



MEDICAL ASSISTANT PROGRAM

STUDENT HANDBOOK

2023-2024



777 Grandview Drive
Kalispell, MT 59901

INTRODUCTION

Welcome! The medical assistant field offers a very rewarding career. The program will provide a curriculum that will adequately prepare you to work in a variety of clinical settings.

The purpose of this handbook is to introduce you to policies and procedures used to effectively manage the medical assistant program. The content of this handbook includes important course, lab, clinic and student responsibilities. The information provided in this handbook is designed to work in conjunction with the information contained in the course syllabi. The FVCC MA Student Handbook will guide you as you progress through the program and is to be used in conjunction with the FVCC Academic Catalog. Information about college wide policies can be found in the [FVCC Academic Catalog](#). It is important that you refer to this handbook throughout the course of your program.

ATTRIBUTES DESIRED IN MEDICAL ASSISTANT STUDENTS

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

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APPENDIX

(Handbook Acknowledgement Form, Confidentiality Agreement Form, Medical Assistant Program Expenses including link to immunization requirements, Student Waiver Form, 2020 Covid-19 Information, Medical Assistant Program catalog page)

MISSION STATEMENT

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

PHILOSOPHY

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

GOALS AND OBJECTIVES

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

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

ACCREDITATION AND CURRICULUM DESIGN

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

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

I Anatomy & Physiology

I.P.1. Measure and record:

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

I.P.2. Perform:

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

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

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

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

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

I.P.6. Administer oral medications

I.P.7. Administer parenteral (excluding IV) medications I.P.8. Instruct and prepare a patient for a procedure or a treatment

I.P.9. Assist provider with a patient exam I.P.10.

Perform a quality control measure

I.P.11. Obtain specimens and perform:

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

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

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

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

I.A.1. Incorporate critical thinking skills when performing patient assessment I.A.2. Incorporate critical thinking skills when performing patient care I.A.3. Show awareness of a patient's concerns related to the procedure being performed

II Applied Mathematics

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

II.P.2. Differentiate between normal and abnormal test results II.P.3. Maintain lab test results using flow sheets

II.P.4. Document on a growth chart II.A.1. Reassure a patient of the accuracy of the test results

III Infection Control

III.P.1. Participate in bloodborne pathogen training

III.P.2. Select appropriate barrier/personal protective equipment (PPE) III.P.3. Perform handwashing

III.P.4. Prepare items for autoclaving III.P.5. Perform sterilization procedures

III.P.6. Prepare a sterile field III.P.7. Perform within a sterile field III.P.8. Perform wound care

III.P.9. Perform dressing change III.P.10. Demonstrate proper disposal of biohazardous material a.

sharps

b. regulated wastes

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

IV Nutrition

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

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

V Concepts of Effective Communication

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

reflection

b. restatement

c. clarification

V.P.2. Respond to nonverbal communication

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

V.P.4. Coach patients regarding:

a. office policies

b. health maintenance

c. disease prevention

d. treatment plan

V.P.5. Coach patients appropriately considering:

a. cultural diversity

b. developmental life stage

c. communication barriers

V.P.6. Demonstrate professional telephone techniques V.P.7. Document telephone messages accurately

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

V.P.9. Develop a current list of community resources related to patients' healthcare needs V.P.10. Facilitate referrals to community resources in the role of a patient navigator

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

V.A.1. Demonstrate:

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

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

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

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

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

VI Administrative Functions

VI.P.1. Manage appointment schedule using established priorities VI.P.2. Schedule a patient procedure

VI.P.3. Create a patient's medical record VI.P.4. Organize a patient's medical record

VI.P.5. File patient medical records VI.P.6. Utilize an EMR

VI.P.7. Input patient data utilizing a practice management system VI.P.8. Perform routine maintenance of administrative or clinical equipment

VI.P.9. Perform an inventory with documentation VI.A.1. Display sensitivity when managing appointments

VII Basic Practice Finances

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

- charges
- b. payments
- c. adjustments

VII.P.2. Prepare a bank deposit

VII.P.3. Obtain accurate patient billing information VII.P.4. Inform a patient of financial obligations for services rendered

VII.A.1. Demonstrate professionalism when discussing patient's billing record VII.A.2. Display sensitivity when requesting payment for services rendered

VIII Third Party Reimbursement

VIII.P.1. Interpret information on an insurance card VIII.P.2. Verify eligibility for services including documentation

VIII.P.3. Obtain precertification or preauthorization including documentation VIII.P.4. Complete an insurance claim form

VIII.A.1. Interact professionally with third party representatives VIII.A.2. Display tactful behavior when communicating with medical providers regarding third party requirements VIII.A.3. Show sensitivity when communicating with patients regarding third party requirements

IX Procedural and Diagnostic Coding

IX.P.1. Perform procedural coding

IX.P.2. Perform diagnostic coding

IX.P.3. Utilize medical necessity guidelines IX.A.1. Utilize tactful communication skills with medical providers to ensure accurate code selection

X Legal Implications

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

X.P.2. Apply HIPAA rules concerning:

a. privacy b. release of information X.P.3. Document patient care accurately in the medical record

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

a. choice of treatment

b. consent for treatment

c. refusal of treatment

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

X.P.6. Report an illegal activity in the healthcare setting following proper protocol X.P.7. Complete an incident report related to an error in patient care

X.A.1. Demonstrate sensitivity to patient rights X.A.2. Protect the integrity of the medical record

XI Ethical Considerations

XI.P.1. Develop a plan for separation of personal and professional ethics XI.P.2. Demonstrate appropriate response(s) to ethical issues

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

XII Protective Practices

XII.1. Comply with:

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

XII.2. Demonstrate proper use of:

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

XII.3. Use proper body mechanics XII.4. Participate in a mock exposure event with documentation of specific steps

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

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

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

ADVISORY COMMITTEE

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

ROLE OF THE MEDICAL ASSISTANT

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

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

ACCREDITATION AND CERTIFICATION

Flathead Valley Community College Medical Assistant Program is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) on the recommendation of the Medical Assistant Education Review Board (MAERB). This entitles graduates to sit for the prestigious American Association of Medical Assistants (AAMA) national certification exam and becoming a Certified Medical Assistant CMA-AAMA. All information on this exam can be obtained from the Program Director. During the final semester, all students are registered for the national exam.

PROFESSIONAL ASSOCIATION

The American Association of Medical Assistants (AAMA) <https://www.aama-ntl.org/> is the national association for medical assistants. The AAMA is the best source for current information on professional issues and concerns. We as an institution feel that participating in the AAMA is an integral part of your career path and are committed to enroll all students as a student MA member during the program. Students are enrolled by the program director with permission. Students then are automatically members of organizations on local and state levels, receive discounts on educational conferences and continuing education. As a member of the AAMA, you will receive several publications and will be afforded many other benefits. The AAMA can be a valuable resource during your professional education. Take advantage of all that your professional association has to offer.

PROCEDURES FOR ENTERING AND APPLYING TO THE MEDICAL ASSISTANT PROGRAM

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

1. Take reading, writing and math placement tests. Students may need to take pre-requisite courses depending on results of placement tests.
2. Provide high school and college transcripts and required immunization record.
3. Meet with the Program Director for advising.

APPLYING TO THE MEDICAL ASSISTANT PROGRAM

1. Submit a Medical Assistant Program application at the end of spring semester prior to the following fall semester. The FVCC Medical Assistant Program follows all collaborating medical facility policies regarding vaccination requirements, criminal background checks, and registered sexual offender checks. Students should be prepared to comply with the policies. See Program Application for details.
2. Meet with the Program Director for advising.

COMPLETING THE MEDICAL ASSISTANT PROGRAM

1. Meet with the Program Director once a semester for advising.
2. Complete program academic and standard requirements.

Academic Standards

A minimum grade of "B-" or higher in all medical assisting courses (AHMA) and Medical Office Procedures (AHMS 220) is required to progress through the MA program. Since the MA core program is progressive in nature, courses in one semester must be successfully completed before the student may enter the next semester. A minimum grade of a "B-" for the student to continue in the program is required.

If any course grade is less than a B- the student must **withdraw** from the MA program and an academic success plan would be formulated if student plans for reinstatement the following year. A failing grade will require that the course be repeated, and re-enrollment for courses being repeated will be on a space available basis. Because MA core courses are offered only once a year, this could mean students must wait until the following year to petition for re-admission to the program.

A grade of "C" (2.0), satisfactory or higher is required in all other courses required for the medical assistant program.

The Clinical Externship is the capstone course of the Medical Assistant Program. To graduate from the MA program you must have completed 180 hours in externship sites and have a final passing grade of 80% or above. 90-100 =A 80-89%=B Students are expected to treat each externship assignment as if it were a job and must comply with all rules and regulations of each individual office to which they are assigned. See more information: Externships

Attendance and Promptness in Class: Students are expected to be on time (as expected on the job) and attend all classes as scheduled, to notify instructors if they are ill or unable to attend for any reason, (before class if possible as expected on the job) and to make up any work that is missed promptly. Attendance throughout the course work portion of the Medical Assistant program is a possible indication of a student's attendance during the externship experience, and ultimately attendance on the job. If more than three absences in a semester is accrued, the student will need to submit an Action Plan (see MA Program Director) or withdraw from the program. The student's chances for being placed on academic probation increase and may jeopardize his/her ability to finish the program. All make-up work and make-up tests are permitted at the discretion of the instructor of each individual course.

It is especially important to make up missed lab time; hands-on experience in the program is vital for development of patient care skills and this hands-on experience cannot be substituted with didactic work.

MEDICAL ASSISTANT PROGRAM STANDARDS OF CONDUCT

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

Program Suspension

A student is subject to suspension if denied clinical practice privileges by a particular clinical facility. While the Program Director will attempt to secure substitute clinical placement for any such student, there is no guarantee that the student will be able to secure another clinical site and/or experience.

A student reporting to class or clinical while under the influence of alcohol and/or illegal drugs will be **permanently** removed from the program. A student suspended for this reason may appeal such suspension.

If the student does not appeal (or, if on appeal, the decision to suspend the student is affirmed) the student will be permitted to seek reinstatement only when the student presents evidence that she/he has participated in counseling/treatment and submits a written confirmation of physical or mental wellness.

Core Values of Student Conduct

The expectations of student conduct in the MA program align with conduct expected of all FVCC students. The core values of student conduct at FVCC as outlined in <https://www.fvcc.edu/studentadmissions/student-rights-and-responsibilities/>

- Integrity: College students exemplify honesty, honor, and a respect for truth in all of their dealings.
- Community: College students build and enhance their community.
- Social Justice: College students are just and equitable in their treatment of all members of the community and act to discourage and/or intervene to prevent unjust and inequitable behaviors.
- Respect: College students show positive regard for each other, for property, and for the community.
- Responsibility: College students are given and accept a high level of responsibility to self, to others, and to the community.
- Student behavior that violates these core values as defined in the policy is subject to the sanctions outlined in the posted conduct procedures.

COMMUNICATION AND INDIVIDUAL CONCERNS

Open communication is essential to student well-being and program growth. Students are responsible for immediately reporting any changes in address, FVCC email or phone number. MA program faculty will use fvcc.edu email for correspondence and students are responsible to check it often.

Faculty anticipate that individual and group concerns may arise during the MA program. The faculty supports and encourages informal resolution of all individual concerns.

- Students should address the issue first with the person or persons involved. It is suggested that students express their view of the conflict in clear terms without casting judgment, and then indicate how they would like to see the situation resolved.
- If the issue remains unresolved, the student should contact the faculty member teaching the course and arrange for a meeting to seek problem resolution.

- If the issue remains unresolved, the student should contact the MA Program Director and arrange for a meeting to seek problem resolution. The MA Program Director may ask that the issue be put in writing.
- If there is still conflict after meeting with the Program Director, Dean of Student Affairs or VP of Academic Affairs should be contacted to set up a meeting with the parties involved.
- Students are expected to follow the chain of command as they would in a professional working environment. It is good practice and minimizes misunderstandings.

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

EXTERNSHIPS

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

Below is a sampling of extern sites who have participated:

1. Big Sky Family Medicine, Kalispell, MT
2. Dermatology Associates, Kalispell
3. Digestive Health Institute of Montana, Kalispell
4. Eureka Healthcare, Eureka, MT
5. Family Health Care, Kalispell
6. Flathead Community Health Center, Kalispell
7. Flathead Valley Orthopedic Center, Kalispell
8. Glacier Ear, Nose & Throat, Kalispell
9. Glacier Foot & Ankle, Kalispell
10. Kalispell OB-GYN Associates, Kalispell
11. Urology Specialists, Kalispell
12. Montana Children's, Kalispell
13. North Valley Professional Center, Columbia Falls, MT
14. Northwest Family Medicine, Kalispell
15. Northwest Oncology and Hematology, Kalispell
16. Northwest Orthopedic & Sports Medicine, Kalispell
17. Northwest Women's Healthcare, Kalispell
18. Rocky Mountain Heart & Lung, Kalispell
19. St Luke Community Clinics, Ronan, MT
20. Step Ahead Foot & Ankle Clinic, Kalispell

21. Tamarack Medical Clinic, Kalispell
22. The Montana Center for Wellness and Pain Management, Kalispell
23. The Sleep Medicine Center, Kalispell
24. Westshore Medical Clinic, Lakeside, MT
25. Woodland Clinic, Kalispell

The externship is an integral part of the curriculum providing medical assistant students with the practical experience necessary to develop their skills in a clinical setting.

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

Prerequisites to Externship: Students must have completed the grade requirement of all required courses in the fall semester and spring semester curriculum before being admitted to AHMA 298 Medical Assisting Clinical Externship. In addition, Logan Health or associated medical establishment must approve all students doing clinical hours with the organization.

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

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

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

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

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

- FVCC medical uniform scrubs, program patch sewn on left shoulder

- Clean supportive shoes or nursing clogs
- Personal stethoscope
- Wear Logan Health identification badge while performing shifts at Logan Healthcare clinics or FVCC student identification badge at sites not affiliated by Logan Health.

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

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

Professionalism	Administrative skills
Clinical skills	Communication skills

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

If a student is asked to leave an externship assignment she/he will face disciplinary action by being placed on probation and, if a sufficient cause is found after an investigation, removed from the externship course, given a fail grade and be dismissed from the Medical Assistant program. If remediation is sufficient, a student may be able to go to another site but if the student is asked to leave a second site, this is grounds for automatic dismissal from the program following due process.

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

- The student performs an illegal act while working in the clinical setting.
- The student breaks clinic, personnel or patient confidentiality.
- The student shows insubordinate behavior to the Clinical Supervisor or other personnel at an externship site.
- The student demonstrates unsafe behavior with patients or personnel at an externship site.
- The student fails to communicate professionally by sharing personal information, asking for medical advice for family and self, talking loudly and inappropriately with Clinical Supervisors and/or staff and providers.
- The student fails to follow facility policies and procedures at an externship site.

- The student does not abide by Standards of Ethical Conduct for the Medical Assistant.
- The student in some way undermines the therapeutic relationship between the physician-patient or patient-student relationship.
- Excessive absenteeism, constantly asking to leave early, lack of personal hygiene and inappropriate presentation.

AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS CODE OF ETHICS

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

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

Render service with full respect for the dignity of humanity.

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

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

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

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

AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS CREED

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

I endeavor to be more effective.

I aspire to render greater service.

I protect the confidence entrusted to me.

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

I am loyal to my employer.

I am true to the ethics of my profession.

I am strengthened by compassion, courage, and faith.

FACILITIES AND SERVICES OF FLATHEAD VALLEY COMMUNITY COLLEGE COUNSELING AND ADVISING

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

It is important to inform your advisor, instructor and/or Program Director of situations that impact your ability to participate fully and effectively in the program. If you feel you could benefit from counseling services beyond the scope of academic advising, your advisor, instructor and/or Program Director can assist you with contact with the Student Support Center where they provide additional counseling services to better serve your individual needs. Contact FVCC Mental Health Support [Mental Health Support - Flathead Valley Community College \(fvcc.edu\)](https://www.fvcc.edu/mental-health-support)

The Program Director will provide the following assistance to students:

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

LIBRARY and COMMON GROUNDS CAFÉ AREA

The College Library and Common Grounds Café area offer traditional print and non-print services to all students. The Library features articles, books and media, eBooks, databases and research guides. There are computers and printers for use, scanner/color copier available, open space for study or quiet rooms and internet. Available to reserve are the Virtual Reality Room, Study Rooms, Studio, or Podcast Station.

GRADUATION REQUIREMENTS

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

Appendix



MEDICAL ASSISTANT PROGRAM STUDENT HANDBOOK ACKNOWLEDGEMENT FORM

This handbook has been developed to assist students throughout the Medical Assistant Program. Students are expected to be familiar with the information provided as well as the information found in the FVCC online catalog.

I, _____, have read and understand the content of the MA Program Student Handbook and have been given the opportunity to inquire about the content. I agree to abide by all the policies of FVCC Catalog and the FVCC Student Handbook, of the MA program, and of the Health Sciences Department. I understand that policies may change during the course of the program and that I will abide by the changes (and will be given notice of the changes).

Student signature

Date



Confidentiality Agreement/Social Media Policy

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

Online communication through social media and networking is a recognized form of daily communication. FVCC's MA Program has expectations for responsible, professional and ethical behavior with this form of communication. These guidelines are intended to protect the privacy and confidentiality of patients, fellow students, faculty and staff, clinical educators and FVCC affiliated facilities.

First and foremost, you are responsible for what you post. The content of your posting should always be respectful. You must comply with all clinical facility HIPAA policies and violation of such may not only result in legal action against you, but could also result in failure of a clinical or academic experience. Absolutely no reference to patients, clinical sites, or clinical instructors is permitted, even if names are not given or you believe you have blinded the identifying information. Plagiarism online applies. You should properly cite references and adhere to copyright protection laws.

Social networking examples include but are not limited to:

- Social networking sites such as Facebook, Instagram, Snapchat, Twitter or Myspace, etc.
- Video and photo sharing websites such as YouTube, Snap fish, Flickr
- Microblogging sites such as Twitter
- Weblogs and Online forums or discussion boards
- Any other websites or online software applications that allow individual users to post or publish content on the internet

The FVCC MA Program will have zero tolerance for any violation of our Social Media Policy. Any violation is considered unprofessional. Violation of this policy will result in disciplinary action, up to and including dismissal from the FVCC MA Program. These guidelines are not stagnant and may change as new social networking tools emerge.

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

Signature _____ Date _____



Medical Assistant Program Expenses

The following includes, but is not limited to, expenses each medical assistant student can expect to incur during the Medical Assistant program. Costs listed are subject to change and are estimates only.

Background Check	\$90.00
Medical scrubs-wine colored (matching top & bottom)	variable
Clean closed toe shoes	variable
FVCC Medical Assistant patch for uniforms (FVCC bookstore)	\$5.00
Stethoscope & Blood Pressure Cuff kit	\$45.00
Immunizations	\$400.00

Vaccine costs are variable depending on what an individual will need. They are available at Flathead County Health Department, FVCC Student Health Center and family healthcare clinics.

For current immunization requirements, see Logan Health Clinical Requirements [Student Affiliations Information](#) | [Student and Observer Programs](#) | [About](#) | [KRHC](#) | [Logan Health](#)

Medical supplies are available at FVCC Bookstore, local shops and online.



Student Waiver

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

Student Signature

Date



Medical Assistant, CAS Catalog

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

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

Required

Prerequisite [AHMS 107 Career Essentials for Health Sciences](#) Credit(s) 0

Fall Semester

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

First Semester Total: 17

Spring Semester

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

Second Semester Total: 16

Summer Semester

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

Third Semester Total: 5

Total Credits: 38

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

Strongly Recommended Courses:

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

Program Information

- The Medical Assistant program demands high academic and personal standards. Students considering this certificate should familiarize themselves with the requirements.
- All requirements for the Medical Assistant program are stated in the Medical Assistant Handbook located on the FVCC Medical Assistant Program website.
- All AHMA courses in the program must have program director's signature for admission and must be taken consecutively starting fall semester.
- Students are required to earn a "C" (2.0) or above in all non-medical assisting courses.
- Students are required to earn a "B-" (2.7) or above in all medical assisting courses.
- Students are responsible for at least \$300 of additional costs to cover uniforms, personal medical supplies, immunizations and criminal background check. Required current immunization costs will depend on each individual vaccine history.
- [AHMA 298 Medical Assisting Externship](#) class involves 180 hours of work experience in various medical offices in the community. Students are allowed to be paid during an externship if they identify themselves and are always treated as students and properly supervised and guided.
- Experiential learning credit (60hrs) will be given for students who have worked as a Medical Assistant full-time for one year.
- It is highly recommended that students have their own health insurance before starting the externship.
- All students are required to have a criminal background/registered sexual offender check done at the time of application to the program. Any discrepancies may result in denial of acceptance into the program. Any changes in a conviction record and/or pending criminal charges, which occur between the initial completion of the Background Information/Screen and program completion, must be provided in writing to the program director within five working days from

the date of notification. Failure to provide such information within the aforementioned timeframe can result in immediate dismissal from the program.

- Any student who exhibits unsuitable performance and/or behavior may be denied the right to complete the program.
- American Disabilities Act (ADA) Statement: Students with recognized disabilities or other physical limitations that may affect their performance as a medical assistant are responsible for identifying themselves as soon as possible to Disability Services and to the program director. Course standards will not be lowered, but various accommodations are available. A minimum of six weeks will be required to develop and provide appropriate accommodations, so students who qualify should contact Disability Services as soon as possible. It is the college's goal to assist students in their individual educational plans.

Admission Guidelines

- Contact the Program Director for advising.
- Applications for formal acceptance into the Medical Assistant CAS program are accepted once a year.
- Program applications are available after March 1. Priority applications are due the end of Spring semester but applications will be accepted up to two weeks before Fall semester starts.
- The Medical Assistant program has a maximum of 12 students in each graduating class.
- Students wishing to enter the Medical Assistant program must be proficient in computer keyboarding.
- In order to be considered for acceptance into the Medical Assistant program, the student must have:
 1. Applied to and been admitted by Flathead Valley Community College;
 2. A high school diploma or equivalency (GED or HI SET) and be 18 years of age by the first day of classes;
 3. Met minimum placement requirements for math and writing, or successful completion of developmental courses; and
 4. Completed a comprehensive background & sexual offender check and proof of immunizations listed in the applications packet.

Program Accreditation

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

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

Certifications

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

Opportunities after Graduation

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

Advising Information:

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

Faculty Advisor	Academic Advisor
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