



# Medical Assistant Handbook

## 2020 – 2021



Bolivar  
Technical  
College

BTC. Where we know you by name  
and help is always available.

# **Bolivar Technical College**

## **Medical Assistant Handbook**

**2020-2021**

**Effective July 1, 2020**

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*Bolivar Technical College is approved for residential delivery of the programs. Due to the COVID-19 pandemic, BTC has been approved to modify instructional delivery methods to residential, online, and/or hybrid through December 31, 2020. BTC is making modifications on a continual basis as the federal, state, county, and CDC authorities announce or modify restrictions.*

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Bolivar Technical College reserves the right to modify the terms of this catalog including calendar, fees, tuition, and other items without prior notice. Should changes be necessary, appropriate notice will be given. The catalog is published for informational purposes only. Students are subject to the most recent catalog policies, and students must adhere to rules, regulations, and policies as outlined in the Bolivar Technical College student catalog and the Nursing handbook. This catalog should not be construed as constituting a contract between Bolivar Technical College and any person.

## **BOLIVAR TECHNICAL COLLEGE**

Bolivar Technical College (BTC) is a Not-for-Profit (501(C) 3) Corporation specializing in adult education. The institution is governed by a Board of Directors, administered by the President, and staffed by qualified faculty members. An Advisory Board serves in an advisory capacity.

The members of the Board of Directors are:

President	Charlotte Gray
Vice-President	Dr. William Gray
Secretary/Treasurer	Rachael Heneise

The administrative staff members are:

Campus Director	Charlotte Gray
Director of Admissions/Registrar	Clarice Casebeer
Education Coordinator/Admissions/Student Services	Nancy Brannon
Admissions/Student Services	Daniel Leith
Librarian	Jo Bass
Financial Aid Representative	Wendy McGowin/Avril Pebworth
Director of Nursing Education	Erin Mock, MSN, RN
Assistant Director of Nursing Education &	
Director of Simulation and Skills Center	Kayla Hendricks, MSN, RN
Medical Assistant Program Coordinator	Shawn Mock, BSN, RN

BTC provides quality instruction and an ideal learning environment both in the classroom and through hands-on experiences. The programs are designed to meet the community and business needs.

## **MISSION STATEMENT**

Bolivar Technical College will provide the highest quality educational experience for individuals seeking affordable, personalized, technical programs and general education in response to the ever changing employment needs of the community.

## **PHILOSOPHY OF MEDICAL ASSISTANT PROGRAM**

The Medical Assistant Program (Certificate) is an eight month (two semesters) program that prepares students to take the National Certification exam for Registered Medical Assistants. The Medical Assistant Program (Associate of Applied Science) is a one year (three semesters) program that prepares students to take the National Certification exam for Registered Medical Assistants. Students are prepared both academically and clinically to care for clients from all walks of life in the complex, changing health care environment.

## **NOTICE OF NON DISCRIMINATION POLICY**

The college affirms a policy of equal employment opportunity, and nondiscrimination in the provision of educational services to the public. The college makes all decisions regarding recruitment, hiring, promotion, and all other terms and conditions of employment without discrimination on grounds of race, color, creed, religion, sex, sexual orientation, ancestry, national origin, age, genetic marker, disability, or any other characteristic which lawfully cannot be the basis for an employment decision by state, local, or federal law.

The college is obligated by and adheres to the provisions of:

- Section 493A, Title IV, Higher Education Act of 1965 as amended
- Title 38, United States Code, Veteran's Benefits
- Title IX, Education Amendments of 1972
- Section 504, Rehabilitation Act of 1973
- Family Education Rights and Privacy Act of 1974 as amended
- Drug-Free Schools and Communities Act Amendments of 1989

Inquiries concerning the application of these laws and their implementing regulations may be referred to the College president.

Bolivar Technical College complies with Section 504 of the Rehabilitation Act of 1973 and makes every effort to ensure that disabled persons admitted as students or employed by the college are afforded all of the rights and privileges provided to them by this state and federal laws. Bolivar Technical College is committed to providing a sound learning environment to academically qualified students with disabilities. Students must provide complete current documentation to the administrative office prior to beginning a program, and accommodations will be determined based on documentation, then communicated to the instructor with the consent of the student.

**Students returning to school following an illness/injury must submit a letter from his/her doctor indicating any restrictions.** Situations with a student placed on restrictions from a doctor will be considered on a case by case basis. Determination will then be made after evaluation of the restriction and time frame indicated by the doctor regarding the student's ability to MEET ALL CLINICAL OBJECTIVES and remain in the cohort.

## **ACADEMIC INFORMATION AND POLICIES**

### ***Grade Point Average (GPA) for Medical Assistant***

Evaluations for each class within the program receive a specific number of points. The grade for each Medical Assistant class is determined by tests, quizzes and other assignments and a comprehensive course final; thus reflecting mastery of the course material based on the percentage of the total points scored as being correct. The percentage is then calculated on the following scale for core and general education courses:

<u>Letter Grade</u>	<u>Percentage Grade</u>	<u>Grade Points</u>
A	90-100%	4.00
B	80-89%	3.00
C	70-79%	2.00
D	60-69%	1.00
F	below 60%	0.00

Each certificate program course syllabus will articulate required course work including student assignments outside of class with specific requirements. Outside-of-class work will be consistent with program objectives, documented, assessed/graded and will be an integral part of the sequenced educational program.

Grade point average is calculated by multiplying the credit hours by the earned grade points. The sum of this number is divided by total possible number of credit hours.

For example:

Course grade	A	3 Credits	4 points = 12
Course grade	B	12 credits	3 points = 36
Course grade	C	3 Credits	2 points = 6
Total		18	54

Divide 54 by 18 = 3.0 GPA

### ***Late Work and Make-Up Work Policy***

It is the student's responsibility to report to the instructor immediately after an absence in order to make up missed tests and assignments if applicable. The specific course faculty member will need to be contacted for specific directions regarding make up work for that specific course.

The following policies are in effect for absences during core Medical Assistant courses:

1. NO Medical Assistant student will be given the opportunity to take a test/quiz early **for any reason. No Final Exam will be given early or late.**
2. Homework is considered late if not turned in on or before the time designated by an instructor. Homework turned in after the specified time on the date due will have 50% deducted from the original point value. Individual instructors may assess an additional penalty for late assignments coming in the day after initial due date or later. The office will document the receipt of an assignment even if class is not in session, but the campus is open.
3. Ten percent (10%) will be deducted from tests and quizzes missed (Day 1). An additional five percent will be deducted each day the college campus is open following the scheduled test time.
4. After 7 calendar days or the next exam date, whichever is earlier, no points will be awarded for any make-up exams or quizzes.
5. All exams must be taken regardless of points awarded. Remediation, if required, for each test missed must be completed and submitted prior to the class's next test. NO exceptions.
6. Individual circumstances of illness and emergency will be considered on a case by case basis by faculty. Documentation must be presented upon return to school.

## **ACADEMIC PROGRESS**

### ***Academic Achievement and Retention***

Medical Assistant: Students must reach and maintain grades of "C" or higher in medical assistant core classes and general education classes. Grades will be monitored, and request for an improvement plan will be issued for a student's average that falls below 72% in a core medical assistant class. In addition, failure to master theoretical material or clinical objectives requires remediation. The program coordinator or faculty member(s) responsible for the subject matter or clinical specialty will assist the student to formulate a plan and will monitor the student's progress along with the time line within which the student is to demonstrate mastery of the material or clinical skill(s). The plan will be kept in the student's file. The student must successfully complete the remedial plan according to the time line determined by the faculty

before the next examination for that course is scheduled or before the next clinical rotation. Evaluation of mastery will be required.

Clinical evaluations will be completed regularly and available for review. Grades are made available to students through Moodle. The student is responsible to maintain his/her own grade averages and test scores. Students are strongly urged to request appropriate faculty guidance and assistance with any curriculum material or any clinical objective(s) that he/she is having difficulty mastering. Clinical components of theoretical courses are an integrated requirement for that specific course, and clinical components must be mastered within the maximum attempts allowed in order to pass the corresponding course.

Should a student earn a final grade of a “D” or “F” in a first semester required course in the program, he/she will not be terminated from the program. However, the student must repeat the course(s) from the cohort’s first semester in order to progress to the second semester. Course availability is dependent upon program sequence and is offered at the discretion of the college.

Students are responsible to constantly monitor his/her own learning progress. Students are able to monitor their personal progress through Moodle. The student is responsible to maintain his/her own grade averages and test scores. Students are strongly urged to request appropriate faculty guidance and assistance with any curriculum material or any clinical objective(s) that he/she is having difficulty mastering.

### *Academic Counseling*

Individual faculty and administrative staff are available to students during regular office hours for discussion of course or program academic concerns. Students experiencing academic difficulties are required to meet with course instructors to determine a plan for improving the student’s academic standing. Faculty may assist students in study habits and provide limited tutoring concerning specific content. The staff may make referrals to outside resources. Students are encouraged to make an appointment with faculty.

### *Code of Academic Integrity*

Bolivar Technical College is an academic community whose fundamental purpose is the pursuit of knowledge. It is believed that academic integrity is vital to the success of this educational endeavor and without it, the opportunity to develop the full understanding of the material is missed (Harding, Carpenter, Finelli, & Passow, 2004). The value of education awarded by an institution is based on the belief that graduates earn their education honestly, and that graduates have the knowledge and skills inherent to that education. The faculty at Bolivar Technical College believe that quality education leads to quality care. The college accepts this responsibility to the community and to the profession of Medical Assistants by expecting academic integrity of students and faculty.

The highest standards of ethical and professional conduct are integral to success in the Medical Assistant program. As medical professionals, the faculty’s duty is to maintain an environment supportive of personal growth, as well as to ensure the provision of safe and effective health care to the public.

The faculty at Bolivar Technical College believes students who develop the values of the medical profession during their course of study will portray those values as a Medical Assistant. The values of being a Medical Assistant include lifelong learning, diversity, individuality, respect, responsibility, and integrity. These values are essential to continued success in the medical profession.

#### Code of Ethics For Medical Assistants

Members of American Association of Medical Assistants (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:

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

American Association of Medical Assistants

### *Attendance Policy*

Good attendance is a mark of dedication which is a component of professionalism that future employers consider seriously. Students are expected to attend all classes in order to get maximum benefits from the instructional program and to develop the habits of punctuality, self-discipline, and responsibility. Employers consider regular attendance as the first step in becoming a successful and productive employee. Education at Bolivar Technical College is designed to prepare each student in the proper skills and attitudes necessary for success in the healthcare field.

- Students are to maintain a 90% attendance for each semester. If a student misses the number of hours where he/she is unable to obtain 90% attendance by the end of the semester the student will be dismissed from the program.
- Extenuating circumstances will be considered on a case by case basis. Documentation for extenuating circumstances must be submitted within seven calendar days of return to class.
- All missed clinical externship hours **MUST** be made up.
- Work missed for Medical Assistant classes will follow the Late Work and Make-up Work Policy.
- **The school must be notified by the student at least one hour prior to the report time if the student is going to be late or unable to attend class or clinical externship. In the event that class is scheduled to begin at 7:30 am, a call must be received no later than 7:00 am. Non-compliance with calling is considered a “no call, no show” and may be grounds for dismissal. Sending a message by another student is not acceptable.**

Phone number is: Bolivar Technical College (417) 777-5062

The school has staff to answer calls at 7:00 am.

- Doctor's visits and other appointments should be scheduled beyond school hours.
- **Any absence of 3 consecutive days or longer due to illness will require a doctor's written statement.** Illness verification by a doctor may also be required any time as deemed necessary by the Director.
- Any **hospitalization** requires a release from the doctor to return to class.



- Tardy policy: students must be in their seats, prepared for class, at the time class is scheduled to start. The door will be closed and no one will be admitted until the next scheduled break. The same rule applies for exams. A student may leave the room but will not be permitted to reenter until the next break. Students will be counted absent when not in the classroom.
- Early departures will be calculated as follows: Departing 1-15 minutes early will result in one quarter of an hour added to the total hours missed. 16-60 minutes early will result in 1 hour added to total hours missed.
- Faculty are under no obligation to offer extraordinary assistance to students who are chronically absent.

### *Clinical Externship (Skills Lab, Simulation Lab, Clinicals)*

Part of the educational program is offered in a health-care facility that is contracted to provide instructional opportunities for medical assistant-related activities. Students are required to participate, and be eligible to participate, at all assigned clinical externship sites. NO EXCEPTIONS. Students must also comply with the facilities' policies and procedures. The school is not obligated to locate an additional clinical externship site(s) to accommodate a student for any reason.

Courses with a clinical externship component require mastery of the clinical objectives in order to successfully complete the course. The clinical externship component of any course is an integral portion of that course. Clinical externship experiences are graded on a pass/fail basis. If a student fails a clinical experience, he/she will fail in the class and may fail in the program or be required to repeat the class before progressing to the next semester and/or graduation. The clinical formative evaluation should be used as a guideline to determine when a student requires faculty assistance to master a clinical objective or skill. Students receiving faculty feedback on evaluations that indicate concerns with the student's clinical performance should immediately request faculty intervention and assistance. **All clinical objectives must be mastered in order to successfully complete the corresponding course. Students must be sent home from the clinical setting for unsafe or unprofessional behavior and will awarded a clinical fail for the day. In addition, termination from the program may be warranted. Students missing clinicals for any reason must make up the clinical time, and pay the clinical fee of \$32.00 per hour for each hour missed.**

### *Clinical Absences*

Part of the educational program is offered in a health-care facility that is contracted to provide instructional opportunities for Medical Assistant activities. Students are required to participate and be eligible to participate at all assigned clinical sites. NO EXCEPTIONS. Students must also comply with the facilities' policies and procedures. The school is not obligated to locate an additional clinical site to accommodate a student for any reason.

- If a student is to be absent from the clinical externship setting, he/she is responsible for informing the college and the clinical externship site supervisor. If the student does not notify the college, the occurrence will be considered a "no call, no show". One incident of "no call, no show" may result in dismissal from the program.
- Students admitted to the hospital, those who have a death of an immediate family member (grandparent, parent, spouse, sibling, child), or those who have a funeral of an immediate family member on the day of clinical will be excluded from make-up clinical charges. Clinical hours MUST be made up.

- Students will be required to complete 180 hours of clinical externship during the semester scheduled by the clinical externship supervisor and on-site clinic manager. Students not completing the 180 hours including make-up hours of clinical externship during the semester scheduled may be removed from the program.
- All clinical hours missed MUST be made up regardless of reason missed. Specific make up hours are scheduled at the clinical site supervisor's convenience. Students must make up clinical absences on those assigned days, but, if the clinic cannot accommodate the student to make up hours, the following will be applied:
  - Students who do not meet the required hours in the BTC Simulation and Skills Lab Center will be required to schedule and attend make-up hours scheduled by the instructor. The student will be required to pay clinical make-up fee of \$32.00 per hour for the make-up hours.

### *Program Termination*

A student may be terminated from the Medical Assistant program due to excessive absenteeism, unprofessional or unethical conduct, failure to master course or clinical objectives, violation of rules and regulations, unpaid tuition, falsifying application information, or academic dishonesty. In addition, Medical Assistant students may be dismissed from the program based on patient care safety issues, a positive drug screen without appropriate documentation, or failure to maintain clinical and/or clinical externship site expectations.

### *Grievance and Appeal Policy*

The successful accomplishment of the school's mission requires prompt consideration and equitable adjustment of any appeal or grievance. It is the desire of the administration and staff to address appeals or grievances informally, and the supervisors, instructors, employees, and students are expected to make every effort to resolve problems as they arise.

Students have the right to appeal any action or decision that directly affects their academic performance or records such as grades, probation, warnings, suspension of financial aid or dismissal from a program, etc. due to not making satisfactory academic progress. Grievances or appeals submitted signed by a group will not be addressed. The student should first request consideration of a decision from the person who initiated the action.

An appeal regarding a final grade should be made within fifteen business days of the last day of a class and should initially be addressed to the instructor of the class. If a student is not satisfied with the result, the student may file an appeal following the steps listed below.

Appeals may be granted based on error or unanticipated mitigating circumstances, which may include, but are not limited to: Loss of transportation, civic duties, conflicting personal responsibilities, illness, death of a close relative, etc. that may affect a student's attendance or classroom performance. The grievance and appeal policy outlined below does not apply to actions taken in response to positive drug screens. Please refer to substance abuse policy on page 20.

When an appeal is requested, suspension of financial aid or dismissal from a program is delayed until the appeal has been decided. Students who have appealed are expected to continue in their program until the appeal is decided. When an appeal is not granted, the date of suspension of financial aid or dismissal from a program will be the date of the original action. Should the student withdraw immediately

following the denial of an appeal, the student will not be charged for any attendance following the date the student was originally suspended from financial aid or dismissed from a program.

Step 1: Students with a complaint relating to a particular class or instructor should discuss it first with that instructor. If the complaint is not resolved satisfactorily, within three (3) business days following the documented meeting with the instructor, the student should present his/her complaint as outlined in Step 2.

Step 2: A student may present his/her grievance to the program director (or campus director as applicable). All grievances will be submitted in writing. If a satisfactory solution is not achieved, within another three (3) business days from the receipt of the campus director's decision, the student may proceed with Step 3.

Step 3: A student may then present the grievance to the Bolivar Technical College president. All grievances will be submitted in writing. If a satisfactory solution is not achieved, within another three (3) business days from the receipt of the president's decision, the student may proceed with Step 4.

Step 4: A student may then present the grievance to the Board of Directors. The student has three (3) business days to present the grievance in writing to the Board of Directors after Bolivar Technical College's president has made a decision. The decision of the Board of Directors is final.

Complaints against the school may be registered with:

Accrediting Bureau of Health Education Schools (ABHES)  
7777 Leesburg Pike, Suite 314N  
Falls Church, VA 22043  
1-703-917-9503

Missouri Department of Higher Education  
205 Jefferson Street  
PO Box 1469  
Jefferson City, MO 65102-1469  
1-800-473-6757

### *Graduation Requirements*

To graduate, students must have earned a minimum cumulative grade point average of 2.00 and successfully completed the required number of courses in their program of choice within the maximum number of credits that may be attempted. Students must have a grade of "C" (70%) or higher on all courses within the Medical Assistant program. Upon satisfactory completion of their program, students will receive a Certificate or Associate Degree, based on students' enrollment.

### *Requirements for National Certification*

1. Successful completion of the Medical Assistant Course of Study. Meet all requirements of the Medical Assistant Certificate or Associate degree program.
2. Successful completion of the course of study does not guarantee eligibility to take the certification examination.
3. Schedule exam for testing from American Medical Technologists (AMT).

## **GENERAL INFORMATION AND REGULATIONS**

### ***Tobacco-Free Facilities***

Effective July 1, 2013, BTC is a tobacco free school and campus.

The tobacco-free policy prohibits the use of tobacco products in our college and all adjacent areas. Tobacco products cannot be used by students/employees anywhere on the grounds or inside the facilities.

Furthermore, students/employees may not smoke or use tobacco in any form while wearing their BTC ID badge, at any clinical facility, or college activity representing BTC.

Students/employees may NOT smoke in their vehicles while on campus. Employees/students with an offensive odor in their clothing may be asked to change or be sent home on their own time to change clothes.

The administration recognizes that smoking is a personal choice, and students/employees may smoke or use other forms of tobacco while off duty and off college grounds as long as they are not representing BTC in an official capacity.

### ***Breaks***

Breaks may be taken in designated areas. All break areas must be cleaned after use. Food & drinks will be allowed in designated areas only. No food in the classrooms, computer labs, science lab, or skills & simulation center. Drinks are permitted in the classrooms.

### ***Lunch***

Students may leave the building during their lunch period. If lunch is eaten at school, it may be eaten in designated areas. The student is responsible to clean tables, chairs, microwave, etc. as used. There is a coffee pot, microwave, and refrigerator available for use. The refrigerator will be cleaned and contents disposed on Fridays. Please keep the area picked up and clean at all times.

### ***Definition of School Week***

School is in session four to five days a week for the MA programs. The MA classroom schedules will vary according to semester and course in the program, and the student learning objectives may require days of the week to vary. Classes and clinical externship schedules will be distributed to students appropriate to the start date. Regularly scheduled days off and holidays may be required as make up days for absenteeism or inclement weather according to the instructor's schedule. Every effort will be made to post make up days as early as possible.

### ***Employment***

It is recommended that students work no more than 16-20 hours per week.

### ***Inclement Weather Policy***

Extreme weather may require Bolivar Technical College to cancel classes. Information regarding class cancellation will be available on local television and radio stations. If no announcement is made, it may be assumed classes will be in session. If students believe road conditions are unsafe near their home, they are responsible for contacting the college.

Days missed due to inclement weather will be made up, and regularly scheduled days or holidays may be required as make-up days. Every effort will be made to post make-up days as soon as possible.

### *Policy for the Prevention of HIV Transmission to Students in the Health-Care Setting*

The Bolivar Technical College MA students are to follow the Policy for the Prevention of Human Immunodeficiency Virus (HIV) Transmission of the health-care facility in which they are practicing. Additionally, following the Center for Disease Control (CDC) recommendations, students are to observe “universal blood and body fluid precautions” in the care of all patients, especially including those emergency care settings in which the risk of blood exposure is increased and the infection status of the patient is usually unknown. Principles of HIV Transmission, precautions and procedures will be covered in the program curriculum. Students are expected to follow the guidelines as taught.

### *Student Health Policy*

Students may be exposed to certain risks and dangers in the Medical Assistant programs. Students should be aware they will be in close contact with other individuals having a variety of health problems in which the cause may not be known. ALL patients and/or clients must be considered as having the potential to transmit infectious diseases. Students enrolled in the Medical Assistant programs who experience injury or who have been diagnosed with an infectious disease or who have been exposed to an infectious disease which could place either clients or others at risk should immediately inform the director of the program.

It is the responsibility of students to inform the director/coordinator/faculty members about conditions of limited functioning (i.e. crutches, surgery, pregnancy, etc.) which could require accommodation of clinical assignments. It is the responsibility of the students to inform the director/coordinator/faculty members about ANY health conditions (mental or physical) or changes in health status that could place them or their clients at risk. A health care provider’s statement may be necessary to assure faculty that the student is able to participate in class and clinical activities without harm to self or others.

As long as students are able to meet standards and functional abilities, and medical evidence indicates that their health is not a threat to themselves or others, students may continue in the program.

Students will not be knowingly *assigned* to isolation patients of any kind. However, instructors may allow students to enter approved isolation rooms to participate in skills opportunities once the clinical instructor has determined this is allowed by the clinical facility’s policy, the risks for exposure are discussed with the student (including appropriate hygiene procedures), and it is not a restricted isolation. Specific restricted isolation types that students should never care for including, but not limited to: COVID-19, MERs, SARs, tuberculosis, varicella, and bacterial meningitis. Students are also prohibited from screening for the restricted isolation types.

If a patient is put on isolation during the clinical rotation, the clinical instructor will determine if the student should continue caring for the patient or if they should be reassigned based on the infectious organism, the clinical facility’s policy, and the potential for cross-contamination.

Final semester Medical Assistant students who are completing their externship hours can be assigned (as allowed by clinical facilities) to all isolation patients except those that are restricted.

## *Classroom and Clinical Expectations*

Health care professionals are representatives of the medical profession. The first impression a Medical Assistant makes to the client results from what is seen and heard. How a Medical Assistant looks and acts establishes the basis and acceptance from his/her client.

## *General Appearance and Conduct Policy*

- The student may wear street clothes that are modest and well kept.
- The student must be clean and well groomed. No drug, alcohol, or offensive logos.
- The student is expected to conduct himself/herself in a professional manner while attending classes.
- Jewelry may be worn in the classroom only. No body jewelry (body piercing).
- Verbal and /or non-verbal profanity is prohibited.
- Drug free and smoke free Environment is strictly enforced.
- The use of illegal drugs or the abuse of prescription medications at any time is grounds for dismissal.
- No midriffs may be exposed.
- No cell phones will be allowed on during class or during the clinical experiences and/or externship.
- Students must adhere to each clinical facility(s) policy and procedures.

## *Clinical and Skills Center Conduct Code*

- The student is required to maintain patient confidentiality at all times. Any breach in confidentiality could result in termination from the medical assistant program.
- The student is required to maintain confidentiality at all times in ANY clinical/skills activity. This includes, but is not limited to, simulation labs and class skills labs. Sharing of simulation lab scenarios with other students is considered disclosing of information or unauthorized collaboration between students and is considered academic dishonesty. Academic dishonesty is grounds for termination.
- The student must be covered by a student medical assistant liability insurance throughout the course of study which is provided by the school.
- Gum chewing is prohibited during clinical externships.
- Students are not to leave the clinical externship site without express permission from the instructor or supervising nurse.
- No pagers or cell phones or other electronic devices (excluding class/clinical assigned devices) are allowed during the clinical externship while in patient care areas. This policy may be superseded by facility policy if the facility's policy is more restrictive. Simulation days are considered part of the clinical experience.
- Families may contact the school in case of emergencies. A school employee will notify the student/clinical instructor or supervising nurse responsible for that area and she/he will notify student. NO PERSONAL CALLS.
- Smoking is not allowed during the clinical externship. Tobacco odor stays on uniforms and is



offensive to many clients.

- The use of alcoholic beverages and/or drugs (illegal or prescription abuse) during regular school hours on school property, during clinical hours or pre-clinical preparation hours is strictly prohibited and is grounds for dismissal.
- The use of prescription medication that alters cognitive or physical functioning is not permitted during clinical externships.

### *Clinical Externship Dress Code*

- The student must wear required clinical attire according to the course description and/or clinical protocol.
- The school uniform is to be clean and neatly worn. The school uniform includes white scrub top, grey scrub pants, white tennis shoes, TCTC nursing T-shirt, and white undershirt. Name tag and identification patch must be worn during all clinical rotations.
- No additional accessories or pins may be worn with the school uniform.
- Undergarments worn with the nursing uniform and at clinical rotations must be white or skin-colored and non-revealing. Brassieres must be worn by female students. White undershirts should be worn by male students.
- Long hair must be pulled away from the face so that it does not contaminate clean areas. Bangs must not obstruct student line of sight.
- Hair must be clean, simply styled, and off the collar while in uniform.
- Men's faces are to be either clean shaven or beards short/trimmed and groomed.
- The student must wear professional street clothes (no shorts, jeans, no open toed shoes, tank tops or midriffs exposed) and a lab coat with name tag for any pre-clinical preparation (if applicable).
- No Smart Watches, Fitbits, or other electronic devices. Watches must be analog or digital, waterproof with a flexible band.
- Uniform shoes must be white and kept clean. (White polish is essential.)
- The student may wear a plain ring band only. (*Stones have a tendency to scratch clients or cause skin tears.*)
- ONE pair of stud earrings may be worn on the ear lobe; earrings not permitted in any other part of the ear. (*No hoops, dangling earrings, or gauges. These have a tendency to get caught and ripped out of ear.*)
- No body piercing, to include nose, eyebrow, tongue, umbilical rings, etc.
- Natural colored contacts only.
- Only natural hair colors allowed in clinicals/simulations/skills lab.
- NO tattoos are allowed on the hands or face.
- Any tattoos must be completely covered.
- No midriffs may be exposed.
- No false nails may be worn. Nails must be cut short, not to extend more than 1/8th inch from the finger tips. Nail polish is not allowed during clinical rotations including shellac and dip polish.

- Faculty may send students who do not meet the dress code requirements home from the clinical rotation. Clinical time must then be made up at the student's expense.

### *Clinical Health Policy*

Students will not be able to attend clinical externship due to safety concerns for clients and other staff, faculty or students if the student is exhibiting one or more of the following health issues:

- Elevated temperature of 100.4 ° Fahrenheit or above
- Vomiting or Diarrhea
- Cognitive deficits
- Signs or symptoms of communicable diseases (i.e. pink eye, cold, flu, streptococcus treated for less than 24 hours with antibiotics etc.)
- Students sent home due to any of the above issues will be **required to make up clinical externship time** missed.

### *MA Student Conduct Policy*

Medical Assistants are expected to maintain mature, professional conduct. They are also expected to abide by the policies of the school. Student conduct is expected to reflect integrity and trust. Problems with behavior will require counseling/conference with the instructor. Serious or repetitive problems of behavior will require counseling/conference with the program coordinator. Written documentation will be required and student will be provided with a copy of the documentation and expectations for correction. Students consistently exhibiting unprofessional disruptive behavior in the classroom may be subject to disciplinary action. Conduct is a critical element considered in evaluation of the student(s).

Students may be terminated for any of the following reasons: failure to follow school rules and regulations, cheating, theft, destroying or vandalizing school or an individual's property (student will be held responsible for cost of any damages), conduct/profanity/gestures/comments or jokes considered undesirable, unethical or unprofessional conduct, insubordination, weapon usage, the possession, distribution, or usage of drugs/alcohol on the facilities or at any school activity. Facilities must be left clean and orderly. Food or drinks may only be consumed in pre-designated areas.

**Children are not permitted in instructional facilities and/or clinical/Externship facilities at any time.**

### *Professional Conduct Policy*

All forms of unprofessional behavior are prohibited, and will result in disciplinary action including possible dismissal. It is expected that those who observe incidents of misconduct to provide a written and signed report of such incidents to course faculty or the director of the program as soon as possible.

#### A. Unethical/Unsafe Professional Behaviors:

Violations include, but are not limited to:

1. Failure to properly notify faculty of a clinical externship absence
2. Falsifying information or reporting falsified information
3. Breach of client confidentiality/Health Insurance Portability and Accountability Act

4. Unsafe Medical Assistant practice\*
5. Violation of the American Medical Assistants Code of Ethics

**\*DEFINITION OF UNSAFE MEDICAL ASSISTANT PRACTICE**

Unsafe medical practice is behavior conflicting with that expected of a reasonably prudent certified Medical Assistant and has the potential to cause physical or emotional harm to the client. Medical Assistant students will perform within their level of competency, be aware of limitations of their knowledge, have sound rationale for medical care, and ask for assistance when performing any tasks outside of their level of knowledge or competency. Failure to follow infection control procedures or other safety protocols also constitutes unsafe medical practice.

\*Unethical/Unsafe professional behavior may result in dismissal from class or clinical externship. Additional penalties may apply depending on severity of incident or repeat occurrences.

- B. Academic Dishonesty is defined as students providing or obtaining unauthorized help in academic coursework, or accepting recognition for work which is not theirs (Kaufman, 2008).

1. Cheating is behaving in a dishonest way in order to achieve your goal (Cambridge Online Dictionary).

Examples of cheating include, but are not limited to:

- a. Copying from another student's work, examination paper or other exam instrument (i.e. computer)
- b. Allowing another student to copy from an examination paper or other exam instrument
- c. Unauthorized use of books, notes or other materials to complete an examination, quiz, project or other academic assignment
- d. Unauthorized collaboration with others on a test, quiz, assignment or other academic project
- e. Using or processing unauthorized or concealed materials (such as notes, formula lists, cheat sheets, Web sites) during an examination
- f. Receiving communications such as, but not limited to notes, text messages, phone messages, computer-based message or nonverbal signs during examinations
- g. Disclosing examination questions or topics to other students; receiving information about examination questions or topics from other students
- h. Submission or use of falsified data
- i. Theft of or unauthorized access to an examination
- j. Submission of the same work for credit in more than one course, without obtaining permission of all faculty beforehand

2. Plagiarism is the unauthorized use or close imitation of the language and thoughts of another and the representation of them as one's own original work. (Dictionary.com., 2009)

Examples of plagiarism include, but are not limited to:

- a. Quoting another person's actual words, sentences, phrases, paragraphs or entire piece of written work without acknowledgement of the source
- b. Using another person's ideas, opinions or theory, even if it is completely paraphrased

- in one/s own words, without acknowledgement of the source
- c. Borrowing facts, statistics, illustrations or other materials that are not clearly common knowledge without acknowledgement of the source
- d. Copying another student's written work, computer file or other academic assignment
- e. Allowing a student to copy written work, computer file or other academic assignment
- f. Collaboration on or sharing of an assignment in any form (written or computer file) which is then submitted as individual work of each student
- g. Submission of the same work for credit in more than one course, without obtaining permission of all faculty beforehand
- h. Unintentional acts of plagiarism are defined as those involving acknowledgement of sources but incorrect use of citations or citation format

Incidents of academic dishonesty result in a zero for the assignment and may result in dismissal from the program.

#### C. Uncivil Behaviors:

Examples of uncivil behavior include, but are not limited to:

1. Behavior disruptive to the educational process:
  - a. Consistently missing deadlines
  - b. Repeatedly arriving to class late, leaving early, or otherwise coming and going during class
  - c. Sleeping in class
  - d. Using electronic devices during class for purposes unrelated to the course
  - e. Failure to turn cell phones or pager ringers off during class
  - f. Conducting side conversations during class
  - g. Dominating discussion during class
2. Discourteous, disrespectful, and impolite behavior directed toward faculty or other students/persons at clinical facilities:
  - a. Use of profanity
  - b. Rudeness, belittling, or use of judgmental tone
  - c. Taunting, harassing, or bullying
  - d. Yelling, threatening behavior or words, personal attacks, or unfounded accusations
  - e. Use of racial, ethnic, sexual, or other discriminatory slurs
3. Imposing physical harm on faculty or other students/persons
4. Intentionally destroying property
5. Possession of firearms or weapons
6. Violation of the College Drug and Alcohol Use Policy

Faculty reserve the right to not admit students to class who are late until the next class break. Students, who engage in disruptive behavior, are unruly, or who interfere with the faculty's teaching/learning environment will be dismissed from class.

Disrespectful communication, incivility, and behaviors that are distracting to the learning environment will not be tolerated.

Behaviors that are distracting to the learning environment may include but are not limited to: Intimidation behavior

- a. Refusal to comply with faculty requests
- b. Persistent arguing
- c. Yelling, eye rolling, foul and/or inappropriate language

Any threats made against faculty or disrespectful conduct will be reported to the director and will result in penalties to the student.

### ***Students Rights and Responsibilities Related to Conduct***

It is the student's right to:

1. A quiet, safe, respectful and positive learning environment.
2. Respectful consideration from co-workers, faculty and administration.
3. Assurance of personal and record confidentiality.
4. Communicate with instructors regarding learning needs and program concerns.
5. Competent instruction and achievable objectives.
6. Knowledge and awareness of school policies.

It is the student's responsibility to:

1. Be quiet, dignified, and courteous in the classrooms, the corridors, the lunchroom and any other place where students appear in the school uniform.
2. Report to classes promptly.
3. Be prepared for classes upon arrival to school.
4. Provide a positive classroom environment which is conducive to a positive learning experience.
5. Respect self, classmates, and instructors.
6. Accept responsibility for your thoughts, communication and behavior.
7. Respect the rights of classmates, instructor's, coworkers, and clients.
8. Uphold school policies and procedures.

### ***Computer Requirements***

Computers are an essential part of all programs at BTC. Students are required to have one of the following:

1. A personal computer with some type of word processing software, web camera (with microphone) and reliable internet access. Or,
2. Access to a personal computer with some type of word processing software, web camera (with microphone) and reliable internet access.

BTC students may use the school's computer labs/library anytime they are available during regular business hours.

### ***Use of Technology and Social Media***

Policy: Medical Assistant students may not collect, share, or post any material that could potentially violate patient/family confidentiality or professional behavior guidelines on social media sites. Although Moodle, and other online tools used in a Medical Assistant course are not considered social

media sites, students are expected to observe professional standards for communication in all interactions.

Medical Assistant students must follow the related policies of the clinical sites and the school.

Students may be subject to disciplinary action by the school and the clinical site for comments that are either unprofessional or violate patient privacy. HIPAA regulations apply to comments and images made and shared on social networking sites. Violations involving Moodle or other online tools are subject to the same prosecution as with other HIPAA violations.

Students are expected to conduct themselves as professionals, and, therefore, should refrain from negative posts regarding school, courses, classmates, or instructors.

Guidelines:

1. Social media includes but are not limited to blogs, podcasts, discussion forums, online collaborative information and publishing systems that are accessible to internal and external audiences (i.e., Wikis), RSS feeds, video sharing, and social networks like Instagram, Twitter, and Facebook.
2. Collecting, sharing, and posting on social networking sites are subject to the same professional standards as any other personal interactions. The permanence, worldwide access, and written nature of these postings make them even more subject to scrutiny than most other forms of communication.
3. Restricted postings include but is not limited to protected health information –individually identifiable information (oral, written, or electronic) about a patient’s physical or mental health, the receipt of health care, or payment for that care.
4. Online postings or discussions of specific patients are prohibited, even if all identifying information is excluded. It is possible that someone could recognize the patient to which you are referring based on the context. Remember, if you wouldn’t want YOUR own health information being posted to the internet, do not post that of anyone else.
5. Under no circumstances should photos or videos of patients or photos depicting the body parts of patients be taken or displayed online.
6. Statements made by you within online networks will be treated as if you verbally made the statement in a public place.

Electronic communication and information devices are a part of everyday life for most people today. However, learning to be a professional healthcare provider includes discriminating when, where and how technologies are to be appropriately utilized. Students should use hospital or agency computers for patient care related tasks only. Students are not allowed to use hospital computers for Facebook, personal email or any other use.

Staff use always take priority over student use of the computers. It is essential that faculty clarify with managers and staff, before students beginning clinical externship, what access students will have to the computers at the clinical externship site where students are placed.

Students are not allowed to use electronic devices for personal reasons while in a clinical externship setting. Students may only use their phones on lunch or dinner break, or by special arrangement with the clinical externship instructor.

Instructors are to bring any violations to the attention of the program coordinator immediately.



## *Drug and Alcohol Prevention*

Bolivar Technical College is committed to providing a healthy, safe, and learning environment for their students, faculty, staff and guests. Part 86, the Drug and Alcohol Abuse Prevention Regulations (EDGAR) requires, that, as a condition of receiving funds or any other form of financial assistance under any federal program, an institution must certify that it has adopted and implemented a program to prevent the unlawful possession, use, or distribution of illicit drugs and alcohol by students and employees both on school premises and as a part of any of its activities.

BTC has created a program that complies with the Drug-Free Schools & Community Act (DFSCA) to do the following:

1. Annually notify each employee and student, in writing, of standards of conduct; a description of appropriate sanctions for violation of federal, state, and local law and campus policy; a description of health risks associated with alcohol and drug use; information on available treatment programs.
2. Develop a sound method for distributing annual notification information to every student and staff member each year.
3. Conduct a biennial review on the effectiveness of its alcohol and drug use program and the consistency of sanction enforcement.
4. Maintain its biennial review material on file so that, if requested to do so by the US Department of Education, the campus can submit it.

### DFSCA Biennial Review Information

The regulations do not specify a date by which the biennial review must be completed and on file – they simply require that a campus complete a review every two years. Since the regulations went into effect in an even-number year (1990), BTC will conduct a biennial review by the end of each even number calendar year, and the review will be conducted by the President, Campus Director, and Registrar.

### Documentation

Reports filed through the disciplinary process are made available for review to determine whether incidents or types of reports are increasing. Any changes in prevention or intervention initiative can then be made to address trends. Within the last two years, no student has been terminated from any program due to alcohol abuse or illicit drug usage.

### Policy/Program

BTC has a zero tolerance for drug or alcohol usage on school premises or at any facility used by the school for additional training.

Through an assessment of the previous two years of activity, the following components have been identified as actively in place:

1. Random drug screening for any student or employee if deemed necessary.
2. Information session regarding drug and alcohol abuse/prevention is given during student orientation at the beginning of each new program and in the student catalog.
3. Drug and alcohol abuse prevention is embedded throughout the curriculum utilizing a variety of methods to include but not limited to guest speaker expertise, field trips, clinical rotations, classroom assignments & projects, etc.

4. Employees are provided with information on policies related to alcohol and illicit drug use through distribution of the Employee Handbook.

The consumption of ALCOHOLIC BEVERAGES and ILLEGAL DRUGS on the property of BTC is ABSOLUTELY PROHIBITED, and violators will be prosecuted by local law enforcement agencies. Prohibited unlawful use includes violation of the Missouri law prohibiting possession or use of alcohol by persons under 21 years of age and all other state and federal laws regulating use, possession or distribution of alcohol or drugs. Also, prohibited are the unlawful or unauthorized use and/or possession of narcotics, drugs, drug paraphernalia and/or other chemicals; the distribution and/or sale of alcoholic beverages and the unlawful or unauthorized distribution and/or sale of narcotics, drugs and/or chemicals. Students and employees are notified that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance or alcohol on the school's property or as part of the school's activities are prohibited and will be grounds for immediate dismissal from a program or employment. Any student or employee whose behavior is illegal, endangering the safety of students or employees, or considered to be disruptive to normal college activities will be dismissed immediately. Those employees or students dismissed for illegal behavior will be reported to the appropriate authorities and subject to the penalties of federal, state, and city laws.

#### Legal Sanctions

Local, state, and federal laws prohibit the unlawful possession, use, distribution, and sale of alcohol and illicit drugs. Criminal penalties for violation of such laws range from fines up to \$20,000 to imprisonment for terms up to and including life.

**Health Risks: Specific serious health risks are associated with use of illegal drugs and alcohol. Some of the major risks are:**

- Alcohol and other depressants (barbiturates, sedatives, and tranquilizers): addiction, accidents as a result of impaired ability in judgment, overdose which can result in death, damage to a developing fetus, heart and liver damage.
- Marijuana: addiction, panic reaction, impaired short-term memory, increased risk of lung cancer and emphysema, and impairment of driving ability.
- Cocaine: addiction, heart attack, seizures, lung damage, severe depression, paranoia, psychosis. Similar risks are associated with other stimulants such as speed and uppers.
- Hallucinogens (acid, LSD, PCP, MDMA, etc.): addiction, unpredictable behavior, emotional instability, violent behavior, organic brain damage in heavy users, convulsions, and coma.
- Narcotics (heroin, Demerol, Morphine, Codeine, etc.): addiction, accidental overdose, and risk of hepatitis and AIDS from contaminated needles.
- Inhalants (harmful gases and aerosols, glue, nitrous oxide, etc.): loss of consciousness, suffocation, damage to the brain and central nervous system, sudden death, nausea and vomiting, nosebleeds, and impaired judgment.

A drug screen may be requested of a student and/or employee who demonstrates drug and/or alcohol use. All expenses related to screening, counseling, treatment, and rehabilitation are the responsibility of the student and/or employee.

If a student or employee is terminated from a program/employment for positive results on a drug screen, and he/she wishes to appeal the decision, the following steps must be completed:

1. Notify the program director or campus director in writing within 24 hours (excluding weekends) following termination of the decision to appeal. This time limitation is due to the time constraints concerning specimens maintained by the laboratory.
  2. Request that Sample B of the split sample specimen be sent to a second independent laboratory for testing. ALL FEES for this additional testing are the responsibility of the student/employee and must be paid at the time the appeal is submitted. If positive drug screening results, a Medical Review Officer (MRO) will review results. Additional fees may apply.
- The findings from the second independent laboratory are final, and decisions made regarding student/employee retention resulting from those findings are final.

**BTC strongly encourages a student or employee who might be dealing with a drug or alcohol abuse to seek counseling, treatment, and/or rehabilitation. BTC will provide assistance with referrals or other methods to connect the student or employee with counseling, treatment, and/or rehabilitation. The drug and alcohol abuse resources are available in the near-campus community, on-line, and/or by telephone.**

**The following contact numbers and hotlines are available for counseling, treatment and rehabilitation:**

**Substance Abuse Treatment Locator**

- [www.findtreatment.samhsa.gov](http://www.findtreatment.samhsa.gov) 1-800-662-HELP  
or  
1-800-662-4357

**Alcoholics Anonymous**

- [www.aa.org](http://www.aa.org)

**Cocaine Anonymous**

- [www.ca.org](http://www.ca.org) 1-800-347-8998

**Nar-Anon**

- <http://nar-anon.org> 1-800-477-6291

**Springfield**

- Alcoholics Anonymous 417-823-7125
- Carol Jones Recovery Center for Women 417-862-3455
- Alternatives Counseling Center 417-883-7227
- Alcohol and Other Drug Information and Referral 417-865-5200

**Greene County**

- Sheriff's Office 417-868-4040
- Springfield Police 417-864-1810
- Missouri Drug/Alcohol Help Hotline 800-662-4357
- Springfield Alcohol & Drug Treatment 800-435-2890

**Polk County**

- Bolivar Police
- Polk County Sheriff's Office

417-326-5298

417-777-9020

# GRADUATE COMPETENCIES OF MEDICAL ASSISTANTS (MA)

## Registered Medical Assistant (RMA) Certification Examination Competencies and Construction Parameters

### I. Anatomy and Physiology

#### a. Body Systems

##### i. Identify the structure and function of the following systems:

- |                     |                               |
|---------------------|-------------------------------|
| 1. Skeletal         | 7. Nervous                    |
| 2. Muscular         | 8. Respiratory                |
| 3. Endocrine        | 9. Cardiovascular/Circulatory |
| 4. Urinary          | 10. Integumentary             |
| 5. Reproductive     | 11. Special Senses            |
| 6. Gastrointestinal |                               |

##### ii. Disorders and Diseases

1. Identify and define various:
  - a. Disease processes
  - b. Conditions or states of health
  - c. Health-related syndromes

##### iii. Wellness and Nutrition

1. Identify nutritional factors that are required for, or influence, wellness
2. Identify factors associated with exercise that are required for, or influence, wellness
3. Identify factors associated with lifestyle choices that are required for, or influence, wellness\*

#### b. Medical Terminology

##### i. Word parts

1. Identify word parts: root, prefixes, and suffixes

##### ii. Definitions

1. Define medical terms

##### iii. Common abbreviations and symbols

1. Identify and understand utilization of medical abbreviations and symbols

##### iv. Spelling

1. Spell medical terms accurately

##### v. Terminology

1. Define terminology associated with specialty examinations

### II. Administrative Medical Assisting

#### a. Insurance

##### i. Terminology

1. Identify and define terminology associated with various insurance types in the medical office

##### ii. Plans

1. Identify and understand the application of government, medical, disability, and accident insurance plans
2. Identify and appropriately apply plan policies and regulations for programs including:

- a. HMO, PPO, EPO, indemnity, open, etc.
    - b. Short-term and long-term disability\*
    - c. Family Medical Leave Act (FMLA)
    - d. Workers' Compensation
      - i. Complete first reports
      - ii. Complete follow-up reports\*
    - e. Medicare (including Advance Beneficiary Notice (ABN))
    - f. Medicaid
  - iii. Claims
    - 1. Complete and file insurance claims\*
      - a. File claims for paper and Electronic Data Interchange\*
      - b. Understand and adhere to HIPAA Security and Uniformity Regulations
    - 2. Evaluate claims response\*
      - a. Understand and evaluate explanation of benefits\*
      - b. Evaluate claims rejection and utilize proper follow-up procedures\*
  - iv. Coding
    - 1. Identify HIPAA-mandated coding systems and references
      - a. ICD-10-CM
      - b. CPT
      - c. HCPCS
    - 2. Properly apply diagnosis and procedure codes to insurance claims
  - v. Insurance finance applications
    - 1. Identify and comply with contractual requirements of insurance plans\*
    - 2. Process insurance payments and contractual write-off amounts
    - 3. Track unpaid claims\*
    - 4. Generate aging reports\*
- b. Financial Bookkeeping
  - i. Terminology
    - 1. Understand terminology associated with medical financial bookkeeping
  - ii. Patient billing
    - 1. Maintain and explain physician's fee schedules
    - 2. Collect and post payments\*
    - 3. Manage patient ledgers and accounts\*
    - 4. Understand and prepare Truth in Lending Statements
    - 5. Prepare and mail itemized statements\*
    - 6. Understand and employ billing cycles
  - iii. Collections
    - 1. Prepare aging reports and identify delinquent accounts
    - 2. Understand application of the Fair Debt Collection Practices Act
    - 3. Understand and perform appropriate collection procedures\*
  - iv. Fundamental medical office accounting procedures
    - 1. Employ appropriate accounting procedures\*
      - a. Pegboard/double entry\*
      - b. Computerized\*
    - 2. Perform daily balancing procedures\*



3. Prepare monthly trail balance\*
4. Apply accounts receivable and payable principles
- v. Banking procedures
  1. Understand and manage petty cash account
  2. Prepare and make bank deposits\*
  3. Maintain checking accounts\*
  4. Reconcile bank statements\*
  5. Understand check processing procedures and requirements\*
    - a. Non-sufficient funds (NSF)\*
    - b. Endorsements\*
  6. Process payables and practice obligations\*
  7. Understand and maintain disbursement accounts\*
- vi. Employee payroll
  1. Prepare employee payroll\*
    - a. Understand hourly and salary payroll procedures\*
    - b. Understand and apply payroll withholding and deductions\*
  2. Understand and maintain payroll records\*
    - a. Prepare and maintain payroll tax deduction/withholding records\*
    - b. Prepare employee tax forms\*
    - c. Prepare quarterly tax forms and deposits\*
  3. Understand terminology pertaining to payroll and payroll tax
- vii. Financial mathematics
  1. Understand and perform appropriate calculations related to patient and practice accounts
- c. Medical Receptionist/Secretarial/Clerical
  - i. Reception
    1. Employ appropriate communication skills when receiving and greeting patients
    2. Understand basic emergency triage in coordinating patient arrivals
    3. Screen visitors and sales persons arriving at office\*
    4. Obtain patient demographics and information
    5. Understand and maintain patient confidentiality during check-in procedures
    6. Prepare patient record
    7. Assist patients into examination rooms
  - ii. Scheduling
    1. Employ appointment scheduling system
      - a. Identify and employ various scheduling styles (wave, open, etc.)
    2. Employ proper procedures for cancellations and missed appointments
    3. Understand referral and authorization process
    4. Understand and manage patient recall system\*
    5. Schedule non-office appointments (hospital admissions, diagnostic tests, surgeries)
  - iii. Oral and written communication
    1. Employ appropriate telephone etiquette
    2. Perform appropriate telephone

3. Instruct patients via telephone
4. Inform patients of test results per physician instruction
5. Receive, process, and document results received from outside provider
6. Compose correspondence employing acceptable business format
7. Employ effective written communication skills adhering to ethics and law of confidentiality
8. Employ active listening skills
- iv. Records and chart management
  1. Manage patient medical records in patient chart
  2. Record diagnostic test results in patient chart
  3. File patient and physician communication in chart
  4. File materials according to proper system
    - a. Chronological
    - b. Alphabetical
    - c. Problem-oriented medical records (POMR)
    - d. Subject\*
  5. Protect, store, and retain medical records according to proper conventions and HIPAA privacy regulations
  6. Prepare and release private health information as required, adhering to state and federal guidelines
  7. Identify and employ proper documentation procedures adhering to standard charting guidelines
- v. Transcription and dictation\*
  1. Transcribe letters or notes from direct dictation\*
- vi. Supplies and equipment management
  1. Maintain inventory of medical/office supplies and equipment
  2. Coordinate maintenance and repair of office equipment\*
  3. Maintain equipment maintenance logs according to OSHA regulations
- vii. Computer applications
  1. Identify and understand hardware components\*
  2. Identify and understand application of basic software and operating systems
  3. Recognize software application of patient record maintenance, bookkeeping, and patient accounting system\*
  4. Employ procedures for integrity of information and compliance with HIPAA Security and Privacy regulations
    - a. Encryption
    - b. Firewall software and hardware\*
    - c. Personnel passwords
    - d. Access restrictions\*
    - e. Activity logs\*
- viii. Office safety
  1. Maintain office sanitation and comfort
  2. Develop and maintain office safety manual
  3. Develop emergency procedures and policies
  4. Employ procedures in compliance with Occupational Safety and Health Administration (OSHA) guidelines and regulations

- a. Hazard communication
      - b. Engineering and Work Practice Controls
      - c. Employee training program\*
      - d. Standard precautions
    - 5. Maintain records of biohazardous waste and chemical disposal
  - d. Medical Law and Ethics
    - i. Identify and understand the application of:
      - 1. Consents and contracts used in medical practice
      - 2. Disclosure laws and regulations (including HIPAA Security and Privacy Acts, state and federal laws)
      - 3. Laws, regulations, and acts pertaining to the practice of medicine
      - 4. Scope of practice acts regarding medical assisting
      - 5. Patient Bill of Rights legislation
      - 6. Advance Directives
    - ii. Licensure, certification, and registration
      - 1. Identify credentialing requirements of medical professionals
      - 2. Understand the application of the Clinical Laboratory Improvement Amendments of 1988 (CLIA '88)
    - iii. Terminology
      - 1. Define terminology associated with medical law
    - iv. Principles of medical ethics and ethical conduct
      - 1. Identify and employ proper ethics in practice as a medical assistant
      - 2. Identify the principles of ethics established by the American Medical Association
      - 3. Identify and understand the application of the AMA Patient Bill of Rights
      - 4. Recognize unethical practices and identify the proper response
      - 5. Recognize the importance of professional development through continuing education
  - e. Human Relations
    - i. Patient relations
      - 1. Identify age-group specific responses and support
      - 2. Identify and employ professional conduct in all aspects of patient care
      - 3. Understand and properly apply communication methods
      - 4. Identify and respect cultural and ethnic differences
      - 5. Respect and care for patients without regard for age, gender, sexual orientation, or socioeconomic level
    - ii. Interpersonal relations
      - 1. Employ appropriate interpersonal skills with interacting with:
        - a. Employer/administration
        - b. Co-workers
        - c. Vendors and business associates\*
      - 2. Observe and respect cultural diversity in the workplace
- III. Clinical Medical Assisting
- a. Asepsis
    - i. Terminology
      - 1. Know and understand terminology associated with asepsis
    - ii. Blood borne pathogens and Universal Precautions

1. Identify modes of transmission of infectious pathogens
2. Identify procedures that prevent transmission of infectious pathogens
3. Understand and apply state and federal OSHA guidelines regarding blood borne pathogens
4. Employ Universal Precautions when risk of contact with infectious pathogens
5. Develop and employ training of personnel regarding employee safety and blood borne pathogens
- iii. Medical asepsis
  1. Identify and employ aseptic procedures
    - a. Understand proper hand washing procedures
    - b. Understand and employ barrier precautions
- iv. Surgical asepsis
  1. Identify and employ proper surgical aseptic techniques
    - a. Understand and practice proper surgical hand wash
    - b. Practice surgical antiseptic skin preparation
    - c. Understand and respect sterile field boundaries
    - d. Identify and employ appropriate sterile barrier procedures
      - i. Employ sterile glove techniques
      - ii. Employ mask, gown, cap, eye protection, and drape techniques
- b. Sterilization
  - i. Terminology
    1. Define terminology association with sanitization, disinfection, and sterilization procedures
  - ii. Sanitization
    1. Identify procedures for sanitation
      - a. Equipment
      - b. Examining room
      - c. Instruments
    2. Identify chemicals used for sanitization\*
  - iii. Disinfection
    1. Identify procedures for disinfection
      - a. Equipment
      - b. Instruments
    2. Identify chemicals used in disinfection\*
  - iv. Sterilization
    1. Identify appropriate procedures for sterilization
      - a. Instruments
      - b. Surgical equipment
      - c. Surgical towels, drapes, or dressing\*
    2. Identify modes of sterilization
      - a. Autoclave
      - b. Chemical
      - c. Gas
    3. Identify appropriate packaging materials used for sterilization\*
    4. Identify quality control procedures\*

- a. Indicator strips
    - b. Date labeling
  - v. Record keeping\*
    - 1. Identify and employ record keeping procedures\*
      - a. Sterilization logs\*
      - b. Equipment cleaning and maintenance records\*
- c. Instruments
  - i. Identification
    - 1. Identify instrument classifications
    - 2. Identify common and specialty instruments
    - 3. Identify instrument parts
      - a. Handles
      - b. Locks
      - c. Ratchets
      - d. Serrations
      - e. Teeth
  - ii. Instrument use
    - 1. Know the use of common instruments (hemostats, forceps, and scissors)
    - 2. Identify instruments used for examinations (gynecological, pediatric, and physical examinations)
  - iii. Care and handling
    - 1. Understand the procedure for care of non-disposable instruments
      - a. Sanitization\*
      - b. Lubrication\*
      - c. Sterilization\*
      - d. Storage\*
    - 2. Understand the proper procedure for discarding disposable instruments\*
- d. Laboratory procedures
  - i. Safety
    - 1. Employ Universal Blood and Body Fluid Precautions
    - 2. Identify and comply with OSHA guidelines
      - a. Safety Data Sheets
    - 3. Develop and maintain policy and procedures manual\*
  - ii. Clinical Laboratory Improvement Amendments of 1988 (CLIA '88)
    - 1. Understand and comply with quality assurance regulations for:
      - a. Training
      - b. Quality control procedures
      - c. Proficiency testing
      - d. Test verification
      - e. Level of competency as pertains for medical assistants
  - iii. Quality control program\*
    - 1. Follow testing protocols\*
    - 2. Maintain testing records and performance logs\*
    - 3. Perform daily equipment maintenance and calibration\*
    - 4. Perform daily control testing \*
    - 5. Monitor temperature controls\*
    - 6. Store reagents properly\*

iv. Laboratory equipment\*

1. Identify equipment commonly used in the laboratory\*
  - a. Blood collection system\*
  - b. Microscope\*
  - c. Analyzer equipment\*
  - d. Centrifuge\*
  - e. Incubator\*
  - f. Sterilizer\*
2. Identify equipment components\*
3. Care for, and maintain equipment and supplies\*

v. Terminology

1. Define terminology associated with laboratory equipment, procedures, and results

e. Minor surgery

i. Surgical supplies

1. Identify instruments commonly used in minor surgery
2. Identify supplies commonly used in minor surgery (drapes, bandages, sutures, antiseptics, anesthetics, etc.)

ii. Surgical procedures

1. Identify common surgical procedures\*
2. Identify surgical tray preparation\*
  - a. Sterile drape\*
  - b. Sterile packs and containers\*
  - c. Sterile set-up, aseptic preparation\*
3. Understand and perform surgical aseptic hand wash
4. Perform surgical skin preparation\*
5. Understand aseptic technique with sterile gloving
6. Identify potential contamination sources
7. Demonstrate respect for sterile field\*
8. Identify procedures to prevent transmission of blood borne pathogens
9. Identify biohazard waste disposal procedures
10. Identify procedures for patient protection in laser and electro surgery\*
11. Perform dressing and bandaging techniques
12. Understand post-operative patient and incision care\*
13. Perform suture and staple removal\*
14. Identify disinfection and maintenance procedures for surgical equipment\*

IV. Clinical Patient Interaction

a. Patient education

i. Patient instruction

1. Identify and apply proper written and verbal communication to instruct patients in:
  - a. Health and wellness
  - b. Nutrition
  - c. Hygiene
  - d. Treatment and medications
  - e. Pre- and post-operative care

- f. Body mechanics
    - g. Personal and physical safety
  - ii. Patient resource materials
    - 1. Develop, assemble, and maintain appropriate patient brochures and informational materials\*
  - iii. Documentation
    - 1. Understand and utilize proper documentation of patient encounters and instruction
- b. Vital signs and measurements
  - i. Terminology
    - 1. Define terminology associated with vital signs and measurements
  - ii. Blood pressure
    - 1. Understand physiology of blood pressure measurement
    - 2. Identify the steps in blood pressure measurement
    - 3. Accurately determine systolic and diastolic pressures
    - 4. Identify proper recording of blood pressure reading
    - 5. Recognize normal and abnormal blood pressure readings
  - iii. Pulse
    - 1. Understand pulse physiology
    - 2. Identify pulse points and appropriate use of each
    - 3. Employ proper procedure for accurate pulse measurement
    - 4. Record pulse measurement using accepted charting standards
    - 5. Recognize normal values and deviations from normal
  - iv. Respiration
    - 1. Understand respiration cycle and physiology
    - 2. Accurately observe and measure respiratory rate
    - 3. Record respiratory rate using accepted charting standards
    - 4. Recognize normal measurements and deviations from normal
  - v. Temperature
    - 1. Identify types of thermometers and understand use of each
    - 2. Understand the procedures for obtaining temperature measurements
      - a. Aural
      - b. Oral
      - c. Rectal
      - d. Axillary
    - 3. Identify normal and abnormal temperature values for each method
    - 4. Recognize fever classifications and emergent values for each age group
    - 5. Record temperature measurements using accepted charting standards
  - vi. Patient measurement
    - 1. Understand the significance of height and weight in relation to nutrition, health, and disease\*
    - 2. Identify the steps to accurately measure patient height and weight
    - 3. Identify proper procedures in measuring pediatric weight and length, chest and head circumference
    - 4. Record measurement using accepted charting standards
    - 5. Recognized changes indicating normal versus deviation from normal\*

- c. Physical examination
  - i. Medical history
    - 1. Obtain patient history employing appropriate terminology and abbreviations
    - 2. Differentiate between subjective and objective information
    - 3. Understand and employ SOAP and POMR charting systems for recording information
  - ii. Patient positions
    - 1. Identify patient positions for examinations
      - a. Sims', knee-chest, Fowler's, lithotomy
      - b. Understand draping method for each position\*
    - 2. Identify and define body positions
      - a. Supine, prone, dorsal recumbent
  - iii. Methods of examination
    - 1. Define methods of examination
      - a. Auscultation
      - b. Palpation
      - c. Mensuration
      - d. Percussion
    - 2. Understand use of each examination method
  - iv. Specialty examination
    - 1. Identify examination procedures in specialty practices
      - a. Pediatrics
        - i. Apgar scores
        - ii. Growth charts
        - iii. Infant and child mensurations
          - 1. Length and weight
          - 2. Head and chest circumference
      - b. Obstetrics and gynecology
        - i. Routine obstetrical examinations
          - 1. Fundal height
          - 2. Fetal heart tones
          - 3. Ultrasound
          - 4. Pregnancy test: urine and serum
        - ii. Papanicolaou (PAP) smears
        - iii. Breast and pelvic examinations
      - c. Proctology
        - i. Occult blood and guaiac stool examination
        - ii. Proctoscopy, sigmoidoscopy, and colonoscopy
      - d. Urology
        - i. Urinalysis
        - ii. Cystoscopy
      - e. Radiologic/diagnostic imaging procedures\*
  - v. Visual acuity
    - 1. Identify and perform procedures for measuring visual acuity in adult and pediatric patients
    - 2. Identify and perform procedures for measuring color vision acuity\*



3. Identify normal measurements and deviations from normal\*
- d. Clinical pharmacology
- i. Terminology
    1. Define terminology associated with pharmacology
    2. Identify and define common prescription abbreviations
  - ii. Parenteral medications
    1. Identify steps in administering injections
      - a. Intramuscular
      - b. Subcutaneous
      - c. Intradermal
      - d. Z-tract
    2. Identify proper needle size and syringe for each injection type
    3. Identify syringe parts
      - a. Plunger and rubber stopper
      - b. Tip (slip and Luer-Lok™)
      - c. Flange
      - d. Barrel
    4. Identify available injection systems (Tubex and Carpuject®)\*
    5. Identify injection sites and maximum volume for each
    6. Perform calculation for dosages, including conversions
    7. Perform 6 “rights” when dispensing medications
    8. Identify medication availability
      - a. Multidose vials
      - b. Ampules
      - c. Unit dose vials
      - d. Pre-filled cartridge-needle units
    9. Define hazards and prevention measures associated with parenteral medications
    10. Understand proper disposal of parenteral equipment
  - iii. Prescriptions
    1. Identify and define drug schedules and legal prescription requirements for each
    2. Understand procedures for completing prescriptions and authorization of medical refills
    3. Identify and perform proper documentation of medication transactions
  - iv. Drugs
    1. Identify Drug Enforcement Agency regulations for ordering, dispensing, prescribing, storing, and documenting drugs
    2. Identify and define drug categories\*
    3. Identify commonly used drugs\*
    4. Identify and describe routes of medication administration
      - a. Parenteral
      - b. Rectal
      - c. Topical
      - d. Vaginal
      - e. Sublingual

- f. Oral
    - g. Inhalation
    - h. Instillation
  - 5. Demonstrate ability to use drug references (Physician's Desk Reference)\*
- v. Allergy
  - 1. Identify procedure for performing scratch test\*
  - 2. Identify procedure for performing intradermal skin testing
  - 3. Define RAST and MAST testing\*
  - 4. Identify and perform allergy injections
- e. Therapeutic modalities
  - i. Modalities
    - 1. Identify procedures for heat treatments
      - a. Hot pack
      - b. Moist compress
      - c. Heat lamp
      - d. Paraffin bath
      - e. Whirlpool bath
    - 2. Identify procedures for cold treatments
      - a. Ice pack
      - b. Cold compress
    - 3. Identify procedure for ultrasound treatments\*
    - 4. Maintain familiarity with range-of-motion exercises
    - 5. Recognize isotonic and isometric exercises\*
  - ii. Alternative therapies
    - 1. Identify and define alternative therapies\*
      - a. Chiropractic\*
      - b. Massage\*
      - c. Acupuncture and acupressure\*
  - iii. Patient Instruction
    - 1. Instruct patients in the use of assistive devices
      - a. Crutches and canes
      - b. Wheelchairs
      - c. Walkers
      - d. Splints and slings
    - 2. Instruct patients in home therapeutic treatments\*
    - 3. Instruct patients in proper body mechanics\*
- f. Laboratory procedures
  - i. Laboratory testing and specimen collection
    - 1. Identify procedures for specimen collection and handling of:
      - a. Urine (random, clean catch, timed, and drug screen)
      - b. Blood (venipuncture and capillary stick)
      - c. Throat culture swabs
      - d. Stool for occult blood
      - e. Sputum
      - f. Spinal fluid\*
    - 2. Perform waived laboratory procedures
      - a. Microhematocrit and hemoglobin

- b. Blood glucose by reagent or personal monitor
    - c. Sedimentation rate
    - d. Urine human chorionic gonadotropin
    - e. Urinalysis by reagent dipstick
    - f. Prepare specimen slides for evaluation\*
    - g. Prepare culture plates for incubation\*
  - 3. Know training requirements for moderate and complex laboratory procedures\*
  - 4. Recognize normal and abnormal values of common laboratory results\*
  - 5. Know common laboratory tests and proper patient preparation for each
- g. Electrocardiography (ECG)
  - i. Standard, 12-lead electrocardiogram
    - 1. Identify procedure for obtaining 12-lead electrocardiogram
      - a. Patient preparation
      - b. Lead placement
      - c. Identify leads and marking codes
      - d. Obtain electrocardiograph reading
    - 2. Identify and eliminate artifacts
    - 3. Identify cardiac cycle during electrocardiogram
  - ii. Mounting techniques\*
    - 1. Identify procedure for mounting readings\*
    - 2. Recognized abnormal readings for mounting\*
  - iii. Other electrocardiographic procedures\*
    - 1. Identify rhythm strip\*
    - 2. Identify treadmill examination (exercise ECG)\*
    - 3. Identify Holter monitor\*
- h. First Aid, CPR, and Emergency Response
  - i. First aid procedures
    - 1. Maintain emergency (crash) cart\*
    - 2. Identify injuries, recognize emergencies, and provide appropriate response
  - ii. Legal responsibilities
    - 1. Understand protection and limits of Good Samaritan Act
    - 2. Understand scope and practice when providing First Aid and CPR\*
    - 3. Understand mandatory reporting guidelines and procedures\*
  - iii. CPR procedures
    - 1. Identify criteria for, and steps in performing CPR and the Heimlich maneuver

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#### TASK INVENTORY NOTES

The tasks included in this inventory are considered by American Medical Technologists to be representative of the medical assisting job role. This document should be considered dynamic, to reflect the medical assistant's current role with respect to contemporary health care. Therefore, tasks may be added, or modified on an ongoing basis.

Competencies flagged by a " \* " are considered elements of the medical assisting role, but not directly assessed on the certification examination.

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