



Medical Assisting Student Handbook

Introduction

Welcome to the Medical Assisting program at Goodwin College. The intent of this handbook is to provide you with user-friendly information that will enhance your experience as a student in the Goodwin College Medical Assisting program. This handbook is not meant to replace the Goodwin College catalog or the Goodwin College Student Handbook but rather to augment and assist you to identify issues and policies specific to the Medical Assisting program.

As a Medical Assistant student, you are expected to function in an increasingly professional manner and some of your education is designed specifically to socialize you into the role of the healthcare profession. You also are expected to assume responsibility for your learning and related events. The faculty in the Medical Assisting program will attempt to give you the support necessary for completing the program.

Please refer to your college catalog for information regarding:

Directory of Faculty and College Administration
Medical Assisting Program Course Descriptions
Inclement Weather Delay/Closure Information
Cell Phone Usage



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Career Description

The Medical Assistant is a respected, multi-skilled health professional who performs diverse duties in medical offices, clinics, and health centers. The various skills offered by the program provide the opportunity to work either in the front medical office or in a hands-on clinical environment.

Mission, Philosophy, Goals and Objectives

The Mission of the Medical Assisting program is derived from the mission of Goodwin College. Graduates of the Certificate program is eligible to sit immediately upon graduation for the Certified Medical Assistant (CMA) examination given by the American Association of Medical Assistants (AAMA) and/or the Registered Medical Assistant (RMA) examination administered by the American Medical Technologist (AMT).

The Medical Assisting Program provides an atmosphere whereby its diverse student population can grow by promoting critical thinking, personal development, and community involvement, as well as competencies in clinical skills.

The philosophy of the Medical Assisting program of Goodwin College derives from the mission of the College. Goodwin College mission includes the following elements that are particularly relevant for medical assisting education:

- Educate a culturally diverse student population in an environment that builds bridges between education, commerce, and community;

The Goals of Goodwin College provide additional guidance for the Program, specifically:

- To create an educational environment that blends professional preparation with the development of critical thinking skills and an appreciation of the humanities, arts, and sciences.
- To educate students in an environment that celebrates diverse cultures, ages, experiences, and opinions.
- To enrich our local and global communities by forming collaborative relationships that create educational, economic, and cultural benefits.
- To assist our graduates with identifying and securing career and growth opportunities.

Accreditation

The certificate program in Medical Assisting at Goodwin College is programmatically accredited by the Accrediting Bureau of Health Education Schools (ABHES), 7777 Leesburg Pike, Suite 314, North Falls Church, VA 22043, (703) 917-9503. ABHES is listed by the U.S. Department of Education as a nationally recognized accrediting agency under provisions of Chapter 33, Title 38, U.S. Code and subsequent legislation.

The certificate program in Medical Assisting at Goodwin College is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of the Medical Assisting Education Review Board (MAERB). The address for CAAHEP is 1361 Park Street, Clearwater FL 33756, (727) 210-2350.

Student Health Requirements

Enrolled students must submit a physical examination report completed by a qualified health professional, prior to starting the 2nd semester courses. The following immunizations must be completed before the start of enrolling in– MED 212 and MED 153:

- A current Hepatitis B vaccination
- Evidence of non-reactive PPD within the past twelve months; must be provided annually
If PPD is positive, a chest x-ray must be taken
- Varicella or titer result
- MMR
- Tetanus within the last 10 years

Please note that some clinical sites require background checks and/or drug testing. The cost may or may not be covered by the requesting institution. If the cost is not covered by the requesting institution, testing cost must be covered by the student.

Students are required to become certified in CPR for Healthcare Providers/BLS through the American Heart Association **and** First Aid, through the American Red Cross, prior to going out into an internship. The cost related to obtaining and maintaining CPR certification is the responsibility of the student.

Attendance

1. You are expected to attend every class. If you need to miss a class it is your responsibility to notify your instructor **prior to the start of the class by leaving a phone message on the instructor's voice mail or via email.**
2. You are expected to stay for the duration of the class out of respect for your peers and your instructors. However if circumstances arise that require you to leave, you should be courteous and inform the instructor of your intent to leave early.
3. Excessive absenteeism or multiple incidents of leaving class early may necessitate progressive discipline.
4. All examinations and labs are to be taken on the designated day. Only students with excused absences will be allowed to take a make-up exam or make-up lab. Make-ups are scheduled at the discretion and convenience of the instructor. If the absence is not excused, a grade of "0" will be assigned.

Excused absences include:

- a. You or your child is sick as documented by a doctor's note.
- b. A death in the family that is documented by a clergy member, funeral home or death certificate.

- c. A graduation in your immediate family (mother, father, son, daughter, brother, sister, husband or wife) that is documented with a graduation program or letter from the school.*
- d. You have a court date that cannot be changed and you provide a copy of the summons.*
 - o *Arrangements for making up an exam for a graduation or court date *must be made in advance* with the instructor
- e. Other at the discretion of instructor

5. In the event of inclement weather, students are required to listen to WTIC (96.5 FM), WRCH (100.5 FM), tune in to WFSB-TV (channel 3) or WVIT-TV (Channel 30), or check the student intranet <http://myweb.student.goodwin.edu> for information regarding school closure. These notices are usually aired by 7:00 AM for day classes and 3:00 PM for evening classes.

6. For internship attendance requirements please refer to page 16.

Progression Policies

Progression in the Medical Assisting Program

All Medical Assisting courses are graded based on the syllabi provided by each instructor and is subject to change based on the instructor.

All core course requirements must be completed with a grade of C (73%) or higher to graduate from the Certificate portion of the Medical Assisting Program. The clinical (or competency skills) must be passed with a grade of B (85%) or higher. Students who do not successfully pass a course(s) may progress with the cohort at the discretion of the Program Director. Decision will be based on student's individual situation, including, but not limited to: course grade, overall GPA, professionalism, and recommendation of faculty.

Students are allowed to repeat courses a second time before Departmental permission is required. Those students who are attempting for the 3rd time, *with permission*, will follow these guidelines:

1. Student will check in and expected to meet with the Program Director, as necessary or on recommendation by Program Director, to develop a plan to move forward.
2. Go to tutoring from instructor or peer-tutoring.
3. Failure to pass after the 3rd attempt will result in the student being dropped from the Medical Assisting Program.

Guidelines for Resolving Student Concerns

In the event that the student has a concern about any learning activity or grade within any Medical Assisting course, the guidelines below must be followed in resolving the issue:

For all courses, including the Internship:

1. The student initiates a meeting with the faculty member.
2. If the concern is not resolved, the student meets with the Program Director.
3. If the concern is not resolved, the student meets with the Department Chair.
4. If the concern is not resolved, the student submits their concern in writing to the Academic Review Committee.

For internships:

1. The student meets with the Practicum Coordinator.
2. If the concern is not resolved, the student meets with the Program Director.
3. If the concern is not resolved, the student meets with the Department Chair.
4. If the concern is not resolved, the student submits their concern in writing to the Academic Review Committee.

At the aforementioned meeting(s), the student will come prepared to discuss the relevant concern and present appropriate documentation.

If the student is not satisfied with the recommendation of the Medical Assisting faculty, (s)he should refer to the *Student Appeal Process* to appeal to ARC – fully outlined in the Goodwin College Catalog.

Access to Records

The student is referred to the policy governing rights under the Family Educational Rights and Privacy Act (FERPA) in the Goodwin College catalog.

Graduation Requirements

The following requirements must be met in order to graduate from the Medical Assisting program:

1. Completion of the following core course requirements

• BIO 101 – Human Biology*	3 credits
• HSC 105 – Medical Terminology*	3 credits
• HSC 111 – Medical Law & Ethics*	3 credits
• MED 151 – MA: The Medical Office and Pt Care*	3 credits
• CAP 1XX – Computer Literacy Elective	3 credits
• MED 152 – MA: Diagnostic Procedures*	3 credits
• MED 153 – MA: Laboratory Procedures*	3 credits
• MED 212 – Pharmacology*	3 credits
• MED 250 – Medical Office Management*	3 credits
• MED 115 – Introduction to Insurance & Coding	3 credits
• PSY 112 – Introduction to Psychology	3 credits
• MED 299 – Medical Assisting Internship*	<u>3 credits</u>
Certificate TOTAL	36 Credits
• ENG 101 – English Composition	3 credits
• ENG 1XX – Writing Elective	3 credits
• COM 101 – Public Speaking	3 credits
• HUM 1XX – Humanities Elective	3 credits
• MATH 101 – Math Elective	3 credits

- | | |
|--|-------------------|
| • HSC 1XX – Health Science Core elective | 3 credits |
| • OPEN – Electives | <u>9 credits</u> |
| Associates TOTAL | 60 credits |

2. All courses asterisked (*) must be completed with a grade of “C” (73%) or higher.
3. Completion of above courses within the maximum timeframe.
4. Fulfillment of all financial obligations to the College.
5. Students must provide proof of completion of the Health and Safety test from the Connecticut Hospital Association (CHA) by going to www.chime.org and completing the Health and Safety Training Course. This is a self-paced course, accessing the site from any computer, in which there is a test at the end. Student must hand in a copy of this test to the Practicum Coordinator prior to going out on internship, it will be graded, and a copy put into the student’s internship file.
6. **Students must** maintain a 2.0 GPA in order to graduate.

For more information on graduation, please see the College Catalog.

Student Conduct

Students are expected to conduct themselves in a manner that is consistent with the Mission, Philosophy, and Goals of Goodwin. Part of the student’s education focuses on preparing him/her for the work force. In order to meet this goal, a discipline policy, which is modeled after typical employment policies, is followed in order to facilitate the graduates’ transition into the workforce. The Progressive Discipline process is meant for those students who show unprofessional behaviors during their progress through the program. The faculty hopes that this policy will rarely be used.

It is critical that the program groom students as total professionals in order to achieve future success. Failure to meet certain standards may cause the student to enter into progressive discipline. Examples of behaviors that can *lead* to progressive discipline include but are not limited to:

1. Infractions of academic integrity:
 - Academic Honesty-** Students who are aware of issues of academic dishonesty who do not report these issues to their instructor will be held to the same degree of accountability as the students who commits the infraction
 - Academic Dishonesty-**The department supports a “zero” tolerance for infractions and in cases where an issue can be proven, recommendations for expulsion from the program will be made. These issues may include:
 - Removing exams from the classroom for any purpose
 - Submitting another student’s work as your own
 - Utilizing another student’s answers on an exam
 - Deliberate misrepresentation of facts to faculty
 - Utilizing cell phones to photograph exams
 - Disruptive behaviors in the classroom
2. Disrespectful behaviors toward the instructor (clinical or classroom)

3. Perceived threatening behaviors to faculty or peers
4. Failure to adhere to the dress code
5. Failure to complete assignments
6. Performance issues
7. Attendance and tardiness concerns

Progressive Discipline

The Medical Assisting program follows a progressive discipline policy that typically consists of four steps. Depending on the seriousness of any situation, however, any step may be skipped with the approval of the Program Director. A student will enter progressive discipline whenever he/she fails to meet the expectations of the department. Typically, progressive discipline adheres to the following:

Counseling - Documented in the students file: documents verbal counseling and outlines expectations

1st Written Warning - student has been counseled regarding the need to improve in a specific area and has failed to demonstrate improvement or performance precludes the opportunity for counseling; a performance improvement plan is automatically considered a written warning.

2nd Written Warning - occurs when the student has already received a 1st Written Warning and new issues or unresolved issues continue

3rd Written Warning - follows the 2nd Written Warning if new issues or unresolved issues continue

Recommendation for Dismissal - This recommendation may be made when the student has received a 3rd written warning, continues to fail to meet the standards of the department and does not indicate the desire or willingness to change the behavior.

Although these steps usually follow a progressive pattern, **please note that at the discretion of the Program Director any step may be skipped depending on the seriousness of the situation.** Please refer to the following section, which describes specific criteria that constitute dismissal from the program.

Dismissal from the Program

The decision to dismiss a student from the program may result from a combination of behaviors, examples of which are listed below, that may have caused the student to enter the progressive discipline process.

Examples of such behaviors include but are not limited to:

1. Failure to successfully complete any course required in the medical assisting curriculum, based on the number of repeats allowed, with a grade of "C" or higher.

2. Unauthorized possession, use, sale or distribution of alcoholic beverages or of any illegal or controlled substance.
3. Unauthorized use, possession, or storage of any weapon.
4. Physical and/or psychological abuse, threat or harassment of any patient, visitor, agency staff, student or faculty member.
5. Theft, abuse, misuse or destruction of another person's or agency's property.
6. Unauthorized disclosure, removal or misuse of confidential information about any patient, student or agency staff.
7. Violation of Internship Conduct policies as stated on pages of this Handbook.
8. Engaging in or prompting others to engage in conduct that threatens or endangers the health, safety or physical/psychological well-being of another person.
9. Being on an internship's property, in a student capacity, without proper authorization.
10. Failure to contact internship supervisor to give notice of lateness or absence; reporting to the wrong clinical site; or reporting on the wrong day to the clinical site, despite counseling.
11. Unsafe practice at the internship site.
13. Academic Dishonesty as previously defined.
14. Dismissal from an internship site.

Any student who is dismissed from the program has a right to appeal this decision. The appeals process is as follows:

1. If the concern is not resolved, the student meets with the Program Director.
2. If the concern is not resolved, the student meets with the Department Chair.
3. If the concern is not resolved, the student submits their concern in writing to the Academic Review Committee.

Academic standing

A student's academic standing is determined by his/her cumulative Grade Point Average (GPA).

Academic and Internship Experience Policies

Student Conduct in the Medical Assisting Program

The Medical Assisting student is expected to demonstrate safe and ethical professional behavior in preparation for, provision of, and documentation of, according to course objectives. In addition, the student is expected to demonstrate professional behavior with regard to other students, faculty, and patients while on internship (i.e., patient-care) sites.

Examples of unsafe, unethical or unprofessional conduct include, but are not limited to:

1. Failure to notify both the internship site supervisor and Practicum Coordinator of absence.
2. Failure to follow Medical Assisting program or internship policy and procedures.
3. Reporting for internship hours under the influence of drugs and/or alcohol.
4. Refusing assignments based on the client's race, culture, religious preference, sex, national origin, and age, handicapping condition, medical diagnosis or any protected status category.
5. Engaging in posting on Facebook, MySpace, or other social networks while in class, via cell phone or computer lab. No Facebook, MySpace, or other social network negative/derogatory comments about students, faculty, or others at Goodwin College.
6. Failure to follow HIPAA policies and procedures while on internship, such as, but not limited to speaking about the internship sites and patients seen, discussing internship site regulations and policies that do not effect the student, etc.
7. Denying, covering up or not reporting own errors while on internship.
8. Ignoring or failing to report unethical behavior of other health care persons in the clinical setting, i.e., behavior that jeopardizes client welfare.
9. Displaying mental, physical or emotional behavior(s) that may adversely affect well being of self or others.
10. Failing to follow through on suggested referrals or interventions to correct deficit areas that may result in harm to others.
11. Acts of commission or omission in the preparation for and actual care of clients (i.e., including but not limited to physical abuse, emotional abuse, placing clients in hazardous positions, conditions or circumstances).
12. Interacting inappropriately with agency staff, co-workers, peers, clients, families or faculty resulting in miscommunication.
13. Lacking physical coordination essential for carrying out medical assisting procedures.

14. Lacking critical or analytical thinking skills necessary for making appropriate judgments or decisions while on internship.
15. Performing activities that are beyond the preparation or capabilities of the student.
16. Performing activities that do not fall within the legal realm of professional medical assisting practice.

A faculty member or internship site supervisor may take the following measures if a student demonstrates unsafe or unethical behavior(s) in any setting (including classroom or internship site):

1. Immediate dismissal from the learning setting and initiate immediate remediation in collaboration with the student.
2. Recommend immediate dismissal from the Medical Assisting program – i.e., if the behavior is of a grave nature, including but not limited to safety violations, substance abuse, unlawful or unethical acts.

Disabilities

If you have a physical, psychiatric/emotional, medical, or learning disability that may impact your ability to carry out the assigned course work, we urge you to contact the Assistant Dean of Academic Support Services. The Assistant Dean of Academic Support Services will review your concerns and determine, with you, what accommodations are necessary and appropriate. All information and documentation of disability are confidential.

Internship Requirements

Students must complete a 160-hour internship with patient contact in out-patient facilities, private practice, or clinic settings, **without compensation**. Internships provide an environment for students to observe and practice skills learned in the Medical Assisting program. Internships also provide an opportunity for students to, refine skills, interact with patients, staff, and physicians, as well as to use equipment in actual clinical settings.

Students are expected to be present in the internship site dressed appropriately and ready to participate in the activities at the time and for the duration of the hours assigned.

Dress Code

Students must adhere to the established dress code while on internship. Specifically, they will not display skin on any part of the torso. **Students who do not adhere to the dress code will be sent home from the internship site and enter into progressive discipline.**

SHOES: Polished white uniform shoes or white clogs or white leather sneakers only.
NO boots, high heels, canvas sneakers, “Crocs”, or any leather soled shoes.

- PANTS:** White uniform pants of the chino type fabric (or white scrub pants). No jeans, stretch pants, or lightweight cotton casuals. No thong underwear should be worn. Undergarments should not be visible through clothing.
- SKIRTS:** White uniform skirt at knee length or 1-2 inches below the knee.
- SHIRTS:** Goodwin College scrub top with Goodwin College insignia.
- LAB COAT:** Short white (hip length) – optional.
- MAKEUP:** Minimal makeup. No bright or dark colors.
- JEWELRY:** Jewelry is limited to the use of stud earrings in the ear only. Dangling jewelry is not allowed, including necklaces. No other visible body piercing (face, tongue, eyebrow, etc) is allowed. A wedding band is acceptable. Excessive amount of jewelry or rings may cause transmission of bacteria between patients or lead to ineffective hand washing. Body tattoos are not to be visible. **Watches are required.**
- FINGERNAILS:** Artificial fingernails are not allowed. Fingernails must be clean and short. Only clear or neutral nail coloring is allowed.
- HYGIENE:** Appropriate underarm and oral hygiene should be practiced since ill people are particularly sensitive to odors. No perfume, scented after-shave lotions or hairspray are to be applied. **Students should refrain from smoking** to avoid introducing potential irritants into the clinical environment.
- HAIR:** Hair should be neat, clean and in a style that contains the hair and keeps it off the collar. Men should be clean shaven and any beards/mustaches should be **neat and well groomed.**
- PERSONAL** Students may make personal phone calls at designated pay phones during designated breaks. Only emergency phone calls will be permitted during internship hours. **Cell phones must be turned off while at the internship site.** Students should never use the phones at the internship sites to make personal calls, unless extenuating circumstances arrive. Arrangements can be made for receiving urgent personal calls following discussion with your internship site supervisor at the start of the student's hours.

Required Equipment:

All students must have the following to participate in the internship:

1. Working watch with a second hand or digital time
2. Black pen for documenting in the medical record. No other colors are acceptable.
3. Stethoscope

Recommended equipment:

Brassington, C. and Goretti, C. *MA Notes – Medical Assistant’s Pocket Guide*. F.A. Davis, Philadelphia, PA. – can be bought at the bookstore on campus.

Small notebook – for note taking

Failure to adhere to the above requirements may necessitate the student to enter progressive discipline.

Internship Attendance

Students are expected to attend all hours of his or her internship. All absences must be made up, with permission of internship site supervisor. Failure to complete all hours of internship may result in an “F” and it will be the student’s responsibility to find another internship site to continue the hours.

In the event of inclement weather, students are required to listen to WTIC (96.5 FM), WRCH (100.5 FM), tune in to WFSB-TV (channel 3) or WVIT-TV (Channel 30), or check the student intranet <http://myweb.student.goodwin.edu> for information regarding school closure. These notices will be aired by 7:00 AM for day classes and 3:00 PM for evening classes.

Privacy Regulations

Privacy regulations as stated in the Health Insurance Portability and Accountability Act (HIPAA) will be followed by students and no information that explicitly identifies patients by name will leave the facility.

Consequence to this regulation will result progressive discipline and/or dismissal from the internship and Goodwin College Medical Assisting Program.

AAMA Medical Assistant Code of Ethics¹

The Code of Ethics of the American Association of Medical Assistants shall set forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting.

Members of 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:

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

AAMA Medical Assistant 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.

¹ Taken from AAMA website: www.aama-ntl.org

Functional Abilities

In order to perform the tasks required of a medical assistant, certain physical capabilities are required. Students must demonstrate the ability to perform required functions as a routine part of classroom, laboratory, or while on internship. Students should be aware that successful completion of the Medical Assisting Program will depend upon the ability to meet the following technical standards:

Gross Motor Skills

- Move within confined spaces
- Maintain balance in multiple positions
- Reach above shoulders (e.g.: monitors)
- Reach below waist (e.g.: plug electrical appliances in wall outlet)
- Reach out front

Fine Motor Skills

- Pick up objects with hands
- Grasp small objects with hands (e.g.: pencil)
- Write with pen or pencil
- Key/type (e.g.: use a computer)
- Pinch/pick or otherwise work with fingers (e.g.: manipulate a syringe)
- Twist (e.g.: turn objects/knobs using hands, assemble objects)
- Squeeze with finger (e.g.: medication ampules)

Physical endurance

- Stand (e.g.: at patient side during surgical or therapeutic procedures)
- Sustain repetitive movements (e.g.: CPR)
- Maintain physical tolerance (e.g.: work on your feet for 8 hours)

Physical Strength

- Push and pull 50 pounds (e.g.: position client, move equipment)
- Support 50 pounds of weight
- Lift 50 pounds (e.g.: pick up a child, transfer client, bend to lift an infant or child)
- Carry equipment/supplies
- Use upper body strength (e.g.: perform CPR, physically restrain a client)
- Squeeze with hands (operate fire extinguisher)

Mobility

- Twist, bend, stand/squat, kneel, move quickly (e.g.: respond to an emergency), climb stairs, walk

Hearing

- Hear normal speaking-level sounds (e.g.: person-to-person report)
- Hear faint voices
- Hear faint body sounds (e.g.: blood pressure sounds, lung auscultation)
- Hear in situations when not able to see lips (e.g.: when masks used)

Visual

- See objects up to 20 inches away (e.g.: information on a computer screen, read medication labels)
- See objects up to 20 feet away (e.g.: patient in a room)
- Use depth perception
- Use peripheral vision
- Distinguish color and color intensity (e.g.: color code on supplies, skin color)

Tactile

- Feel vibrations (e.g.: palpate pulses)
- Detect temperature (e.g.: skin, solutions)
- Feel differences in surface characteristics (e.g.: skin turgor, rashes)
- Feel differences in sizes, shapes (e.g.: palpate vein, artery, identify body landmarks)
- Detect environmental temperature.

Smell

- Detect odors (e.g.: foul smelling drainage, alcohol break, smoke, gases or noxious smells)

Environment

- Tolerate exposure to allergens (e.g.: latex gloves, chemical substances)
- Tolerate strong soaps
- Tolerate strong odors

Reading

- Read and understand written documents (e.g.: flow sheets, charts, graphs)
- Read digital displays

Math

- Calibrate equipment
- Convert numbers from metric, apothecaries', and American systems (e.g.: dosages)
- Tell time
- Measure time (e.g.: CPR, etc.)
- Count rates (e.g.: breaths per min., pulse)
- Read and interpret measurement marks (e.g.: measurement tapes and scales)
- Add, subtract, multiply, and/or divide whole numbers
- Compute fractions and decimals (e.g.: medication dosages)
- Document numbers in records (e.g.: charts, computerized data bases)

Emotional Stability

- Establish professional relationships
- Adapt to changing environment/stress
- Deal with the unexpected (e.g.: patient condition, crisis)
- Focus attention on task
- Cope with own emotions
- Perform multiple responsibilities concurrently
- Cope with strong emotions in others (e.g.: grief)

Analytical Thinking

- Transfer knowledge from one situation to another
- Process and interpret information from multiple sources
- Analyze and interpret abstract and concrete data
- Evaluate outcomes
- Problem solve
- Prioritize tasks
- Use long-term memory
- Use short-term memory

Critical Thinking

- Identify cause-effect relationships
- Plan/control activities for others
- Synthesize knowledge and skills
- Sequence information
- Make decisions independently
- Adapt decisions based on new information

Interpersonal Skills

- Establish rapport with individuals, families, and groups
- Respect/value cultural difference in others
- Negotiate interpersonal conflict

Communication Skills

- Teach (e.g.: client/family about health care)
- Influence people
- Direct/manage/delegate activities of others
- Speak English
- Write English
- Listen/comprehend spoken/written word
- Collaborate with others (e.g.: health care workers, peers)

Statement Regarding Felony Convictions

Generally, individuals who have been found guilty of a felony, or pleaded guilty to a felony, may not be eligible to take the Certified Medical Assisting (CMA) Examination offered by the American Association of Medical Assistants (AAMA) or the Registered Medical Assistant Exam (RMA) offered by the American Medical Technologists (AMT).

Generally, individuals who have been found guilty of a felony, or pleaded guilty to a felony, are not eligible to take the CMA (AAMA) or RMA exams. However, these organizations may grant a waiver based upon mitigating circumstances. If you wish to request a waiver for these exams, you must provide a written request directly to the administering organization, including written evidence which demonstrates that your felony conviction or plea should not prevent you from taking the exam. Written documentation should include, but is not limited to, the following:

- *The age at which the crime was committed*
- *The circumstances surrounding the crime*
- *The nature of the crime committed*
- *The length of time since the conviction*
- *The individual's criminal history since the conviction*
- *The individual's current employment references*
- *The individual's character references*
- *Other evidence demonstrating the individual's ability to perform the professional responsibilities competently, and evidence that the individual does not pose a threat to the health or welfare of patients.*

APPENDIX - A

Master Competency Form

Competencies in italics require work products.

Competency (Psychomotor & Affective)	Grade	Pass	Date	Int.
I. Anatomy & Physiology				
1. <i>Obtain vital signs</i>				
2. Perform venipuncture				
3. Perform capillary puncture				
4. <i>Perform pulmonary function testing</i>				
5. <i>Perform electrocardiography</i>				
6. <i>Perform patient screening using established protocols</i>				
7. Select proper sites for administering parenteral medication				
8. <i>Administer oral medications</i>				
9. <i>Administer parenteral (excluding IV) medications</i>				
10. Assist physician with patient care				
11. <i>Perform quality control measures</i>				
12. <i>Perform CLIA-Waived hematology testing</i>				
13. <i>Perform CLIA-Waived chemistry testing</i>				
14. <i>Perform CLIA-Waived urinalysis</i>				
15. <i>Perform CLIA-Waived immunology testing</i>				
16. <i>Screen test results</i>				
17. Apply critical thinking skills in performing patient assessment and care				
18. Use language/verbal skills that enable patients' understanding				
19. Demonstrate respect for diversity in approaching patients and families				

II. Applied Mathematics				
1. <i>Prepare proper dosages of medication for administration</i>				
2. <i>Maintain laboratory test results using flow sheets</i>				
3. <i>Maintain growth charts</i>				
4. Verify ordered doses/dosages prior to administration				
5. <i>Distinguish between normal and abnormal test results</i>				

Competency (Psychomotor & Affective)	Grade	Pass	Date	Int.
II. Applied Microbiology/Infection Control				
1. Participate in training on Standard Precautions				
2. Practice Standard Precautions				
3. Select appropriate barrier/personal protective equipment (PPE) for potentially infectious situations				
4. Perform handwashing				
5. Prepare items for autoclaving				
6. Perform sterilization procedures				
7. Obtain specimens for microbiological testing				
8. <i>Perform CLIA waived microbiology testing</i>				
9. Display sensitivity to patient rights and feelings in collecting specimens				
10. Explain the rationale for performance of a procedure to the patient				

11. Show awareness of patients' concerns regarding their perceptions related to the procedure being performed				
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IV. Concepts of Effective Communication

1. Use reflection, restatement and clarification techniques to obtain a patient history				
2. <i>Report relevant information to others succinctly and accurately</i>				
3. Use medical terminology, pronouncing medical terms correctly, to communicate information, patient history, data and observations				
4. Explain general office policies				
5. Instruct patients according to their needs to promote health maintenance and disease prevention				
6. Prepare a patient for procedures and/or treatments				
7. Demonstrate telephone techniques				
8. <i>Document patient care</i>				
9. <i>Document patient education</i>				
10. <i>Compose professional/business letters</i>				
11. Respond to nonverbal communication				
12. <i>Develop and maintain a current list of community resources related to patients' healthcare needs</i>				
13. Advocate on behalf of patients				
14. Demonstrate empathy in communicating with patients, family and staff				
Competency (Psychomotor & Affective)	Grade	Pass	Date	Int.
15. Apply active listening skills				
16. Use appropriate body language and other nonverbal skills in communicating with patients, family and staff				
17. Demonstrate awareness of the territorial boundaries of the person with whom communicating				
18. Demonstrate sensitivity appropriate to the message being delivered				
19. Demonstrate awareness of how an individual's personal appearance affects anticipated responses				
20. Demonstrate recognition of the patient's level of understanding in communications				
21. Analyze communications in providing appropriate responses/ feedback				
22. Recognize and protect personal boundaries in communicating with others				
23. Demonstrate respect for individual diversity, incorporating awareness of one's own biases in areas including gender, race, religion, age and economic status				

V. Administrative Functions

1. <i>Manage appointment schedule, using established priorities</i>				
2. <i>Schedule patient admissions and/or procedures</i>				
3. <i>Organize a patient's medical record</i>				
4. File medical records				
5. <i>Execute data management using electronic healthcare records such as the EMR</i>				

6. Use office hardware and software to maintain office systems				
7. Use internet to access information related to the medical office				
8. Maintain organization by filing				
9. Perform routine maintenance of office equipment with documentation				
10. Perform an office inventory				
11. Consider staff needs and limitations in establishment of a filing system				
12. Implement time management principles to maintain effective office function				
Competency (Psychomotor & Affective)	Grade	Pass	Date	Int.

VI. Basic Practice Finances cont.

1. Prepare a bank deposit				
2. Perform accounts receivable procedures, including:				
a. Post entries on a daysheet				
b. Perform billing procedures				
c. Perform collection procedures				
d. Post adjustments				
e. Process a credit balance				
f. Process refunds				
g. Post non-sufficient fund (NSF) checks				
h. Post collection agency payments				
3. Utilize computerized office billing systems				
4. Demonstrate sensitivity and professionalism in handling accounts receivable activities with clients				

VII. Managed Care/Insurance

1. Apply both managed care policies and procedures				
2. Apply third party guidelines				
3. Complete insurance claim forms				
4. Obtain precertification, including documentation				
5. Obtain preauthorization, including documentation				
6. Verify eligibility for managed care services				
7. Demonstrate assertive communication with managed care and/or insurance providers				
8. Demonstrate sensitivity in communicating with both providers and patients				
9. Communicate in language the patient can understand regarding managed care and insurance plans				

VIII. Procedural and Diagnostic Coding

1. Perform procedural coding				
2. Perform diagnostic coding				
3. Work with physician to achieve the maximum reimbursement				

IX. Legal Implications

1. Respond to issues of confidentiality				
2. Perform within scope of practice				
Competency (Psychomotor & Affective)	Grade	Pass	Date	Int.
3. Apply HIPAA rules in regard to privacy/release of information				

4. Practice within the standard of care for a medical assistant				
5. Incorporate the Patient's Bill of Rights into personal practice and medical office policies and procedures				
6. <i>Complete an incident report</i>				
7. <i>Document accurately in the patient record</i>				
8. Apply local, state and federal health care legislation and regulation appropriate to the medical assisting practice setting				
9. Demonstrate sensitivity to patient rights				
10. Demonstrate awareness of the consequences of not working within the legal scope of practice				
11. Recognize the importance of local, state and federal legislation and regulations in the practice setting				

X. Ethical Considerations

1. Report illegal and/or unsafe activities and behaviors that affect health, safety and welfare of others to proper authorities				
2. Develop a plan for separation of personal and professional ethics				
3. Apply ethical behaviors, including honesty/integrity in performance of medical assisting practice				
4. Examine the impact personal ethics and morals may have on the individual's practice				
5. Demonstrate awareness of diversity in providing patient care				

XI. Protective Practices

1. Comply with safety signs, symbols and labels				
2. Evaluate the work environment to identify safe vs. unsafe working conditions				
3. <i>Develop a personal (patient and employee) safety plan</i>				
4. <i>Develop an environmental safety plan</i>				
5. Demonstrate proper use of the following equipment:				
a. Eyewash				
Competency (Psychomotor & Affective)	Grade	Pass	Date	Int.
b. Fire extinguishers				
c. Sharps disposal containers				
6. Participate in a mock environmental exposure event with documentation of steps taken				
7. Explain an evacuation plan for a physician's office				
8. Demonstrate methods of fire prevention in the healthcare setting				
9. <i>Maintain provider/professional level CPR certification</i>				
10. Perform first aid procedures				
11. Use proper body mechanics				
12. <i>Maintain a current list of community resources for emergency preparedness</i>				
13. Recognize the effects of stress on all persons involved in emergency situations				
14. Demonstrate self awareness in responding to emergency situations				

Handbook Signature Sheet

I acknowledge the receipt of the Goodwin College Medical Assisting Program Student Handbook. I realize I am responsible for reviewing its content, being familiar with policies and procedures, and meeting established standards.

Print name

Signature

Date