

**SECTION III:  
MEDICAL ASSISTING  
PROFESSION POLICIES**

## **Definition of the Medical Assisting Profession**

Medical assistants are multi-skilled members of the health care team who perform administrative and clinical procedures under the supervision of licensed health care providers.

## **Definition of the CMA (AAMA)**

The CMA (AAMA) is awarded to candidates who pass the CMA (AAMA) Certification/Recertification Examination. The National Board of Medical Examiners serves as test consultant for the exam. The CMA (AAMA) credential must be recertified every 60 months by the continuing education or re-examination method in order to use the credential.

## **CAAHEP Program Accreditation**

The Medical Assisting Diploma Program at Piedmont Technical College is accredited by the Commission on Accreditation of Allied Health Education Programs ([www.caahep.org](http://www.caahep.org)) upon the recommendation of the Medical Assisting Education Review Board (MAERB)

Students who graduate from a CAAHEP (Commission on Accreditation of Allied Health Education Programs), accredited medical assisting program, are eligible to sit for the National Certification Examination. This examination is administered by the Certifying Board of the American Association of Medical Assistants year-round. Completing students may take the test no earlier than 30 days prior to completion of the program and externship.

The exam consists of 200 multiple-choice questions administered in four 40-minute segments. The exam covers three areas: General, Administrative and Clinical.

## **MEDICAL ASSISTING MISSION**

### **Purpose Statement**

The purpose of the CAAHEP accredited Medical Assisting Program at Piedmont Technical College is to prepare competent certified medical assistants to perform in entry level positions in ambulatory health care settings. These medical assistants will assume responsibility for life-long learning and professional growth as well as become a contributing member of the community.

### **Philosophy**

We, the medical assisting faculty, are committed to an educational program that provides an individual the opportunity to develop positive abilities and attitudes that will serve the medical needs of the community in which he or she lives. Members of the faculty have a responsibility to model professional behavior by maintaining clinical and administrative skills, involving themselves in community and professional issues, and displaying generosity, creativity, enthusiasm, and flexibility. The Medical Assisting faculty have a responsibility to foster a climate of trust and openness in which learning can occur. We subscribe to and support the mission statement of Piedmont Technical College.

We believe that: **Individuals** are composed of physical, psychological, social and spiritual factors, which contribute to the whole self. The individuals' beliefs, values, attitudes and ideals are influenced by these factors. The individual's response and interaction with others and to the community are governed by these factors. **Community** is the human environment in which the individual functions. Community encompasses all conditions, factors, and circumstances encountered outside of an individual. Community can be altered by individuals, medical assistants or other persons to maintain or disrupt the state

of a person's equilibrium. **Health** is a state in which interaction between internal and external factors is balanced to maintain physical, psychological, social and spiritual well-being. **Education** is a dynamic, lifelong process in which individuals acquire knowledge and skills. The educational environment plays a fundamental role in allowing the individual to reach his or her potential, which includes social, professional and personal growth. The educational process prepares the individual to value continuing education for the adaptation of knowledge and skills to the community's changing needs. **Teaching-learning process** is an essential element of education. Motivation, problem solving and the processing of information are important to the teaching-learning process. The learning environment should provide the individual the opportunity to achieve personal and career goals. **Medical Assisting Education** provides the foundation of knowledge which is essential to the preparation of medical assistants. Education should begin in an accredited institution of higher learning. Medical Assisting Education should include preparation in general competencies as well as in the technical competencies of medical assisting. **Medical Assisting** is a profession which utilizes intellect, competencies, and the interpersonal process to assist the health care recipient in achieving a maximum level of health and wellness. Medical assisting responds to the health needs of individuals and the community. The medical assistant is a contributing member of the health care team and functions within prescribed limits. The Medical Assistant's position, as a member of the healthcare team, and relationship, with health care recipients, promotes the role of the medical assistant as a facilitator of wellness. The educational and professional standards of the medical assistant promote the medical assistant's role of teacher, patient advocate and physician/patient liaison.

## **PROGRAM STUDENT LEARNING OUTCOMES**

Learners who complete the Medical Assisting degree will be able to:

1. Apply for the national medical assisting certification examination.
2. Perform all medical assisting skills at entry level competency.
3. Demonstrate and utilize the principles of medical asepsis and standard precautions, as well as other safety precautions.
4. Recognize emergency situations and respond appropriately to emergency care techniques in various life-threatening situations.
5. Obtain and effectively chart all pertinent patient data.
6. Apply knowledge and skills of various clinical procedures such as vitals, laboratory testing, and other diagnostic and medical procedures.
7. Utilize and interpret medical terminology.
8. Demonstrate basic pharmacology, dosage calculations, and route for administration of medications.
9. Provide education to patients, families, and other care givers on various healthcare including preventative and treatment regimes.
10. Demonstrate an understanding of appropriate and effective application of legal and ethical standards of practice.
11. Demonstrate a working knowledge of the human body including structure, function and basic pathologies.
12. Accurately maintain healthcare records, upholding all laws, regulations and applications of legal concepts to the healthcare practice and the medical assisting scope of practice.
13. Apply current medical insurance guidelines in billing and ICD-10 and CPT coding.
14. Communicate effectively with patients and other healthcare providers.
15. Competently function within the interdisciplinary healthcare team.

\*All coursework for MED must be completed prior to Externship/Practicum. Students must have current American Heart Association BLS for the healthcare provider during the entire externship experience. There is a mandatory pre-externship meeting prior to the beginning of summer semester.

## **PROGRAM GOALS**

The educational goals of the Medical Assisting Program at Piedmont Technical College are founded upon the learning domains established by Commission on Accreditation of Allied Health Education Programs and those adopted by the American Association of Medical Assistants.

The Core Curriculum for Medical Assistants (2015) as established by the Medical Assisting Review Board (MAERB) is utilized to prepare graduates for a career in an ambulatory health care setting that requires a multi-skilled health professional, performing both clinical and administrative duties. The educational goals also include the Medical Assisting Program educating students enabling them to graduate as professional practitioners proficient in all entry level competencies as set forth in the MAERB curricula. The curriculum is designed to instruct and assess students in achievement of cognitive, psychomotor and affective domain learning objectives as established by the MAERB in order to meet the educational goals.

The educational goals also include the Medical Assisting Program assessing the needs of the local community through the local advisory board and other various avenues and providing an educational program for Medical Assistants to meet their needs and respond to changes giving graduates the best possible opportunity for local employment.

The educational goals also include the Medical Assisting Program preparing graduates for the Certified Medical Assistant examination through quality curriculum, instruction, practice and assessment.

Program goals are consistent with the philosophy and mission of the College. Appropriateness of the goals and learning domains is assessed regularly by the Program Director/ Practicum Coordinator, Faculty as well as through consultation with the Medical Assisting Advisory Board.

Specifically, the minimum expectation is to “prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.”

1. Psychomotor skills are to be demonstrated and assessed through instructor demonstration, open lab time, practice and “check-offs. Each psychomotor skill must be performed

- competently at entry level. Graduates must be able to perform all skills at entry level.
2. Affective skills are to be demonstrated and assessed through presentations, written, verbal or non-verbal means at entry level. Graduates must demonstrate all affective skills at entry level.
  3. Cognitive knowledge is demonstrated and assessed by quizzes, assignments, projects, games, internet research, papers and written exams utilizing the grading scale established by the Medical Assisting program. Cognitive knowledge must be applied to practice and is assessed by written means within the program.

## **AAMA BYLAWS 2017-2018**

### **AAMA Vision Statement**

*A CMA (AAMA) for every patient*

### **AAMA Mission Statement**

The mission of the American Association of Medical Assistants is to provide the medical assistant professional with education, certification, credential acknowledgment, networking opportunities, scope-of-practice protection, and advocacy for quality patient-centered health care.

### **CMA (AAMA) Core Values**

Actively participate in the delivery of quality health care.  
*Promote patient safety and well-being.*

Contribute to a positive health care experience for patients.  
*Demonstrate integrity and respect, and protect patient confidentiality.*

Advocate the essential value of certification and continuing education.  
*Embrace change, growth, and learning.*



## **MEDICAL ASSISTING CODE OF ETHICS**

The Medical Assisting Code of Ethics of the AAMA 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 dedicated to the conscientious pursuit of their profession, and thus desiring to merit the high regard of the entire medical profession and the respect of the general public which they serve, do pledge themselves to strive always to:

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

## **MEDICAL ASSISTING CREED**

The Medical Assisting Creed of the AAMA sets forth medical assisting statements of belief:

- 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

### ***MEDICAL ASSISTING ACADEMICS REQUIREMENTS***

The Medical Assisting program requires successful completion of all general education and major (core MED) courses. Courses are offered in a prescribed sequence and must be taken in that sequence. BIO 112, ENG 101, PSY 201, AHS 102 and MAT 155 or (Algebra exemption) may be taken prior to entering the program. A minimum grade of "C" is required on all general education and major (core) courses. A grade below a "C" on any MED course will not allow a student to continue and progress through the Medical Assisting Program. The student will be withdrawn from the program. If the student seeks readmission to the program, the Health Science Readmission and Audit Policy is followed.

94 - 100	=	A
85 - 93	=	B
75 - 85	=	C
70 - 74	=	D
0 - 69	=	F

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**\*Remember, a "C" is the lowest passing grade for all of the Medical Assisting program courses.**

## **Medical Assisting Requirements to Progress in the Program**

The medical assisting program requires successful completion of all biophysical science, general education, and major (MED) courses. A minimum grade of "C" (75) is required in all of these courses.

BIO 112, ENG 101, PSY 201, AHS 102 and MAT 155 or (Algebra exemption) must be taken prior to entering the program.

The courses of the program are to be taken in a prescribed semester sequence. A grade below a "C" on any MED course or BIO 112 will not allow the student to continue or progress. This is necessary to provide minimally safe medical assisting practitioners. The student will be dropped from the program if the following occurs:

- Two attempts in the medical assisting program.
- Failure to achieve a minimal GPA of 2.0 is required each semester.
- Lack of the documentation of acceptable health status as outlined in the PTC Health Science Health Assessment Form is not available.
- Student does not have a current Healthcare Provider CPR card.
- Student cannot provide documentation of a yearly OSHA Blood borne Pathogens and TB educational workshop.

### **Criteria for progression in the Medical Assisting program:**

1. For the student to progress in the Medical Assisting program, a grade of "C" (75) or higher must be achieved in all courses with the prefix MED. Students earning less than a "C" (75) in such course will be automatically withdrawn from the Medical Assisting program.
2. Medical Assisting students must obtain a passing score of 100% satisfaction on 100% of all psychomotor and affective domain objectives (competencies) in all medical assisting program courses to progress. Students will be allowed three attempts to successfully pass a psychomotor or affective competency. A grade of pass or fail is only given. Failure to pass a psychomotor or affective competency in three attempts will result in the student failing the course resulting in dismissal from the program.

## **Medical Assisting Diploma Curriculum**

<b>Program Ready and General Education Courses:</b>	<b>Credits</b>
ENG 101 English Composition 1	3.0
PSY 201 General Psychology	3.0
MAT 155 or exemption (algebra)	3.0
BIO 112 Basic Anatomy and Physiology	4.0
AHS 102 Medical Terminology	3.0
	<b>16.0</b>
 <b>Day Program-3 semesters</b>	
<b>Fall semester-</b>	
MED 103- Medical Assisting Introduction	3.0
MED 107- Medical Office Management	4.0
MED 118- Pharmacology for the Medical Assistant	<u>4.0</u>
	<b>11.0</b>
<b>Spring semester-</b>	
MED 114- Medical Assisting Clinical Procedures	4.0
MED 115- Medical Office Lab Procedures	4.0
MED 104-Medical Assisting Administrative Procedures	<u>4.0</u>
	<b>12.0</b>
<b>Summer Semester-</b>	
MED 108- Common Diseases of the Medical Office	3.0
MED 117- Clinical Practice	<u>5.0</u>
	<b>8.0</b>
<b>Total Credit hours</b>	<b>47.0</b>

## **MEDICAL ASSISTING TECHNICAL COMPETENCIES**

The technical competencies of the medical assisting program should prepare the graduate to perform effectively by:

1. Applying administrative procedures in the administrative role in a medical office.
2. Demonstrating knowledge of clinical procedures and pharmacology in patient care in a medical practice.
3. Recalling knowledge of anatomy and physiology to better understand disease processes and medical terminology.
4. Applying legal and ethical concepts within the scope of practice.
5. Recognizing emergencies and responding with first aid and basic life support.
6. Utilizing principles of infection control and safety for patient, self, and others.
7. Demonstrating professionalism as a health care provider.
8. Applying basic practice financing procedure.
9. Demonstrating knowledge of medical laboratory techniques by collecting and processing specimen and performing laboratory tests.
10. Applying computer skills compatible with the medical practice.
11. Demonstrating effective communication through writing, speaking, listening and instruction.

## **MEDICAL ASSISTING PRACTICUM UNIFORMS/DRESS CODE**

**Uniform:** (2) Navy uniform top (scrub top). Long sleeves are not acceptable. (2) Navy blue scrub pants. (1) White long sleeve lab coat. Shirt, pants, and lab coat must be clean, ironed and pressed.

**Emblem:** Navy uniform top and white lab coat must be embroidered:

**Piedmont Technical College  
Health Care Division  
Student**

**Shoes:** White, clean, leather shoes and clean shoelaces worn with socks or stockings. No opened toe clogs or ankle boots allowed.

**Watch:** A watch with a second hand.

**Identification:** Piedmont Technical College ID card with clip attached. Obtain from PTC Library. Wear on outside of uniform in view at all times.

**Hair:** Hair must be up off collar and not hanging down over eyes

**Make-Up:** Very little makeup should be worn

**Jewelry:** wedding band and/or diamond (or one small ring) can be worn. No necklaces or bracelets or extra decorative pins should be worn. One pair of small earrings can be worn. You must wear a watch with a second hand.

**Chewing gum:** Not allowed

**Cell Phones:** No cellphones in clinical area whatsoever. They may not be answered, checked, or used while inside the office. You may leave the office number with family members to use for EMERGENCIES ONLY.

**Tattoos and Piercings:** Visible tattoos must be covered at all times. Any visible body piercings must be removed during practicum.

## **Medical Assisting Program Cost Approximation**

**Tuition:** based on county of residence and credit hours

**Uniforms:** (2) \$125-\$150

**Shoes:** \$50-\$75

**Medical Assisting pin:** \$20 (included in fall tuition)

**Watch:** (with second hand) \$10-\$20

**BP Cuff and Stethoscope:** \$50-\$100

**Clinical Requirements:** (Physical exam, immunizations, lab tests, drug test, background check) \$250-\$300

**Books: (3 Semesters)** \$600-\$700

**Liability Insurance:** \$20 (charged in every clinical semester)

**AAMA Membership:** \$25 (included in fall tuition)

**CMA exam:** \$125 (included in spring tuition)

\*You must provide your own transportation to and from your externship, which could be in any of the seven counties served by Piedmont Technical College.



## CLASS REPRESENTATIVES

### Advisory Committee Representative

The class will have the opportunity to elect one of their peers to represent the concerns of the group while serving as a student member of the Medical Assisting Program Advisory Committee.

### Medical Assisting Club Officers

The first few weeks of class the students will elect the following officers:

President

Vice-President

Treasurer

Secretary

Community Services

A student may not hold more than one leadership position.

## STUDENT WORK POLICY

Students will not be eligible to receive any monetary remuneration during any clinical education experience. Also, the Medical Assisting student will not be substituted for hired staff or personnel within the clinical institution in the capacity of a Medical Assistant.

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