A.2. Display tactful behavior when communicating with medical providers regarding third party requirements	250				
VIII.A.3. Show sensitivity when communicating with patients regarding third party requirements	250				
IX Procedural and Diagnostic Coding					
IX.P.1. Perform procedural coding	230/250				
IX.P.2. Perform diagnostic coding	230/250				
IX.P.3. Utilize medical necessity guidelines	230/250				
Psychomotor & Affective Competencies	Course	Grade	Pass	Date	Inst.
IX.A.1. Utilize tactful communication skills with medical providers to ensure accurate code selection	250				
X Legal Implications					
X.P.1. Locate a state's legal scope of practice for medical assistants	105				
X.P.2. Apply HIPAA rules in regard to:					
a. privacy	150				
b. release of information	150				
X.P.3. Document patient care accurately in the medical record	150				
X.P.4. Apply the Patient's Bill of Rights as it relates to:					
a. choice of treatment	105				
b. consent for treatment	105				
c. refusal of treatment	105				
X.P.5. Perform compliance reporting based on public health statutes	105				
X.P.6. Report an illegal activity in the healthcare setting following proper protocol	105				
X.P.7. Complete an incident report related to an error in patient care	105				
X.A.1. Demonstrate sensitivity to patient rights	105				
X.A.2. Protect the integrity of the medical record	105				
XI Ethical Considerations					
XI.P.1. Develop a plan for separation of personal and professional ethics	105				
XI.P.2. Demonstrate appropriate response(s) to ethical issues	105				
XI.A.1. Recognize the impact personal ethics and morals have on the delivery of healthcare	105				

Psychomotor & Affective Competencies	Course	Grade	Pass	Date	Inst.
XII Protective Practices					
XII.P.1. Comply with:					
a. safety signs	120/140				
b. symbols	120/140				
c. labels	120/140				
XII.P.2. Demonstrate proper use of:					
a. eyewash equipment	120/140				
b. fire extinguishers	120/140				
c. sharps disposal containers	120/140				
XII.P.3. Use proper body mechanics	105				
Psychomotor & Affective Competencies	Course	Grade	Pass	Date	Inst.
XII.P.5. Evaluate the work environment to identify unsafe working conditions	140				
XII.A.1. Recognize the physical and emotional effects on persons involved in an emergency situation	140				
XII.A.2. Demonstrate self-awareness in responding to an emergency situation	140				

***revised 8/20/2019**

Admission and Program Completion Guidelines

ADMISSION GUIDELINES AND RULES

The Medical Assisting program at HCC has open enrollment and does not follow a selective admissions process. Selective admission will be implemented if student enrollment exceeds the number of externship sites that are available, limited faculty or resources. The entry point into the program is based upon successful completion of MAI 150 (cohort). The pre-requisite/co-requisite for MAI 150 is MAI 105. The Medical Assisting handbook will be distributed to students taking their first MAI class so that all achieved competencies may be recorded. The handbook will be reviewed with students in MAI 150 and at pre-admission informational conferences.

TECHNICAL STANDARDS:

The medical assistant specializes in the application of scientific knowledge and theory in the skillful performance of their profession. Therefore, all applicants should possess:

1. sufficient gross and fine motor coordination to efficiently implement the skills required in performing medical assistant functions e.g., laboratory skills, patient ambulation, multitasking capabilities, and medication administration;
2. sufficient communication skills (verbal, nonverbal, and written) to interact effectively with individuals;
3. sufficient intellectual and emotional functions to plan and implement their duties in a responsible manner;
4. sufficient visual acuity, such as is needed in the preparation and administration of medications in the performance of laboratory procedures, and for the observation necessary for patient assessment and care; and
5. sufficient auditory perception to receive verbal communication from patients and members of the health team and to assess health needs of people through the use of monitoring devices such as stethoscopes, fire alarms, etc.

ADMISSION REQUIREMENTS

Each applicant must submit the following credentials in order to be admitted:

1. Application for admission to the college;
2. Official high school transcript showing graduation or G.E.D. scores;
3. Official ACT (or SAT) or Compass scores; and
4. Official transcripts of previous college education.

INFORMATIONAL PRE-ADMISSION CONFERENCES:

Two pre-admission conferences will be offered each semester. Dates, times and location will be announced by email to all students, on Facebook and in the Green Street. Anyone seeking more information regarding the program should attend one of these informational sessions.

The following information is available for implementation of selective admissions should this become necessary due to high enrollment.

SYSTEM GUIDELINES for Selective Admissions:

Enrollment in the Medical Assistant Program may be limited because of available externship facilities in the community as well as limited faculty and financial resources.

In the event that the number of applicants exceeds the maximum capacity, preference may be given to:

1. applicants with an ACT composite standard score of 19 or above, or the equivalent.
2. applicants who rank in the upper half of their high school graduation class or have an average score of 50 or above on the G.E.D.
3. applicants who submit evidence of successful completion of developmental coursework and/or those who have a cumulative GPA of 2.5 or better in 12 or more credit hours of college work.
4. applicants who are Kentucky residents or live within the college's service area.
5. applicants who complete the admission procedure prior to established college deadlines.

Selection of students for the program will be made by the presidents of the college or the president's designee after considering the recommendations of the Medical Assisting Admissions Committee. Membership on this committee may include the following:

Medical Assisting Program Coordinator
Medical Assisting Faculty Member
Admissions officer and/or Counselor
General Education – Faculty Members (2)

READMISSION

Readmission to the Medical Assisting program will be dependent upon available resources. In order for a student to be considered for readmission to the Medical assisting program, the applicant must:

1. If three (3) years or more have elapsed since the initial enrollment in the program, the student must repeat the Medical Assisting courses of the curriculum.
2. A student may be readmitted to the Medical Assistant program no more than two times.

TRANSFER

1. Students wishing to transfer from one KCTCS Medical Assistant program to another will be considered on an individual basis.
2. Admission will be dependent upon available resources at the community college.
3. Students must meet all program admission requirements set by the college to which transfer is sought.

ADVANCED PLACEMENT OPTIONS

For students who wish to get advanced credit through the "Special Exam: STEP or Challenge" mechanism for specific MAI courses:

We offer this for a MAI course that does not have psychomotor and/or affective competencies. The challenge exam is the final exam that is routinely given by the instructor in the class and a 70% pass rate is required. The

instructor must ensure that the final exam covers the cognitive competencies as appropriate for the course. At this time only MAI 200 is available for credit in this manner.

We also offer this form of advanced placement as an option for Medical Assisting courses which contain psychomotor and affective competencies, but the student must prove that they are able to/or have in the past mastered each of the required psychomotor or affective competencies. This may be in the form of a syllabus from a past course at another college which indicates the requirement for passing the competencies and a grade of “C” or better in the course or by producing a signed check off list from the course by the past instructor. The student must also successfully pass the final exam covering the cognitive competencies with a 70% or better grade. Medical Assisting courses which may be considered for this option include MAI 105, 120, 140, 150, 170, 220, 230, 250, and 270.

For students who wish to get advanced credit through the “Credit for Experience” mechanism for specific MAI courses:

For students who wish to get advanced credit through the “Credit for External Experiences” mechanism, a portfolio can be completed by following the “KCTCS Portfolio Development Student Handbook.” It should be submitted through the registrar’s/admissions’ office.

ADDITIONAL ASSISTANCE

Please see the Medical Assisting program coordinator for further information or assistance with advanced placement options.

PROGRAM COMPLETION REQUIREMENTS

To qualify for Medical Assisting credentials, a student must earn a grade of “C” or better in all required courses which includes passing all psychomotor and affective competencies.

A student is required to take the CMA or RMA exam as a part of the MAI 289 externship experience. Passing the exam is not a requirement for successful completion of MAI 289, but the exam must be scheduled and taken before a grade will be awarded for the course.

SAFETY-ON-CAMPUS

HEALTH INSURANCE/ON-CAMPUS EMERGENCY CARE

In case of an in lab/class accident on campus that requires immediate attention, the student will be taken to the nearest immediate care facility or 911 will be called to provide emergency care. The student will be responsible for all costs involved.

PREGNANCY AND CHANGE IN HEALTH STATUS

Students who are pregnant must submit written permission from a physician to participate in externship hours. After surgery and/or hospitalization, a physician’s release to return to clinicals is required. The purpose of the statement is not to exclude the student from the program, but rather to safeguard the student and the student’s clients. If any of the immunizations or PPD test are contraindicated due to pregnancy or other conditions, a physician’s statement should be submitted.

PERSONAL INJURY

Students who become injured and/or exposed to bloodborne pathogens at the college or at the clinical site
Revised 8/2019

must complete an accident form at the facility and the College accident form (FM 84) immediately. The coordinator will assist the student in completing the form FM 84. Additional laboratory tests may be required and obtained at the Henderson County Health Department at the student's expense.

DISPOSABLE NEEDLE POLICY

Due to the risk factor involved in transmission of bloodborne pathogens and the liability related to injury from discarded injection needles, the following policy will be adopted until further notice. Do not take syringes or needles out of the classroom. Place used needles and syringes in a sharps red plastic container marked biohazardous materials. Anyone injured by a needle must report the accident and complete an accident report. Routine puncture wound care will be initiated. This may include application of an antiseptic agent and Band-Aid, tetanus injection from your family physician, and follow up lab work. This will be at the student's expense. This is for your own protection.

KCTCS POLICIES AND PROCEDURES

It is the current policy of the Kentucky Community and Technical College System (KCTCS) to maintain an environment that is free of discrimination, sexual harassment, sexual misconduct and all forms of sexual intimidation and exploitation. Sexual misconduct is an assault on a person's privacy and integrity. It can cause poor academic or work performance, physical illness, fear of reprisal, anxiety, and loss of self-confidence. Sexual misconduct also can affect those exposed to the situation, causing conflict in the classroom or workplace, a decline in morale, and a loss of respect for the responsible party. Information concerning an allegation of sexual misconduct will be handled in a confidential manner insofar as possible.

To comply with federal law and to safeguard our students and employees, KCTCS is enacting new policies and procedures governing KCTCS prohibition of sexual misconduct, dating violence, domestic violence, sexual assault, and stalking. These new policies and procedures address the legal definition of those terms, the definition of consent, safe and positive options for bystander intervention, information on risk reduction, and policies and procedures should an incident of sexual misconduct occur.

Through enforcement of policy and by education of students, employees and volunteers, KCTCS seeks to prevent, correct, and discipline behavior that violates our current and new policies.

- [KCTCS Sexual Misconduct Procedure](#)
- [Assessment and Investigation Process](#)
- [Student Responsibility Assessment and Resolution](#)

PREGNANT AND PARENTING PROCEDURES

Title IX is a federal civil rights law that protects students in all of the academic, educational, extracurricular, athletic, and other programs or activities of schools. This includes prohibiting discrimination against pregnant and parenting students.

Title IX protects pregnant and parenting students who are experiencing medical complications due to their pregnancy; childbirth; false pregnancy; termination of pregnancy; recovery from any of these conditions; lactation; or parenting a sick child that has doctors' appointments or that is in the hospital.

The law states that a school is required to make a reasonable accommodation for a student experiencing these circumstances including

- Giving a student a reasonable amount of time to make up missed assignments,
- Not penalizing the student for being absent from class(es), and
- Allowing the student to re-enter the school at the same academic status before a leave began.

Title IX pregnant & parenting cases are not retroactive. A school must be aware of a situation in order to respond to it. Documentation is required.

If you are experiencing medical complications due to pregnancy; childbirth; false pregnancy; termination of pregnancy; recovery from any of these conditions; lactation; or parenting a sick child that has doctors' appointments or that is in the hospital, you need to contact your school's Title IX coordinator:

[Dr. Reneau Waggoner, Ed.D.](#)

Provost

Henderson Community College

Administration Building,

Room 114

270-831-9625 or 855-464-9625

Contact to make a report, request information for support resources and sexual misconduct procedures.

GRADING POLICY

Medical Assisting Program General Grading Policy:

Each course syllabus in the Medical Assisting program is required to include the instructor's grading policy. Each instructor publishes the specific grading policy for their course including cognitive, psychomotor and affective competencies in their syllabus, but the general criteria for the grading policy can be found in the KCTCS catalog. The following is an excerpt from the catalog. Please refer to the catalog for more detailed information. Also, please note that in the Medical Assisting program all psychomotor and affective competencies must be passed and the Medical Assisting student must pass ALL required classes with a C or better grade.

The grading system uses a series of letters, to which are assigned grade point values. The system is based neither on an absolute numerical system nor on a distribution curve, but on the following descriptions:

A: represents exceptionally high achievement. It is valued at four grade points for each credit hour in non-remedial and non-developmental courses.

B: represents high achievement. It is valued at three grade points for each credit hour in non-remedial and non-developmental courses.

C: represents satisfactory achievement. It is valued at two grade points for each credit hour in non-remedial and non-developmental courses.

D: represents the minimum achievement for credit. It is valued at one grade point for each credit hour in non-remedial and non-developmental courses.

E: represents unsatisfactory achievement and indicates failure in the course. It is valued at zero credit hours and zero grade points in non-remedial and non-developmental courses. Credit may be obtained by repeating the entire course.

F: represents unsatisfactory achievement in a course taken on a Pass-Fail basis. It has no value in computing the grade point average. Credit may only be obtained by repeating the entire course. This grade may be used for developmental courses.

I: means that part of the work of the course remains unfinished. It shall be given only when there is a reasonable possibility that a passing grade will result from completion of the work. The instructor and student will discuss the requirements for completion of course with the time limit for completion not to exceed a maximum of one year; failure to do so will result in an automatic change of grade from I to E. Each college shall maintain a record of incomplete grades recorded in courses of that college.

This record, completed by the instructor at the time the I grade is reported, shall include: (1) the name and number of the student, (2) the course number and hours of credit, (3) semester or session and year of enrollment, (4) signature of the instructor, (5) a brief statement of the reason(s) for recording the incomplete grade, and (6) an adequate guide for removal of the incomplete grade. In the instructor's absence, the division chairperson (or designee), shall forward to the college president (or designee) the appropriate letter grade to replace the incomplete grade.

W: represents a withdrawal from class without completing course requirements. A student may officially withdraw from any class up to and including the date of mid-term with a W grade. After the date of midterm and through the last class of the semester or session, any student may officially request to withdraw from a course and receive a W which may be given at the discretion of the instructor. Each instructor shall state on the first or second class meeting the factors to be used in determining if a student will be allowed to withdraw during the discretionary period. An instructor shall not assign a student a W for a class unless the student has officially withdrawn from that class in a manner prescribed by the college. The grade of W may be assigned by the College Appeals Board in cases involving a violation of student academic rights or for academic offenses.

EXTERNSHIPS/PRACTICUMS

GUIDELINES FOR EXTERNSHIP EXPERIENCES

1. During the externship students will follow the office attendance policy as it relates to work hours, lunch periods, and break times specified by each site.
2. The student will demonstrate an acceptance of supervision by putting into practice directions and suggestions given by the voluntary faculty.
3. The student will demonstrate an acceptable professional attitude by showing concern for patients' welfare, cooperating with co-workers, and communicating effectively.
4. The student will demonstrate professional integrity by being honest and straight-forward at all times during all clinical activities and in all professional relationships.
5. The student should demonstrate initiative through activities such as using time effectively, seeking further information, and performing additional assignments.
6. The student will recognize their capabilities and work with self-confidence, but will also recognize limitations and not exceed duties specified by the voluntary faculty.
7. The student will perform consistently accurate and precise work as measured by standards.
8. The student will, at all times, practice safe work habits and specimen handling techniques according to established protocol.
9. During the rotation, the student will develop the ability to produce a reasonable volume of work under normal conditions.
10. Under the guidance of the voluntary faculty, the student will understand principles underlying procedures and effectively apply theory to practice.
11. The student will exhibit knowledge of the proper use and care of equipment, supplies, and other medical resources as specified in procedures.
12. The student will consistently perform routine quality control measures, understand their significance, and initiate remedial measures when appropriate or instructed to do so.
13. The student will, at all times, record and report results accurately and completely, following established guidelines.
14. Students will not receive compensation of any form for experiential hours.

PERSONAL APPEARANCE POLICY FOR MEDICAL ASSISTING STUDENTS

Personnel in the health care field must present to the general public, as well as to patients, a manner and appearance which will instill security and confidence. Patients have a variety of opinions, beliefs and convictions. Negative personal appearance may alarm patients and visitors and interfere with or even prevent the acceptance of needed medical services.

Professional standards of appearance are important to the overall quality of patient care. For example, a high level of personal cleanliness is maintained as a standard for hospital employment. Poor oral hygiene, offensive body odors, unkempt hair, too much make-up and other signs of poor personal hygiene cannot be tolerated.

The following standards are therefore established for all HCC Medical Assisting Students.

1. All students are required to wear MAI Program (tops and pants) scrubs as the selected uniform at all times for externships/clinicals. Shoes must be appropriate low-heeled clinic shoes. Canvas tennis shoes, sandals, or any open-toed shoes are not permitted.
2. The selected professional uniforms are to be worn to all facilities. For women, skirt length should be at or below knee length.
3. Hair of a length that extends over the collar should be neatly tied back in order to meet safety regulations. Hair must be worn in a neat and well-groomed fashion.
4. All fingernails are to be kept trimmed and clean.
5. All jewelry worn must be kept to a minimum; for example, only a simple wedding ring, professional appearing wrist watches and small simple earrings, nothing that dangles. No facial piercings/jewelry allowed.
6. No strong perfumes, colognes or aftershaves should be used.
7. Proper safety attire must be worn at all times, according to clinical policy including eye protection, etc., when needed.
8. All tattoos must be covered so as not to be visible.

Students are subject to any special requirements of the individual medical facility.

ATTENDANCE

Since externship experience is of major importance in the educational process, absences will not be allowed. Any time missed from an assignment must be made up. If the time is not made up, the student will receive a grade of U/I for the externship component. **There are no excused absences.**

Students who are going to be absent from their externship site must notify the voluntary externship coordinator **AND** the college program coordinator. Notification must be done as early as possible the morning of the day of the scheduled externship assignment. If the student is aware the day before, the appropriate individuals should be notified immediately. Make-up time should be arranged with the college externship coordinator.

SNOW DAYS

If the college is closed due to snow or inclement weather the student is excused from clinic that day but the missed hours must be made up.

TRANSPORTATION

Students are responsible for their own transportation.

FINANCES

Students are responsible for the cost of their meals, transportation, and other expenses incurred.

MISCELLANEOUS INFORMATION

The Medical Assisting Program adheres to all policies regarding students as set forth in the College Student Handbook. Be certain to familiarize yourself with the contents of this publication. It can be obtained from the campus Admission's office. **This is your responsibility.**

SERVICE WORK

Students will not be assigned experiences in a manner that would permit them to replace a regular employee and may not be paid for externship hours.

STUDENT CONDUCT

Your appearance and conduct are the standards on which most of the lay public's impressions of the field of Medical Assisting are based. It is expected that you will be concerned about this and will conduct yourself accordingly.

In keeping with the objectives of the profession, your work with patients demands dignity, respect, understanding, and kindness. The patients come to your care under serious circumstances, and your conduct while caring for them must be fitting and proper.

Always remember that you have access to information that is extremely personal; avoid betrayal of confidences even in "shop talk". Any sharing of information about a patient should be based on your need to understand and help solve a problem, never as a topic of idle conversation. A good general rule to apply to the treatment of your patients is to imagine how you yourself, or a member of your immediate family would want to be treated. Violations of HIPAA will not be tolerated and students may be dismissed from the program for violations.

PERFORMANCE EVALUATION

Your performance in the externship/practicum will be continually evaluated both by practical examinations and informal evaluations at the discretion of the individual instructor. The faculty reserves the right to withdraw a student from the externship/practicum site if the above criteria are not satisfied. While at the clinical facility, your performance will also be evaluated. The objectives for this part of the program are included in the handbook.

CHECK-LISTS

Check lists and performance criteria are provided to document competency in each area of study.

It is your responsibility to have the list in your handbook checked during each externship experience. You should keep a notebook with all of these in it so that you can verify your competency in each area. Although we perform all competencies on campus, you should provide this checklist to your voluntary faculty and perform as many competencies as possible in the actual workplace/clinical site. This is a **requirement** for each rotation. An example is included in your handbook. Additional copies will be available. Be absolutely sure to take your handbook with you to each site. This is your responsibility!

Externship competency is exhibited by performing within reasonable time frames and degree of accuracy, as defined at each externship site.

Not each competency can be performed at each externship site. Just do the areas that you can. COMPETENCIES are also performed on-campus.

IDLE TIME

Remember - if you are not busy in your area—ask your supervisor if there is anything you can be doing such as QC, inventory, etc.

GENERAL COMMENTS

This is important - ask questions--show interest! BE ALERT--You are assuming responsibility and should become aware of abnormalities in reports. Information to which you have access is "classified" information. You are not to discuss who the patient is, what they had done, or anything else outside the externship site.

PROBLEMS

If a situation arises where you feel you are in conflict with the voluntary instructor or other personnel consult with the program coordinator. Report any problems to the college program coordinator. **DO NOT** argue with externship site personnel.

Problems arising from absences, tardiness, dress, emotional problems, etc. will be referred to the Program Coordinator.

CLINICAL EVALUATIONS

Professional aptitude of the students will be monitored by the supervising faculty at each site. An evaluation will be completed at the end of each rotation. A copy of the evaluation form is included in this handbook.

Numerical evaluations of student performance will be pooled from all rotations for the semester and converted to a grade. See the "Externship Evaluation of Student" form.

These evaluation points are averaged and used to calculate the student's grade. Evaluations of each student are reviewed when received. If a student's evaluations indicate major problems or an unsatisfactory performance, the student will be notified. A conference with the program coordinator will be required.

Students will have the opportunity to evaluate externship instructors and sites at the end of each semester. This provides feedback to the clinical coordinator and college officials regarding the effectiveness of on-site instruction. See the "Student's Evaluation of Practicum Site" form.

Students will also be asked to complete the following forms near the end of MAI 284:

1. Exit survey
2. Exit questionnaire
3. Faculty evaluations
4. Resources survey

These will be anonymous, confidential, and used to help improve the program.

APPEAL PROCEDURE

In the event a student wishes to appeal an externship evaluation, he or she should notify the program coordinator in writing. The written request should clearly specify the issue(s) to be appealed.

A conference with the student will be held in an attempt to resolve the dispute. The program coordinator/director shall then issue a written decision on the appeal.

Any further appeal must follow KCTCS required procedures for student appeals and can be obtained from the Admission's office or on the HCC website in the KCTCS Code of Student Conduct.

An individual student may not confront, dispute or take any other action that might be misconstrued as coercion towards any volunteer faculty or patient.

Should an appeal require voluntary faculty input, that input will be obtained in the appropriate appeal process. Students **will not** discuss issues of appeal or dispute with any voluntary faculty without the presence of a program official. Students may be dismissed from the program for failure to follow this protocol.

PAPERWORK REQUIREMENTS

Requirements for Clinical Experience Courses

Dear Medical Assisting Student:

Please read this letter **carefully** and be sure you **understand** what you must get done before you can begin your clinical experience hours.

1. **Health Records Checklist:** All required health records, immunizations, TB skin tests, Flu Shot, CPR certification, etc. must be completed and uploaded to Castle Branch prior to the start of the clinical experience. A list of all required health requirements will be provided to the student by the college.
2. **Liability Insurance:** You are required to purchase liability insurance from the college for approximately \$11.00 per semester. You can go to your Self-Service a/c on People Soft, do an Account Inquiry and print off an itemized statement for the current semester showing it has been charged to your account. Submit that statement with these forms. This must be completed prior to beginning clinical experience.
3. **Clinical Requirements:** All Clinical students must have certain health tests and immunizations. You must also take a drug screen test and have a criminal background check performed. These requirements are outlined in this letter.
4. **Urine Drug Screen:** You must also have a current urine drug screen as defined by the college completed (a routine urinalysis does not include a drug screen.). The drug screen is to be completed using an approved lab and the results will be loaded directly into Castle Branch and reviewed. If you are taking any prescription medications that may interfere with the drug screen test, you must provide this information to the testing lab **prior** to completing the Urine Drug Screen.
5. **“Statement of Understanding”:** Please complete the statement and return with all other forms.
6. **Background Check:** Henderson Community College now requires a current background checks for all students enrolling in Nursing (RN & LPN), Medical Assisting and Medical Laboratory Technician Programs. This process is designed to meet the requirements for a student’s assignment to clinical practice in affiliating healthcare agencies. Henderson Community College has worked with Castle Branch to establish an acceptable screening procedure. Students who fail to submit a background check **will not be eligible** for clinical placement. No other form of background checks can be accepted.

IMPORTANT NOTES:

1. If you have a positive drug screen, you must verify that you are taking a medication which causes the positive test. This must be in writing from your doctor.
2. If you have a felony conviction on your background check most clinical sites will not accept you for clinical experience.

3. The College uses Castle Branch to store all health, background screening, and drug screening, CPR, and Liability Insurance documentation. The college will provide information on creating and accessing your Castle Branch Account. Students are responsible for uploading all required documentation to Castle Branch.

STATEMENT OF UNDERSTANDING

Student Name:	
Program:	
College:	

As a student of this program, I agree to the rules, regulations, policies and procedures as stated below.

1. The program requires a period of assigned, guided clinical experiences either in the college or other appropriate facility in the community.
2. For educational purposes and practice on “live” models, I consent in allowing other students to practice non-invasive procedures on me as I will practice these same procedures on them under the guidance and direct supervision of my instructor. The nature and educational objectives of these procedures have been fully explained to me. No guarantee or assurance has been given by anyone as to any problem that might be incurred as a result of these procedures.
3. I have read and agree to comply with the Drug and Alcohol Policy of both the college and the facility.
4. These clinical experiences are assigned by the instructor for their educational value and thus no payment (wages) will be earned or expected.
5. It is understood I will be a student within the clinical facilities that affiliate with my college and will conduct myself accordingly. All required and published personnel policies, standards, philosophy, and procedures of these agencies will be followed: I also agree to obtain all health screenings and immunizations required by the affiliating agency.
6. I have read and agree to adhere to the college’s policies, rules, and regulations related to the program for which I am applying.
7. I understand the information regarding a patient or former patient is confidential and is to be used only for clinical purposes within an educational setting.
8. I understand the educational experiences and knowledge gained during the program do not entitle me to a job; however, if all educational objectives and licensure requirements are successfully attained, I will be qualified for a job in this occupation.
9. I understand any action on my part inconsistent with the above understandings may result in suspension of training.
10. It is understood that I am liable for my own medical and hospitalization expenses.
11. I understand that I will be accountable for my own actions; therefore, I will carry adequate limited professional liability insurance during the clinical phase of the program.
12. I have read, understand each statement, and agree to abide by the above.

To be signed by legal guardian if applicant is a minor.

Student Signature:	
Date:	

As the legal guardian of the student named above, I agree to the above conditions.

Student Policy Regarding Accidental Exposure

Henderson Community College

As a student at Henderson Community College, I understand that I am not entitled to compensation from any clinical facility to which I am assigned.

I further understand if while attending a class or lab, I have a parenteral or mucous membrane exposure to blood or other bodily fluid, included but not limited to, a cutaneous exposure because of skin which is chapped, abraded or has dermatitis; the Safety Officer and/or the Bloodborne Pathogens Coordinator shall be immediately notified. An incident report shall be completed as soon as possible.

The Bloodborne Pathogens Coordinator or designee will inform the source person* (if known) of the incident and request serological testing for evidence of HIV and Hepatitis B infection (regardless of previous testing for HIV and/or Hepatitis B.) If the source person is able to produce evidence of prior Hepatitis B Vaccination, testing for Hepatitis B infection will not be necessary. If the source person has AIDS, is HIV or Hepatitis B positive, refuses to the test, or is physically unavailable for testing, I will be urged to be evaluated clinically and serologically by the health care provider of my choice, for evidence of HIV or Hepatitis B infection as soon as possible after the exposure. I will also be advised to seek medical attention for any acute febrile illness that occurs within 12 weeks after the exposure and on a periodic basis thereafter (e.g. 12 weeks and 6 months after exposure or as indicated by my personal physician.) I realize that reports of all actions taken and the results thereafter must be filed with the Safety Officer and the Bloodborne Pathogens Coordinator on campus.

I understand that the above as well as all emergency healthcare will be at my own expense and that of my insurance carrier.

*Source person: A person from which another human is exposed to his/her blood or bodily fluids via parenteral, sexual, mucous membrane, cutaneous or perinatal contact.

Signature

Date _____

☐ Medical Assisting Program

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

**Henderson Community College
Medical Assisting Program**

Name of Practicum Student Being Evaluated: _____

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

Psychomotor & Affective Competencies	Competent	Needs Work	Student was able to observe	Not Available at this site
I Anatomy & Physiology				
I.P.1. Measure and record:				
a. blood pressure				
b. temperature				
c. pulse				
d. respirations				
e. height				
f. weight				
g. length (infant)				
h. head circumference (infant)				
i. pulse oximetry				
I.P.2. Perform:				
a. electrocardiography				
b. venipuncture				
c. capillary puncture				
d. pulmonary function testing				
I.P.3. Perform patient screening using established protocols				
I.P.4. Verify the rules of medication administration:				
a. right patient				
b. right medication				
c. right dose				
d. right route				
e. right time				
f. right documentation				
I.P.5. Select proper sites for administering parenteral medication				
I.P.6. Administer oral medications				
I.P.7. Administer parenteral (excluding IV) medications				
I.P.8. Instruct and prepare a patient for a procedure or a treatment				
I.P.9. Assist provider with a patient exam				
I.P.10. Perform a quality control measure				
I.P.11. Obtain specimens and perform:				

Psychomotor & Affective Competencies	Competent	Needs Work	Student was able to observe	Not Available at this site
a. CLIA waived hematology test				
b. CLIA waived chemistry test				
c. CLIA waived urinalysis				
d. CLIA waived immunology test				
e. CLIA waived microbiology test				
I.P.12. Produce up-to-date documentation of provider/professional level CPR				
I.P.13. Perform first aid procedures for:				
a. bleeding				
b. diabetic coma or insulin shock				
c. fractures				
d. seizures				
e. shock				
f. syncope				
I.A.1. Incorporate critical thinking skills when performing patient assessment				
I.A.2. Incorporate critical thinking skills when performing patient care				
I.A.3. Show awareness of a patient's concerns related to the procedure being performed				
II Applied Mathematics				
II.P.1. Calculate proper dosages of medication for administration				
II.P.2. Differentiate between normal and abnormal test results				
II.P.3. Maintain lab test results using flow sheets				
II.P.4. Document on a growth chart				
II.A.1. Reassure a patient of the accuracy of the test results				
III Infection Control				
III.P.1. Participate in bloodborne pathogen training				
III.P.2. Select appropriate barrier/personal protective equipment (PPE)				
III.P.3. Perform handwashing				
III.P.4. Prepare items for autoclaving				
III.P.5. Perform sterilization procedures				
III.P.6. Prepare a sterile field				
III.P.7. Perform within a sterile field				
III.P.8. Perform wound care				
III.P.9. Perform dressing change				
III.P.10. Demonstrate proper disposal of biohazardous material				

a. sharps				
Psychomotor & Affective Competencies	Competent	Needs Work	Student was able to observe	Not Available at this site
b. regulated wastes				
III.A.1. Recognize the implications for failure to comply with Center for Disease Control (CDC) regulations in healthcare settings				
IV Nutrition				
IV.P.1. Instruct a patient according to patient's special dietary needs				
IV.A.1. Show awareness of patient's concerns regarding a dietary change				
V Concepts of Effective Communication				
V.P.1. Use feedback techniques to obtain patient information including:				
a. reflection				
b. restatement				
c. clarification				
V.P.2. Respond to nonverbal communication				
V.P.3. Use medical terminology correctly and pronounced accurately to communicate information to providers and patients				
V.P.4. Coach patients regarding:				
a. office policies				
b. health maintenance				
c. disease prevention				
d. treatment plan				
V.P.5. Coach patients appropriately considering:				
a. cultural diversity				
b. developmental life stage				
c. communication barriers				
V.P.6. Demonstrate professional telephone techniques				
V.P.7. Document telephone messages accurately				
V.P.8. Compose professional correspondence utilizing electronic technology				
V.P.9. Develop a current list of community resources related to patients' healthcare needs				
V.P.10. Facilitate referrals to community resources in the role of a patient navigator				
V.P.11. Report relevant information concisely and accurately				
V.A.1. Demonstrate:				
a. empathy				
b. active listening				
c. nonverbal communication				
V.A.2. Demonstrate the principles of self-boundaries				

			Student was able to observe	Not Available at this site
Psychomotor & Affective Competencies	Competent	Needs Work		
V.A.3. Demonstrate respect for individual diversity including:				
a. gender				
b. race				
c. religion				
d. age				
e. economic status				
f. appearance				
V.A.4. Explain to a patient the rationale for performance of a procedure				
VI Administrative Functions				
VI.P.1. Manage appointment schedule using established priorities				
VI.P.2. Schedule a patient procedure				
VI.P.3. Create a patient's medical record				
VI.P.4. Organize a patient's medical record				
VI.P.5. File patient medical records				
VI.P.6. Utilize an EMR				
VI.P.7. Input patient data utilizing a practice management system				
VI.P.8. Perform routine maintenance of administrative or clinical equipment				
VI.P.9. Perform an inventory with documentation				
VI.A.1. Display sensitivity when managing appointments				
VII Basic Practice Finances				
VII.P.1. Perform accounts receivable procedures to patient accounts including posting:				
a. charges				
b. payments				
c. adjustments				
VII.P.2. Prepare a bank deposit				
VII.P.3. Obtain accurate patient billing information				
VII.P.4. Inform a patient of financial obligations for services rendered				
VII.A.1. Demonstrate professionalism when discussing patient's billing record				
VII.A.2. Display sensitivity when requesting payment for services rendered				
VIII Third Party Reimbursement				
VIII.P.1. Interpret information on an insurance card				
VIII.P.2. Verify eligibility for services including documentation				
VIII.P.3. Obtain precertification or preauthorization including documentation				

Psychomotor & Affective Competencies	Competent	Needs Work	Student was able to observe	Not Available at this site
VIII.P.4. Complete an insurance claim form				
VIII.A.1. Interact professionally with third party representatives				
VIII.A.2. Display tactful behavior when communicating with medical providers regarding third party requirements				
VIII.A.3. Show sensitivity when communicating with patients regarding third party requirements				
IX Procedural and Diagnostic Coding				
IX.P.1. Perform procedural coding				
IX.P.2. Perform diagnostic coding				
IX.P.3. Utilize medical necessity guidelines				
IX.A.1. Utilize tactful communication skills with medical providers to ensure accurate code selection				
X Legal Implications				
X.P.1. Locate a state's legal scope of practice for medical assistants				
X.P.2. Apply HIPAA rules in regard to:				
a. privacy				
b. release of information				
X.P.3. Document patient care accurately in the medical record				
X.P.4. Apply the Patient's Bill of Rights as it relates to:				
a. choice of treatment				
b. consent for treatment				
c. refusal of treatment				
X.P.5. Perform compliance reporting based on public health statutes				
X.P.6. Report an illegal activity in the healthcare setting following proper protocol				
X.P.7. Complete an incident report related to an error in patient care				
X.A.1. Demonstrate sensitivity to patient rights				
X.A.2. Protect the integrity of the medical record				
XI Ethical Considerations				
XI.P.1. Develop a plan for separation of personal and professional ethics				
XI.P.2. Demonstrate appropriate response(s) to ethical issues				
XI.A.1. Recognize the impact personal ethics and morals have on the delivery of healthcare				
XII Protective Practices				

XII. 1. Comply with:				
a. safety signs				
Psychomotor & Affective Competencies	Competent	Needs Work	Student was able to observe	Not Available at this site
b. symbols				
c. labels				
XII.2. Demonstrate proper use of:				
a. eyewash equipment				
b. fire extinguishers				
c. sharps disposal containers				
XII.3. Use proper body mechanics				
XII.4. Participate in a mock exposure event with documentation of specific steps				
XII.5. Evaluate the work environment to identify unsafe working conditions				
XII.A.1. Recognize the physical and emotional effects on persons involved in an emergency situation				
XII.A.2. Demonstrate self-awareness in responding to an emergency situation				

Additional Comments

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

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

What type of oversight did the Practicum Coordinator of the medical assisting program provide for the student and the site supervisor? Were you able to contact the Practicum Coordinator with any problems? Was there regular contact?

Name of Clinical Facility/Office		Date:
Dates of Clinical experience	Start Date:	End Date:
Voluntary Clinical Faculty (Print Name)		Date:
Voluntary Clinical Faculty (Signature)		Date:
Supervising Henderson Community College Faculty		Date:

Externship/Practicum Clinical Daily Time Sheet Instructions

Purpose: The Externship/Practicum Clinical Daily Time Sheet serves as the official record of clinical time spent in the Externship/Practicum at the assigned clinical facility.

Process:

1. The Externship/Practicum Clinical Daily Time Sheet is to be completed **each day** the student is at the facility in the for the student's clinical experience.
2. The Externship/Practicum Clinical Daily Time Sheet must include documentation of the start and end time of the student's clinical experience of each day. * If the student completes multiple shifts in one day, each shift needs to be documented as two different shifts.
3. Each shift entry must include the date of the shift as well as the start and end times of the shift.
4. The Voluntary Clinical Faculty **must sign** each shift to verify the student was present completing the clinical hours on the date and times documented.
5. It is the responsibility of the **student** provide the Voluntary Clinical Faculty the Daily Timesheet form and maintain the worksheet as current.
6. At the conclusion of the clinical Externship/Practicum Clinical Daily Time Sheet the Voluntary Clinical Faculty, the Student, and the Henderson Community College Supervising Faculty will sign and date the completed The Externship/Practicum Clinical Daily Time Sheet.
7. It is the responsibility of the **student** to submit the completed Externship/Practicum Clinical Daily Time Sheet to the Henderson Community College Supervising Faculty

TOTAL NUMBER OF EXTERNSHIP/PRACTICUM HOURS REQUIRED BY COURSE:

MAI 281 = 60 TOTAL HOURS (1 CREDIT HOUR COURSE)

MAI 284 = 120 TOTAL HOURS (2 CREDIT HOUR COURSE)

MAI 284 = 180 TOTAL HOURS (3 CREDIT HOUR COURSE)

- ***The total number of hours that you MUST complete for the course depends on the number of credit hours you receive for the course.***

Externship/Practicum Clinical Daily Time Sheet

Content	Name (Please Print)
Medical Assisting Class	
Medical Office/Facility	
Voluntary Clinical Faculty	
Supervising Henderson Community College Faculty	

Daily Time Record

[illegible]

HCC Medical Assisting Student Signature: _____ Date: _____

Voluntary Clinical Faculty Signature: _____ Date: _____

Supervising HCC Clinical Faculty Signature: _____ Date: _____

Henderson Community College Medical Assisting Program

Clinical Externship/Practicum Daily Worksheet

Directions: The HCC Medical Assisting Student completes a Daily Worksheet for **each shift** the student completes. The Daily Worksheets are submitted to the HCC Supervising Clinical Faculty throughout the clinical externship/practicum.

The daily worksheet serves as an opportunity for the student, voluntary faculty, and supervising HCC clinical faculty to further assess the student's progress doing the clinical experience. The daily worksheet also provides an opportunity for self-reflection by the student to support continued development by the student toward the professional role of Medical Assistant.

My Goals for the day are:

Today, I applied the following competencies:

Reflection (What went well today? What are opportunities for me to improve? How am I growing in my professional experience?):

Voluntary Clinical Faculty Feedback:

Student Signature: _____ Date: _____

Voluntary Clinical Faculty Signature: _____ Date: _____

STUDENT EVALUATION OF PRACTICUM SITE

Henderson Community College

Medical Assisting Program

Course Number: _____

This survey is designed to help program faculty determine the appropriateness of individual practicum sites. In addition, there is a section that focuses on the support that the practicum students received from the Practicum Coordinator and the program. All data will be kept confidential and will be used for program evaluation purposes only.

Name of Practicum Site:	
-------------------------	--

Quantitative Evaluation

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

5 = Strongly Agree 4 = Agree 3 = Neutral (acceptable) 2 = Disagree 1 = Strongly Disagree
N/A = Not Applicable

At this practicum site, I was:

- | | | | | | | |
|---|---|---|---|---|---|-----|
| 1. Provided orientation to the office/facility. | 5 | 4 | 3 | 2 | 1 | N/A |
| 2. Assigned to a supervisor/preceptor who actively participated in my learning experience. | 5 | 4 | 3 | 2 | 1 | N/A |
| 3. Allowed to perform the entry-level skills I had learned. | 5 | 4 | 3 | 2 | 1 | N/A |
| 4. Given the opportunity to perform administrative skills. | 5 | 4 | 3 | 2 | 1 | N/A |
| 5. Given the opportunity to perform clinical skills. | 5 | 4 | 3 | 2 | 1 | N/A |
| 6. Adequately supervised and informed of whom to ask for help if I needed it. | 5 | 4 | 3 | 2 | 1 | N/A |
| 7. Treated respectfully by healthcare providers and other staff. | 5 | 4 | 3 | 2 | 1 | N/A |
| 8. Provided with adequate personal protective equipment (e.g., gloves) to protect my health and safety. | 5 | 4 | 3 | 2 | 1 | N/A |
| 9. Provided the opportunity to communicate with: | | | | | | |
| a. patients/clients/family members | 5 | 4 | 3 | 2 | 1 | N/A |
| b. physicians/health care professionals | 5 | 4 | 3 | 2 | 1 | N/A |
| c. staff and co-workers | 5 | 4 | 3 | 2 | 1 | N/A |
| d. supervisory personnel | 5 | 4 | 3 | 2 | 1 | N/A |
| 10. Not used to replace paid employees. | 5 | 4 | 3 | 2 | 1 | N/A |
| 11. Provided regular constructive verbal feedback by supervisor. | 5 | 4 | 3 | 2 | 1 | N/A |
| 12. Provided a final written performance evaluation. | 5 | 4 | 3 | 2 | 1 | N/A |
| 13. Received support and help from the institutional Practicum Coordinator | 5 | 4 | 3 | 2 | 1 | N/A |

Qualitative Evaluation

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

Yes ☐ No ☐

If yes, please identify:

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

What is your reason for either recommending or not recommending the practicum site?

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

How did you communicate with the Practicum Coordinator about the practicum site? Check all that apply.

- ☐ Scheduled meetings/class session on campus
- ☐ Practicum Coordinator visited the site
- ☐ Scheduled phone calls with the Practicum Coordinator
- ☐ Meeting with Practicum Supervisor and Practicum Coordinator

What other support from the medical assisting program did you receive during your practicum experience?

What other support would have been useful?

Print Student’s Name:	
Signature:	
Date:	

MAERB

EVALUATION / SURVEY

FORMS

- * Student Resource Survey
- * Graduate Survey
- * Employer Survey

STUDENT SURVEY OF PROGRAM RESOURCES

Henderson Community College Medical Assisting Program

The purpose of this survey instrument is to evaluate our program resources. The data compiled will aid the program in an ongoing process of program improvement.

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

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

1. The number of Faculty is adequate:					
a. in the classroom	5	4	3	2	1
b. in the laboratory	5	4	3	2	1
2. Classrooms and Laboratories:					
a. Are adequate in size.	5	4	3	2	1
b. Have equipment necessary to support effective instruction.	5	4	3	2	1
3. Laboratory Equipment / Supplies:					
a. The amount of equipment is sufficient for student performance of required laboratory exercises.	5	4	3	2	1
b. The variety of equipment is sufficient for student performance of required laboratory exercises.	5	4	3	2	1
c. Supplies are sufficient for student performance of required laboratory exercises.	5	4	3	2	1
4. Learning / Computer Resources:					
a. The library hours are convenient to student schedules.	5	4	3	2	1
b. The libraries provide sufficient materials to support classroom assignments.	5	4	3	2	1
c. Program assignments require the use of library references, journals, textbooks and electronic media.	5	4	3	2	1
5. Student Instructional Support Services (Tutors, Computer Lab, etc):					
a. Tutorial assistance is available when needed.	5	4	3	2	1
b. Audiovisual and computer equipment are available to students for class assignments and activities.	5	4	3	2	1
c. Computer resources are adequate to support the curriculum.	5	4	3	2	1
6. Practicum Coordinator Support					
a. The Practicum Coordinator prepared you effectively for the externship experience	5	4	3	2	1
b. The Practicum Coordinator provided oversight during the Practicum Experience	5	4	3	2	1
c. You were able to contact the Practicum Coordinator during the externship if you had any questions	5	4	3	2	1

6. Five being excellent, rate the OVERALL quality of the resources supporting the program:

5 4 3 2 1

How long have you been a student in the program? _____

Based on your experience, which program resources provided you with the most support? Why?

Based on your experience, which program resources could be improved? How?

Date: _____

GRADUATE SURVEY

Henderson Community College Medical Assisting Program

The primary goal of a Medical Assisting Education program is to prepare each graduate to function as a competent Medical Assistant. This survey is designed to help program faculty determine their program's strengths and those areas that need improvement. All data will be kept confidential and will be used for program evaluation purposes only.

BACKGROUND INFORMATION:

Job Title: _____ If not working, what are you doing? _____

Current Salary (optional): _____

Place of employment: _____

Length of employment at time of survey: _____ years and/or _____ months

Name of graduate (Optional): _____

Certification Status (*check all that apply*): _____ CMA (AAMA) _____ RMA (AMT) _____ CMAC (AMCA)
_____ NCMA (NCCT) _____ CCMA (NHA)

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

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

Cognitive Domain:

The program:

- | | | | | | |
|--|---|---|---|---|---|
| 1. Helped me to acquire the medical assisting knowledge appropriate to my level of training. | 5 | 4 | 3 | 2 | 1 |
| 2. Prepared and encouraged me to apply for and pass my professional credentialing exam. | 5 | 4 | 3 | 2 | 1 |

Psychomotor Domain:

The program:

- | | | | | | |
|---|---|---|---|---|---|
| 3. Prepared me to collect patient data effectively. | 5 | 4 | 3 | 2 | 1 |
| 4. Prepared me to perform appropriate diagnostic and medical procedures. | 5 | 4 | 3 | 2 | 1 |
| 5. Prepared me to use sound judgment for functioning in the healthcare setting. | 5 | 4 | 3 | 2 | 1 |
| 6. Prepared me to perform all clinical skills appropriate to entry level medical assisting. | 5 | 4 | 3 | 2 | 1 |
| 7. Prepared me to perform all administrative skills appropriate to entry level medical assisting. | 5 | 4 | 3 | 2 | 1 |

Affective Domain:

The program:

- | | | | | | |
|--|---|---|---|---|---|
| 8. Prepared me to communicate effectively in the healthcare setting. | 5 | 4 | 3 | 2 | 1 |
| 9. Prepared me to conduct myself in an ethical and professional manner. | 5 | 4 | 3 | 2 | 1 |
| 10. Prepared me to manage my time efficiently while functioning in the healthcare setting. | 5 | 4 | 3 | 2 | 1 |

11. OVERALL, the program prepared me very well to do entry-level medical assisting work. 5 4 3 2 1

Please provide comments and suggestions that would help to better prepare future graduates.

Date: _____

EMPLOYER SURVEY
Henderson Community College
Medical Assisting Program

The primary goal of a Medical Assisting Education program is to prepare each graduate to function as a competent Medical Assistant. This survey is designed to help program faculty determine their program's strengths and those areas that need improvement. All data will be kept confidential and will be used for program evaluation purposes only. We request that this survey be completed by the graduate's immediate supervisor.

Name of Graduate (Optional): _____

Length of employment at time of survey: _____ years and _____ months

Place of employment: _____

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

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

Cognitive Domain:

The graduate:

- | | | | | | |
|--|---|---|---|---|---|
| 1. Has medical assisting knowledge appropriate to his/her level of training. | 5 | 4 | 3 | 2 | 1 |
|--|---|---|---|---|---|

Psychomotor Domain:

The graduate:

- | | | | | | |
|--|---|---|---|---|---|
| 2. Is able to collect pertinent data accurately from charts and patients. | 5 | 4 | 3 | 2 | 1 |
| 3. Is able to perform appropriate diagnostic and medical procedures as directed. | 5 | 4 | 3 | 2 | 1 |

Affective Domain:

The graduate:

- | | | | | | |
|---|---|---|---|---|---|
| 4. Uses good judgment while functioning in the ambulatory healthcare setting. | 5 | 4 | 3 | 2 | 1 |
| 5. Communicates effectively in the healthcare setting. | 5 | 4 | 3 | 2 | 1 |
| 6. Conducts himself/herself in an ethical and professional manner. | 5 | 4 | 3 | 2 | 1 |
| 7. Functions effectively as a member of the healthcare team. | 5 | 4 | 3 | 2 | 1 |
| 8. Accepts supervision and works effectively with supervisory personnel. | 5 | 4 | 3 | 2 | 1 |
| 9. Is self-directed and responsible for his/her actions. | 5 | 4 | 3 | 2 | 1 |
| 10. Arrives to work prepared and on time. | 5 | 4 | 3 | 2 | 1 |
| 11. Contributes to a positive environment in the department. | 5 | 4 | 3 | 2 | 1 |

12. Overall, this graduate is a well prepared employee (circle rating number with 1 being lowest and 5 being highest):
 1 2 3 4 5

Comments:

What qualities or skills did you expect of the graduate upon employment that he/she did not possess?

Please provide comments and suggestions that would help this program to better prepare future graduates.

What are the strengths of the graduate(s) of this program?

Name, Credentials, and Title of Evaluator:

Please Print: _____

Date: _____

Signature: _____

HENDERSON COMMUNITY COLLEGE

ACADEMIC PLAN/APPLICATION FOR ASSOCIATE IN APPLIED SCIENCE DEGREE IN MEDICAL ASSISTING

EMPL ID _____

Major/Program Code _____

Name _____

(Complete shaded areas as applicable)

Rev 2019

Academic Success Requirements (Taken based on assessment & placement policy)	Semester Taken	Credit Hours
IRW 085 - Integrated Reading and Writing*		4*
ENG 100 - English Workshop**		2**
RDG 030 - Reading for the College Classroom*		3*
RDG 100 - Reading Workshop **		2**
MAT 061 - Foundations of College Algebra*		4*
MAT 126 - Technical Algebra & Trigonometry		3
MAT 100 - College Algebra Workshop**		2**
* Courses numbered below 100 do not count in GPA calculations nor toward graduation credit. Courses taken based on assessment & placement policy.		
** This course may only be taken as a co-requisite and counts in GPA calculations as well as toward graduation credit. Courses taken based on assessment & placement policy. RDG 100 is 2 hours at HCC but can be 1 or 3 hours if transferred from other KCTCS schools.		

General Education and Support Course Requirements	Semester Taken	Credit Hours
ENG 101 - Writing I		3
PY 110 - General Psychology		3
Heritage/Humanities Course		3
Quantitative Reasoning		3
BIO 135 - Anatomy & Physiology***		4
Medical Terminology Course		3
Subtotal General Education and Support Requirements		22

Digital Literacy Requirement	Semester Taken	Credit Hours
		3

***BIO 137 (4 Credit Hours) and BIO 139 (4 Credit Hours) may be used to substitute BIO 135.

Medical Assisting Requirements	Semester Taken	Credit Hours
MAI 105 - Introduction to Medical Assisting		3
MAI 120 - Medical Assisting Laboratory Techniques		3
MAI 140 - Medical Assisting Clinical Procedures I		4
MAI 150 - Medical Assisting Administrative Procedure		3
MAI 170 - Dosage Calculations		2
MAI 200 - Pathology for the Medical Assistant		3
MAI 220 - Medical Assisting Laboratory Techniques		3
MAI 230 - Medical Insurance		3
MAI 240 - Medical Assisting Clinical Procedures II		4
MAI 250 - Medical Assisting Administrative Procedure		3
MAI 270 - Pharmacology for the Medical Assistant		3
MAI 281 - Clinical Orientation		1
MAI 284 - Medical Assistant Externship		2
MAI 289- Medical Assisting Assessment Prep		1
Subtotal Medical Assistant Requirements		38
Total Credit Hours		60*
*A course used to fulfill one requirement cannot be used to fulfill another requirement.		

Checklist for application for Associate in Applied Science Degree in Medical Assisting completion:

- ☐ Minimum of 60 credit hours
- ☐ Cumulative grade point average of 2.0 or higher
- ☐ Digital Literacy demonstrated
- ☐ At least 25% of all coursework completed through HCC
- ☐ CPR requirement successfully met

Please note: students receiving federal financial aid must enroll only in courses required in their degree plan. Students are responsible for payment of courses taken outside their degree plan.

This acknowledges receipt of the Medical Assisting Handbook

Name_____

Signature_____

Date_____