



MEDICAL ASSISTANT PROGRAM STUDENT HANDBOOK



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ATTRIBUTES DESIRED IN MEDICAL ASSISTANT STUDENTS

1. Effective verbal and nonverbal communication
2. Personal integrity to maintain patient confidentiality
3. Constitute a good attitude and diplomacy
4. Dedication and engagement as an employee
5. Have the desire to learn and continue learning
6. Demonstrate accountability and dependability
7. Possess a high level of honesty and integrity
8. Ability to perform as a team member
9. Ability to maintain respect at all times
10. Have a calm caring demeanor and professional appearance
11. Ability to multi-task, work under pressure, and problem solve
13. Capacity to use critical thinking skills
12. Possess attention to detailed tasks and are mindful of your surroundings
13. Ability to communicate effectively using correct written techniques
14. Ability to listen, comprehend instructions, and follow through as instructed
15. Demonstrate adaptability and flexibility

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APPENDIX

(Receipt of Handbook Form, Confidentiality Agreement Form, Medical Assistant Program Expenses, Student Waiver Form, Required Immunizations, Human Subject Consent Form, Medical Assistant Program catalog page.)

MISSION STATEMENT

Flathead Valley Community College Medical Assistant Program is committed to providing training for qualified students through lecture, laboratory and externship experience to prepare them for an entry-level position in the medical assisting profession.

PHILOSOPHY

Flathead Valley Community College believes in promoting cultural diversity and gender equity in all of its programs and provides open door admissions, education in the local community at a reasonable cost, continued assistance and guidance to students, and commitment to the comprehensive community college concept.

GOALS AND OBJECTIVES

The FVCC Medical Assisting Program is committed to preparing competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains by:

- * Maintaining a curriculum that meets the accreditation requirements of CAAHEP and MAERB
- * Maintaining a curriculum that provides students with knowledge, skills, ethics, and professionalism required to perform the duties of an entry-level medical assistant
 - * Maintaining an atmosphere that is responsive to student education and strives for excellence in education
- * Soliciting and utilizing input from students, graduates, faculty, advisory committee members, employers, and administrative personnel to assist in program evaluation to assure a program reflective of current medical, technological, and patient care needs.

CURRICULUM DESIGN

The curriculum is designed to meet the requirements of the Commission on Accreditation of Allied Health Education Programs (CAAHEB) that will provide each student with the knowledge and skills of an entry-level medical assistant working directly under the supervision of a physician and prepare the student to sit for the national certification exam (AAMA) for medical assistants. The curriculum is competency-based, i.e., emphasis is placed on demonstrating knowledge of the subject matters required for competence in the profession. The three instructional strategies used are lecture that provides theoretical foundation, laboratory experiences that provide observation and practice of skills and techniques, and clinical externship that allows students to put into practice these skills and techniques in a professional setting under the supervision of a physician.

Psychomotor & Affective Competencies taught and assessed in the Medical Assistant program according to CAAHEP 2015 Curriculum standards

I Anatomy & Physiology

I.P.1. Measure and record:

- a. blood pressure
- b. temperature
- c. pulse
- d. respirations
- e. height
- f. weight
- g. length (infant)
- h. head circumference (infant)
- i. pulse oximetry

I.P.2. Perform:

- a. electrocardiography
- b. venipuncture
- c. capillary puncture
- d. pulmonary function testing

I.P.3. Perform patient screening using established protocols

I.P.4. Verify the rules of medication administration:

- a. right patient
- b. right medication
- c. right dose
- d. right route
- e. right time
- f. right documentation

I.P.5. Select proper sites for administering parenteral medication

I.P.6. Administer oral medications

I.P.7. Administer parenteral (excluding IV) medications

I.P.8. Instruct and prepare a patient for a procedure or a treatment

I.P.9. Assist provider with a patient exam

I.P.10. Perform a quality control measure

I.P.11. Obtain specimens and perform:

- a. CLIA waived hematology test
- b. CLIA waived chemistry test
- c. CLIA waived urinalysis
- d. CLIA waived immunology test
- e. CLIA waived microbiology test

I.P.12. Produce up-to-date documentation of provider/professional level CPR

I.P.13. Perform first aid procedures for:

- a. bleeding
- b. diabetic coma or insulin shock
- c. fractures
- d. seizures
- e. shock
- f. syncope

I.A.1. Incorporate critical thinking skills when performing patient assessment

I.A.2. Incorporate critical thinking skills when performing patient care

I.A.3. Show awareness of a patient's concerns related to the procedure being performed

II Applied Mathematics

II.P.1. Calculate proper dosages of medication for administration

II.P.2. Differentiate between normal and abnormal test results

II.P.3. Maintain lab test results using flow sheets

II.P.4. Document on a growth chart

II.A.1. Reassure a patient of the accuracy of the test results

III Infection Control

III.P.1. Participate in bloodborne pathogen training

III.P.2. Select appropriate barrier/personal protective equipment (PPE)

III.P.3. Perform handwashing

III.P.4. Prepare items for autoclaving

III.P.5. Perform sterilization procedures

III.P.6. Prepare a sterile field

III.P.7. Perform within a sterile field

III.P.8. Perform wound care

III.P.9. Perform dressing change

III.P.10. Demonstrate proper disposal of biohazardous material

- a. sharps
- b. regulated wastes

III.A.1. Recognize the implications for failure to comply with Center for Disease Control (CDC) regulations in healthcare settings

IV Nutrition

IV.P.1. Instruct a patient according to patient's special dietary needs

IV.A.1. Show awareness of patient's concerns regarding a dietary change

V Concepts of Effective Communication

V.P.1. Use feedback techniques to obtain patient information including:

- a. reflection
- b. restatement
- c. clarification

V.P.2. Respond to nonverbal communication

V.P.3. Use medical terminology correctly and pronounced accurately to communicate information to providers and patients

V.P.4. Coach patients regarding:

- a. office policies
- b. health maintenance
- c. disease prevention
- d. treatment plan

V.P.5. Coach patients appropriately considering:

- a. cultural diversity
- b. developmental life stage
- c. communication barriers

V.P.6. Demonstrate professional telephone techniques

V.P.7. Document telephone messages accurately

V.P.8. Compose professional correspondence utilizing electronic technology

V.P.9. Develop a current list of community resources related to patients' healthcare needs

V.P.10. Facilitate referrals to community resources in the role of a patient navigator

V.P.11. Report relevant information concisely and accurately

V.A.1. Demonstrate:

- a. empathy
- b. active listening
- c. nonverbal communication

V.A.2. Demonstrate the principles of self-boundaries

V.A.3. Demonstrate respect for individual diversity including:

- a. gender
- b. race
- c. religion
- d. age
- e. economic status
- f. appearance

V.A.4. Explain to a patient the rationale for performance of a procedure

VI Administrative Functions

VI.P.1. Manage appointment schedule using established priorities

VI.P.2. Schedule a patient procedure

VI.P.3. Create a patient's medical record

VI.P.4. Organize a patient's medical record

VI.P.5. File patient medical records

VI.P.6. Utilize an EMR

VI.P.7. Input patient data utilizing a practice management system

VI.P.8. Perform routine maintenance of administrative or clinical equipment

VI.P.9. Perform an inventory with documentation

VI.A.1. Display sensitivity when managing appointments

VII Basic Practice Finances

VII.P.1. Perform accounts receivable procedures to patient accounts including posting:

a. charges

b. payments

c. adjustments

VII.P.2. Prepare a bank deposit

VII.P.3. Obtain accurate patient billing information

VII.P.4. Inform a patient of financial obligations for services rendered

VII.A.1. Demonstrate professionalism when discussing patient's billing record

VII.A.2. Display sensitivity when requesting payment for services rendered

VIII Third Party Reimbursement

VIII.P.1. Interpret information on an insurance card

VIII.P.2. Verify eligibility for services including documentation

VIII.P.3. Obtain precertification or preauthorization including documentation

VIII.P.4. Complete an insurance claim form

VIII.A.1. Interact professionally with third party representatives
VIII.A.2. Display tactful behavior when communicating with medical providers regarding third party requirements

VIII.A.3. Show sensitivity when communicating with patients regarding third party requirements

IX Procedural and Diagnostic Coding

IX.P.1. Perform procedural coding

IX.P.2. Perform diagnostic coding

IX.P.3. Utilize medical necessity guidelines

IX.A.1. Utilize tactful communication skills with medical providers to ensure accurate code selection

X Legal Implications

X.P.1. Locate a state's legal scope of practice for medical assistants

X.P.2. Apply HIPAA rules concerning:

a. privacy

b. release of information

X.P.3. Document patient care accurately in the medical record

X.P.4. Apply the Patient's Bill of Rights as it relates to:

a. choice of treatment

b. consent for treatment

c. refusal of treatment

X.P.5. Perform compliance reporting based on public health statutes

X.P.6. Report an illegal activity in the healthcare setting following proper protocol

X.P.7. Complete an incident report related to an error in patient care

X.A.1. Demonstrate sensitivity to patient rights

X.A.2. Protect the integrity of the medical record

XI Ethical Considerations

XI.P.1. Develop a plan for separation of personal and professional ethics

XI.P.2. Demonstrate appropriate response(s) to ethical issues

XI.A.1. Recognize the impact personal ethics and morals have on the delivery of healthcare

XII Protective Practices

XII.1. Comply with:

- a. safety signs
- b. symbols
- c. labels

XII.2. Demonstrate proper use of:

- a. eyewash equipment
- b. fire extinguishers
- c. sharps disposal containers

XII.3. Use proper body mechanics

XII.4. Participate in a mock exposure event with documentation of specific steps

XII.5. Evaluate the work environment to identify unsafe working conditions

XII.A.1. Recognize the physical and emotional effects on persons involved in an emergency

XII.A.2. Demonstrate self-awareness in responding to an emergency

ADVISORY COMMITTEE

The Flathead Valley Community College Medical Assistant Advisory Committee meets once a year to provide input and advice concerning the curriculum, externships, evaluation, and employment opportunities in the area. The Advisory Committee is composed of the Program Director, Medical Advisor, working certified medical assistants, faculty members, a representative from FVCC administration, and graduates and/or current students in the Medical Assistant Program. A list of the Advisory Committee members is available from the Program Director.

ROLE OF THE MEDICAL ASSISTANT

Medical assistants are the only allied health professionals specifically trained to work in ambulatory settings, such as physician's offices, clinics, and group practices. These multi-skilled personnel can perform administrative and clinical procedures. Physicians value this unique versatility more and more, as managed care compels them to contain costs and manage human resources efficiently. Not surprisingly, the demand for medical assistants is expanding rapidly.

Medical assistants are diversified in their skills and may answer phones, update records, complete insurance forms, schedule appointments, and arrange for medical services. Clinical duties may include taking and recording vital signs and medical histories, explaining treatment procedures to patients, assisting during examinations, performing phlebotomy or administering medication, and preparing or performing laboratory tests.

CERTIFICATION

Flathead Valley Community College Medical Assistant Program is accredited by CAAHEP on the recommendation of MAERB, which entitles graduates to sit for the American Association of Medical Assistants (AAMA) national certification exam. The certification exam is given at Prometric Testing Centers. Application for the exam is done through the American Association of Medical Assistants (AAMA) official website. All information can be obtained from the Program Director, Clinical Practicum Coordinator or Externship class instructor.

PROCEDURES FOR ENTERING AND COMPLETING THE MEDICAL ASSISTANT PROGRAM

Students new to FVCC must apply for admission to the College through the Registration/Admissions office and must fulfill the following admission requirements:

1. Complete application to the Medical Assistant Program by the end of spring semester prior to fall start.
2. Take reading, writing and math placement tests. Must be able to communicate in English.
3. Provide high school and college transcripts.
4. Meet with Program Director once a semester for advising.
5. The FVCC Medical Assistant Program follows all collaborating medical facility policies regarding vaccination requirements, criminal background checks, and registered sexual offender checks. Students should be prepared to comply with the policies. See Program Application for details.

For satisfactory completion of the program, students will be required to:

1. Earn a grade of "B-" or higher in all medical assisting courses (AHMA) and Medical Office Procedures (AHMS 220)
2. Complete required core courses sequentially as listed in the catalog with Medical Assisting Externship and Medical Assisting Examination Preparation taken the final summer semester.
3. Earn a grade of "C" (2.0) or higher in all other courses required for the medical assistant program.
4. Repeat any required courses with a grade of "C- or lower". (Which may result in a later graduation date).

The Clinical Externship is the capstone course of the Medical Assistant Program. Students are expected to treat each externship assignment as if it were a job and must comply with all rules and regulations of each individual office to which they are assigned. See more information: Externships

MEDICAL ASSISTANT PROGRAM STANDARDS OF CONDUCT

Student's Rights and Responsibilities: Release of Information: Flathead Valley Community College will release to outside agencies or persons, upon request, the following directory information: name, temporary and permanent address, phone number, enrollment status and schedule of classes. The college will not release other information without written permission of the student, unless subpoenaed by a court or tribunal of competent jurisdiction. The student has the right to review and inspect all information pertaining to his or her educational records, including admissions records and academic records.

If the student chooses not to have any or all of the directory information released, he/she must inform the Associate Dean of Student Services in writing by submitting a Release of Information Form available in the Student Services Office. The Family Rights and Privacy Act of 1974 prohibit disclosure of academic information to third parties without prior written consent of these students.

Student Code of Conduct and Standards: "To maintain an atmosphere that is responsive to student education and welfare" is a priority at Flathead Valley Community College according to the College Statement of Mission and Goals. In order to promote an atmosphere that protects the rights of and is responsive to students' needs, it is expected that all students will maintain acceptable standards of behavior on campus or at clinical facilities. Clinical facilities are defined as collaborating clinical facility sites between the FVCC Medical Assistant Program and the medical facility. The following behavior is considered unacceptable and may lead to disciplinary action up to and including suspension or expulsion from the college:

- a. Deliberate disruption in the classroom or at any college activity, including clinical facilities.
- b. Cheating, plagiarism, and other forms of dishonesty including knowingly giving false information to the College or clinical facility.
- c. Forgery, alteration or misuse of clinical facility or community college documents, records or identification, or computer programs or accounts.
- d. Physical abuse or harassment of another person on campus or clinical facility.
- e. Theft or damage to property of the college and/or clinical facility.
- f. Use of or possession of illicit drugs or alcohol on campus or clinical facility.
- g. Carrying/discharging firearms on campus or clinical facility.
- h. Unauthorized use or occupancy of College or clinical facilities.
- i. Disclosing confidential information

Right of Appeal and Grievances: Students have the right to appeal decisions of college staff, administration and faculty. In cases of disagreements or grievances, students may apply for a review of the decision to the next highest authority. A Student Appeals Policy has been developed for those situations that cannot be resolved informally.

Waiver of Regulations: If a student feels that extenuating circumstances might justify the waiver of a particular college regulation, he/she may file a petition with the Associate Dean of Student Services.

Attendance: Students are expected to attend classes regularly, to notify instructors if they are ill or unable to attend for any reason, and to make up any work that is missed. Attendance throughout the course work portion of the Medical Assistant Program is a possible indication of a student's attendance during the externship experience, and ultimately attendance on the job. If absences become excessive, the student's chances for being placed on academic probation increase and may jeopardize his/her ability to finish the program. All make-up work and make-up tests are permitted at the discretion of the instructor of each individual course.

Academic Integrity Guidelines: The faculty, staff, and administration of Flathead Valley Community College believe academic dishonesty to be the very opposite of a college education and the free inquiry of knowledge. Any student involved in academic dishonesty will be subject to disciplinary action imposed by the instructor up to and including administrative withdrawal or a failing grade for the course.

Academic Probation: Students will be placed on academic probation any time their GPA falls below 2.0. Any student on probation will be required to meet with a retention advisor before he/she starts the next semester to discuss the student's academic goals and barriers to achievement of those goals, a review of the academic assistance available at FVCC, and the development of a plan to assist the student to achieve his/her academic goals.

EXTERNSHIPS

Each student is required to complete a clinical externship rotation consisting of a minimum of 180 unpaid hours the final semester of the program. The program director reserves the right to deny admission to externship sites (and completion of program) to any student who is, upon examination and due process, found to demonstrate unsuitable performance and behavior for the medical assistant profession.

Below is a sampling of extern sites who have participated:

1. Alpine Family Medicine, 734 9th St. West, Suite 12, Columbia Falls 59912
2. Alpine Women's Center, 2002 Hospital Way, Whitefish 59937
3. Big Sky Family Medicine, 202 Conway Dr., Kalispell
4. Columbia Falls Clinic, 715 Nucleus Ave, Columbia Falls 59912
5. Dermatology Associates, 175 Commons Loop, Suite 300, Kalispell
6. Dr. Palchak, 210 Sunnyview Lane, Suite 205, Kalispell
7. Family Healthcare, 1287 Burns Way, Kalispell
8. Flathead Community Health Center, 1035 1st Ave West, Kalispell
9. Flathead Valley Orthopedics, 111 Sunnyview Lane, Kalispell
10. Glacier Ear, Nose & Throat, 160 Heritage Way, Kalispell
11. Glacier Foot & Ankle, 95 Indian Trail Road, Kalispell
12. Glacier Maternity, 195 Commons Loop Rd., Suite D, Kalispell
13. Glacier Medical Associates, 1111 Baker Ave, Whitefish 59937
14. Glacier Oncology, 75 Claremont St., Suite E, Kalispell
15. Kalispell Gastroenterology, 75 Claremont St. Suite F, Kalispell
16. Kalispell Medical Oncology & Hematology 350 Heritage Way, Suite 1100, Kalispell
17. Kalispell OB-GYN Associates, 210 Sunnyview Lane, Suite 201, Kalispell
18. North Country Medical Clinic, 1343 Hwy 93 N. Eureka, MT 59917
19. North Valley Hospital, 1600 Hospital Way, Whitefish, MT
20. Northwest Family Medicine 1250 Burns Way, Suite 1, Kalispell

21. Northwest Oncology and Hematology, 350 Heritage Way, Kalispell
22. Northwest Women's Healthcare, 75 Claremont St., Suite A, Kalispell
23. Professional Center, 2165 9th Street West, Columbia Falls, MT 59912
24. Rocky Mountain Heart & Lung, 350 Heritage Way, Ste. 1200, Kalispell
25. St Luke Community Clinics, 126 6th Ave S.W. Ste. A, Ronan, MT 59864
26. Step Ahead Foot & Ankle Clinic, 175 Commons Loop, #404, Kalispell
27. Tamarack Medical Clinic, 150 Commons Way, Kalispell, MT
28. The Montana Center for Wellness and Pain Management, 245 Windward Way, Kalispell
29. The Sleep Medicine Center, 200 Commons Way, Suite C, Kalispell, MT
30. Urology Associates, 350 Heritage Way, Suite 2300, Kalispell, MT
31. Westshore Medical Clinic, 306 Stoner Loop, Lakeside, MT
32. Woodland Clinic, 705 6th Ave East, Kalispell, MT

The externship is an integral part of the curriculum providing medical assistant students with the practical experience necessary to develop their skills in a clinical setting. Students are not entitled to payment for the services they provide to the clinical sites during the externship experiences.

Medical assistant students and the Externship Clinical Coordinator together decide upon the individual assignments to the externship sites. Students are offered working experience in three clinical sites who are chosen based on their ability to give students exposure to both the administrative and clinical aspects of the medical assisting profession. All students are supervised on site by one or more Clinical Supervisors who will oversee and evaluate their performance. The Externship Coordinator meets with the students regularly throughout the externship experience and obtains input from both the students and the Clinical Supervisors for purposes of evaluation.

Prerequisites to Externship: Students must have completed the grade requirement of all required courses in the fall semester and spring semester curriculum before being admitted to Medical Assisting Clinical Externship. In addition, Kalispell Regional Healthcare must approve all students doing clinical hours with the organization.

Students must sign a Confidentiality Agreement affirming to keep all matters concerning the physician's office, personnel and the patients, strictly confidential by not disclosing information outside the office.

If there is a breach of confidentiality, the student will face disciplinary action with suspension from all extern sites, remediation if possible, and the probability of more severe disciplinary sanctions, including suspension from the program or college expulsion. Additional charges could occur for breach of HIPAA rules at Kalispell Regional Hospital and participating clinics per policies and procedures.

Insurance: All medical assistant students, when they begin their externship semester, will have professional liability insurance coverage through FVCC. Students have basic healthcare service at the FVCC campus clinic who are taking seven or more credits. (Students taking between 4-6 credits can opt in by paying the \$45 per semester health fee) Students are strongly advised to carry their own personal health insurance.

Attendance: Students are expected to treat the externship experience as if it were a job and to have regular and punctual attendance. If an emergency should arise in which the student cannot make it to an externship assignment, he/she must call and inform the office Clinical Supervisor as early as possible on that day. The students must also contact the Externship Coordinator if they are to be absent from the site. All transportation to and from the externship is the responsibility of the students; all personal appointments during the externship experience must be scheduled around the working schedule.

Appearance: Students are expected to wear the FVCC medical assistant uniform with FVCC patch on left shoulder and appear in a professional manner. Unless otherwise directed by the Clinical Supervisor, students are to wear the following:

- FVCC medical uniform scrubs, program patch sewn on left shoulder
- Clean supportive shoes or nursing clogs
- Stethoscope
- Photo ID tag provided by KRMC while performing shifts at Kalispell Regional Healthcare clinics. FVCC provides a student ID to wear at sites not affiliated by KRH.

Supervision: Students will be supervised at all times while working in externship sites by the clinical supervisors. The Program Director will have periodic contact with the externship coordinator regarding the progress of the students during the externship semester.

Evaluation: Students will be evaluated based on information collected by the Externship Coordinator, from the Clinical Supervisor (either during site visits, email or telephone conversations), and by information obtained from the students themselves. The areas of emphasis are:

Professionalism

Administrative skills

Clinical skills

Communication skills

If the Externship Coordinator and/or the Clinical Supervisor determine that a student is not meeting the requirements or the objectives of the externship experience, a meeting with the Externship Coordinator and the student to discuss how the problem can be resolved and a remediation action plan will be discussed. If necessary, a meeting with the Clinical Supervisor and the above parties will be held. The student will be notified of potential actions up to dismissal from the program. If the student is not following the remediation action plan, they will be notified of active disciplinary action consisting of suspension from extern sites up to a failing grade and/or dismissal from the program.

If a student is asked to leave an externship assignment she/he will face disciplinary action by being placed on probation and, if a sufficient cause is found after an investigation, removed from the externship course, given a fail grade and be dismissed from the Medical Assistant Program. If

remediation is sufficient, a student may be able to go to another site but if the student is asked to leave a second site, then this is grounds for automatic dismissal from the program following due process.

Violating the Student Code of Conduct are justifiable reasons to be removed from an extern site.

Examples are:

- The student performs an illegal act while working in the clinical setting.
- The student breaks clinic, personnel or patient confidentiality.
- The student shows insubordinate behavior to the Clinical Supervisor or other personnel at an externship site.
- The student demonstrates unsafe behavior with patients or personnel at an externship site.
- The student fails to communicate professionally by sharing personal information, asking for medical advice for family and self, talking loudly and inappropriately with Clinical Supervisors and/or staff and providers.
- The student fails to follow facility policies and procedures at an externship site.
- The student does not abide by Standards of Ethical Conduct for the Medical Assistant.
- The student in some way undermines the therapeutic relationship between the physician-patient or patient-student relationship.
- Excessive absenteeism, constantly asking to leave early, lack of personal hygiene and inappropriate presentation.

AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS CODE OF ETHICS

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

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

Render service with full respect for the dignity of humanity.

Respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information.

Uphold the honor and high principles of the profession and accept its disciplines.

Seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues.

Participate in additional service activities aimed toward improving the health and well-being of the community.

AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS CREED

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

I endeavor to be more effective.

I aspire to render greater service.

I protect the confidence entrusted to me.

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

I am loyal to my employer.

I am true to the ethics of my profession.

I am strengthened by compassion, courage, and faith.

FACILITIES AND SERVICES OF FLATHEAD VALLEY COMMUNITY COLLEGE

COUNSELING AND ADVISING

Career, academic, and personal counseling services are offered through FVCC at no charge. Students may obtain, prior to registration, assistance in planning their career direction and program of study. In addition, all degree-seeking/full-time students are assigned a faculty advisor to provide on-going academic assistance. The Program Director of the Medical Assistant Program is the advisor for all students in the program, and students enrolled in the program are encouraged to regularly communicate with the Program Director regarding any problems or concerns throughout the duration of the program.

The Program Director will provide the following assistance to students:

- Meet with students individually to plan semester schedules
- Maintain ongoing records of students' progress
- Assist students with class scheduling problems
- Approve students' academic schedules and graduation requirement worksheets
- Communicate with other faculty members on behalf of students in working out scheduling conflicts and resolving other problems

LIBRARY AND MEDIA CENTER

The College Library and Media Center offer traditional print and non-print services to all students. The Media Center contains instructional materials for use by instructors in support of their teaching areas. The Library features reference materials, computerized catalog, internet, interlibrary loan, reserves, videos, FAX and CD-ROM indexing and abstracting services.

PROFESSIONAL ACTIVITIES

All medical assisting students have the opportunity to become members of the American Association of Medical Assistants (AAMA) paid through student fees during the second semester. This affiliation also registers students as members of the Flathead County Chapter of Medical Assistants and the Montana State Society of Medical Assistants.

GRADUATION REQUIREMENTS

All medical assisting students must successfully complete the required courses for the Medical Assistant Certificate of Applied Science program. (See Medical Assistant, CAS academic program in the Appendix). Throughout the one-year program, students will meet regularly with the Program Director with regard to class schedules and to make certain they are on track with all program requirements in order to graduate in a timely manner. Provided all program requirements have been met, during the last semester applications for graduation are submitted. In addition, the Program Director will complete a graduation worksheet that will be turned in to the Registrar along with the graduation application.

Appendix

Receipt of Medical Assistant Handbook

This handbook is developed to assist students throughout the Medical Assistant Program. Students are expected to be familiar with the information provided in this handbook as well as the information found in the FVCC online catalog. For clarification of information in either publication, please contact the Program Director.

I have read this handbook on the FVCC program website or received a copy of the Medical Assistant Student Handbook (if requested) which describes the information with which I am to be familiar.

Student signature

Date

Confidentiality Agreement

I hereby agree to keep all matters of personal nature discussed in the classroom strictly confidential.

I hereby agree to keep all matters concerning the physician's office, personnel and the patients strictly confidential. These matters will not be discussed outside the office setting or outside the classroom. A breach in confidentiality will result in disciplinary action up to and including removal from the Medical Assistant Program.

Student Signature

Date

Witness

Date

Expenses

The following includes, but is not limited to, expenses each medical assistant student can expect to incur during the Medical Assistant Program. Amounts listed are approximate and subject to change.

| | |
|--|------------------------|
| Medical scrubs-wine colored (top & bottom) | \$20 Top, \$25 Bottom |
| Clean closed toe shoes | variable |
| FVCC Medical Assistant patch for uniforms (FVCC bookstore) | \$5.00 |
| Stethoscope & Blood Pressure Cuff kit | \$40.00 |
| <u>See Immunization Verification Form: https://www.krh.org/krhc/about/student-affiliations/students</u> | |
| Varicella (chickenpox) record of 2 vaccines or blood titer | 2 vaccines (\$120each) |
| Varicella titer | \$65.00 |
| Flu, Seasonal | \$15/sometimes free |
| Hepatitis B vaccination series (3 vaccines/6-month period) | \$63/\$189 total |
| Hepatitis B Titer after completing series for proof of immunity | \$26 |
| Tdap (Tetanus, Diphtheria & Pertussis) | \$46 |
| MMR (Measles, Mumps, and Rubella) | \$55 |
| 2 Tuberculosis (TB) skin tests within last 12 mo. prior to externship Follow testing instructions on KRH Vaccine form! | \$5-\$15 per test |
| Quantiferon blood test for TB | \$85.25 QFT |

Vaccine costs are variable and available at Flathead County Health Department, FVCC Student Health Center and family healthcare clinics.

Scrubs and supplies are available at FVCC Bookstore, Top to Bottom Scrubs in Kalispell and online.

Student Waiver

While a student at Flathead Valley Community College, I acknowledge and assume the risks associated with learning and practicing injections and phlebotomy (blood drawing) and completing my externship. To the extent permitted by law, I hereby release Flathead Valley Community College, Kalispell Regional Medical Center, North Valley Hospital, and any clinic or externship site and their employees and volunteers from liability resulting from any injuries I incur while performing these activities. This release applies to damage or injury from infection, disease (including HIV), bruises, and any other unexpected result that could occur from practicing phlebotomy or any other medical assistant activities.

Student Signature

Date

Witness

Date



Medical Assistant, CAS Catalog

Medical Assistants are the only allied health professionals specifically trained to work in ambulatory settings such as physicians' offices, clinics, and group practices. These multiskilled personnel can perform administrative and clinical procedures. Physicians value this unique versatility and view medical assistants as vital partners in the medical office. Upon completion of this program, students will have the knowledge and skills to perform:

- Computer applications such as scheduling appointments, updating patient demographics, correspondence, coding, billing and insurance;
- Patient reception, arranging for hospital admissions, laboratory services, and referrals;
- Professional communication when working with patients and staff in a medical office;
- Accurate patient medical histories and vital signs, prepare patients for examinations, assist with surgical treatments, collect and prepare laboratory specimens, perform basic laboratory tests, and electrocardiograms;
- Preparation, administration and documentation of medications and vaccines using safe practices as authorized by a licensed physician;
- Triage in the office by messaging or telephone calls;
- Safe blood drawing and specimen collection using correct techniques;
- Removal of sutures and changing dressings;
- Medical and surgical aseptic techniques; and
- Patient education and health coaching.

Required Courses

Fall Semester

- [AHMA 201 - Medical Assisting Clinical Procedures I](#) Credit(s): 4 *
- [AHMA 202 - Medical Assisting Clinical Procedures I Lab](#) Credit(s): 1
- [AHMA 205 - Medical Assisting Clinical Approaches I](#) Credit(s): 1 *
- [AHMS 144 - Medical Terminology](#) Credit(s): 3
- [AHMS 220 - Medical Office Procedures](#) Credit(s): 4 *
- [BIOH 104NL - Basic Human Biology with Lab](#) Credit(s): 4 *

First Semester Total: 17

Spring Semester

- [AHMA 203 - Medical Assisting Clinical Procedures II](#) Credit(s): 4 *
- [AHMA 204 - Medical Assisting Clinical Procedures II Lab](#) Credit(s): 1
- [AHMA 206 - Medical Assisting Clinical Approaches II](#) Credit(s): 1 *
- [AHMA 230 - Advanced Medical Office Procedures](#) Credit(s): 4
- [BMGT 205C - Professional Business Communication](#) Credit(s): 3 *
- [M 120 - Mathematics with Health Care Applications](#) Credit(s): 3 *

Second Semester Total: 16

Summer Semester

- [AHMA 280 - Medical Assisting Exam Preparation](#) Credit(s): 1
- [AHMA 298 - Medical Assisting Externship](#) Credit(s): 4 *

Third Semester Total: 5

Total Credits: 38

*Indicates prerequisite and/or corequisite needed. Check course description.

Strongly Recommended Courses:

- [AH 230 - Electronic Health Records](#) Credit(s): 3
- [AHMA 220 - Phlebotomy](#) Credit(s): 3 *
- [AHMA 221 - Phlebotomy Clinical Training](#) Credit(s): 2 *
- [AHMS 175 - Medical Law and Ethics](#) Credit(s): 3
- [BIOH 113 - Human Form and Function II](#) Credit(s): 4 *
- [CHMY 160 - Pharmacology](#) Credit(s): 3

Program Information

- The Medical Assistant program demands high academic and personal standards. Students considering this certificate should familiarize themselves with the requirements.
- All requirements for the Medical Assistant program are stated in the Medical Assistant Handbook located on the FVCC Medical Assistant Program website.
- All AHMA courses in the program must have program director's signature for admission and must be taken consecutively starting fall semester.
- Students are required to earn a "C" (2.0) or above in all non-medical assisting courses.
- Students are required to earn a "B-" (2.7) or above in all medical assisting courses.
- Students are responsible for at least \$300 of additional costs to cover uniforms, personal medical supplies, immunizations and criminal background check. Required current immunization costs will depend on each individual vaccine history.
- [AHMA 298 Medical Assisting Externship](#) class involves 180 hours of unpaid work experience in various medical offices in the community. It is highly recommended that students have their own health insurance before starting the externship.
- All students are required to have a criminal background/registered sexual offender check done at the time of application to the program. Any discrepancies may result in denial of acceptance into the program. Any changes in a conviction record and/or pending criminal charges, which occur between the initial completion of the Background Information/Screen and program completion, must be provided in writing to the program director within five working days from the date of notification. Failure to provide such information within the aforementioned timeframe can result in immediate dismissal from the program.
- Any student who exhibits unsuitable performance and/or behavior may be denied the right to complete the program.
- American Disabilities Act (ADA) Statement: Students with recognized disabilities or other physical limitations that may affect their performance as a medical assistant are responsible for identifying themselves as soon as possible to Disability Services and to the program director.

Course standards will not be lowered, but various accommodations are available. A minimum of six weeks will be required to develop and provide appropriate accommodations, so students who qualify should contact Disability Services as soon as possible. It is the college's goal to assist students in their individual educational plans.

Admission Guidelines

- Contact the program director for advising.
- Applications for formal acceptance into the Medical Assistant CAS program are accepted once a year.
- Applications are available after March 1 and must be completed and returned by the last day of spring semester.
- The Medical Assistant program has a maximum of 12 students in each graduating class.
- Students wishing to enter the Medical Assistant program must be proficient in keyboarding and typing.
- In order to be considered for acceptance into the Medical Assistant program, the student must have:
 1. Applied to and been admitted by Flathead Valley Community College;
 2. A high school diploma or equivalency (GED or HiSET) and be 18 years of age by the first day of classes;
 3. Met minimum placement requirements for math (score: 1) and writing (score: 2), or successful completion of developmental courses; and
 4. Completed a comprehensive background check and proof of immunizations listed in the applications packet.

Program Accreditation

The Commission on Accreditation of Allied Health Education Programs (www.caahep.org) accredits Flathead Valley Community College upon the recommendation of the Medical Assisting Education Review Board (MAERB).

Commission on Accreditation of Allied Health Education Programs
25400 US Highway 19 N., Suite 158
Clearwater, FL 33763, (727) 210-2350
www.caahep.org

Certifications

- Medical Assistant graduates are eligible and prepared to take the CMA (AAMA) National Certification Examination administered by the Certifying Board of the American Association of Medical Assistants.

Opportunities after Graduation

- According to the Bureau of Labor Statistics, employment of medical assistants is projected to grow 29 percent from 2016 to 2026, much faster than the average for all occupations because of the increasing demand for medical assistants.
- Certified Medical Assistants are in high demand due to the surge of technological advances in outpatient medical facilities and the growing number of aging Americans.
- Certified Medical Assistants are able to obtain additional certifications including Electrocardiography Technician or Specialty Certified Medical Assisting.

Advising Information:

For more information about this program, contact the FVCC Student Support Center or the Faculty Advisor.

Student Support Center Advisor

Karrie Bolivar
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(406) 756-3880
kbolivar@fvcc.edu

Faculty Advisor

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