

MEDICAL ASSISTING PROGRAM

Policy Manual

Program Director

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**San Diego Mesa College
7250 Mesa College Drive
San Diego, California 92111**

Policies and procedures are subject to change. It is the responsibility of the student to be aware of any changes that may affect completion of the Medical Assisting Program and requirements for achieving Registered Medical Assistant status.

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CONTENTS

Introduction.....	3
Medical Assisting Program Accreditation	3
Medical Assisting Program Description	3
Program Objectives.....	3
Code of Professionalism	4
Dress Code.....	4-5
Student Conduct/Honest Academic Conduct	5-7
Attendance Policy.....	7
Confidentiality Protocol.....	8
Safety Policies	8
Infection Control.....	8
Laboratory Safety Rules	8-9
Physical Contact	9-10
Medical Examinations	10
Examination and Grading Policy	10
Student Conferences	11
Student Program Files.....	11-12
Entrance Requirements	12
Probation Policy.....	13
Student Services	13-15
Course Sequence.....	15
Course Descriptions.....	16-21
Appendix A.....	21-24
Policy Manual Sign-off Sheet.....	25
Medical Assisting Program Release Form.....	26

INTRODUCTION

Welcome to the San Diego Mesa College Medical Assisting Program. This policy manual is available to assist you in understanding what you can expect as students in the program. Please feel free to ask for clarification of any of the issues raised.

Our program has an excellent reputation with the local medical community. In order to uphold our reputation there are many requirements throughout the program. We believe these requirements contribute to your success as a medical assistant.

Every attempt is made to assure that all information in this manual is current. However, policies and procedures are subject to periodic change. It is the responsibility of the student to be aware of changes that may affect their educational goals. Please refer to appropriate sections of Mesa College Catalog for the most current information.

All information presented in this policy manual specifically pertains to the **Medical Assisting Program (MEDA)**. For general policies and procedures specific to Allied Health students, please refer to the **Allied Health Department Policy Manual**.

MEDICAL ASSISTING PROGRAM ACCREDITATION

San Diego Mesa College is fully accredited by the Accrediting Commission for Community and Junior Colleges of the Western Association of Schools and Colleges, an institutional accrediting body recognized by the Council on Post-secondary Accreditation and the U.S. Department of Education. The last on site accreditation was in 2017 and full reaccreditation was granted for duration of seven years (until 2024).

MEDICAL ASSISTING PROGRAM DESCRIPTION

All students completing the Medical Assisting program will be awarded a Certificate of Achievement and are eligible to attempt the exams for state and national certifications. Students who have been awarded a Certificate of Achievement in Medical Assisting may continue and complete the additional courses needed for the Associate Degree in Medical Assisting. A grade of “C” (70%) or better must be maintained in all MEDA courses to continue in the program and retain a Medical Assisting major. Course repetition in this program is not permitted without program readmission approval.

PROGRAM OBJECTIVES

The goals and objectives of the Medical Assisting program at San Diego Mesa College are to provide specialized training as medical assistants in accordance with the entry level competencies determined by ABHES.

CODE OF PROFESSIONALISM

The Code of Professionalism has been established in accordance with generally accepted standards of the medical profession. This code is defined as:

- Dress code/grooming
- Student conduct
- Confidentiality protocol
- Program safety
- Infection control standards

Medical Assisting Uniform and Dress Code

The Medical Assisting Program has set the following standards for uniforms to be worn during the clinical classes and Directed Clinical Practice. These dress code standards include, but are not limited to:

1. No visible tattoos.
2. One piercing per earlobe. One stud per earlobe.
3. No dangling jewelry. This includes earrings, bracelets and necklaces. Please keep jewelry small and to a minimum.
4. No artificial nails or long nails that extend beyond the finger pad.
5. No heavy perfumes or deodorants.
6. Hair must be pulled back, out of the face and off of the shoulders.
7. Closed toed shoes must be worn at all times during lab courses (MEDA 076, 078, 082, 084, 088, 092, 094 and 097) and at clinical sites. Shoes must be clean and impermeable to fluids.
8. Dark gray or black colored scrubs must be worn at all times during lab courses (MEDA 076, 078, 082, 084, 088, 092, 094 and 097) and at clinical sites.
9. Name badges must be worn at all times while at clinical sites.

Since the program does not have facilities for changing clothes, students should anticipate their class schedule and dress appropriately before class begins. Students who do not comply with uniform and dress regulations will not be allowed to participate in clinical classes (MEDA 076, 078, 082, 084, 088, 092, 094 and 097), and, therefore, will be dismissed until the issue is resolved.

Hands

When in uniform, the hands and fingernails must be clean and neatly manicured. Fingernails should not extend beyond the fingertips. Long nails or acrylic nails are in violation of OSHA and Standards Precaution regulations in a clinical setting and are not allowed.

Piercings and Facial Tattoos

While facial piercings and tattoos are currently popular, medicine is a predominately conservative industry. Therefore, facial piercing jewelry for the eyebrow, chin, nose, lip or any area that is visible will not be allowed when in uniform. In regards to tattoos, since these may be pre-existing, we realize that you are unable to change the situation. However, do not acquire new, visible piercings or tattoos during the program. All visible tattoos must be covered when possible.

Personal Hygiene

Attention to personal hygiene is essential for all persons in the health care field. A daily shower, deodorants, and fresh lingerie or underwear are absolutely essential. It is expected that each student will have on hand sanitary items to maintain good personal hygiene. Odors such as tobacco, alcohol, perfume or perfumed lotions, food odors or breath odors are not acceptable.

STUDENT CONDUCT

All students are expected to respect and obey standards of student conduct while in class and on campus. The student Code of Conduct, disciplinary procedure, and student due process (Policy 3100, 3100.1 and 3100.2) can be found in the college catalog, and at the office of the Dean of Student Affairs. Charges of misconduct and disciplinary sanctions may be imposed upon students who violate these standards of conduct or provisions of college regulations.

Medical Assisting students are expected to exhibit mutual respect and consideration for others. Upon arriving at class or other program events, students should display a positive attitude and a collaborative interest.

In the classroom setting there is no eating, drinking, gum chewing or sleeping. Students should also abstain from side-talking or reading other materials while in class. Any disruptive behavior will be reported to the program director and be dealt with in accordance to the student Code of Conduct.

HONEST ACADEMIC CONDUCT SAN DIEGO COMMUNITY COLLEGE DISTRICT PROCEDURE 3100.3

Honesty and integrity are integral components of the academic process. Students are expected to be honest and ethical at all times in their pursuit of academic goals.

1.0 DEFINITIONS:

1. Cheating: The act of obtaining or attempting to obtain credit for academic work by the use of any dishonest, deceptive, or fraudulent means. Examples of cheating include, but are not limited to:

1. Copying, in part or in whole, from another's test or other examination;
2. Discussing answers or ideas relating to the answers on a test or other examination without the permission of the instructor;
3. Obtaining copies of a test, an examination, or other course material without the permission of the instructor.
4. Using notes, "cheat sheet" or other devices considered inappropriate under the prescribed testing condition;
5. Collaborating with another or others in work to be presented without the permission of the instructor;
6. Falsifying records, laboratory work, or other course data;

7. Submitting work previously presented in another course, if contrary to the rules of the course;
8. Altering or interfering with grading procedures;
9. Plagiarizing, as defined herein;
10. Knowingly and intentionally assisting another student in any of the above.

2. **Plagiarism:** The act of incorporating ideas, words, or specific substance of another, whether purchased, borrowed, or otherwise obtained, and submitting the same as one's own work to fulfill academic requirements without giving credit to the appropriate source. Examples of plagiarism include, but are not limited, to the following:

1. Submitting work, either in part or in whole, completed by another;
2. Omitting footnotes for ideas, statements, facts or conclusions which belong to another;
3. Omitting quotation marks when quoting directly from another, whether it be a paragraph, sentence, or part thereof;
4. Close and lengthy paraphrasing of the writing or work of another, with or without acknowledgment;
5. Submitting artistic works, such as musical compositions, photographs, paintings, drawings, and sculpting, of another;
6. And submitting papers purchased from research companies (or downloaded from electronic source) as one's own work.

2.0 ACADEMIC AND ADMINISTRATIVE SANCTIONS:

Cheating and plagiarism may warrant two separate and distinct courses of disciplinary action, which may be applied concurrently in response to a violation of this policy.

Academic Sanctions, such as grade modifications, are concerned with the student's grades and are the sole responsibility of the faculty member involved.

Administrative Sanctions, includes any disciplinary action up to and including expulsion, and are the responsibility of the College president or designated representative.

2.1 ACADEMIC SANCTIONS:

When a student is accused of cheating or plagiarism, it is recommended that the faculty member arrange an informal office conference with the student and the department chair, or designee, to advise the student of the allegation as well as the evidence that supports it. The purpose of the informal conference is to bring together the persons involved so that the situation might be discussed informally and an appropriate solution might be decided upon. If more than one student is involved in the incident, the faculty member may call the students together to confer as a group at the discretion of the faculty member. All notes and discussion between the student and faculty member are confidential, in accordance with the Family Rights and Privacy Act, and may be used as evidence in subsequent campus disciplinary proceedings or any subsequent legal action.

Guidelines:

It is the faculty member's responsibility to determine the type of academic sanction, if any. In reaching the decision, the faculty member may use the following guidelines:

1. The faculty member should advise the student of the alleged violation and should have reasonable evidence to sustain that allegation. Reasonable evidence, such as documentary evidence or personal observation or both, is necessary if the allegation is to be upheld.
2. The usual sanction is "grade modification." This sanction is to be used only if the faculty member is satisfied that cheating or plagiarism did, in fact, occur.
3. The "grade modification" is left to the discretion of the instructor and may include a zero or F on the paper, project or examination, a reduction in one letter grade (e.g., C to D in the course), or an F in the course.
4. In addition to grade modification, certain instructional departments/programs may have policies that state that cheating can show unsuitability for continuation in the program and/or profession.
5. In all cases, faculty should make the student aware of the penalties for cheating or plagiarism and of their appeal rights. It is recommended that a statement be included in the course syllabus. (See District Procedure **3100.1** and **2**.)

If an academic sanction is imposed, the incident must be reported in writing within ten instructional days to the School Dean who shall send a copy of the report to the Disciplinary Officer. Notice to the Disciplinary Officer will ensure that there is documentation of the incident with the college of a challenge or legal action.

2.2 ADMINISTRATIVE SANCTIONS:

The School Dean will consult with the Disciplinary Officer as to whether the matter warrants administrative sanction in accordance with **3100.2**. All actions related to discipline under Policy 3100.2 are the responsibility of the Disciplinary Officer.

1. In the memorandum to the School Dean, the faculty member should state what the nature of the offense was, the evidence, and the academic sanction imposed.
2. The memorandum will be retained on file with the Disciplinary Officer.
3. The Disciplinary Officer will notify the faculty member if an administrative sanction will be pursued.

ATTENDANCE POLICY

See Allied Health Department Policy Manual and college catalogue regarding attendance.

STANDARDS FOR RETENTION

See Allied Health Department Policy Manual for information. A "C" or better in the MEDA program is defined as 70% or better.

CONFIDENTIALITY PROTOCOL

During the program students may encounter situations that require confidentiality. Confidentiality in the medical setting refers to keeping information or situations private amongst the medical staff. Situations may include but are not limited to: communications, clinical procedures, and patient records. Confidentiality extends to both directed clinical practice, including the staff of the medical office, and the medical assisting classroom. Situations which may occur as a result of working with classmates, or patients (visitors or faculty) may result in the need for confidentiality. This should not prevent students from consulting with instructors regarding directed clinical practice experiences or working in the classroom. Students are required to disclose all information during the classroom setting to ensure safety for the student and the patient.

PROGRAM SAFETY POLICIES

In the workplace, as in a medical office, orderliness, cleanliness, and safety must be the guiding rules. A laboratory or clinic area where these cardinal rules are absent results in complete chaos, and is a hazardous area in which to work.

Standard Precautions for Infection Control Training and OSHA Regulations:

All students will be instructed in and required to adhere to all guidelines regarding standard Precautions for Infection control and OSHA regulations. These topics will be presented as part of the MEDA 076 (Principles of Infection Control and sterile Technique) course and applied where appropriate throughout training in the MEDA program.

The Medical Assisting Laboratory Safety Rules:

Participation in the medical assisting lab activities requires strict adherence to principles of infection control and safety. Safety rules include but are not limited to:

1. Comply with the uniform regulations.
2. Powder free, non-latex gloves and other personal protective equipment are to be worn for each procedure when contact with blood or bodily fluids is involved. Gloves are to be changed and discarded after each procedure and the hands washed. Students are responsible for providing their own disposable gloves throughout the program.
3. Spills must be wiped up immediately. If the spill is blood or bodily fluids, latex gloves must be worn. All items contaminated with blood must be disposed of according to Standard Precautions and OSHA regulations (i.e., in the proper biohazard receptacle).
4. Do not recap used needles. All contaminated needles and syringes must be immediately placed in a **red sharps** container.
5. All work surfaces must be sprayed with 10% bleach solution and wiped down before and after each procedure. Each student is responsible for cleaning up after him/herself.
6. All electrical appliances are to be unplugged at the end of each lab session.
 - a. Electrical plugs should be removed from outlets with dry hands.
 - b. Grip the plug, not the cord.
 - c. Report any faulty equipment to the instructor immediately.
 - d. Equipment may not be used without prior instruction from the instructor.
 - e. Do not leave operating equipment unattended.
7. All injuries must be reported to the instructor and Program Director immediately. The

necessary College risk management paperwork must be filed with the San Diego Community College Risk Management Office within 24 hours from the time of injury (see appropriate section in Allied Health Department Policy Manual for a complete description of reporting procedure).

8. Keep the counter tops, aisles and floors free of unnecessary items.
9. Students will clean up after themselves. This includes proper storage of equipment and instruments, clearing working areas and utilizing proper infection control protocol.
10. Hair must be pulled back off the face and shoulders and protected from engine belts.
11. Noise must be kept at a minimum.

Students will receive instruction in lab safety, and the rules that apply in the medical assisting program, prior to being assigned to laboratory/clinical procedures. A written safety test will be administered, and students will be required to pass it with 100% accuracy. Students will also be required to sign an "Acknowledgment Form" indicating awareness of safety rules.

It is the policy of the program to maintain a safe level of practice for the protection of the students, patients, and faculty from possible exposure to potentially infectious materials during clinical procedures in the classroom setting or at directed clinical practice.

Each student involved with direct patient care shall have formal training in infection control protocol as described in the exposure control manual. Students are informed of specific information during program courses. The instructor of record shall be responsible for enforcing infection control policies. Students should consult the instructor for information or clarification.

PHYSICAL CONTACT

Students can expect physical contact (touching), by the instructors, in laboratory and clinical classes. Physical contact may include, but is not limited to, touching of the shoulders, back, legs, arms and hands for correct postures during procedures; as well as the head and neck area during clinical procedures. If a student is uncomfortable with any physical contact, they should immediately and privately speak to the instructor, program director, department chair or dean.

FAILURE TO COMPLY

Should the student be found deficient in any area of the **Code of Professionalism**, the student will be asked to leave the classroom, clinic area or directed clinical practice until corrections have been made. Non-compliance affects participation therefore the final course grade may be affected.

DIRECTED CLINICAL PRACTICE (DCP): See Allied Health Department Manual.

Students accepted into this program will be required to successfully complete DCP, which is a clinically based course held in selected health care facilities. The purpose of this course is to provide hands-on learning opportunities through non-paid, supervised experience (225 hrs.) in a medical facility with the goal of demonstrated entry-level competencies.

These facilities may require background checks, including fingerprinting, as a condition of placement at the clinic. Refusal to submit to a background check, or failure to meet clearance criteria established by the health care facility, may prevent placement in the DCP course and

thus, it may not be possible to successfully complete the program. Health care facilities also require adherence to strict standards of conduct. Facilities may refuse educational access to any person who does not adhere to the facility's standards of safety, health and ethical behavior; and will result in a grade less than "C" and is cause for removal from the program.

A list of clinical sites the program is affiliated with will be provided to students before their assignment to clinical sites. Students are responsible for their own transportation to and from the medical facility.

MEDICAL EXAMINATIONS/IMMUNIZATION FOR DCP

Students are required to obtain a medical examination and show proof of immunization prior to assignment in directed clinical practice. All verification will be placed in the student's file.

1. Physical examination
2. Hepatitis B Immunization or Declination form – Clinical sites/affiliates **will not** accept students without completion of the Hepatitis B Immunization series.
3. Tetanus/Diphtheria within past 10 yrs.
4. Negative TB test within past year that must be kept current throughout the length of the DCP course (see Allied Health Dept. Manual)
5. MMR & Varicella – Proof of vaccine or titer showing immunity.

We highly recommend an annual influenza vaccination. Some DCP sites will not allow students to work without an annual influenza vaccination.

Students may utilize their own physician or consult the campus health facility for assistance. The medical assisting program will provide the appropriate forms for documentation.

EXAMINATION AND GRADING POLICY

The Medical Assisting Program will assess students to determine mastery of the program material. Assessment may be determined through, but is not limited to, quizzes, examinations (written, practical and clinical), writing assignments, oral presentations, and performance evaluations (practical and clinical), and competency check of guides. Final examinations are administered in all classes. Participation may affect the final course grade.

The following general grading system has been established in compliance with campus policy.

- A = 90-100%
- B = 80-89.9%
- C = 70-79.9%
- * D = 60-69.9%
- * F = below 60%

Students must maintain a "C" or better in each medical assisting course. * Students earning a grade of D or less will not be allowed to enroll in further medical assisting classes. Please note that all courses are presented only once each year.

Students should refer to the syllabus for each class to determine the specific examination and

grading policy for that class. Faculty is granted, by the college district, academic freedom to determine assessment for their assigned class.

STUDENT CONFERENCES

The purpose of student conference is to assist the student in achieving success in the Medical Assisting Program. The program director will hold individual student conferences approximately at the midterm of each semester. Documentation will be made regarding the conference and placed in the student's file.

TRANSCRIPTS AND GRADUATION

It is the student's responsibility to petition for graduation. Transcripts, verification of completion of a program, official college transcripts and the student's actual copy of their certificate/AS degree must be requested from the evaluation office. Grades are available on line within one week after the instructor submits them. Students who need immediate verification of completion of the program may obtain a letter stating that they have completed the requirements for the Medical Assisting Program from the college evaluation office. The normal turn-around time is usually no more than 72 hours. An official college transcript can be issued within two weeks after graduation, provided all instructors have submitted their grades. However, the official wall plaque certificate may take up to four months to reach the student.

STUDENT PROGRAM FILES:

A program file will be maintained for each student enrolled in the Medical Assisting Program. In addition to documents listed in the Allied Health Department Policy Manual, student files for the MEDA program must also contain:

General:

1. Medical Assisting Program Release Form
2. **Documentation required before clinical site placement**
 - i. Health requirements:
 - a. Completed physical examination report
 - b. TB skin test, chest X-ray or QuantiFERON test
 - c. Verification of completion of Hepatitis B Vaccination
 - d. Verification of completion other vaccinations/acceptable antibody titers as requested by clinical sites such as: measles (rubeolla), mumps and German measles (rubella).
 - ii. Current training verification:
 - a. Healthcare Provider CPR certification (infant, child and adult) with AED
 - b. First aid training certification

(These certifications must be valid throughout attendance in MEDA program.)
3. **Documentation required for successful completion Certificate of Achievement**
 - i. Directed Clinical Practice paperwork and forms:
 - a. Clinical site supervisor evaluations of student
 - b. Weekly reports
 - c. Cumulative time record verifying completion of required DCP hours

- ii. Completion of all entry-level competencies for:
 - a. Administrative
 - b. Clinical
 - c. General

Note: It is the student's responsibility to keep the MEDA Program Director notified of any changes in their information.

Official transcripts are available through Mesa's Admissions and Records offices.

ENTRANCE REQUIREMENTS

Advisory:

*The ability to communicate with patients and fellow employees in the medical/hospital environment is very important. In addition, successful completion of the medical assisting courses and the ability to pass the State or National Certification exams is a requirement for success in the medical assisting field. Therefore, the following classes or their equivalent are **strongly recommended** before the student enrolls in the Medical Assisting Program.

English 047A Reading, Writing, and Reasoning
English 049 Basic Composition
English 048 College Reading/Study skills

Applicants interested in entering the accredited Medical Assisting Program should:

1. Complete all requirements for admission to Mesa College.
2. View the program information session and complete the quiz
3. Apply to the Medical Assisting Program.
4. Upon acceptance to the program, enroll in the first semester (fall) courses: See Medical Assisting course sequence.

Students must complete MEDA 055 or BIOL 160 and 110 prior to MEDA program admission.

ALLH 048 Basic Skills for Health Careers is strongly recommended for students entering the Medical Assisting Program.

Continuation in the program requires that the student maintain a grade of "C" or better in all courses.

RETURNING STUDENTS: Students who have experienced difficulty in a previous academic setting or are re-entering the educational system may enhance their ability to succeed by completing the following courses:

English 049, 048, and 047A
Math 038
Speech Arts 135 or equivalent

Psychology 101 or equivalent
Personal Growth 120

Consult the Mesa College Catalog or the Allied Health counselor for more information.

PROBATION POLICY

A student will be placed on probation if he/she is failing to meet academic and professional criteria for retention in any medical assisting course. The student will be informed of the probationary status via a conference with the program director and instructor and a learning contract will be developed.

The learning contract will be specific to the reasons for probation, and recommendations will be made to the student. The instructor will document what conditions are necessary to remove the student from probationary status, and what circumstances may lead to disqualification.

The original learning contract will be maintained in the student's file in the Medical Assisting Program Director's Office. A copy will be sent to the Allied Health Department Chair and the School Dean, and the Dean of Student Affairs. The student may also be referred to the Allied Health Counselor.

Please refer to Policy 3100 in the College Catalog for student rights.

Students needing assistance with academic needs should consult with the instructor of record. If further assistance is warranted students should consult with the program director. Students may also seek tutoring services on campus from the Bridging Lab, Tutoring Center or Writing center.

Please refer to Allied Health Department Policy Manual for information on retention, probation and disqualification.

STUDENT SERVICES

Solving Problems

Students needing assistance during the medical assisting program should handle their concerns in the following manner:

1. Discuss concern with the instructor, if no resolution
2. Meet with the program director, Danielle Lauria, dlauria@sdccd.edu, if no resolution
3. Meet with the department chair, Danielle Lauria, dlauria@sdccd.edu or Christine Balderas, cbaldera@sdccd.edu, if no resolution
4. Meet with the school dean, Tina Recalde, (619) 388-2789.

Students should feel free to discuss any concerns at anytime with the faculty and the program director. We encourage students to seek assistance as soon as the need arises. Do not wait until the end of the semester.

See Allied Health Student Manual for more information.

ACADEMIC SERVICES

Mesa College offers a variety of academic services. See college catalogue.

HEALTH SERVICES

The student health center offers a variety of services. Students should refer to the College Catalog or directly visit the center for specific information.

DISABILITY SUPPORT PROGRAMS AND SERVICES (DSPS)

Students with disabilities who may need academic accommodations are encouraged to discuss their authorized accommodations from Disability Support Programs and Services (DSPS) with their professors early in the semester so that accommodations may be implemented as soon as possible.

- a) The faculty member will work with the DSPS Office to ensure that proper accommodations are made for each student. By law, it is up to the DSPS Office, through the interactive process with the student, to determine which accommodations are appropriate, not the instructor. This includes accommodations in a clinical setting.
- b) Students that need evacuation assistance during campus emergencies should also meet with the instructor as soon as possible to assure the health and safety of all students.
- c) Instructors may contact DSPS if they have any questions related to authorize accommodations in their classroom.
- d) ANY request for academic accommodations or auxiliary aids must be first evaluated and approved by the Disabled Students Programs and Services (DSPS) Department or the Campus 504 Officer.
- e) Students requesting accommodation must be able to present documentation of their identification of need to the DSPS office.
- f) Students must complete the DSPS intake appointment before accommodations can be given, which the student should complete well before classes begin.
- g) Once students have met with a DSPS Counselor, they may present their Authorized Academic Accommodations letter to the instructor of a course at any time during the course. However, it is recommended that the student communicate these needs early in the course to promote maximum success.
- h) All accommodations are subject to maintaining the integrity of the didactic, laboratory and clinical skills. Where there are concerns, a joint effort and dialogue by the student, DSPS counselor, instructor, Program Director and Department Chair may be necessary to identify the accommodations that can be made, while maintaining instructional integrity and clinical safety.

- i) Students who may benefit from utilizing accommodation measures, but have not been previously identified, are encouraged to contact the campus DSPS Department prior to or early in the semester to participate in the DSPS processes.

In accordance with Title IX, absences due to pregnancy or related conditions, including recovery from childbirth, shall be excused for as long as the student's doctor deems the absences to be medically necessary. Students must notify the instructor in a timely manner and shall be afforded the opportunity to establish make up work or other alternative arrangements. If a student elects to withdraw from the course on or after census, a "W" shall be assigned and the district will work with the student to ensure that the "W" is not considered in progress probation and dismissal calculations.

Students should consult with the College Catalog for current information and other student services and activities.

MEDICAL ASSISTING COURSE SEQUENCE

The following are the suggested courses to complete the requirements for a Certificate of Achievement in Medical Assisting at Mesa College.

COURSES COMPLETED PRIOR TO ADMISSION

MEDA 055 Human Anatomy & Physiology or **BIOL 160**

MEDA 110 Medical Terminology

FALL SEMESTER

COURSE

MEDA 064 Medical Ethics and Legal Issues for the Allied Health Professional

MEDA 056 Administrative Medical Assisting I

MEDA 068 Human Behavior for Allied Health Students

MEDA 076 Principles of Infection Control and Sterile Technique

MEDA 078 Principles of Patient Care

MEDA 082 Diagnostic Testing

MEDA 115 Pathophysiology

SPRING SEMESTER

COURSE

MEDA 084 Phlebotomy

MEDA 086 Administrative Medical Assisting II

MEDA 088 Electrocardiogram Applications

MEDA 092 Minor Surgery

MEDA 094 Medication Administration Practicum

MEDA 097 Directed Clinical Practice *

COURSE DESCRIPTIONS

MEDA 055

Human Anatomy and Physiology

UNITS: 3

This course is a study of human anatomy, physiology and correlates body structure and function in a logical sequence. It is designed to meet the needs of the student in medical assisting.

Limitation on Enrollment:

This course is not open to students with previous credit for MEDA 105

MEDA 056

Medical Office Management

UNITS: 1.5

This course is designed to prepare Allied Health students to work in physicians' offices, clinics, hospitals, and other medical areas. The course covers administrative and clerical functions of a medical office assistant including patient reception, scheduling appointments, telephone procedures, medical records management, written communications, patient records, office management, professional activities, and personal conduct.

Limitation on Enrollment:

This course is not open to students with previous credit for MEDA 066

MEDA 064

Medical Ethics and Legal Issues for the Allied Health Professional

UNITS: 1

This course presents future Allied Health professionals with an overview of ethical and legal practices related to the medical field. Guidelines pertaining to the laws policies and regulations associated with medical issues and clinical practice within the various Allied Health professions, as well as those established by their associated accrediting/licensing agencies, are described and discussed. The impact of the cultural, social, ethical differences and the expectations from the patient's perspective are analyzed and assessed.

Advisory:

ENGL 049 with a grade of "C" or better, or equivalent or Assessment Skill Level W5 & ENGL 048 with a grade of "C" or better, or equivalent, or Assessment Skill Level R5

Limitation on Enrollment:

This course is not open to students with previous credit for MEDA 101

MEDA 068

Human Behavior for Allied Health Students

UNITS: 3

This course introduces students in the Allied Health professions to the basic principles of human behavior and personality development as well as issues related to mental health and illness. An introduction to basic concepts related to psychology, culture and society are presented. Human behavior throughout the stages of life; birth to old age; are evaluated. Behavior associated with death, dying and grieving is also discussed. The hereditary and environmental influences as well as cultural beliefs, values, and practices regarding health and illnesses are explored. Students will also be introduced to the concepts of mental wellness and mental disorders. The different methods of treatment and therapy utilized in the rehabilitation and recovery of patients with mental illnesses will be addressed.

Advisory:

ENGL 049 with a grade of "C" or better, or equivalent or Assessment Skill Level W5 &

ENGL 048 with a grade of “C” or better, or equivalent, or Assessment Skill Level R5

Limitation on Enrollment:

This course is not open to students with previous credit for MEDA 102

MEDA 076

Principles of Infection Control and sterile Technique

UNITS: 1.5

This course provides an overview and application of current Occupational Safety and Health Administration (OSHA) and Standard Precautions related to infection control in the clinical setting. This course is designed to meet OSHA and blood-borne pathogen control for medical setting. This course is designed to meet OSHA and blood-borne control for medical assistants, other allied health personnel and occupations that have exposure to potentially infectious material such as blood, urine and other body fluids. The evolution of asepsis and infection control will be presented as a basis for understanding the need for protection in health care and service environments. The application and use of personal protective equipment (PPE), aseptic hand washing techniques, disposal of biohazard material and other related topics will be explored and practiced. This course also presents the principles and application of sterile technique; and the policies and regulations established by the Occupational Safety and Health Administration (OSHA), Standard Precautions, and other federal and state agencies related to this topic. The course also covers the differences between medical and surgical asepsis; and sanitization, disinfection and sterilization. The students will sterilize instruments, materials, and equipment using a variety of methods and set-ups to maintain and work in a sterile field.

Limitation on Enrollment:

This course is not open to students with previous credit for MEDA 106.

MEDA 078

Principles of Patient Care

UNITS: 2

This course provides Medical Assisting students with the fundamentals of patient care in the clinical setting. Students will practice the communication skills needed to obtain patient information, as well as instruct and educate patients. Students will apply the principles of medical documentation to record information obtained from patient interviews, measuring vital signs, procedures performed or other pertinent patient information as an entry in the patient’s medical record. Correct body mechanics needed to assist, move and position patients will be presented and students will practice positioning patients, preparing trays, measuring a patient’s vital signs and assisting with general and specialized clinical procedures performed in the medical setting and within the “Scope of Practice” for the Medical Assistant.

Limitation on Enrollment:

This course is not open to students with previous credit for MEDA 112

MEDA 082

Diagnostic Testing

UNITS: 1

This course presents the principles of diagnostic testing to the student. Students will learn to screen patients for various diagnostic tests and to follow-up test results. Students will be introduced to the different types of medical laboratories and will learn to apply laboratory safety practices in accordance with Standard Precautions and OSHA regulations. Methods of quality control will be introduced and applied for specimen collection, transport, and testing. Students will receive hands-on-instruction and practice using common laboratory equipment to perform

CLIA approved tests for the Medical Assistant, such as certain hematology, chemistry, immunology, microbiology tests, urinalysis, and respiratory function testing. Principles of radiological tests, such as X-rays, CT scanning, MRI and others will be discussed. Students will be instructed in respiratory function testing and result analysis.

Limitation on Enrollment:

This course is not open to students with previous credit for MEDA 113

MEDA 084

Phlebotomy for Medical Assisting

UNITS: 2

This course prepares students to perform vein punctures, capillary punctures, and basic blood lab tests required for entry-level positions in hospitals, clinics, and other health care settings as a phlebotomy technician in accordance with the regulations set forth by the California Department of Health Services and Laboratory Services. Students successfully completing this course are eligible to become California certified phlebotomy technicians. This course is designed to introduce these techniques. More experience is needed to become proficient. Associate Degree Credit.

Limitation on Enrollment:

This course is not open to students with previous credit for MEDA 150

MEDA 086

Administrative Medical Assisting

UNITS: 2

This course introduces and instructs allied health students in the use of accounting systems for medical and dental offices, including the pegboard and computerized accounting systems. Emphasis is placed on medical accounting terminology, ledgers, methods used in payroll accounting, and preparation of account charts. This course also prepares students to work with insurance forms in medical offices, hospitals, and other clinical settings. The course is a survey of health insurance plans with emphasis on correct completion of benefit and claim forms for various types of health insurance. Students are instructed in the proper use of procedural and diagnostic coding utilizing the most current editions of Physicians Current Procedural Terminology and International Classification of Diseases.

Limitation on Enrollment:

This course is not open to students with previous credit for MEDA 205

MEDA 088

Electrocardiogram Application

UNITS: 0.5

This course presents the student with the basic principles of performing and analyzing an electrocardiogram (ECG). Students will review the anatomy, physiology and electrophysiology of the heart and circulatory system as it pertains to an ECG. The basic components of an ECG, types of cardiac rhythms; both normal and abnormal will be presented. Students will perform and analyze a normal 12-Lead ECG. Finally, students will become familiar with and able to identify the abnormal cardiac rates, rhythms and conditions that can be diagnosed utilizing an ECG. This course is appropriate for medical care workers with a need for this information.

Limitation on Enrollment:

This course is not open to students with previous credit for MEDA 220

MEDA 092

Minor Surgery**UNITS: 0.5**

This course introduces the students to the principles of minor surgery, its history and settings. Students will become familiar with a variety of common surgical procedures and utilize the instruments, materials and supplies used in the procedures in an aseptic manner. Patient preoperative and post operative processing will also be presented and practiced. Alternate surgical procedures will be discussed.

Limitation on Enrollment:

This course is not open to students with previous credit for MEDA 230

MEDA 094**Medication Administration Practicum****UNITS: 0.5**

In this course students will practice the hands-on-application of medication administration. The course will present the principles and the guidelines for reading and interpreting a medical prescription. The course content will also stress the mechanisms for calculating, measuring and prescription. The course content will also stress the mechanisms for calculating, measuring and administering drugs; both orally and parenterally using placebos to carry out the medical prescription. Principles of intravenous (I.V.) therapy will be discussed. Students will maintain medication and immunization records in accordance with the appropriate application of documentation and record preparation principles. Also covered in this course are the complications of medication administration and the immediate measures that need to be applied in each situation. Students should be aware that they will be performing and practicing invasive procedures on each other as one of the course requirements.

Limitations on Enrollment:

This course is not open to students with previous credit for MEDA 250

MEDA 097**Directed Clinical Practice****UNITS: 4.5**

Directed clinical practice hours in a private medical office, clinic, or hospital. Student will be assigned regular duties and will be responsible to the supervisor in charge. Practice will be coordinated by a member of the college staff. Supervision of the student will be shared by the staff of the affiliating institution and the college faculty. Students are required to obtain CPR certification from a community source and present the certificate before completion of the course. Students will not be paid for work in clinic.

MEDA 097

- Will meet in an accelerated format in the last half of the semester. Students will complete 225 hours of supervised experience in a clinic or physician's office.
- **Students will not be paid for this position.**
- Students will not be placed at a clinical site for MEDA 097, at which they have worked or volunteered within five years prior to starting the Medical Assisting Program. This is to provide the student a broader clinical experience. A form verifying the student's awareness and conformation to DCP regulations will be completed by each student before placement is assigned. (See form in Appendix)

Limitations on Enrollment:

This course is not open to students with previous credit for MEDA 096 or 145

MEDA 110**Medical Terminology****UNITS: 3**

It covers basic medical terminology and the vocabulary generally used in medical specialties with special emphasis on the use of prefixes and suffixes.

MEDA 115**Pathophysiology****UNITS: 3**

This is a continuation of Medical Terminology with emphasis on disease conditions rather than normal body structure and function. The main focus is on medical terms associated with pathophysiology and the treatment of disease.

Prerequisite:

MEDA 110 with a grade of “C” or better, or equivalent

NOTE:

Some courses involve the performance of invasive procedures such as venipuncture and injections. These will be performed by students on students during these classes. Any student who feels uncomfortable about receiving or giving invasive procedures in the classroom and lab has both the right and responsibility to discuss their concerns with their instructor and the program director before the onset of the activities. Measures can and will be taken to ease the person into full participation. An MEDA release form must be completed by the student before participating in any of the invasive procedures required for completion of this course.

*It should be noted that total nonparticipation in these procedures will not be tolerated and will lead to disqualification of the student from the program.

*MEDA 055 or BIOL 160 and MEDA 110 must be taken before Medical Assisting 076, 078 and 082.

**All courses required for the Certificate of Achievement in Medical Assisting must be completed with a grade “C” or better or must be in progress before students will be assigned to clinical site training required to fulfill the requirements of MEDA 097 Directed Clinical Practice.

**DIRECTED CLINICAL PRACTICE
(EXTERNSHIP)**

Students enrolled in the Medical Assisting Program are required to complete 225 hours of Directed Clinical Practice also known as externship.

As much as possible, students will be assigned to a clinic or private medical office within a 30-mile radius of Mesa College.

Assignments will be arranged and coordinated by the program director. Supervision of the student will be shared by the staff of the facility (supervisor) and instructor (college faculty).

Students are required to write a weekly log of activities, which will be verified by the clinical supervisor, and will be submitted to the instructor each Monday or first school day following the assignment. Instructor and student will participate in weekly feedback sessions.

Grading is dependent upon:

1. Student's self-evaluation.
2. Supervisor/instructor evaluation-attainment of objectives.
3. Weekly log of activities-student.
4. Supervisor Clinical Progress Reports.
5. Verified hours of attendance.

APPENDIX A

ABHES CURRICULUM CONTENT AND ENTRY-LEVEL COMPETENCIES

The course content that will be covered in the Medical Assisting Program at Mesa College and in accordance with the *Standards* set by AMT includes but is not limited to:

a. Anatomy and Physiology

- (1) Anatomy and physiology of all the body systems
- (2) Common pathology/diseases
- (3) Diagnostic/treatment modalities

b. Medical Terminology

- (1) Basic structure of medical words
- (2) Word building and definitions
- (3) Applications of medical terminology

c. Medical Law and Ethics

- (1) Legal guidelines/requirements for health care
- (2) Medical ethics and related issues
- (3) Risk management

d. Psychology

- (1) Basic principles
- (2) Developmental stages of the life cycle
- (3) Hereditary, cultural and environmental influences on behavior
- (4) Mental health and applied psychology

e. Communication

- (1) Principles of verbal and nonverbal communication
- (2) Recognition and response to verbal and nonverbal communication
- (3) Adaptations for individualized needs
- (4) Applications of electronic technology
- (5) Fundamental writing skills

f. Medical Assisting Administrative Procedures

- (1) Basic medical office functions
- (2) Bookkeeping and basic accounting
- (3) Insurance and coding
- (4) Facility management

g. Medical Assisting Clinical Procedures

- (1) Asepsis and infection control
- (2) Specimen collection and processing
- (3) Diagnostic testing
- (4) Patient care
- (5) Pharmacology
- (6) Medical emergencies
- (7) Principles of radiology

h. Professional Components

- (1) Personal attributes
- (2) Job readiness
- (3) Workplace dynamics
- (4) Allied health professions and credentialing

The *entry-level competencies* that will be covered in the Medical Assisting Program at Mesa College and in accordance with the *Standards* set by AMT includes but is not limited to:

a. Administrative Competencies:

- (1) Perform Clerical Functions
 - a. Schedule and manage appointments
 - b. Schedule inpatient and outpatient admissions and procedures
 - c. Perform medical transcription
 - d. Organize a patient's medical record
 - e. File medical records
- (2) Perform Bookkeeping Procedures
 - a. Prepare a bank deposit
 - b. Reconcile a bank statement
 - c. Post entries on a day sheet
 - d. Perform accounts receivable procedures
 - e. Perform accounts payable procedures
 - f. Perform billing and collection procedures
 - g. Prepare a check
 - h. Establish and maintain a petty cash fund
- (3) Prepare Special Accounting Entries
 - a. Post adjustments
 - b. Process credit balance
 - c. Process refunds
 - d. Post NSF checks

- e. Post collection agency payments
- (4) Process Insurance Claims
 - a. Apply managed care policies and procedures
 - b. Apply third party guidelines
 - c. Obtain managed care referrals and pre-certifications
 - d. Perform procedural coding
 - e. Perform diagnostic coding
 - f. Complete insurance claim forms
 - g. Use a physician's fee schedule

b. Clinical Competencies:

(Invasive procedures must be taught to clinical competency.)

- (1) Fundamental Principles
 - a. Perform hand washing
 - b. Wrap items for autoclaving
 - c. Perform sterilization techniques
 - d. Dispose of biohazardous materials
 - e. Practice Standard Precautions
- (2) Specimen Collection
 - a. Perform venipuncture
 - b. Perform capillary puncture
 - c. Obtain throat specimen for microbiological testing
 - d. Perform wound collection procedure for microbiological testing
 - e. Instruct patients in the collection of a clean-catch mid-stream urine specimen
 - f. Instruct patients in the collection of fecal specimens
- (3) Diagnostic Testing
 - a. Use methods of quality control
 - b. Perform urinalysis
 - c. Perform hematology testing
 - d. Perform chemistry testing
 - e. Perform immunology testing
 - f. Perform microbiology testing
 - g. Screen and follow-up test results
 - h. Perform electrocardiograms
 - i. Perform respiratory testing
- (4) Patient Care
 - a. Perform telephone and in-person screening
 - b. Obtain vital signs
 - c. Obtain and record patient history
 - d. Prepare and maintain examination and treatment areas
 - e. Prepare patient for and assist with routine and specialty examinations
 - f. Prepare patient for and assist with procedures, treatments, and minor office surgery

- g. Apply pharmacology principles to prepare and administer oral and parenteral medications
- h. Maintain medication and immunization records
- i. Obtain CPR certification and first aid training

Patient care instruction should encompass all phases of the life cycle: pediatric, adult and geriatric. Adaptations for special needs patients should be addressed.

c. Transdisciplinary Competencies

Transdisciplinary Competencies may be addressed in clinical, administrative or both areas.

- (1) Communicate
 - a. Respond to and initiate written communications
 - b. Recognize and respond to verbal communications
 - c. Recognize and respond to nonverbal communications
 - d. Demonstrate telephone techniques
- (2) Legal Concepts
 - a. Identify and respond to issues of confidentiality
 - b. Perform within legal and ethical boundaries
 - c. Establish and maintain the medical record
 - d. Document appropriately
 - e. Perform risk management procedures
- (3) Patient Instruction
 - a. Explain general office policies
 - b. Instruct individuals according to their needs
 - c. Instruct and demonstrate the use and care of patient equipment
 - d. Provide instruction for health maintenance and disease prevention
 - e. Identify community resources
- (4) Operational Functions
 - a. Perform an inventory of supplies and equipment
 - b. Perform routine maintenance of administrative and clinical equipment
 - c. Utilize computer software to maintain office systems

**SAN DIEGO MESA COLLEGE
MEDICAL ASSISTING PROGRAM
POLICY MANUAL, 2018-2019**

DIRECTIONS: Read, sign and detach this page from the manual. Return the signed page to the Program Director for inclusion in your Student File.

This is to verify that I have received, read and agree to adhere to the terms and conditions outlined in the 24 page 2018-2019 Medical Assisting Program policy manual for San Diego Mesa College. I understand that these policies govern my attendance in the program and they are written in accordance with published college policies.

I also understand that this manual is testable information.

Date _____

Student's name _____

Student's signature _____

**SAN DIEGO MESA COLLEGE
MEDICAL ASSISTING PROGRAM
POLICY MANUAL, 2018-2019**

MEDICAL ASSISTING PROGRAM RELEASE FORM

I fully understand that Medical Assisting is a profession where some degree of risk is inherent. By signing this statement, I acknowledge and I understand that during the training required to complete this program that I will be exposed to blood, body fluids and have clinical procedures performed on me. These procedures may include but are not limited to, invasive procedures, such as non-medicated injections, capillary punctures and venipunctures.

I accept these exposures and any of the risk factors that they may involve.

Date_____

Student's name_____

Student's signature_____