INDIAN RIVER STATE COLLEGE

500 N.W. California Blvd., Port St. Lucie, Florida 34986

Medical Assisting
Student Handbook

IRSC is an EA/EO educational institution.

To Students

You forfeit your chance for life at its fullest when you withhold your best effort in learning. When you give only the minimum to learning, you receive only the minimum in return. Even with your parent's best example and your teachers' best efforts, in the end it is *your* work that determines how much and how well you learn. When you work to your full capacity, you can hope to attain the knowledge and skills that will enable you to create your future and control your destiny. If you do not, you will have your future thrust upon you by others. Take hold of your life, apply your gifts and talents, and work with dedication and self- discipline. Have high expectations for yourself and convert every challenge into opportunity.

The National Commission on Excellence In Education

IRSC OVERVIEW

INDIAN RIVER STATE COLLEGE (IRSC) is a public, comprehensive college with a statewide and national reputation for excellence. Located in Florida's Treasure Coast region, each of the College's five campuses provide unparalleled educational environments.

IRSC serves approximately 30,000 students annually and offers more than 100 programs leading to Bachelor's degrees, Associate degrees, technical certificates and applied technology diplomas. Continuing a 60-year tradition of responsiveness to community needs, IRSC is committed to advancing educational, cultural, career training, workforce and economic development in its service area.

IRSC was distinguished as the 2019 winner of the prestigious Aspen Prize for Community College Excellence, an honor that recognizes outstanding quality in the areas of completion & transfer, labor market outcomes, learning, equity and more. IRSC is one of the few colleges in the nation to earn the Achieving the Dream Leader College designation. The College is identified by the United States Department of Education as the most affordable college in Florida and the third-most affordable college in the country.

EA/EO STATEMENT

Indian River state college provides equal employment and educational opportunities to all without regard to race, color, national origin, ethnicity, sex, pregnancy, religion, age, disability, sexual orientation, marital status, veteran status, genetic information, and any other factor protected under applicable federal, state, and local civil rights laws, rules and regulations. The following person has been designated to handle inquiries regarding non- discrimination policies:

Adriene B. Jefferson, *Dean of Northwest Center Equity Officer/Title IX Coordinator*
IRSC Main Campus, 3209 Virginia Ave. Fort Pierce, FL 34+981 772-462-7156

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Indian River State College

INTRODUCTION

Medical assistants are multi-skilled health professionals specifically educated to work in ambulatory health care settings performing administrative and clinical duties. The practice of medical assisting directly influences the public's health and well-being, and requires mastery of a complex body of knowledge and specialized skills requiring both formal education and practical experience that serve as standards for entry into the profession.

The Medical Assisting Program at Indian River State College is a 1300 clock-hour program that prepares the student for specific clinical, laboratory and administrative roles as a medical assistant employed in a physician's office, clinic, or other ambulatory health care setting. It is designed to provide those enrolled in the program the knowledge and skills which will enable them to function effectively as medical assistants and to become successfully employed in medical assisting or any of the related areas of medical assisting. It is the hope of the College and faculty that every student will seek to become a Certified Medical Assistant CMA (AAMA). This certification is offered by the American Association of Medical Assistants which is a sub-group of the American Medical Association.

To complete the Medical Assisting Program and thus qualify for Certification, the student must complete the prescribed course of study and clinical experiences in accordance with the standards set forth in this handbook.

Medical Director: Dwight D. Dawkins, M.D.
Department Chair: Michelle L. Keim, RMA (AMT), FL-EMT, CMA (AAMA), CCMA (NHA)
Program Director: Michelle L. Keim, RMA (AMT), FL-EMT, CMA (AAMA), CCMA (NHA)

ACCREDITATION

The Indian River State College Medical Assisting Program is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) upon the recommendation of the Medical Assisting Education Review Board (MAERB).
Commission on Accreditation of Allied Health Education Programs 9355
– 113th St. N, #7709
Seminole, Florida 33775 (727) 210-2350   www.caahep.org

PROGRAM PURPOSE STATEMENT

The purpose of the Medical Assisting program is to prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.

Florida Medical Practice Act Defining Medical Assistants

458.3485 Medical Assistant.

(1) DEFINITION – As used in this section, "medical assistant" means a professional multiskilled person dedicated to assisting in all aspects of medical practice under the direct supervision and responsibility of a physician. The practitioner assists with patient care management, executes administrative and clinical procedures, and often performs managerial and supervisory functions. Competence in the field also requires that a medical assistant adhere to ethical and legal standards of professional practice, recognize and respond to emergencies, and demonstrate professional characteristics.

(2) DUTIES – Under the direct supervision and responsibility of a licensed physician, a medical assistant may undertake the following duties:

(a) Performing clinical procedures, to include;
1. Performing aseptic procedures.
2. Taking vital signs.
3. Preparing patients for the physician's care.
4. Performing venipunctures and non-intravenous injections.
5. Observing and reporting patients' signs or symptoms.

(b) Administering basic first aid.

(c) Assisting with patient examinations or treatments.

(d) Operating office medical equipment.

(e) Collecting routine laboratory specimens as directed by the physician.

(f) Administering medication as directed by the physician.

(g) Performing basic laboratory procedures.

(h) Performing office procedures including all general administrative duties required by the physician.

(i) Performing dialysis procedures, including home dialysis.

AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS
CODE OF ETHICS

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

Members of the AAMA dedicated to the 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 the 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.

MEDICAL ASSISTING PROGRAM CURRICULUM
(1,300 Clock-hours)

This 1300 clock-hour selective admission certificate program prepares the student for specific clinical, laboratory, and administrative roles as a Medical Assistant employed in a physician's office, clinic or other ambulatory health care setting. Classroom theory and clinical practice prepare the student to perform a wide range of tasks ranging from examination room techniques to assisting with minor surgery, administering medications, educating patients, performing diagnostic procedures including drawing blood and electrocardiography, scheduling appointments, maintaining patient files, and completing insurance forms. Practicum experience includes supervised, uncompensated field work in a physician's office or other appropriate facility.

- ***Classes are required to be taken in a specific order, as displayed in the Medical Assisting Guided Pathway.***
- ***The full-time daytime program begins in the Fall semester, consists of 9 months of didactic education, skills training, and externship, and has a completion date in June.***

Students must complete all other Medical Assisting program classes and obtain authorization from the Program Director before enrolling in the following courses, which are held in the final semester of the Program:

MEA0952 Medical Assisting Seminar MEA0800
Medical Assisting Practicum
(Please note, MEA0800 requires 170 full-time, day-time hours.)

Admissions Criteria
In order to enroll in the Medical Assisting program, applicants must meet the following criteria:
1. 18 years of age or older
2. College admissions complete
3. Current physical examination and immunizations
4. Negative drug screen and criminal background check
5. Proof of personal health insurance
6. Valid CPR certification prior to enrollment (must remain valid for the entire length of the program)

Transfer of Credit

The Medical Assisting curriculum framework, approved by the Florida Department of Education, clearly defines the criteria for student entry into the program. It lists and defines multiple entry points for other health science education program completers.

Advanced placement and /or transfer of credit is discussed in the curriculum framework, and IRSC College Catalog, and is evaluated on an individual basis by the Program Director and/or the Dean of Health Sciences. Evidence of prior education and training are reviewed for consideration of transfer of credit once the student submits official transcripts, course syllabi, and certificate of program completion. Credit for experiential learning will be determined by the Program Director on an individual basis.

PROGRAM GOALS AND OUTCOMES

The Medical Assisting Program supports and assists the implementation of the philosophy and purposes of the College and the Health Science Division, and the program goals are based upon the substantiated needs of healthcare providers and employers, and the education needs of the students. Through rich learning experiences and resources, the Medical Assisting program enables students to develop the competencies necessary for the practice of medical assisting.

Program Goals:
1. Prepare competent, entry level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.
2. Meet all program learning outcomes (see list below).
3. Meet or exceed all criteria and standards defined by the Florida Department of Education and accreditation agencies.
4. Maintain certification exam results of graduates which equal or exceed national standards.
5. Provide academic and clinical settings which stimulate student learning.
6. Maintain state-of-the-art equipment and laboratory facilities.
7. Update, revise, or modify curriculum as identified by students, faculty, college administrators, community and medical assisting professionals.
8. Organize and maintain advisory committee which consists of persons actively engaged in or supporting the practice of medical assisting.
9. Exemplify and demonstrate the importance of professional membership and participation in the American Association of Medical Assistants (Chapter, State, and National levels).
10. Assist students in employment placement before or following graduation.

The Medical Assisting Program Goals are assessed by the degree to which the program achieves the following <u>Learning Outcomes:</u>

1. The graduate will demonstrate knowledge of medical terminology, anatomy, physiology, diseases and disorders and appropriate verbal; and non-verbal communication in any type of ambulatory care setting.
2. The graduate will demonstrate critical thinking based upon competency in the profession, by applying quality control measures in health and safety policies and procedures to prevent illness and injury.
3. The graduate will demonstrate appropriate action and behavior in legal and ethical situations using knowledge of basic patient psychology and patient education skills in any type of ambulatory care setting.
4. The graduate will demonstrate knowledge and competency of medical front-office administrative skills in a private medical practice or outpatient facility.
5. The graduate will demonstrate industry-standard skills, knowledge and competency performance in any type of ambulatory care setting.
6. The graduate will recognize the importance of passing a national certification exam, and participate in the CMA (AAMA) examination for professional recognition and career development.

ACADEMIC STANDARDS

Academic standards are those measures by which the faculty of the program determines a student's quality of performance. They are composed of guidelines for advancement in the program as well as the regulations for grading, probation/requested withdrawal and dismissal.

Grading
1. Students must achieve a minimum of "C" (76%) for the final grade in **ALL COURSES** that are required for completion of the program. This requirement is met by "S" (satisfactory) in the practicum portion of the program.
2. A student must complete minimal performance standards in laboratory prior to progressing to the next level of academia or performing those skills in a clinical setting. The student must meet minimal performance standards as detailed in the Medical Assisting Master Competency Form, which is provided to each student upon entry into the program.
3. Practicums are graded on a satisfactory (S) or unsatisfactory (U) basis. Final determination of the grade depends on a satisfactory performance report and other assigned requirements, as outlined in the practicum syllabi.

4. The grading scale used by the program follows the IRSC Health Science grading schema:

   A = 93 to 100
   B = 85 to 92
   C = 76 to 84
   D = 70 to 75
   F = 69 and below

5. An incomplete grade (I) is given to a student who, although passing the majority of the given course, has not completed the full class requirements. At the time that grades are submitted, the student will be given a list of work not yet completed and an explanation of how completion of the requirements will contribute to the final grade.

6. In the event the student does not meet the minimum standards of 76% in a course, the course may be repeated one time. If a 76% or higher is not achieved on the second attempt, the student will be dismissed from the program.

7. If a student withdraws from or fails the program during the first semester, the student must re-apply to the program. The student's application will be given the same consideration as all other applicants applying for the Medical Assisting program.

8. All clinical and classroom assignments are to be handed in on time.

9. Individual course syllabi further detail specific academic standards relative to any given course.

10. Attendance is mandatory.

Attendance

1. An accurate record of attendance is kept for each class and clinical.

2. Students are required to be in attendance in the classroom and/or clinical setting on assigned days. Attendance policies are outlined in course syllabi.

3. Tardiness is considered unprofessional conduct. Students should be seated and ready to begin class at the designated class time.

4. If a student is late to class, the student should enter quietly so as not to disturb the class in session. At the end of the class period the student should inform the instructor as to the reason for the tardiness. It is the responsibility of the student to be certain that all information, assignments, etc., are obtained.

5. Absence from lecture, labs, and clinical:

   - "A student's serious illness" means a condition such as surgery, hospital confinement or other valid medical reason. A physician's note verifying illness must be presented by the student should the faculty member request it.

   - "Death in the immediate family" is interpreted to mean mother, father, spouse, child, brother, sister, grandparents or significant other. Documentation must be provided.

   - "Statutory governmental responsibilities" refers to such matters as jury duty or subpoena for court appearance. Documentation must be provided.

- The student must contact the instructor and Program Director via e-mail message or phone at least 30 minutes prior to the scheduled class time.
- It is the responsibility of the student to obtain all information, assignments, and lecture notes, and if necessary, schedule a time to meet with the instructor for specifics.
- Make-up quizzes, tests, and exams for unexcused absences is at the discretion of the instructor.

6. Students must notify the instructor, the Program Director, and the healthcare facility of intended absence prior to clinical. A "NO CALL, NO SHOW" to class or clinical will result in probation and may be grounds for failure or dismissal.

7. There are no excused absences for clinical as 170 hours of clinical hours are mandatory for program completion. All absences must be made up prior to the end of the practicum and should not be made up at the expense of lecture/lab time.

8. Excessive absences may be grounds for dismissal from the program. Individuals will be evaluated on their grades, clinical performance, attitude, and reasons for absence, as well as the total number of absent hours.

9. **Twenty (20) hours of absence during any course will result in a failing grade for that course.**

10. **Tardiness and absences are cumulative throughout the program. Students who are absent 60 or more hours will be dismissed from the program and are not eligible for readmission.**

Requirements for Progression

The Medical Assisting program is cohort based, meaning that students work through a curriculum together to achieve the same degree. Students must progress through the curriculum with their cohort. If a student is not able to take the required courses as scheduled, the student will be withdrawn from the program and will have to reapply for admission to the program with a future cohort.

Due to the sequential nature of the curriculum, students must successfully complete all courses for a given semester before becoming eligible to take courses in the subsequent semester. It is essential that students master the knowledge and skills of each Medical Assisting course (determined by a minimum grade of "C" or better.) In the event that the student obtains a grade lower than a "C" in any of the Medical Assisting courses, they will be required to withdraw from the program and will have to reapply for admission to the program with a future cohort.

Internet Access, Computer Requirements, Blackboard & RiverMail

All of the program courses are web-enhanced, and some may be provided entirely online using the College's learning management system and/or other course deliverery systems. While students are not required to have their own internet access, students **are** required to access these online resources. Technology issues cannot be used as a reason for late assignments.

Course instructors will communicate with students using their RiverMail as well as the built-in messaging tools in the LMS (Blackboard). ***Students are required to check their messages <u>at least once a day.</u>***

Transportation

Students must have reliable transportation to and from IRSC and to and from the assigned clinical facility. No transportation will be provided by the College, faculty or clinical facility.

Patient Confidentiality

All patient records are confidential in nature. Students are required to maintain the confidentiality in a professional manner. Students must comply with Health Insurance Portability and Accountability Act (HIPAA) and respective policies of each facility. Failure to maintain confidentiality, whether spoken, written or electronically stored may result in immediate dismissal from the program.

HIPAA and Students

Students are trained in all aspects of HIPAA during the didactic portion of the Medical Assisting Program, and should be aware of the consequences of violation of HIPAA regulations.

The HIPAA privacy rule does not prohibit students from accessing patient medical information as part of their education (externship). Medical assisting student access to patient medical information as part of the externship is permitted as use or disclosure of protected health information (PHI) for health care operations. Section 164.501 of the rule defines "health care operations" in a manner that includes training of health care providers and professionals. Students are part of the covered entity's workforce for HIPAA compliance purposes. Sections 160.103 and 164.530(b) state that students must receive training about the organization's policies and procedures related to PHI. This training should be provided within a reasonable period of time after the student begins the externship and must be documented and kept on file for six years.

Accidents

All accidents that occur while on clinical assignments resulting in patient, clinical facility personnel, or personal injury to the student and/or damage to equipment must be reported within 24 hours of the occurrence. The Clinic Instructor or Medical Assisting Program Director should report all incidences immediately to the Health and Wellness Center at IRSC. The Florida Community College Risk Management Consortium Accident-Incident Report must be completed at the Health and Wellness Center, IRSC Massey campus, in addition to the clinical facility's report form.

Student Employment

Clinical rotation scheduling will not be arranged around a student's employment schedule. It is expected that the student's education comes first. Employment should in no way interfere with the student's academic or clinical responsibilities.

Indian River State College Student Identification

Students are required to have an official College Identification badge, and to apply the Medical Assisting patch to the left sleeve of each uniform.

The badge will have the student's full name, picture and the title "Medical Assisting Program" below their name. These badges must be obtained from Student Services on the Massey Campus in the KSU building. The Medical Assisting patch can be purchased at the IRSC bookstore at the Main Campus.

Student Dress Code

The personal appearance and demeanor of Medical Assisting students reflect both the College and program standards and are indicative of the student's interest and pride in their profession.

Students are expected to be neat, clean and appropriately dressed at all times. The uniform should be clean and free of wrinkles. Consideration must also be given to the fact that strong perfume, tobacco and body odors are offensive to most patients, co-workers and classmates. Preventative measures regarding these odors should be taken prior to reporting to class or practicum assignments.

Medical Assisting Program Uniform

Since the health professions maintain high personal grooming and appearance standards, it is essential that a uniform be worn by all students after full acceptance into the program. The program uniform will be worn for all classes and clinical assignments. Any student reporting to class, lab or practicum in improper attire will be sent home by the instructor or supervisor.

- "Ceil blue" uniform, V-neck scrub top, drawstring or elastic waist scrub pants. These can be purchased at any uniform store or Walmart. Appropriate underwear is to be worn under the uniform.
- An all-white long sleeve tee-shirt may be worn under the scrub top.

- IRSC Medical Assisting patch, purchased at the IRSC Massey Campus Bookstore, attached to the **left sleeve** of each scrub top.
- White professional duty shoes or ALL WHITE leather sneakers. No canvas, high heels, open-toed shoes, sandals or clogs may be worn. Shoes should be purchased for school use only and kept clean at all times.
- IRSC student picture ID badge, worn on the upper left portion of the uniform. These are provided through the IRSC Student Affairs Office at the Massey Campus. Please use a clip to attach ID badge to uniform – lanyards are **not** permitted (they are a safety hazard).
- Blood pressure cuff and stethoscope.
- Wrist watch with a second hand **(not digital, no Apple watches).**

Personal Hygiene

Students are expected to be neat, clean and appropriately dressed at all times. When determining appropriate dress, the student should follow these guidelines:

- Fingernails should be natural and short – no nail polish may be worn.
- Make-up should be applied to be natural looking.
- Heavy cologne or perfume will not be permitted.
- Beards and mustaches must be short and neatly trimmed.
- Use of deodorant is encouraged.
- No visible body-piercing rings are permitted. This includes, but is not limited to earrings, tongue rings, nose rings, eyebrow rings, etc.
- All body art/tattoos must be covered with clothing.
- Hair should be clean, neat, and well-groomed. No extreme hairstyles, hair dye, bleaching or tinting is permitted. Hair must be pulled back from the face so as not to become a possible source of contamination or hazard in the laboratory.
- Jewelry is limited to a watch, wedding ring, and conservative "post" earrings in the earlobe.

Additional Supplies

- Basic pocket calculator – MANDATORY for pharmacology class (**no** scientific calculators)
- Name badge holder (plastic pocket)
- Name badge clip (metal piece)
- Binder, notebook, paper (your preference for note-taking and organization of class materials)
- Highlighters, pens (black only, for documentation), pencils

CLASSROOM/LABORATORY REGULATIONS

The complex nature of the classroom and laboratory portions of the Medical Assisting Program curriculum demand that specific guidelines be set and adhered to regarding student attendance. The continuity of patient/client care requires that the student attend all classroom, laboratory sessions, and clinical rotations for a program total of 1300 clock- hours.

1. Prompt and regular attendance is expected on all class and lab days. Accurate records of attendance are kept for class and laboratory.
2. Only students enrolled in the class are permitted in the classroom. No children are allowed in class or clinical facilities.
3. Cell phones and any other type of technical equipment are to be turned off and kept out of site. Digital/Apple watches are not permitted in class or lab. Cell phones may be kept on vibrate only, in the event of expected emergency contact. Class disruptions due to cell phones will be cause for (1) warning, (2) probation.
4. Audio recording devices may be used in the classroom only with the instructor's permission. Further information regarding audio recording is included on the class syllabi. Under no circumstances are visual devices or cameras to be used in the classroom or clinical setting.
5. Students not following the Medical Assistant dress code will lose points for attendance and/or will be dismissed from class and considered absent for the day.
6. Students must adhere to the concept of confidentiality regarding all tests/examinations. Information about the nature of items on any exam may not be shared with other individuals.
7. Students making poor progress in a course or who have irregular attendance, will be given written notice of unsatisfactory progress and will be required to meet with the Program Director.

Safety regulations regarding the use of all equipment are presented at the start of each semester. It is imperative that these standards be adhered to in order for a safe environment to be maintained in the classroom and in the laboratory area.

1. Students are to practice only those techniques presented in the lecture or laboratory.
2. Students are expected to inform the faculty of any hazard such as water on the floor, frayed electrical wires, etc.
3. Students are expected to provide basic maintenance for equipment such as, cleaning, restocking, and careful storage of wires and removable parts.

Food and drinks are not permitted within the lecture/laboratory classrooms.

Indian River State College is a Smoke-Free Campus.

Students are responsible for the safety of their personal belongings.

PRACTICUM EDUCATION REGULATIONS

The practicum experience is an unpaid, supervised experience which is a mandatory part of the Medical Assisting Program. It is designed to provide students with the opportunity to demonstrate their knowledge of the cognitive objectives and to practice the psychomotor and affective competencies that they have achieved during their coursework. ***Prior to the practicum experience, all students have achieved 100% of the MAERB Core Curriculum psychomotor and affective competencies.***

The Medical Assisting Program is affiliated with clinical facilities located within the IRSC service area, including Martin, Indian River, St. Lucie, and Okeechobee counties.

1.   Students will be required to attend clinical rotations as assigned by the Program Director and/or Clinical Coordinator, following the schedule of the facility to which they are assigned. Practicum hours are completed during day time hours only.
2.   Students are responsible for transportation to and from the clinical site to which they are assigned.
3.   Completion of 170 contact hours is required; hours will vary according to the clinical site's needs.
4.   Students are expected to exhibit conduct in accordance with the established qualities of professionalism at all times, and must adhere to the concept of confidentiality of patient information.
5.   Students violating normal classroom environment by acting in an unprofessional manner during lecture, lab or practicum will be asked to leave for the remainder of the session and attendance points will be deducted. More than one violation will result in counseling with the Program Director and/or the Dean of Health Science. Re-admittance will be permitted only upon written permission from the instructor and documentation of student conference.
6.   In the case of absence or tardiness, it is each student's responsibility to contact the Program Director/Clinical Coordinator AND the clinical site in advance.
7.   All absences must be made up prior to the end of the clinical practicum rotation and will be scheduled at the discretion of the Program Director/Clinical Coordinator and the facility.
8.   Tardiness, absenteeism, dress code violations, and lack of professionalism during assigned clinical rotation may result in counseling by the Program Director/Clinical Coordinator, a failing grade, or dismissal from the program.
9.   Students are a "guest" of the clinical facility and can be dismissed by the agency for any reason. This will result in a failing grade and dismissal from the program.

Practicum Skills Competency Assessment

Medical Assisting students are expected to gain experience in administrative, clinical, and diagnostic competencies during their clinical hours. It is understood that students may not be offered the opportunity to practice each skill while assigned to a clinical site. For this reason, each student has documented successful achievement of 100% of the MAERB Core Curriculum psychomotor and affective competencies PRIOR to entering a clinical setting. The Practicum Skills Competency Assessment Tracking Sheet found in the appendix of this handbook is included as a reference only and it is not necessary for the site supervisor to document skills. Practicum evaluation forms will be provided to the site supervisor during and at the completion of the student's clinical rotation.

PROGRAM COMPLETION

In order to obtain the certificate of completion, the student must meet the following requirements:

- Successfully complete program requirements.
- Students must not have any financial holds and all fees must be paid for by the students.
- Students must comply with TABE requirements by scoring 581+ in math, 584+ in reading, and 572+ in language or have an A.A. Degree, A.S. Degree or higher degree, or qualify for an exemption under Senate Bill 1720.

Upon completing the specified requirements, the student is eligible to be granted a certificate of completion from Indian River State College and apply to take the Certification Exam. Information about the exam will be provided during the Medical Assisting program.

APPENDIX

Master Competency Checklist
2022 MAERB Core Curriculum
Indian River State College

This list is provided as a reference only. The document for final evaluation of the student will be provided by the Program Director/Clinical Coordinator at the end of the 170-hour clinical rotation.

Students are expected to complete as many competencies as possible in the Clinical/Externship setting, however, all competencies are taught and practiced in the classroom setting throughout the program. Each student has documented successful achievement of 100% of the MAERB Core Curriculum psychomotor and affective competencies PRIOR to entering a clinical setting.

Psychomotor & Affective Competencies	
I Anatomy, Physiology, and Pharmacology	
I.P.1. Accurately measure and record:	
a. blood pressure	
b. temperature	
c. pulse	
d. respirations	
e. height	
f. weight (adult and infant)	
g. length (infant)	
h. head circumference (infant)	
i. oxygen saturation	
I.P.2. Perform the following procedures:	
a. electrocardiography	
b. venipuncture	
c. capillary puncture	
d. pulmonary function testing	
I.P.3. Perform patient screening following established protocols	
I.P.4. Verify the rules of medication administration:	
a. right patient	
b. right medication	
c. right dose	
d. right route	
e. right time	
f. right documentation	
I.P.5. Select proper sites for administering parenteral medication	
I.P.6. Administer oral medications	
I.P.7. Administer parenteral (excluding IV) medications	
I.P.8. Instruct and prepare a patient for a procedure or a treatment (and I.P.3)	
I.P.9. Assist provider with a patient exam	

I.P.10. Perform a quality control measure	
I.P.11. Collect specimens and perform:	
a. CLIA waived hematology test	
b. CLIA waived chemistry test	
c. CLIA waived urinalysis	
d. CLIA waived immunology test	
e. CLIA waived microbiology test	
I.P.12. Provide up-to-date documentation of provider/professional level CPR (copy of each student CPR card in student file)	
I.P.13. Perform first aid procedures for:	
a. bleeding	
b. diabetic coma or insulin shock	
c. stroke	
d. seizures	
e. environmental emergency	
f. syncope g. heart attack	
II Applied Mathematics	
II.P.1. Calculate proper dosages of medication for administration	
II.P.2. Record laboratory test results into the patient's record	
II.P.3. Document on a growth chart	
II.P.4. Apply mathematical computations to solve equations	
II.P.5 Convert among measurement systems	
III Infection Control	
III.P.1. Participate in bloodborne pathogen training	
III.P.2. Select appropriate barrier/personal protective equipment (PPE)	
III.P.3. Perform handwashing	
III.P.4. Prepare items for autoclaving	
III.P.5. Perform sterilization procedures	
III.P.6. Prepare a sterile field	
III.P.7. Perform within a sterile field	
III.P.8. Perform wound care	
III.P.9. Perform dressing change	
III.P.10. Demonstrate proper disposal of biohazardous material	
a. sharps	

IV Nutrition	
IV.P.1. Instruct a patient regarding a dietary change related to a patient's special dietary needs	
V Concepts of Effective Communication	
V.P.1. Respond to nonverbal communication	
V.P.2. Correctly use and pronounce medical terminology in health care interactions	
V.P.3. Coach patients regarding:	
a. office policies	
b. medical encounters	
V.P.4. Demonstrate professional telephone techniques	
V.P.5. Document telephone messages accurately	
V.P.6. Using technology, compose clear and correct correspondence	
V.P.7. Use a list of community resources to facilitate referrals	
V.P.8. Participate in a telehealth interaction with a patient	
VI Administrative Functions	
VI.P.1. Manage appointment schedule, using established priorities	
VI.P.2. Schedule a patient procedure	

VI.P.3. Input patient data utilizing:
      a. Electronic Medical Record (EMR) System
      b. Practice Management System (PMS)	

VI.P.4. Perform an inventory of supplies	
VII Basic Practice Finances	
VII.P.1. Perform accounts receivable procedures to patient accounts including posting:	
a. charges	
b. payments	
c. adjustments	
VII.P.2. Perform end-of-day reconciliation	
VII.P.3. Input accurate patient billing information in Practice Management Systems (PMS)	
VII.P.4. Inform a patient of financial obligations for services rendered	

VIII Third Party Reimbursement	
VIII.P.1. Interpret information on an insurance card	
VIII.P.2. Verify eligibility for services	
VIII.P.3. Obtain precertification or preauthorization with documentation	
VIII.P.4. Generate an insurance claim form	
VIII.P.5 Assist a patient in understanding an Explanation of Benefits (EOB)	
IX Procedural and Diagnostic Coding	
IX.P.1. Perform procedural coding	
IX.P.2. Perform diagnostic coding	
IX.P.3. Utilize medical necessity guidelines	
X Legal Implications	
X.P.1. Locate a state's legal scope of practice for medical assistants	
X.P.2. Apply HIPAA rules in regard to:	
a. privacy	
b. release of information	
X.P.3. Document patient care accurately in the medical record	
X.P.4. Perform compliance reporting based on public health statutes	
X.P.5. Report an illegal activity following the protocol established by the healthcare setting	
X.P.6. Complete an incident report related to an error in patient care	
XI Ethical Considerations	
XI.P.1. Demonstrate professional response(s) to ethical issues	
XII Protective Practices	
XII.1. Comply with safety practices	
XII.P.2. Demonstrate proper use of:	
a. eyewash equipment	
b. fire extinguishers	
XII.P.3. Use proper body mechanics	
XII.P.4. Evaluate an environment to identify unsafe conditions	

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

ACKNOWLEDGEMENT OF CORE PERFORMANCE STANDARDS

The practice of Medical Assisting involves communicating with patients and direct patient care activities. Certain cognitive and psychomotor capabilities are required for the safe and skillful performance of these activities. In order to satisfactorily progress through the Medical Assisting Program, a student must possess the following:

1. Visual acuity for preparation and administration of medications, observation and measurements of laboratory values, physical assessment activities and administrative tasks.

2. Hearing ability to receive verbal messages from patient or staff members and to utilize hearing and monitoring devices such as a stethoscope.

3. Motor skills and coordination to implement the skills required to meet the health needs of patients and also to operate computers and other technical equipment.

4. Communication skills such as speech, reading and writing to interact with, and interpret patient needs in order to provide safe and effective care.

5. Mathematical skills for calculating drug dosages and financial record keeping for the physician office.

6. Intellectual and emotional ability to coordinate patient care and manage activities within an ambulatory care facility.

7. Ability to move and lift certain heavy objects and/or transfer patients according to their needs.

I have been informed of the above and understand:

Student Signature: _____

Print Name: _____

Date of Signature: _____

AGREEMENT TO TERMS
(Initial each statement, full signature required below)

By my signature below, I acknowledge that I have received my personal copy of the Medical Assisting Student Handbook. I have read and understand its contents and I agree to abide by the policies, rules, and regulations stated therein. _____

I understand that I must attend all required hours during each semester in order to progress through the program, and that any class, lab, or clinical time missed must be made up before a grade is assigned for the class. _____

I understand that in order to progress through the Medical Assisting program, I must maintain satisfactory progress and maintain a "C" average or higher in <u>each</u> Medical Assisting course. ___

I understand that the 170-hour practicum portion of the program is without renumeration and is scheduled during daytime hours <u>only</u> (i.e. 8:30 a.m. -5:00 p.m.). _____

I understand that as a clinical student I may be exposed to environmental hazards and infectious diseases including, but not limited to, Tuberculosis, Hepatitis B and HIV (AIDS) while in a clinical facility. _____

I understand that information that has been disclosed to me from the patient's records is protected for confidentiality by state law. State law prohibits me from making any disclosure of information without the specific written consent of the person to whom such information pertains, or as otherwise permitted by state law. A general authorization for the release of medical or other information is not sufficient for this purpose. _____

I understand that application fee(s) for the CMA Certification Exam offered by the American Association of Medical Assistants will be required during the program in the amount of $125 for AAMA members and $250 for non-members. This expense is my responsibility and may not be covered by financial aid and/or scholarships. _____

I understand that the Medical Assisting program reserves the right to make any revisions, deletions or additions to the regulations or procedures which, in the opinion of the faculty and/or Indian River State College, serve in the best interest of the program and its students. _____

Student Signature: _____

Print Name: _____

Date of Signature: _____

WAIVER OF LIABILITY AND INFORMED CONSENT

Name: _____

I willingly consent to participate in all laboratory activities, treatments, and practice sessions as a human subject (i.e. patient) for educational purposes at Indian River State College. These treatments may be rendered by faculty or by fellow students. It is my responsibility to inform the Program Director or instructor of any information or medical issues that will limit or bar me from the above participation. I understand that documentation from my physician may be required.

I willingly consent to appear in photographs, films, videotapes and other forms of media for educational and informational purposes at Indian River State college.

I willingly consent to participate in simulated patient interviews, and both lab and lecture demonstrations.

I willingly consent to the release of my student identification number and other personal information to the Indian River State College clinical affiliations and licensure/registration authorities for appropriate reasons.

I willingly consent to the release of information regarding my performance while enrolled in the Medical Assisting program if requested by a prospective employer. This information may be released by the Program Director and/or faculty members who are listed as references on my resume. This information may be released via telephone, email, letter, or text.

Student Signature: _____

Print Name: _____

Date of Signature: _____

GROUNDS FOR DISMISSAL FROM THE
MEDICAL ASSISTING PROGRAM

A student may be dismissed at any time during the program for violation of any one of the grounds listed below:

1. Failing grades in <u>any</u> Medical Assisting course.

2. Insubordination.

3. The conviction and/or known use of, distribution of, or possession of illegal drugs or controlled substances.

4. Failure to complete clinical assignments.

5. Failure to meet all course and program objectives.

6. Unprofessional or unethical conduct.

7. Cheating (academic dishonesty) or falsification of official documents.

8. Breach of confidentiality.

9. Violations at a clinical site such as theft or misconduct, or behavior that threatens the safety of patients, themselves or others.

10. Dismissal from a clinical site for **any** reason.

Student Signature: _____

Print Name: _____

Date of Signature: _____