

Merritt College Medical Assisting and Health Occupations

Student Handbook

2024 through 2026



12500 Campus Drive ~ Oakland, CA 94619

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General Information & Links

This handbook is not meant to replace the Peralta District Policy Manual or the individual course syllabi, but rather to serve as a supplemental source of information. You will find that it contains a general overview of the procedures and policies of the Medical Assistant Program.

It is the student's responsibility to become familiar with and abide by the policies and regulations as stated within this handbook. The District Policy Manual and/or the College Catalog is the official document which delineates Peralta policies and procedures and will rule in the event of contradictions between the MEDAS Handbook and Peralta documents. The District may revise the policies and procedures at any time without prior notice.

INTRODUCTION & HISTORY

Welcome to the Merritt College Medical Assisting Program. The faculty wishes to make your experience here productive and challenging. Therefore, your knowledge regarding the policies of the school, as well as your consideration and cooperation are essential. This handbook was developed to assist the student to become knowledgeable about the policies of Peralta especially in relationship to the Medical Assisting (MEDAS) and Health Occupations (HLTOC) Subject areas.

Since this booklet is designed to provide information to students, we would appreciate ideas you have about materials that should be included. Please do not hesitate to communicate your ideas to us.

At Merritt College, we maintain a commitment to achieving excellence. Our faculty members work closely with students to help them make the most of their potential and provide equitable opportunity for learning for all students to develop and prepare for an allied health career.

Our Medical Assistant Program originated over 15 years ago. All the founders and key instructors of the Medical Assistant Program are licensed or certified Health Care Professionals with years of experience imparting their knowledge and expertise with the intention for you to succeed in the program. Merritt College strives to educate and graduate exemplary students, instructed in the belief that excellent, skilled patient services must be combined with compassion and caring.

Medical Assisting is an expanding profession and qualified Medical Assistants are currently in increasing demand. This is due in part to the many changes in the delivery of health care in recent years, including the emphasis on infection control, ambulatory care, increased technology, increased knowledge in health and illness, health care funding, and the aging population. All these factors have been influential in the expansion of the Medical Assistant role in health care. In this fast-paced twenty-first century, the Medical Assistant is expected to possess greater skills and flexibility of roles.

The guidelines/procedures in this handbook are effective for the current academic years 2024-26.

-Program Director, Medical Assisting at Merritt College

PHILOSOPHY

Adult education is a shared responsibility between the school, instructor, and student. The current knowledge and understanding of the student are the base upon which specific allied health education can be added. Learning is the activity by which changes in knowledge, attitude and skills occur, thereby resulting in measurable behavior or change in behavior.

An atmosphere conducive to learning that encourages questioning, intellectual curiosity, critical thinking, and self-discipline is important. Each student has worth and dignity and has the right to be treated with respect. Mutual respect for instructors, counselors, administrators, and staff is expected in return.

Education in healthcare must include moral, ethical, and legal principles which will provide the basis of a code of conduct. The integration of problem-solving techniques and the use of cognitive, affective, and psychomotor components of learning complement the student learning. An atmosphere conducive to learning must be provided to encourage intellectual curiosity, critical thinking, and self-discipline within the student. Each student has worth and dignity and the right to be treated with respect.

Mission Statement

Merritt College puts students first. Through our rich educational programs, we foster a culture of equity and inclusion that empowers students to achieve their greatest potential and make meaningful contributions to their respective communities and our global society. (Merritt Catalog, 2024)

Vision

Merritt inspires students to create meaningful lives including fulfilling careers, community participation, self-expression, and a love of learning.




This program fulfills Merritt College's mission and master plan of the college by meeting workforce demands while enhancing employment potential and career mobility for graduates of the program. Merritt College and the MEDAS department addresses the needs of the community by training Graduates of the program to become valuable members of the community, able to provide for their families.

This program produces graduates and a workforce that responds to changes in population demographics (the aging population and the underserved) and healthcare systems and policies. These influences align with the necessary changes in the way healthcare must be delivered. New Healthcare development and delivery of health care are in constant state of change. As demands for new developments continue, we must also strive to improve cost effectiveness and to increase positive health outcomes by providing enhanced quality of care through value-added services. Our recent improvements in our curriculum are greater focus on communication / soft skills, enhancement of the MA's role in Patient Education, expanding awareness in the most common diseases seen in Primary Care, with a focus on prevention. In addition, due to increased enrollment in healthcare systems,

there is a shortage of healthcare providers; this increases the need for other members of the healthcare team to assist in providing those services.

Consequently, there is a workforce demand requiring the education and training of Medical Assistants to be more expansive in teaching soft skills and to restructure the program, as requested by Advisory Committee members. The purpose of the proposed program is to meet this workforce demand while enhancing employment potential and career mobility for graduates of the program. This would be the only Certificate of Achievement offered by the district with Top Code-1208.10* - Medical Assisting and CIP Code-51.0801:6 Medical/Clinical Assistant.

MEDICAL ASSISTANT PROGRAM DIRECTORY

Merritt College Faculty:	Administrative Team for Allied Health
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Labor Market Information and Analysis of Job Market

Per Bureau of Labor Statistics (2024-cited below): employment of medical assistants is projected to grow 19 percent from 2024 to 2029, much faster than the average for all occupations. The growth of the aging baby-boom population will continue to increase demand for preventive medical services, which are often provided by physicians. As a result, physicians will hire more assistants to perform routine administrative and clinical duties, allowing the physicians to see more patients.

- Bureau of Labor Statistics, U.S. Department of Labor, Occupational Outlook Handbook, Medical Assistants, at <https://www.bls.gov/ooh/healthcare/medical-assistants.htm> See excerpts from this latest report below:

- Summary of LMI: “Based on all available data, there appears to be an undersupply of Medical Assisting workers compared to the demand for this cluster of occupations in the Bay region and in the East Bay sub-region (Alameda and Contra Costa Counties.) There is a projected annual gap of about 2600 students in the Bay region and 874 students in the East Bay Sub-Region.” SF Center of Excellence (2024)

Summary from LMI link below



Quick Facts: Medical Assistants National Stats

<u>2023 Median Pay</u>	\$42,000 per year \$20.19 per hour
<u>Typical Entry-Level Education</u>	Postsecondary nondegree award
<u>Work Experience in a Related Occupation</u>	None
<u>On-the-job Training</u>	None
<u>Number of Jobs, 2022</u>	764,400
<u>Job Outlook, 2022-32</u>	14% (Much faster than average)
<u>Employment Change, 2022-32</u>	105,900

Please see link to Medical Assisting LMI Report from the Center of Excellence, dated April 2024 from US Bureau of Labor Statistics for more information:

<https://www.bls.gov/ooh/healthcare/medical-assistants.htm#tab-7>

Job Outlook: Medical Assistants Percent change in employment, projected 2024-28
 Medical assistants 23% Other healthcare support occupations 17% Total, all occupations 5%
 Note: All Occupations includes all occupations in the U.S. Economy. Source: U.S. Bureau of Labor Statistics, Employment Projections program
 Employment of medical assistants is projected to grow 23 percent from 2024 to 2028, much faster than the average for all occupations.

- The growth of the aging baby-boom population will continue to increase demand for preventive medical services, which are often provided by physicians. As a result, physicians will hire more medical assistants to perform routine administrative and clinical duties, allowing the physicians to see more patients.

- An increasing number of group practices, clinics, and other healthcare facilities will also need support workers, particularly medical assistants, to complete both administrative and clinical duties.

- Medical assistants work mostly in primary care, a steadily growing sector of the healthcare industry.

In conclusion Medical Assistants are expected to have very good job prospects; however, those who earn certification and have familiarity with electronic health records (EHRs) may have better job prospects.

Job Outlook

Medical Assistants

Percent change in employment, projected 2022-32

Medical assistants



Other healthcare support occupations



Total, all occupations



Note: All Occupations includes all occupations in the U.S. Economy.

Source: U.S. Bureau of Labor Statistics, Employment Projections program

Employment of medical assistants is projected to grow 14 percent from 2022 to 2032, much faster than the average for all occupations. About 114,600 openings for medical assistants are projected each year, on average, over the decade. Many of those openings are expected to result from the need to replace workers who transfer to different occupations or exit the labor force, such as to retire.

Employment

The large baby-boom population continues to enter older age groups, which typically have more healthcare concerns than younger age groups and will continue to increase demand for medical services. As a result, more medical assistants will be needed to perform routine administrative and clinical duties in physicians' offices and other primary care settings.

Industry	Employment (1)	Percent of industry employment	Hourly mean wage	Annual mean wage (2)
Offices of Physicians	430,490	15.15	\$ 20.29	\$ 42,200
General Medical and Surgical Hospitals	115,850	2.03	\$ 22.00	\$ 45,760
Outpatient Care Centers	70,470	6.63	\$ 24.16	\$ 50,250
Offices of Other Health Practitioners	60,350	5.29	\$ 18.01	\$ 37,460
Employment Services	16,530	0.44	\$ 23.24	\$ 48,330

Industries with the highest concentration of employment in Medical Assistants:

Industry	Employment (1)	Percent of industry employment	Hourly mean wage	Annual mean wage (2)
Offices of Physicians	430,490	15.15	\$ 20.29	\$ 42,200
Outpatient Care Centers	70,470	6.63	\$ 24.16	\$ 50,250
Offices of Other Health Practitioners	60,350	5.29	\$ 18.01	\$ 37,460
General Medical and Surgical Hospitals	115,850	2.03	\$ 22.00	\$ 45,760
Other Ambulatory Health Care Services	6,330	1.84	\$ 20.44	\$ 42,520

Top paying industries for Medical Assistants:

Industry	Employment (1)	Percent of industry employment	Hourly mean wage	Annual mean wage (2)
Scientific Research and Development Services	650	0.07	\$ 26.51	\$ 55,130
Junior Colleges	150	0.02	\$ 25.91	\$ 53,890
Grantmaking and Giving Services	90	0.06	\$ 24.51	\$ 50,990
Outpatient Care Centers	70,470	6.63	\$ 24.16	\$ 50,250
Management, Scientific, and Technical Consulting Services	3,480	0.19	\$ 23.60	\$ 49,090

Employment projections data for medical assistants, 2022-32

Occupational Title	SOC Code	Employment, 2022	Projected Employment, 2032	Change, 2022-32		Employment by Industry
				Percent	Numeric	
SOURCE: U.S. Bureau of Labor Statistics, Employment Projections program						
Medical assistants	31-9092	764,400	870,200	14	105,900	Get data

Cited from: Bureau of Labor Statistics, U.S. Department of Labor, *Occupational Outlook Handbook*, Medical Assistants, at <https://www.bls.gov/ooh/healthcare/medical-assistants.htm> (visited April 17, 2024).

Area name	Employment(1)	Employment percent relative standard error(3)	Hourly mean wage	Annual mean wage(2)	Wage percent relative standard error(3)
CA	110280	2.0	24.47	50900	0.8
Area name	Annual 25th percentile wage(2)	Annual median wage(2)	Annual 75th percentile wage(2)	Annual 90th percentile wage(2)	Employment per 1,000 jobs
CA	39240	46690	59270	72940	6.145

Footnotes:

(1) Estimates for detailed occupations do not sum to the totals because the totals include occupations not shown separately. Estimates do not include self-employed workers.

(2) Annual wages have been calculated by multiplying the corresponding hourly wage by 2,080 hours.

(3) The relative standard error (RSE) is a measure of the reliability of a survey statistic. The smaller the relative standard error, the more precise the estimate.

Specific Data for San Francisco-Oakland-Hayward, CA has increased for cost of living:

Occupation title	Employment	Employment per 1,000 job	Mean Hourly	Annual Mean Wage
Medical Assistants	14,590	6.024	\$29.89	62,160

MEDICAL ASSISTANT PROGRAM ADMISSIONS

Merritt College offers three certificates of achievement in the clinical medical assisting department. Admission to the medical assisting program is no longer by special application and evaluation of academic and personal qualifications. However, the recommendations for success are still relevant. Completion of each program requires the student to maintain satisfactory performance (a 75% or better passing grade) in all courses and satisfactory performance in the clinical experience.

Duties of a Medical Assistant:

Medical assistants take patients' vital signs, such as their blood pressure. Medical assistants complete administrative and clinical tasks, such as scheduling appointments and taking patients' vital signs. Their duties vary by location, specialty, and employer.

Medical assistants typically do the following:

- Interview patients and record their medical history
- Measure patients' vital signs, such as their blood pressure and weight
- Help physicians with patient examinations
- Give patients injections or medications as directed by physicians and as permitted by state law
- Schedule patient appointments
- Collect and prepare samples of blood and other specimens for laboratory tests
- Enter patient information, such as their vital signs and test results, into medical records
- Maintain inventory of medical and office supplies

Students must earn at least a satisfactory score on all skills testing. To pass and progress onward in the program students must follow the course rules as outlined in the *Medical Assisting Student Handbook*. They must act professionally and respectfully toward fellow students, staff, and faculty. Students who do not meet this course requirement will not pass this course.

Reading and study guide / workbook / math packet assignments. On your Canvas Sites, online, you will find your updated syllabi and your class schedules and the layout of all the student resources you will need to help you stay organized to facilitate your success in the program. Please read the chapters prior to the date that the chapter is calendared. Please complete the study guide assignments for each chapter after you have read the chapter. If you do not turn in your completed study guide prior to the administration of the quiz/exam, you may receive a reduction in the credit you would have earned had the assignment been completed and submitted prior to the quiz.

Students must comply with all program policies, procedures, and rules. Please note that the student must always demonstrate professional behavior while on campus. This course/program incorporates observations and an externship in clinics and doctor's offices. Students must demonstrate that they can perform all the student learning outcomes (for MEDAS 101A & B and MEDAS 102 A, & B) before they enter the clinical sites. MEDAS 102C can be completed during or after clinical rotations. Students who do not follow the policies, procedures, and rules or act unprofessionally will not be able to satisfactorily meet course objectives and will fail this program. Students who do not pass all sections of the core courses below cannot advance to the externship. Additionally, students who wish to return to repeat the course they did not successfully may now, not be allowed to do so, as these are CSU nonrepeatable courses hereafter.

Program Description

We offer three certificate of achievement programs for those interested in early entryway into the allied health career path. Each of these programs takes less than a year to complete. There will be some asynchronous and synchronous times expected of students to attend Zoom Meetings or face- to-face skills labs.

Synchronous times will likely be on Monday and Wednesdays for MEDAS 101A&B and Face-to- Face Times for MEDAS 102A, B, & C for Skills Labs on Tuesdays and/or Thursdays from 10 AM-2 PM. Times vary with the courses, but most courses are fully online.

Medical Assisting Department Certificates are:

- Clinical Medical Assisting
- Administrative Medical Assisting
- Health Navigator (also known as Patient Navigator)

It is recommended to complete the clinical and the administrative certificate to improve hiring opportunities. However, you can take each certificate independently.

Students do not need a special application for medical assisting programs, but the following are strongly recommended for predicted success before taking core courses:

- Eligibility for English 1A or for English Learners to be at ESOL 4 Level.
- HLTOC 201 or HLTOC 101- Medical Terminology or Medical Terminology I

Medical Assisting and Health Occupations Programs

Certificate of Achievement#1 Clinical Medical Assisting

Program Goals and Objectives

The clinical medical assisting certificate of achievement program is a career education program.

Its goal is to provide quality instruction within a comprehensive curriculum that provides students enhanced employment opportunities and/or upward career mobility in the areas of healthcare, public health, and "back office" duties. This program can be completed within one year, culminating in a certificate of achievement upon satisfactory completion of all major requirements.

Upon successful completion of this program, students will be able to:

1. Clearly communicate through writing, speaking, listening, and reading in the medical assistant program.
2. Reasoning skills-acquire, evaluate, and interpret information during in the medical assistant program. As a result, students will be able to solve problems relevant to the medical assistant job duties as outlined by community employers.
3. Professional behavior- demonstrate appropriate professional behavior such as timeliness and interpersonal skills such as teamwork and cultural diversity during the medical assistant program.
4. Technical skills- demonstrate technical skills appropriate to the medical assistant program with introduction to electronic health record charting and weekly online instruction.

The objectives of the program are:

1. To provide effective instruction and student learning that results in the successful attainment of educational goals through the completion of a certificate of achievement.
2. To offer a valuable and relevant curriculum that imparts to the student the knowledge, skills, and attributes required for successful entry-level employment as a clinical medical assistant.
3. To maintain a process of assessment and improvement to enhance the teaching/learning process and increase opportunities for student success.

The main competencies that students will acquire after completion of the program are:

- An understanding of the role, function, and scope of practice of the medical assistant
- The capacity to employ cultural sensitivity/humility when working with clients.
- The capacity to effectively communicate with clients, colleagues, and the healthcare team.
- The ability to conduct client-centered interviews and assessments for intake and care management plans.
- Competency in measuring and recording vital signs, taking height/weight measurements, conducting visual acuity tests, explaining treatment procedures to patients, preparing patients for examination and assisting during diagnostic examinations.
- The ability to: administer injections, collect and preparing laboratory specimens, perform basic laboratory tests to dispose of contaminated supplies, and sterilizing medical instruments per Cal-Osha, CDC Protocols, and per facility policies and procedures.
- The ability to instruct patients about medications and special diets, to prepare and administer medications and to authorize drug refills when directed by supervising Physician.
- The ability to transport patients for testing, to take EKG's, remove sutures, and change dressing.

**Program Requirements
Clinical Medical Assisting (20 Units)**

Subject #	Title	Units	Sequence
Major Core Courses			
HLTOC 201	Medical Terminology Medical Terminology I	2	Spring/Fall/Summer
MEDAS 101A	Introduction to Medical Assisting	2	Spring/Fall/Summer
MEDAS 101B	Disorders of the Body Systems in Primary Care	3	Spring/Fall/Summer
MEDAS 102A	Clinical Medical Assisting I	3	Spring/Fall/Summer
Semester Units		10	
HLTOC 110	CPR and First Aid for Allied Health Programs	1	Spring/Fall/Summer
MEDAS 102B	Clinical Medical Assisting II	3	Spring/Fall/Summer
Semester Units		4	
MEDAS 102C	Clinical Medical Assisting III	3	Spring/Fall
MEDAS 470F	Occupational Work Experience in Medical Assisting	3 (2-3)	Spring/Fall
Summer Semester Units		6	
Major Requirement		20	

**For All Course Descriptions Please see Below.*

**Certificate of Achievement #2
Administrative Medical Assisting**

The administrative medical assisting certificate of achievement program prepares students to perform “front office” duties via the electronic health records (EHR) Systems. Students will demonstrate proficiency in the following skills and more: medical records documentation, patient intake, electronic medical records management, patient reception, scheduling appointments, medical insurance, and introduction to billing and coding and collections. This program can be completed within one year, culminating in a certificate of achievement upon satisfactory completion of all major requirements.

Program Goals and Objectives

The Administrative Medical Assisting Certificate of Achievement program is a Career Education program. Its goal is to provide quality instruction within a comprehensive curriculum that provides the student enhanced employment opportunities and/or upward career mobility in the areas of healthcare, public health, and "front office" duties. This program can be completed within one year, culminating in a Certificate of Achievement upon satisfactory completion of all major requirements.

Career Opportunities

Career opportunities may include Medical Assistant (MA), Certified Medical Assistant (C-MA), Administrative Medical Assistant (AMA), Certified Administrative Medical Assistant (C-AMA), Medical Office Assistant, Chiropractic Assistant, Client Services Coordinator, Medical Support Assistant, and Patient Services Specialist, and Patient Navigator.

Program Learning Outcomes

Upon successful completion of this program, students will be able to:

1. Clearly communicate via writing, speaking, listening, and reading.
2. Acquire reasoning skills-to evaluate and interpret information. Students will be able to solve problems relevant to the medical assistant job duties as outlined by community employers.
3. Demonstrate professional behaviors- timeliness and interpersonal skills, teamwork and embracing cultural diversity.
4. Enhance technical skills- emphasis on mastery of electronic health record (EHR) charting with use of vetted software for medical office simulation.

Program Learning Objectives

1. Provide effective instruction and student learning that results in the successful attainment of educational goals through the completion of a certificate of achievement.
2. Offer a valuable and relevant curriculum that imparts to the student the knowledge, skills, and attributes required for successful entry-level employment as an administrative medical assistant.
3. Maintain a process of assessment and improvement to enhance the teaching/learning process and increase opportunities for student success.

Program Requirements Administrative Medical Assisting (17 Units)

Subject #	Title	Units	Sequence
Major Core Courses			
MEDAS 101A	Introduction to Medical Assisting	2	Year 1, Fall.
HLTOC 101 or 201	Medical Terminology or Med Term. I	3 or 2	Year 1, Fall
MEDAS 103A	Administrative Medical Assisting I	2	Year 1, Fall
HLTOC 260	Emotional Intelligence	2	Year 1, Fal
Subtotal Semester Units		8-9	
HLTOC 110	CPR and First Aid for Allied Health Programs	1	Year 1, Spring
MEDAS 103B	Administrative Medical Assisting II	2	Year 1, Spring
HTLOC 263	Communication Skills for Healthcare Professionals	3	Year 1, Spring
Subtotal Semester Units		6	
MEDAS 103C	Administrative Medical Assisting III	2	Year 1, Summer
Subtotal Semester Units		2	
Recommended Course			
MEDAS 470F	Occupational Work Experience in Medical Assisting	(1-4)	Year 1, Summer
Major Requirements		16-17	

**For All Course Descriptions Please see Below.*

Certificate of Achievement #3 Health Navigator

Program Description:

The Health Navigator Certificate of Achievement program prepares students with the knowledge, skills, and attributes necessary for obtaining work in the fields of healthcare, public health, and human/social services. Working with case managers and other team members, Health Navigators provide guidance, health assessments, health education, health outreach, and community resource referrals to support a client's disease management, lifestyle management, and care coordination. They act as a bridge between the patient, the family, the community, the health care team, and the healthcare system. This program can be completed within one year, culminating in a Certificate of Achievement upon satisfactory completion of all requirements.

Program Goals and Objectives

The Health Navigator Certificate of Achievement program is a Career Education program. Its goal is to provide quality instruction within a comprehensive curriculum that provides the student with enhanced employment opportunities and/or upward career mobility in the areas of healthcare, public health, and human/social services.

Program Student Learning Outcomes

1. Demonstrate job readiness by conducting a client-centered interview and applying health navigator core competencies, emotional intelligence, and effective communication skills to clients with diverse backgrounds and barriers to care.
2. Demonstrate job readiness by conducting a client-centered interview using metrics/data for validating value-added services and providing community resources and social service referrals to support formerly incarcerated clients, survivors of trauma, and/or clients with chronic conditions.

Program Learning Objectives

1. To provide effective instruction and student learning that results in the successful attainment of educational goals through the completion of a certificate of achievement.
2. To offer a valuable and relevant curriculum that imparts to the student the knowledge, skills, and attributes required for successful entry-level employment as a Health Navigator.
3. To maintain a process of assessment and improvement to enhance the teaching/learning process and increase opportunities for student success.

**Health Navigator
Program Requirements (17 Units)**

Required Course	Title of Course	Units	Prerequisite	Sequence
HTLOC 150	Introduction to Health Care Careers	2	None	Year 1, Fall
HLTOC 101 or HLTOC 201	Medical Terminology (or Medical Terminology 1)	3 or 2	None	Year 1, Fall
HTLOC 263	Communication Skills for the Healthcare Professional	3	None	Year 1, Fall
HTLOC 261	Health Navigator 1	2	None	Year 1, Fall
	Subtotal Semester Units	9 or 10		
HLTOC 260	Emotional Intelligence Health	2	None	Year 1, Spring
HLTOC 262	Health Navigator 2	3	HLTOC 261	Year 1, Spring
HLTOC 264	Chronic Condition Management	2	HLTOC 201 or 101	Year 1, Spring
	Subtotal Semester Units	7		
	Total Program Units	16 or 17		

**For All Course Descriptions please see Below.*

**Certificate of Completion #4
Bridge to Medical Assistant Careers**

The Bridge to Medical Assistant Careers Certificate of Completion is a noncredit certificate that enables students to gain exposure to various career options within medical assisting and develop the skills necessary to enter employment in the field in an entry-level position. The program prepares graduates to work directly with patients and assist in their care and well-being. It is also designed for students who plan to pursue a career as a medical assistant. Students can continue their education through Merritt College's Allied Health Credit certificated programs such as Medical Assisting, Health Navigation, Nursing, Radiology Technician, and the Histotechnology programs. The English for Speakers of Other Languages (ESOL) recommended course prepares non-native speaking students for employment and job advancement. It also prepares students for the academic rigor of credit courses by integrating English language instruction with organizational tools for student success.

Upon successful completion of this certificate, students can take the National Health Career Association (NHA) Certified Medical Assistant (CMA) national examination.

Career Opportunities

Career opportunities may include entry-level medical assistant positions in doctor's offices, clinics, and other medical facilities to perform administrative and certain clinical duties under the direction of a physician. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding information for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by physician.

Program Goals and Objectives

This non-credit Bridge to Medical Assistant Program will prepare students for future jobs in the growing field of medical assisting. Medical Assistant: could pursue positions in settings such as doctor's offices,

clinics, and other medical facilities to perform administrative and certain clinical duties under the direction of a physician. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding information for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by physicians.

According to the U.S. Bureau of Labor Statistics, employment of medical assistants is projected to grow 19 percent from 2019 to 2029, much faster than the average for all occupations. The growth of the aging baby-boom population will continue to increase demand for preventive medical services, which are often provided by physicians. As a result, physicians will hire more assistants to perform routine administrative and clinical duties, allowing the physicians to see more patients.

Program Student Learning Outcomes

1. Clearly communicate through writing, speaking, listening, and reading in the Medical Assistant Program.
2. Demonstrate both administrative and clinical skills for entry-level placement in medical assistant career opportunities.
3. Determine a successful pathway to reach career goals as a medical assistant.

Bridge to Medical Assistant Careers Program Requirements

Subject #	Title	Units	Sequence
Major Core Courses			
MEDAS 503	The Language of Medicine		Spring/Fall/Summer
MEDAS 504	Introduction to Medical Assisting		Spring/Fall/Summer
MEDAS 505	Introduction to Pharmacology		Spring/Fall/Summer
			Spring/Fall/Summer
MEDAS 506	Administrative Skill		Spring/Fall/Summer
MEDAS 507	Clinical Skill		Spring/Fall/Summer
Recommended			
ESOL 590	English for Special Purposes		Spring/Fall

**For All Course Descriptions please see Below.*

Course Descriptions*

MEDAS 101A Introduction to Medical Assisting

2 Units

Introduction to foundational theory and skills in medical assisting: Scope of practice; law and ethics; HIPAA compliance; professional and therapeutic communication; telehealth applications, and employment preparation.

- MEDAS 101B *Disorders of the Body Systems in Primary Care*** **3 Units**
Fundamentals of disorders of the body systems and organs of the human body: Emphasis on becoming familiar with the most common disorders encountered by medical assistants working in ambulatory care medical offices.
- MEDAS 102A *Clinical Medical Assisting I*** **3 Units**
Fundamentals of clinical medical assisting: Medical and surgical aseptic procedures; vital signs measurement; assisting with physical examinations, positioning, and draping; height, weight, vision, and hearing testing; obtaining patient history; and eye and ear procedures.
- MEDAS 102B *Clinical Medical Assisting II*** **3 Units**
Intermediate clinical medical assisting: Electrocardiography; radiologic, diagnostic, specialty examinations and procedures; colon procedures, and male reproductive health; urine and blood testing and specimen collection; medical microbiology and principles of phlebotomy.
- MEDAS 102C *Clinical Medical Assisting III*** **3 Units**
Advanced clinical medical assisting: Basic pharmacology; principles of drug action and side effects on medications; drug dosage calculations; administration of medications in primary care (oral, intradermal, subcutaneous, and intramuscular routes); drug addiction in primary health; and applied phlebotomy skills.
- MEDAS 103A *Administrative Medical Assisting I*** **2 Units**
Fundamentals of administrative medical assisting: Appointment scheduling; communication skills and record management, HIPAA, and Electronic Health Records (EHR) confidentiality; professional decision-making and computer skills; practice management; and simulation of EHR to facilitate the office visit.
- MEDAS 103B *Administrative Medical Assisting II*** **2 Units**
Intermediate administrative medical assisting: Understanding major health insurance plans as related to medical office billing and multiple EHR Applications.
- MEDAS 103C *Administrative Medical Assisting III*** **2 Units**
Advanced administrative medical assisting: Procedural coding practice management, applying billing to EHR, introduction to the Current Procedural Terminology (CPT) medical coding system and practice finance, claims processing and reimbursement, and role of office manager.
- HTLOC 101 *Medical Terminology*** **3 Units**
Comprehensive study of medical terms: Basic word structure, prefixes, and suffixes; and terms pertaining to the body, as well as most body systems.
- HLTOC 110 *CPR and First Aid for Allied Health Programs*** **1 Unit**
Introduction to emergency preparedness: Development of skills and knowledge for administering cardiopulmonary resuscitation (CPR) and first aid.
- HTLOC 150 *Introduction to Health Care Careers*** **2 Units**
Exploration of career and educational opportunities in the healthcare field: History of the various professions; legal issues; roles, skills and required competencies in the field; professional code of ethics; program requirements and plan of completion; and career planning.
- HLTOC 201 *Medical Terminology I*** **2 Units**
Study of basic structure of medical words: Prefixes, suffixes, word roots and combining forms, plurals and abbreviations, pronunciation, spelling, and definition of medical terms.

HLTOC 260 *Emotional Intelligence* 2 Units

Concepts and competencies of emotional intelligence for the healthcare worker: Mindfulness, self-awareness, motivation, empathy, social skills, and personal values and strengths; The use of a holistic process for understanding, transforming, and employing emotions to engage in emotion-focused problem solving for self and others.

HTLOC 261 *Health Navigator 1* 2 Units

Skills, knowledge, and attitudes of the health navigator: Role of the health navigator, health inequalities, cultural humility, seven guiding principles for working with clients, initial client interviews, client-centered practices, care management services, home visiting, and effective professional skills.

HTLOC 262 *Health Navigator 2* 3 Units

Continuation of HLTOC 261: Health promotion of formerly incarcerated people; Recovery support for survivors of trauma; Nutrition and physical activity for health, health outreach, facilitation of community or group health education, community diagnosis and advocacy, community resources referrals, and employment skills.

HTLOC 264 *Chronic Condition Management* 2 Units

Fundamentals of supporting individuals with chronic conditions and symptoms: Overview of chronic conditions and health coaching to elicit self-management skills and practices.

HTLOC 263 *Communication Skills for Healthcare Professionals* 3 Units

Principles of effective interpersonal communication for the healthcare worker: psychological, social, cultural, health status, and linguistic factors that affect personal interactions in a healthcare setting.

MEDAS 470F *Occupational Work Experience in Medical Assisting* 2-3 Units

Supervised employment in Medical Assisting or a related field: extension of classroom learning to the job site. Employment must be related to the student's educational or occupational goals. Each 75 hours of paid work equals one unit, while each 60 hours of non-paid work equals one unit. Students can earn at most 16 units through general and occupational work experience courses combined but may re-enroll in such courses any number of times until the maximum of 16 units is earned.

MEDAS 503 *The Language of Medicine*

Study of essential medical terms: Basic tools necessary to communicate in the medical field and succeed in advanced medical course work.

MEDAS 504 *Introduction to Medical Assistant*

Introduction to theory and foundational skills in medical assisting: Role of the medical assistant, medical terminology, anatomy and physiology, medical office emergencies, safety, patient education, and communication.

MEDAS 505 Introduction to Pharmacology

Introduction to basic pharmacology: Principles of drug administration and preparation, administration of medications by oral, intradermal, subcutaneous, and intramuscular routes; basic math calculations and conversions for administration of medication; identification of drugs by clinical use, mechanism of action, side effects, and adverse reactions; risk factors for drug and alcohol abuse, drug addiction and withdrawal symptoms.

MEDAS 506 Administrative Skill

Introduction to medical office procedures: Receiving, registering, and scheduling appointments, organizing and sustaining medical records, medical billing and coding, electronic medical records, business operations, and financial management.

MEDAS 507 Clinical Skill

Introduction to back-office procedures: Theory and laboratory instruction in assisting the physician/practitioner in exam-room procedures, laboratory procedures, pharmacology, providing medications, minor office surgery, and nutrition.

MEDAS 508 Heartsaver First Aid- CPR& AED

American Heart Association (AHA) Heartsaver: First Aid with CPR and AED for first responders; Basic first aid procedures, including first aid skills recommended by OSHA, CPR and AED. Students who complete the course qualify for the AHA Heartsaver First Aid with CPR and AED course completion card.

Recommended Steps to Register for Programs:

1) First Go Here:

<https://www.merritt.edu/wp/steps/>

To register to get into the system. Once accepted you can satisfy these other requirements: Verification of all immunizations, background check, and CPR certification see current Medical Assisting student handbook for further details).

Then go here: Click on Control + Link on www.merritt.edu

[Counseling](#) We also offer e-counseling for specific situations.

You will be sent an email invitation just ...

www.merritt.edu

2a) I recommend you discuss your goals and develop an educational plan customized to those goals.

Additional Tips:

Here is the message from our Allied Health Counselor received in February 2021:

I am excited to announce that career education now has its online scheduling link up and running. I have included the online scheduling link for counseling appointments below:

<https://esars.peralta.edu/eSARS/MC/CareerEducation/eSARS.ASP>

Feel free to share the link with students who are interested in making a counseling appointment.

In my previous email I realized that I forgot to provide you with information about my schedule at Merritt College.

Kelvin Cheah, M.S., is our allied Health Counselor for Merritt College and his hours are:

- Monday from 8:00 am – 4:30 pm
- Wednesday from 8:0 am – 4:30 pm
- Friday from 8:00 am – 10:00 am

2) For general Counseling go here:

Academic Counseling <https://www.merritt.edu/wp/counseling/>

For more information you can call (510) 436-2475 or email Counseling.Merritt@peralta.edu For scheduling a General Counseling online ZOOM appointment only, select the icon below and download Zoom on your computer or smartphone before your appointment.

3) Other questions are related to costs.

Costs are quite variable, but the following may give you an idea of expected expenses. Typically, the costs are roughly \$2,000-\$3,000 for a 16-unit program considering:

- books and Software (\$300) variable
- tuition (\$700) variable
- Uniforms/Scrubs (2 x \$35) variable
- Castle Branch (\$70) approximate
- computer needs (variable-\$300-1,000)
- supplies (\$100)
- CPR 1st Aid (variable 70-200)
- You may also need to pay out of pocket for vaccinations or titers if you have no insurance.
- Consider some transportation and living expenses according to your own situation.

The curriculum was also revised and updated to comply with California state law, train students to safely demonstrate entry-level competencies, satisfy industry needs, and prepare graduates for certification. Upon completion of MEDAS 101A&B, and MEDAS 102A, B, &C, students are eligible for a 160-hour externship working in local medical offices and clinics. Students who complete the 160-hour externship will be eligible for employment as a “back office” / clinical medical assistant. **However, it is important to enroll in MEDAS 470F, to satisfy certificate requirements from Merritt College. Students may also enter our program through enrolling into MEDAS 103A, B, and C which prepares students for “front office/ administration and receptionist responsibilities. All students are strongly encouraged to be cross trained in both clinical and administrative.**



Textbooks Required for Clinical and Administrative Programs:

Here are the two Required Books students need to Purchase and with this will come access to the Student Resources also required. You may choose the online e-textbooks or the hardcopy Paperback versions for these two required Texts:

1) Today's Medical Assistant - Elsevier eBook on VitalSource, 4th Edition by Kathy Bonewit-West, BS, MEd and Sue Hunt, MA, RN,



CMA (AAMA) Online Version of Main Text for all the Medical Assisting Classes-for

\$105

ISBN: 9780323636469 Copyright: 2021 Page Count: 1321 Imprint:

Saunders List Price: \$105.00

Or Paperback Version of Text-Item #1 below: ISBN:

9780323581271 Copyright: 2021 Page Count: 1321 Imprint:

Saunders List Price: \$132.00

2) Study Guide for Today's Medical Assistant - Elsevier eBook on VitalSource, 4th Edition.

By Kathy Bonewit-West, BS, MEd and Sue Hunt, MA, RN, CMA (AAMA)

Elsevier eBook on VitalSource 9780323639880 Copyright: 2021 for \$43



or Paperback version-: Study Guide for Today's Medical Assistant, 4th Edition

ISBN- 9780323639866--\$55

By Kathy Bonewit-West, BS, MEd and Sue Hunt, MA, RN, CMA (AAMA) copyright 2021

Elsevier eBook version of Study Guide on VitalSource:

*Also Sign Up for Student Resources: <http://www.elsevier.com>

Recommended Materials

You are free to purchase your textbooks from any vendor. Please be sure to thoroughly review the return policies before making a purchasing decision. Merritt College does not reimburse students for course materials in the event of a textbook change or an unexpected cancellation or rescheduled course section.

EXTERNSHIP PLACEMENT REQUIREMENTS

Students are required to complete 160 hours of an externship at a site approved by the Medical Assistant Program Director to earn a certificate of completion from the Merritt College and students must ensure the following requirements are satisfied prior to externship placement:

- Complete MEDAS 101A&B, MEDAS 102A, B, with a passing grade of C or better * MEDAS 102C is no longer mandatory for acceptance into MEDAS 470F (externship)
- Submit a completed medical assistant resume and cover letter to the instructor in the MEDAS 101A Course.
- Submit all required immunization forms and documents to the clinical Coordinator per the instruction in MEDAS 101A.

- Clear all academic and financial holds prior to course registration and enroll by special acceptance into MEDAS 470F after coordinating with the instructor of record. See updated Coversheet for externship requirements.

CLASS SCHEDULE

Please see the calendar from each instructor. It will lay out the lecture topics and exam schedules. While we try to maintain this schedule, it is subject to changes and adjustments as necessary to successfully meet the course objectives.

Externship (MEDAS 470F-Sample Summer Semester)

Monday – Friday: the schedule may be as short as 40 hours per week, times 4 weeks to equal 160 hours. However, schedules may vary widely depending on facilities ‘accommodations and needs. For example, the externship may also be 5-6 weeks of 25-30 hours per week if offered in regular 17-week semester. If offered in summer plan to complete externship in 4-5 weeks. Students must be flexible with variable as we have to also honor the availability of staff for when they can train students.

Now students will be required to join the Castle Branch in the first semester of the program, in MEDAS 101A. This will prevent delays in clinical placements. The objective is to develop a portfolio for hire. The portfolio will consist of a cover letter, resume, castle branch statement to verify all vaccinations, Background check, and other requirements are completed so the student shall be ready for externship after their coursework is completed.

MEDICAL ASSISTANT CURRICULUM DESIGN

Medical Assistant Theory Objectives

The student will be able to:

1. Spell and define key terms.
2. Explain why early innovations in science and medicine were initially rejected or labeled as quackery.
3. Identify significant medical advances during the past 400 years that provided the foundation for today’s orthodox health care practices.
4. Discuss forms of holistic medicine.
5. Discuss the growth and history of the medical assisting profession.
6. Identify members of the health care team.
7. Define the general term “doctor” and list three types of professional doctors.
8. List and define the main functions of at least three types of health care.
9. Identify the scope of practice for the medical assistant in the State of California.
10. List the professional organizations for medical assistants and their purpose.
11. Define the professional qualifications and duties of the Medical Assistant.
12. Identify desirable character or personality traits needed to become a successful Medical Assistant.
13. Demonstrate proper professional appearance.
14. Determine the general requirements for obtaining and maintaining a license to practice medicine.
15. Explain how the physician-patient contract is created.
16. Describe the legal obligations of each party once a contract is created.

17. Outline the circumstances under which a physician may be held liable in a malpractice suit.
18. Explain the legal aspects of medical records.
19. Describe the physician and patient's bill of rights.
20. Specify an example of the principles of medical ethics for physicians and Medical Assistants.
21. Identify ways to decrease your chances of being sued.
22. List three essential components of communications.
23. Discuss three sources of communication breakdown.
24. Give various examples of verbal and nonverbal communication.
25. State three factors that influence receipt of a message.
26. Identify each of the five levels of Maslow's Hierarchy of Needs.
27. Identify defense mechanisms.
28. Describe the types of telephone communication and special features.
29. Describe techniques used for effective telephone communications.
30. List nine factors that will enhance customer service and discuss the issue of perception in multiculturalism.
31. Discuss issues related to multicultural personal contact.
32. Identify the dynamics of prejudice.
33. Explain why cultural bias (stereotyping) affects the quality of patient care.
34. Know and understand the cultural factors that may affect patient care.
35. Identify the major responsibilities of the medical assistant student.
36. Discuss the value of high standards for medical assistant students.
37. Describe the relationship between achievement standards as a student and future standards as a Medical Assistant.
38. Outline effective study habits that improve student learning.
39. Develop power reading skills that will lead to better methods of memorizing material for long-term recall.
40. Discuss attitudes toward studying and current study skills habits.
41. Identify learning styles.
42. Demonstrate calculation skills.
43. Calculate a correct sum when adding whole numbers.
44. Calculate the correct difference when using subtraction of whole numbers.
45. Calculate a correct product when using multiplication of whole numbers.
46. Calculate a correct quotient when using division of whole numbers.
47. Demonstrate competency in obtaining correct answers when working with decimals.
48. Define symbols and terms.
49. Act professionally and respectfully towards faculty, staff, clinical agency staff, clients/patients, and other students always. (Please refer to *The Medical Assisting Student Handbook* for specific information regarding class rules, behavior, attendance and tardiness policies, and other mandatory classroom, lab and clinical externship and observation requirements.)

METHODS OF INSTRUCTION

- Lecture and discussion
- PowerPoint and video presentations
- Small group presentations and discussion
- Computer-based tutorials and interactive training
- Guest lecturers

- Student projects
- Role play
- Worksheets
- Out of Class Assignments

In addition to the 6 units of lecture (6 hours a week) students must devote at least 12 hours/week to assignments, including but limited to the following: Assigned text readings and related health articles.

- Workbook assignments.
- Computer tutorials.
- Practice exams.
- Project Preparation
- Report Preparation
- Written Assignments
- Study

SCHOLASTIC STANDARDS

Grading: A grade of “C” or 75% or better in all courses must be attained to progress to the next semester of externship, MEDAS 470F.

A student who has withdrawn or failed a semester should contact the Program Director if he/she is interested in returning. The student is not re-accepted automatically into the program without re-evaluation, faculty approval, and space available for repeating students. Please refer to the “Readmission Policy” in the Medical Assistant Student Handbook.

A theory examination schedule may be given to the student at the beginning of the semester. An instructor may choose to add short written quizzes, written papers, student presentations, etc. and assign points to them. Theory grades are calculated on a point system and converted to a percent score.

$$\frac{\text{Your Total Points Earned}}{\text{percentage Set Total Points Possible}} = \text{Your}$$

EXAMPLE: $\frac{\text{Your total points } 653}{\text{(Overall Grade) Total points poss. } 800} = 0.816 = .82 = 82\% = B$

To calculate each exam, you divide your points scored correctly by the total points possible: for example, if 40 points is the # of points you answered correctly, and the possible maximum score is 50 points. This 40 is divided by 50 then your grade is 40/50 or 0.80 which translates to 80% which would be a B.

A grade of “C” or better is necessary to pass any given course. At the midterm, a student doing less than "C" work in theory will be given notification of academic deficiency. A student whose clinical performance is not satisfactory may be given a remediation plan noting area needing improvement and by what date the improvement must be made.

MEDAS 101A& B, MEDAS 102 A, B, & C, and MEDAS 103A, and B, must be completed with a minimum of a 75% grade in each component, before and to attend the externship rotation. However, MEDAS 102C is only recommended but not mandatory before externship.

Any failure to pass one of the theory components of the MA program prevents the student from participating in that component's clinical externship. Therefore, the student will receive a D or an F for the Theory Portion. Students who receive an "Unsatisfactory", "D", or below in any component of a medical assisting course may not progress in the MA sequence. If 101A&B and/or 102 A, B, & C are not successfully passed with a minimal C- Grade (equated to 75% or above) that student may need to repeat both portions successfully before they can be advanced to the externship portion of the curriculum, by special petition only.

Important: MEDAS 101A&B and 102 A, B, &C series may be taken in the same semester because the theory and clinical components of each reinforce each other. All components must be passed with a "C" or better. Therefore, the student will not be able to attend externships if he/she/they received a "D" for any of the core MEDAS courses. They will not be able to enroll in COPED 470F, the Externship.

Students must meet all clinical laboratory objectives and requirements in the clinical lab components with overall 75% or higher also. The Theory grades are always combined with Lab Grades, and both must be passed with 75% overall to pass the entire course. If the student does not perform at a satisfactory level in the laboratory component of the course, the student will receive an unsatisfactory grade and fail the course. If the student does perform at a satisfactory level in the laboratory component of this course, student's grades will be calculated based upon the averaging both overall components (theory and lab taken together).

Important: The MA program maintains strict scholastic standards. The grading standard of the MA program is on an ABSOLUTE SCALE as follows:

<u>Theory</u>	<u>Clinical/Skills Lab</u>	<u>Grade</u>
100 – 90	Satisfactory	A
89 – 80	Satisfactory	B
79 – 75	Satisfactory	C
74 - 60	Unsatisfactory	D
59 - below	Unsatisfactory	F

Late Work:

All assignments (including but not limited to clinical skills laboratory, projects, study guides, and workbook) must be completed and submitted on time. If assignments are not submitted on the day and time specified, it may reflect on the student's grade or the student's ability to meet course requirements. This applies to both clinical and theory and computer assignments. Students should refer to each course syllabus for specific assignments and policies.

Late Exams:

All students are expected to take exams at the scheduled time. It is the student's responsibility to be in attendance for all scheduled exams. If a student does not take the exam as scheduled; points may be deducted from the examination by the

instructor. Students should refer to each course syllabus for specific policies. If a student is absent from any quiz or midterm, they will be expected to take the examination within one week. **IT IS THE STUDENT'S RESPONSIBILITY** to contact the instructor on or before the day of the exam to reschedule another date: otherwise, no examination will be rescheduled. Any student who fails to contact the instructor to reschedule an exam within 7 days after or before the original test date will receive a zero on the examination. All tests must be made up within 7 days of the original test date. Ten percent will be deducted from the point score for any late test (a test taken after the hour and the date originally scheduled). Only one late exam is allowed per course. If a student does not take an exam or quiz at the scheduled time and make up is required, 10% will be deducted from the student's test grade. Only one exam can be a make-up for absence. If any additional exam is not taken at the same time as the cohort-scheduled time a zero score will be recorded for that exam. Students should refer to each course syllabus for specific policies.

Example: 50 points exams

-5 points (10%) late penalty

-3 points for 3 wrong answers

42 points (divided by 50 possible) = .84 or 84%

Retests will be the equivalent of the exam given during the scheduled exam but not necessarily the same exam. Any student failing to appear for the scheduled make up exam will receive a "0." Comprehensive exams at the end of semester may not be taken late except under extreme circumstances.

Cheating:

Any student found cheating on an exam will receive a grade of "0" on the assignment. Any student found cheating a 2nd time will be immediately dismissed from the program.

Academic Policy:

Students must pass the course with a "C" (75%-79%) or better in all theory components of the medical assistant curriculum and all clinical components must be passed with a grade of "Satisfactory" to complete course work and advance to the externship component of the curriculum.

Academic Counseling:

When the instructor or program director becomes aware that a student is performing at less than a "Satisfactory" or "C" level, the instructor or Program Director will counsel the student and may develop a Remediation Plan. To maintain confidentiality when meeting with the student regarding academic or performance issues, the student may not bring anyone with them to the meeting. The student is also expected to recognize his/her progress and to seek assistance.

Faculty & Grade Determination:

By law faculty has the exclusive right and responsibility to determine grades based upon their professional judgment. When grades are given for any course of instruction, the grade given to each student shall be the grade determined by the instructor of the course. Pursuant to the California Education Code, the determination of the student's grade by the instructor, in the absence of mistakes, incompetence, fraud or bad faith shall be final.

Syllabus – Tests, Dates, & Assignments:

The Medical Assisting student is expected to read each course syllabus carefully to determine course requirements, reading assignments, dates of tests and quizzes, required projects and deadlines.

STUDENT ATTENDANCE AND PUNCTUALITY

Attendance is expected in all face-to-face class sessions and clinical laboratory sessions. Students must be prepared for class and in their seats during all scheduled class or lab times. If you come to class more than 30 minutes late, you will be marked absent. If you leave class more than 30 minutes early, you will be marked absent.

For the latest Attendance Policies for online courses see course syllabus for the course. Generally, students may NOT miss more than 3 days in any of the medical assistant courses. If a student is absent more than 3 days, s/he will be automatically placed on academic probation and/or dismissed from the program. The decision to dismiss or remediate on probation if more than 3 days are missed will be determined by the entire faculty based on overall student performance. Please do not make requests to leave early or be late. All absences will be tracked by instructors as they are California State Mandated to meet learning objectives.

Attendance/lateness: Merritt College has an attendance policy that says if you miss more than the equivalent of what a class meets in 2 weeks you may be dropped from the class by the instructor. Instructors will hold to this policy; however, we may consider serious illness or exigencies of your life that may prevent your attendance at one or more lectures/labs. Nevertheless, if Instructors see that lack of attendance, whether excused or unexcused, is affecting your performance, that instructor may choose to apply the college attendance policy and drop the student.

Participation grade is also tied to attendance and professionalism in MEDAS Courses. Students who do not actively participate in discussions must make up by participation in class discussions. *Missed exams/assignments:* Missed exams/assignments are not allowed.

Plagiarism: Correct citations must be used when you are writing a paper and using the original work of another author. Not doing this is called plagiarism, and is subject to serious disciplinary consequences, including receiving a failure grade in a class. Speak to me if you have any questions.

Student Code of Conduct: Disruption of the classroom environment is against the Peralta Student Code of Conduct. This includes: if a student has a disagreement with the instructor. In such an event, you must speak to the instructor during office hours. The classroom is for class discussion only. Academic dishonesty/cheating also is a violation of the Peralta Student Code of Conduct.

Any student who violates the Student Code of Conduct is subject to class suspension and/or suspension from college.

Students must attend all class exam dates. All exams taken late will automatically reflect a 10% grade reduction per policy above. An exam is late if not taken at the same time interval as the rest of the class. Any student who has a poor attendance record in terms of frequent lateness, requests to leave early, or absences will be evaluated to determine ability to meet objectives and eligibility to continue in the Medical Assisting program. Tardiness and absenteeism will affect the student's ability to satisfactorily meet course requirements. Make-up work may be required for any or all absences. In case of illness, a clinical facility may require a specific clearance for return to the clinical area. It is also the prerogative of the Medical Assisting program to require a doctor's clearance if it is deemed necessary.

Merritt College Medical Assistant Program policy stipulates that NO ONE may audit classes.

Consistent with this policy, students are not to bring visitors, children, or pets to class or the clinical area.

REASONABLE ACCOMMODATION

Students with a certified disability which requires accommodation including, extra time for test taking, taping of class lectures or other accommodations must provide the instructor with documentation of the specific accommodation needed at least one week in advance of the test. If a student requires special testing accommodation, please provide the documentation and special envelope from DSPS.

Exam Procedures:

Tests will be monitored by one or two instructors. Chairs will be arranged to allow as much space as possible between students and they should not be moved by the students until the test is over. Always bring two #2 pencils and a good eraser, a 100 question Scan Tron sheet (to key in answers), as well as a blue or black pen. There is no talking during exams. If a student needs to ask a question, he/she should raise a hand and wait for the instructor to approach. Do not get up and walk to the desk, the pencil sharpener, etc... while the test is taking place. When a student finishes the test, he/she may turn in the exam and leave quietly from the classroom. When the student has completed the exam and leaves the room, he/she will not be readmitted until the exam is over. In pleasant weather, it is recommended that students move outside the building to reduce noise in the hallways while classes are in session. In cold or rainy weather, it is suggested that students move quietly to the center section of the building as far away from classroom(s) as possible.

For online courses see syllabus for the class in question

The Student Learning Objectives for both Courses are outlined below.

COURSE LEVEL STUDENT LEARNING OUTCOMES	ASSESSMENT METHODS
<p>Communication Skills:</p> <p>Listen actively and respectfully to analyze the substance of other comments.</p> <p>Speak in an understandable and organized fashion to explain their ideas, express their feelings, or support a conclusion.</p> <p>Utilize therapeutic communication when interacting with clients.</p> <p>Maintain confidentiality and privacy of clients in all communication.</p> <p>Write in an organized and grammatically correct fashion utilizing principles of health care documentation.</p>	<ul style="list-style-type: none"> • Group discussion. • Classroom observation of professional behavior. • Essay exam and written projects. • Participation in class discussions and response to questions. • Response to interactive computer situational simulations. • Role playing.

Thinking and Reasoning:	<ul style="list-style-type: none"> • Group discussion. • Classroom observation of professional behavior. • Essay exam and written projects. • Participation in class discussions and response to questions. • Response to interactive computer situational simulations. • Role playing.
<p>Information Competency:</p> <p>Use technology effectively and responsibly at a level that is necessary to achieve personal, professional, and educational success.</p> <p>Maintain confidentiality and privacy of patient records, both hard copy and electronic.</p>	<ul style="list-style-type: none"> • Group discussion. • Classroom observation of professional behavior. • Essay exam and written projects. • Participation in class discussions and response to questions. • Response to interactive computer situational simulations. • Role playing. • Computer assignments relating to health care informatics.
<p>Diversity:</p> <p>Demonstrate individual responsibility, personal integrity, and respect for diverse peoples and cultures including those with different cultural and linguistic backgrounds and different abilities.</p>	<ul style="list-style-type: none"> • Group discussion. • Classroom observation of professional behavior. • Essay exam and written projects. • Participation in class discussions and response to questions. • Response to interactive computer situational simulations. • Role playing.
<p>Civic Responsibility:</p> <p>Show accountability for making ethical and legal decisions as they relate to the delivery of care in the medical assistant role.</p> <p>Demonstrate personal integrity and professional accountability.</p>	<ul style="list-style-type: none"> • Group discussion. • Classroom observation of professional behavior. • Essay exam and written projects. • Participation in class discussions and response to questions. • Response to interactive computer situational simulations. • Role playing.

<p>Life Skills:</p> <p>Work effectively in a group.</p> <p>Demonstrate time management and organizational skills.</p> <p>Demonstrate work ethic and customer service skills.</p>	<ul style="list-style-type: none"> • Group discussion. • Classroom observation of professional behavior. • Essay exam and written projects. • Participation in class discussions and response to questions. • Response to interactive computer situational simulations. • Role playing.
<p>Career Development:</p> <p>Develop commitment to lifelong learning.</p>	<ul style="list-style-type: none"> • Group discussion. • Classroom observation of professional behavior. • Essay exam and written projects. • Participation in class discussions and response to questions. • Response to interactive computer situational simulations. <p>Role playing.</p>

BACKGROUND CHECKS

Most clinical agencies that the Merritt College Medical Assistant Program contracts with require background checks of students who are assigned to their clinical agency. Because Merritt College Medical Assisting students rotate to many different clinical agencies, students are required to obtain background checks. After reviewing the services and costs of various agencies, the program has decided to use [Castle Branch](#). The cost of using this service is approximately \$62. More RE; this process to be explained upon preparation for Externship.

STUDENT CLINICAL PLACEMENT

The clinical agencies that Merritt College contract with for student placement have the right to refuse or allow any student admission into the facility for clinical experience (with or without cause). The agencies have the right to remove students that violate agency or program requirements or rules. Failure to comply with the requirements, rules of the clinical agency or the program can result in disqualification or dismissal from the program.

MEDICAL ASSISTANT PROGRAM CODE OF CONDUCT

All students enrolled in the Merritt College Medical Assistant Program are expected to strictly adhere to the Merritt Student and Due Process Policy and the Student Rules for Student Conduct.

In addition, students who are enrolled in the Merritt College Medical Assistant Program must adhere to a strict code of conduct because of the professional nature of the program of study. Students who are seeking to become health care professionals must demonstrate behavior consistent with that of a professional medical assistant. As such, all students enrolled in the Merritt College Medical Assistant Program are expected to always conduct themselves as professionals while in the classroom, the simulated clinical skills and computer laboratories, the hospitals/clinical agencies with which the program has an affiliation, and in the allied health and instructors' offices.

Students are expected to display courteous and respectful behavior when interacting with each other, allied health

instructors, the program director and staff, employees of affiliated hospitals/ clinical agencies and other members of the health team. All students are expected to conduct themselves in a manner that demonstrates respect for the rights and responsibilities of other students, instructors, counselors, administrators, clerical staff, hospital/clinical agency administrators and employees, other members of the health care team and clients/patients and their families and visitors.

Students must adhere to rules and regulations of Merritt College Medical Assisting Program, each of the MA courses, MA faculty, the affiliated hospitals/clinical agencies and units, the simulated skills laboratory, and the computer laboratory. Students are required to follow the instructions and directions of the program instructors, the program director and the college administrators, staff, and the hospital/clinical agency administrators and staff, counselors, physicians, and other members of the health team when acting in the performance of their duties and responsibilities.

Failure to abide by the Merritt College Medical Assistant Program's Code of Conduct will result in disciplinary action up to and including dismissal from the Merritt College and The Unity Council Medical Assisting program.

PROFESSIONALISM IN THE CLASSROOM

Students must always behave in a professional manner; this includes during lecture and laboratory sessions. Students must keep in mind their behavior is also being evaluated as they are working toward being part of the medical profession. Violation of any of the following rules will result in discipline up to and including dismissal from the program. Students who violate rules that demonstrate unprofessional, unethical, illegal, or abusive behavior will not have achieved course or program objectives, and the student will not pass the course. The rules students must follow include but are not limited to the following:

CLASSROOM RULES & EXPECTATIONS*

(*online courses will be modified by course instructors)

1. Students must be in class on time. If late, students should make a quiet entrance and should not disrupt the class. (Please read Attendance Policy and understand the consequences of frequent tardiness or absences.)
2. NO electronic listening devices (tape recorders) are allowed except for students with a certified disability.
3. Students must attend full lectures and laboratory sessions. Leaving a lecture or laboratory session will be noted in student's file and counted as an absence. Please keep in mind arriving late or leaving early from lecture or laboratory sessions will affect your overall grade. After the student has arrived in the clinical area and received an assignment, leaving the clinical area without authorization will constitute patient abandonment and will result in dismissal from the program.
4. Students must ask the instructor for permission before leaving the classroom during lecture or laboratory hours.
5. Students must always raise their hands before speaking. Students must wait to get the instructor's permission to speak. Keep in mind the instructor has a lesson plan he/she is to cover, and there are other students in the class who may also have questions. Students are to be always aware and respectful of others.
6. Understand there is a lot of material which must be covered. It is to your benefit to understand all material covered to work effectively as an extern or Medical Assistant. Please keep this in mind while asking questions. Keep questions related to the subjects the instructor is covering.
7. ALL personal & social matters are personal, and must be kept out of the classroom, and

- laboratory sessions. You may discuss any personal & social matters with your fellow students on your own “personal” time, NOT during lecture or laboratory sessions.
8. NO cell phones. ALL cell phones must be OFF during lecture and laboratory hours. We understand you may have other responsibilities (children, family, work, pets, etc.); you may check your voicemail during your breaks. There is absolutely NO texting during class and laboratory hours.
 9. Theft of MA program, Merritt College, bookstore, student, faculty, staff, or Hospital/Clinical Agency property will result in dismissal from the program for unprofessional behavior.
 10. Violation of patient/client confidentiality (HIPPA) will result in discipline up to dismissal from the program.
 11. Leaving the clinical lab without reporting off as instructed is considered abandonment of patients and will result in discipline up to dismissal from the program.
 12. Cheating, plagiarism, alteration, or misuse of college or hospital/clinical agency documents, records, equipment, or computer data in violation of HIPPA will result in discipline up to dismissal from the program.
 13. Tape recording, using electronic listening devices, copying, or other data collection devices to record medical information about clients/patients or their families, improper use of information including information contained in handwritten notes, PDAs, or other data collection methods obtained for use to prepare or care for assigned patients is prohibited and will result in discipline up to dismissal from the program.
 14. Photocopying any document containing patient information obtained while assigned to a hospital or clinical agency is prohibited and will result in discipline up to dismissal from the program.
 15. Tape recording or using an electronic listening device of an instructor without her/his knowledge or consent in the classroom, clinical areas, clinical or computer laboratory or in the allied health department or faculty offices is prohibited unless the student has a qualifying certified disability for tape recording or listening devices.
 16. Improper use of tape recordings or other electronic listening or recording devices permitted because of a documented disability requiring the use of tape recorders or electronic devices is prohibited.
 17. Physical or verbal insults, threats, profanity, ethnic or racial slurs, or unprofessional interactions or comments with other students, faculty, staff, clients/patients, or their families, and/or employees of affiliated hospitals/clinical agencies at hospital/clinical agencies, the simulated clinical laboratory, computer laboratory, classrooms, or in the program or faculty offices is prohibited and will result in discipline up to dismissal from the program.
 18. Violation of the substance abuse and/or drug testing policy, background-check policy will result in dismissal from the program.
 19. Verbal or physical behavior which obstructs or disrupts teaching, learning, patient/client care, or the administration of the medical assisting program will result in discipline up to dismissal from the program.
 20. Furnishing false or misleading or altered information or documents to the Merritt College Medical Assisting Program, program director, assistant director, instructors, and/or affiliated clinical agencies will result in dismissal from the program.
 21. Communication with an employee/administrator of an affiliated hospital/clinical agency without the approval of the instructor (including but not limited to requests to use equipment, supplies, copy machines, telephones, hospital parking, or other special services or privileges) is prohibited.

22. Making a false or misleading allegation against another student, a faculty member, the program director, or staff including allegations made in letters, telephone, including anonymous communications will result in discipline up to dismissal from the program.
23. Attend to personal needs before coming to class or after class unless you have a true emergency.
24. Remain in your assigned seat unless you have permission to get up.
25. Please keep your desk area tidy and clean up before you leave class.
26. Do not eat candy or other food in class unless you have been given special permission.
27. Bring the required materials to class every day unless you are otherwise directed by you instructor.
28. Talk only when permitted. Be aware of the situation since quiet talking is allowed in some situations and speaking to the entire group without raising your hand may be allowed in others. Instructors will remind you once and expect compliance.
29. Use polite speech and body language. Unkind teasing and impolite behavior are unacceptable and will result in discipline up to dismissal from the program.
30. Cheating or plagiarism of any kind is strictly prohibited and will result in discipline up to dismissal from the program. A grade of "0" will be entered for the exam/assignment involved. Any student caught cheating a second time will be dismissed from the program.
31. Always follow the instructor's directions. Failure to do so will result in discipline up to dismissal from the program.

SUBSTANCE ABUSE

The use of, or being impaired by, alcoholic beverages and/or illegal drugs by a student at either Merritt College or in the clinical setting is prohibited. The use of, or being impaired by, legally prescribed drugs which modifies the behavior of a student sufficiently to result in unsafe patient care is prohibited. A student, who is impaired by alcoholic beverages, and / or legal or illegal drugs, compromises his/her position as a student at Merritt College and the unity council medical assisting program. The student may be subject to disciplinary measures from Merritt College, including dismissal from the medical assisting program.

IT IS THE STUDENT'S OBLIGATION TO INFORM OF THE USE OF CHEMICAL AGENTS OR A MEDICAL CONDITION WHICH HAS THE POTENTIAL TO IMPAIR THINKING, BEHAVIOR OR FUNCTIONING.

While enrolled in the Merritt College and the medical assistant program, all students are expected to abstain from the use of drugs or alcohol that has the potential to impair function, thinking, understanding or behavior. It is the obligation of all students to inform their clinical instructor or the MA program director if they have a medical condition or an addiction or are under the influence of drugs or alcohol which has the potential to impair behavior or functioning, thinking, or understanding. Students must be free of the influences of drugs or alcohol which have the potential to impair functioning while in the Merritt College and the unity council medical assistant program offices, classrooms, Skills Laboratories, Computer Laboratories, and in the affiliated clinical agencies.

HONOR SYSTEM

The students at Merritt College medical assisting program have a profound responsibility to themselves, to the public and to the health care profession. The honor system is based on personal honesty and trust. It is an integral part of the Medical Assisting program. Every enrolled student is expected to support the system. Cheating is a cause for dismissal. Every MA student will understand that the basis for this policy is medical assisting and Merritt College's responsibility for protecting the lives of patients and safeguarding the public.

UNSAFE PERFORMANCE / PATIENT ENDANGERMENT

In the clinical laboratory class, the Medical Assisting student practices under the immediate supervision of his or her instructor. During the externship component of the program the student practices under the supervision of a qualified employee of the agency. The student is directly responsible to the clinical instructor/clinic employee or clinic manager. The clinical instructor and the clinical agency have the responsibility and authority to remove a student from the clinical laboratory class and dismiss a student from the Medical Assisting program when in the instructor's or director's professional judgment, the instructor or program director have determined that the student's clinical behavior falls below the acceptable standard of care for a patient/client and poses a substantial danger to the health and welfare of a patient/client. A student who is dismissed from the program for unsafe performance/patient endangerment will not be readmitted into the program unless he or she meets their admission requirements.

A student who exhibits behavior that may be due to impairment by alcohol or drug abuse, or emotional / mental illness may also be removed from the clinical laboratory setting and dismissed from the program for unsafe performance/patient endangerment. The student will not be readmitted into the program unless there is evidence that the student has had treatment or rehabilitation to correct the illness. Readmission will be pursuant to the Readmission Policy and Procedure.

HEALTH REQUIREMENTS

For reasons of safety and an ethical concern for the health of students, patients, and instructors, the Medical Assisting program may require that some students obtain a medical clearance before they enter the assigned office or clinic for observation and externship. All students are urged to take flu shots when available to protect themselves and their families from exposure. All completed health forms, particularly proof of immunity or vaccination records are required before being considered for externship (MEDAS 470-F enrollment).

To complete the required clinical instruction students are assigned to affiliated clinical agencies. All students must comply with the health requirements of the affiliated clinical agencies. On occasion, based on recommendations of the DHS, JACHO, the CDC, other local, Federal, or State agencies, the agencies risk management and infection control departments and/or the Merritt College Risk Management, the health requirements for students may be revised or changed. Students are responsible for complying with any such changes. Students will not be admitted into the clinical agency until all health requirements are met.

DRESS CODE REQUIREMENTS FOR CLINICAL FACILITIES

- Students in the Medical Assisting program are required to wear a specific style of uniform designated by the MA program. The uniform is to be worn to lab daily as part of preparing students for the office work setting. Wearing the proper uniform two days per week is mandatory as an evaluative criterion of professional appearance. Uniform compliance demonstrates students can adhere to organizational policy. This helps to determine clinical placement or not, after the coursework is complete.
- Each student is responsible for purchasing enough uniforms to allow for a clean uniform each day.
- Students are expected to know what appropriate and acceptable attire and grooming is.
- Students are advised to avoid extremes in clothing or grooming that is not suitable for

clinics or offices.

- Each student is required to use personal discretion regarding appropriate dress in the interest of good grooming and personal safety.
- Students shall adhere to the “Dress Code requirements for clinical facilities”.
- Failure to adhere to these requirements can result in dismissal from the clinical agency and the Medical Assisting Program.

Uniform:

- Ceil Blue scrub tops and slacks.
- Clothing and shoes must be clean, in good order and neat always.
- Merritt name pin must be worn in lab and at externship sites.
- When purchasing blue pants, be sure the fabric is not translucent or allows shadows displaying under garments.

Below is a sample of a website of where to buy the Uniforms with Pictures of Men and Women wearing the scrubs:

<https://www.allheart.com/ciel-blue-mens-scrubs?gclid=EAIaIQobChMIydnVm4Wx8gIVshx9Ch0B6QACEAAYASA AEGJWVPD BwE>



Hose or stockings:

- White or skin shade.
- Textured or embroidered hose are not to be worn.
- Full-length hose is to be worn with a skirt.
- Full-length hose or knee length stockings may be worn with pants.

Shoes:

- Medium, flat, or wedged heel
- All white leather shoes, with soft soles to control noise are preferable.
- Tennis or running shoes (made of cloth)-could be all white or all black.
- Clogs, sandals, moccasins, or boots **may not be worn in the lab.**

Jewelry:

- Restricted to a wristwatch or pendant watch, engagement and wedding ring or small ring.
- Button type earrings for pierced ears (no dangling loops etc.).
- Jewelry is to be limited in the interest of good grooming and personal safety.

Grooming:

- Students should come to class groomed and dressed as if reporting to work.
- Students are allowed to wear daytime make-up – no false eyelashes allowed.
- Hair must be clean and neatly combed; students' hair should not have any flamboyant colorings or dyes; hats or beanies are not permitted.
- Long hair must be controlled in such a manner as to prevent it from falling forward or into the face when bending or stooping.
- If hair is not properly controlled, hairnets will be required in the interest of personal grooming, safety, and hygiene.
- No tongue or facial piercings allowed.

HANDWASHING AND FINGERNAIL POLICY

Hand washing is the single most important procedure for preventing healthcare acquired infections. Hand washing results in a reduction in the transmission of potential pathogens on the hands and reduces patient morbidity and mortality from health care acquired infections. Artificial nails and nail tips are more likely than natural nails to harbor pathogens that can lead to health acquired infections.

The natural nails of students are to be kept short, i.e., not extending beyond the tips of the fingers. Artificial nails and nail tips are prohibited.

Merritt College has adopted the following mandatory policy for all students in the MA Program.

All students shall wash their hands at the following times when in the clinical setting:

- A. At the start of the skills lab at any of the four sinks
- B. Before and after direct contact with patients, blood or body fluids, mucous membranes, non-intact skin, or objects are likely to be contaminated.
- C. Before and after eating, drinking, smoking.
- D. After using the rest room.
- E. After coughing and sneezing.
- F. After removing gloves (hand sanitizer acceptable when not meeting actual body secretions)

The choice of plain soap, antimicrobial soap, alcohol-based hand rub, or surgical hand scrub should be based on the degree of hand contamination and whether it is important to reduce and maintain minimal counts of resident flora, as well as to mechanically remove transient flora on the hands of health care personnel. Soap from wall mounted dispensers is to be used for routine hand washing. Bar soap is not acceptable.

MA students shall follow the specific hand washing policy and procedures of the clinical agency to which they are assigned in addition to, not as a substitute for, the Merritt Rules stated above. Students who fail to comply with this policy will immediately be removed from the clinical or laboratory setting until the student follows the policy. The student will receive an unsatisfactory evaluation for the period missed from the clinical rotation. The student will also be subject to the Student Attendance and Punctuality Policy and the Unsafe Performance / Patient Endangerment Policy found in the *Medical Assistant Student Handbook*.

UNIVERSAL PRECAUTIONS

Merritt College Medical Assistant Program will follow the accepted standards of care affiliated

institutions with regards to Universal Precautions. Therefore, Medical Assistants must use precautions with blood and body fluids from all patients to protect themselves from exposure to the HIV virus. These precautions also protect against infectious organisms.

- Handle the blood of all patients as potentially infectious.
- Wash hands before and after all patient and specimen contact.
- Wear gloves for potential contact with blood and body fluids.
- Wear gowns when splashing with blood or body fluids is anticipated.
- Wear mask for TB and other respiratory organisms. (HIV is not airborne).
- Wear protective eyewear and a mask if splattered blood or fluids is possible (e.g., bronchoscope, oral surgery).
- Place used syringes immediately in nearby impermeable container, do NOT recap or manipulate needle in any way.
- Treat all linen soiled with blood and/or body secretions as infectious.
- Process all laboratory specimens as potentially infectious.
- Place resuscitation equipment where respiratory arrest is predictable.

MERRITT COLLEGE LIBRARY

The library offers books, periodicals, and journals. Nursing texts can be found in the library stack collections and on “RESERVE”. Reserve books may be taken out overnight and on weekends if there is more than one available and the student has the instructor’s written approval.

COMPUTER ASSISTED LABORATORY

The computer assisted laboratory is open to all Medical Assistant students. A variety of computer programs are available to enhance the students’ learning.

DEDICATED ALLIED HEALTH COMPUTER LABORATORY

The Allied Health Computer Laboratory provides an opportunity for students enrolled in the Merritt Medical Assistant Program to learn and practice skills using software designed to provide simulated learning experiences. This software allows the students to learn specific procedures and the rationales for these procedures. The simulated computer laboratory is a component of the required clinical skills laboratory.

TUTORIAL SERVICES

The Learning Center is located on the ground floor of the L Building and is open during the day and evening hours. Qualified student tutors are available to assist students who need individualized help in a course. In addition, nursing students are selected by the department to assist with specific tutorial projects. The faculty is also available during office hours and by appointment to help students. It is suggested that you decide in advance if you would like extra help from instructors.

DEPARTMENTAL COMMUNICATIONS

To establish a communications network, all students MUST keep a current telephone number

and email address on file with Merritt College faculty. Additionally, the clinical agencies with which Merritt College have affiliations require contact information on all students who have a clinical placement in their agency. Students must agree to the release of this information to the clinical agencies.

STUDENT CONCERNS ABOUT A SPECIFIC COURSE OR FACULTY MEMBER

If an individual student or a group of students have a problem or complaint about a faculty member or course requirements, it should be discussed with the involved faculty member and/or the coordinator for the course, and/or the acting Program Director. Students are advised that if a student has an issue with the faculty member involving the clinical or academic performance of the student, the faculty cannot discuss this with anyone other than the involved student. Concerns or complaints regarding an academic grade should be brought directly to the instructor who issued the grade. By law, the grade given by the instructor is final and cannot be changed, unless there was fraud, mistake, bad faith, or incompetence. The student has the burden of proving fraud, mistake, bad faith, or incompetence. Students who make false allegations will be subject to the Merritt Medical Assistant Program's Code of Conduct.

STUDENT GRIEVANCE AND DUE PROCESS PROCEDURE

The Faculty Committee, with student input, has suggested the following steps for resolving problems, complaints or concerns involving the Medical Assistant program: Conference with the involved parties. Conference with the course instructor. Conference with the Program Director, Jon Murphy. Conference with the Vice-President of Student Services. Concerns or complaints regarding an academic grade should be brought directly to the instructor who issued the grade. By law, the grade given by the instructor is final and cannot be changed, unless there was fraud, mistake, bad faith, or incompetence.

Students may appeal their academic grades through the Student Academic Grievance Hearing Procedure. However, pursuant to the California Education Code - Section 76224, the grade given by the instructor is final except in the case of fraud, mistake, bad faith, or incompetence. The student has the burden of proving fraud, mistake, bad faith, or incompetence.

Students who are found to make false allegations shall be subject to discipline for violation of the Merritt College and The Unity Council Medical Assistant Program's Code of Conduct.

POLICY

Merritt College has developed the following policy and procedures to address student grievances and to assure due process. A grievance is any complaint of any student involving the interpretation, application, or alleged violation of Merritt College policies and procedures. Grievance action may be initiated by a student against another student, an instructor, an administrator, or a member of the classified staff.

The following actions are grounds for student grievance:

Violation of student rights that a student is entitled to by law or Merritt College, including rules for student conduct, admission, probation, suspension, or dismissal policies. (The Clinical Dismissal and Grievance Policy should be followed for a complaint related to the clinical dismissal of a student.)

Act or threat of physical aggression.

Act or threat of intimidation or harassment.

Board Policy 4.43A, the Student Academic Grievance Procedure should be followed for a

complaint alleging mistake, fraud, bad faith, or incompetence in the academic evaluation of student performance. Students alleging discrimination and/or sexual harassment should file a complaint directly to the Merritt College Affirmative Action Office.

PROCEDURES

Step 1: Informal Resolution

A student who has a complaint may, within thirty (30) academic calendar days of the allegation, request a meeting to resolve the complaint informally with (a) the person against whom he/she has a grievance; (b) the supervisor of the person against whom he/she has a grievance; or (c) the Dean of Student Services. Regardless of whether a student has attempted informal resolution, he/she may proceed to step two by filing a formal complaint.

Step 2: The Formal Complaint Procedure

A formal complaint must be filed by a student within ninety (90) academic calendar days of the alleged violation of the time when he/she knew or should have known of the alleged violation. Failure to file a formal complaint within such a ninety (90) day period constitutes a waiver of the student's right to appeal.

A complaint must be filed on an approved complaint form, available from the Dean of Student Services, and must include the following:

The exact nature of the complaint (grounds).

The specific details of the complaint (e.g., chronology of the event and an explicit description of the alleged violation).

A description of the informal meeting and attempted resolution, if any. The specific resolution/remedy sought.

The complaint form should be filed with the Dean of Student Services.

The Dean of Student Services shall provide the person against whom the grievance has been filed with a copy of the grievance and a copy of the procedure.

The Dean of Student Services shall make a request for records and documents from the student filing the complaint and the party against whom the complaint has been filed, and forward copies of all documents pertinent to the alleged violation to the College Grievance Committee and the parties.

Documents or accusations not specifically related to the alleged violations shall not be forwarded to the committee or the parties.

The following College Grievance Committee members shall be appointed for a term of one year as follows:

The Vice President of Instruction who shall chair the committee.

One faculty member, and one alternate, jointly appointed by the PFT and the Faculty Senate. One classified employee, and one alternate, appointed by Local 790 and the classified senate. One administrator, and one alternate, appointed by the College President.

One student, and one alternate, appointed by the Student Government President.

Step 3: The Formal Hearing

Four-fifths of the members of the committee shall be present for the committee to act. Committee members shall be giving five (5) working days' notice of the hearing. In the event a member of the committee cannot attend, or is disqualified because of conflict of interest, the alternate shall serve. The votes of most of the members present (at least three (3) votes) are necessary for the committee to make a recommendation.

The chairperson of the committee shall notify the Dean of Student Services of the committee's recommendation within three (3) working days. The Dean of Student Services shall, within five (5) working days, notify the parties of the committee's recommendation and the appeal procedure. Any decision to reject the findings of the committee must be supported by a summary of the findings of fact.

STUDENTS RIGHTS

At all steps of the process, both the student filing and the other party have the right to be accompanied, advised, and represented by a person of their choosing.

Written notice, including the date, time, and place of the hearing shall be delivered to both parties at least ten (10) working days prior to the hearing. The notice shall be hand delivered or sent by certified mail and shall include a copy of the complaint.

In so far as is consistent with privacy laws, both parties (and their representatives) shall receive copies of all documents developed or utilized during the review by the committee of the complaint. This shall include documents added to the file.

Both parties shall be given adequate time (at least five (5) working days) to read and review all documents. This right may be waived by the respondent.

Both parties shall be informed that all relevant evidence presented to the hearing committee, whether written or oral, may be used against them in this or any other proceeding unless otherwise prohibited by law. The written notice shall inform the parties of this fact. The chairperson of the committee shall inform both parties orally of this fact at the commencement of the hearing.

The chairperson of the committee shall provide the involved complainant with a written summary of the rights they may be entitled to by law or contract at least five (5) days before the hearing. In accordance with Ed Code Section 76234, the results of any disciplinary action or appeal in connection with any alleged sexual assault, physical abuse, or threat of the same shall be made available within three (3) days of the result, to the alleged victim, who shall keep such information. **GUIDELINES Evidence:** The hearing shall be conducted to bring all the relevant information and evidence to the members of the committee in an orderly and intelligible form. The strict rules of evidence shall not apply. Any relevant evidence shall be admitted if it is the sort of evidence on which responsible persons are accustomed to relying in the conduct of serious affairs. Accusations not specifically related to the alleged violation shall not be considered relevant. The rules of privilege shall apply to the same extent that they are recognized in civil actions.

If the respondent or his/her representative, or both, are absent from all or part of the hearing, the committee shall make its recommendations based on whatever evidence is submitted before the hearing and on whatever evidence and testimony is presented to the committee during the hearing.

The chairperson of the committee shall conduct the hearing. The chairperson may do whatever is necessary, so long as it is legally permissible, to ensure that the hearing is conducted in a fair, dignified orderly manner.

The hearing shall be open to people directly involved in the matters to be heard. The bargaining agent representing the respondent may send an observer to any hearing.

All information derived from the complaint is confidential. Information may not be made public nor discussed with anyone except those with a legitimate need to know.

The chairperson of the committee may exclude a witness from the hearing when the witness is not giving testimony.

Anyone who disrupts the proceedings or interferes shall be excluded from the proceedings.

Any member of the committee may ask questions of any witness. The committee may call in "expert witnesses" if the subject of the grievance is beyond their expertise. The committee shall inform the witnesses (other than the accused) in writing that they are sought for interview purposes and their participation in the process is requested by the committee. Witnesses shall also be informed as to the purpose of the interview, the general subject of the interview, and their right to request representation by anyone of their choosing prior to and during said interview.

The grievance committee shall make all evidence, written and oral, part of the record. The hearing date may be postponed or continued at the discretion of the chairperson of the committee. Both parties shall be given written notice of the new or continued hearing date.

A committee member shall withdraw from participation in the hearing if a conflict of interest is anticipated; in which case the alternate committee member shall serve.

STUDENT APPEAL OF DISMISSAL FOR CLINICAL PERFORMANCE

Policy: The clinical laboratory instructor(s) of the Merritt College Allied Health Department has the responsibility and authority to evaluate, assess, and grade the academic performance of a student consistent with clinical standards defined in the program.

The instructor has the responsibility and authority to remove a student from the clinical laboratory class and dismiss a student from the program for cause. For purposes of this policy, “cause” is defined as where, in the instructor’s professional judgment, the instructor has determined that the student’s clinical performance fall below the acceptable standard of care for the patient as outlined in the program objective and evaluation requirements and poses a substantial danger to the health and welfare of the patient.

An instructor may immediately remove a student under this policy where the student’s performance poses an immediate and substantial danger to the health and welfare of the patient and where pre- removal written notice is impracticable. In that situation, and where practicable, the instructor should provide the student with an oral explanation of the reasons for the removal and complete the written notice within two days.

In the situation where the instructor concludes that cause exists for removal and dismissal from the program, where prior counseling has not led to improvement in the student’s clinical performance, and where there is substantial but not immediate danger to the patient, the instructor may remove the student upon providing the student with written notice of intent to dismiss.

This policy and its procedures are not to be used when a student’s clinical performance is unsatisfactory and does not pose a substantial danger to the health and welfare of patients. Where the instructor removes the student without advance written notice of intent to dismiss, the The Assistant Dean of Student Services shall provide the student with a written notice within three days of removal.

The written notice of intent to dismiss shall set forth the facts giving rise to the decision to remove the student, the reasons for the dismissal and summarize any prior counseling given to the student. The notice shall be hand delivered to the student or mailed by certified mail, return receipt requested.

Upon receipt of the notice of intent to dismiss, the student may request an immediate hearing under Section 11 of the procedures of this policy if such a request is made in writing within three days of receipt of the notice. Alternatively, the student may elect to appeal the removal and intent to dismiss through the District’s Student Academic Grievance Hearing Procedure”, as provided in Section 11 of the procedure of this policy.

A student who requests an immediate hearing under Section 11 of this procedure will be allowed to attend all classes except clinical laboratory classes until a finding is made by the Allied Health Student Grievance Committee. If the Committee’s finding recommends that the instructor’s decision be upheld, and this finding is accepted by the Dean of Student Services, the student may continue the appeal procedures under this Policy but shall not be allowed to attend further classes. If the Committee finds that the instructor’s decision was without cause as defined above or based on mistake, fraud, bad faith, or incompetence, and this finding is accepted by the Dean of Student Services, the student may continue to attend classes except for clinical laboratory classes, pending any appeal made by the instructor.

A student who successfully appeals the removal and dismissal decision shall be reinstated into the program and

his/her academic record will be expunged of references to the decision. The college shall provide the student with assistance in making up any clinical training lost during the appeals process.

A student who is dismissed from the program may apply for re-admission pursuant to program policy which may require evidence of remediation.

DEFINITIONS

“Days” shall mean working days of the district. Where the procedure refers to action participation by the district administrator, such as the Dean of Student Services, that reference also includes any person appointed as designee.

“Cause” is defined in Board Policy 4.44

“Mistake,” “fraud,” “bad faith,” or “incompetence” shall be as interpreted under Education Code Section 76224.

ALLIED HEALTH STUDENT GRIEVANCE HEARING

Student Rights

A student who has been removed by an instructor for cause under this policy has the right to an Allied Health Student Grievance Hearing under the following conditions:

The student requests an immediate hearing within three days of receipt of the notice of intent to dismiss.

The request is submitted in writing to the Dean of Student Services.

The student submits an approved complaint form as described in the district’s “Student Academic Grievance Hearing Procedure.” Section B. 2 within three days of receipt of the notice of intent to dismiss.

Dean of Student Services

The Dean of Student Services may accept, reject, or return the recommendations to the committee for further action. The Dean of Student Services shall notify the student, instructor, and committee of his/her decision based upon the findings of fact of the committee.

Appeal the Decision of the Dean of Student Services

The “Appeal Process” described in the “Student Academic Grievance Hearing Procedure” shall be used to appeal the decision by the Dean of Student Services, as appropriate and applicable.

REMOVAL OF STUDENT BY CLINICAL AGENCY

Students must abide by the policies, procedures, and standards set by the clinical agency where they receive their clinical training. If an agency removes a student from the clinical area after deciding that while during his or her clinical rotation, the student has acted or failed to act to violate the policies, procedures, or standards of care set by the agency, the student will immediately be requested to leave the clinical agency by the clinical instructor or program director.

The instructor will assess the facts and determine whether cause exists to remove the student from the clinical area and dismiss him or her from the Merritt College Medical Assistant Program.

If it is the professional judgment of the clinical instructor that the student’s performance falls below the acceptable standards of care as outlined in the program objectives and evaluation

requirements and/or course objectives and requirements, the student will be dismissed from the program because the student's performance posed a substantial danger to the health and welfare of patients. The policy and procedure for removing a student from the program for cause shall apply.

If it is the professional judgment of the clinical instructor that the student has violated college, program, course or clinical agency requirements or policies, the policy and procedure for violation of the college and/or program's policies shall apply.

If it is the professional judgment of the clinical instructor that the student's performance does not fall below the acceptable standard of care as outlined in the program objectives and evaluation requirements and/or course objectives and requirements or violate or violate the college or program's policies to warrant dismissal, the program shall make a good faith effort to find an alternative clinical agency that the program has an agreement with in order for the student to complete course and clinical objectives and requirements. If the program cannot find an alternative placement for the student, the student will be placed on leave. It shall be your responsibility to locate an alternative clinical course that is equivalent to the course from which the student was dismissed. While the program may assist the student in locating an equivalent course/clinical placement, in this rare and unusual circumstance, the program cannot guarantee that an alternate equivalent placement can be provided.

DISCLAIMER

Merritt College Medical Assistant Program has made every reasonable effort to ensure that information contained in this brochure is accurate and current. To adhere to and implement state regulations and requirements with affiliated agencies, information and requirements are subject to change without notice. Therefore, the College and the Department reserve the right to add, amend, or repeal any of their rules, regulations, policies, and procedures to comply with state or district regulations or recommendations and/or requirements of affiliated agencies.

Local Resources

Please double check the accuracy of this list by calling the clinics listed before going for services. They may have changed their hours after this was published. This list is only a reference. You are welcome to use the medical facility of your choice.

The Peralta Wellness Center at Laney College is open for full-time Peralta College students. Show student ID with current semester's sticker. (Closed during shelter and Place time)-Services deferred to Roots Medical Office.

It is in the Laney College Student Center, Room SC410 (on the fourth floor, above the cafeteria). 900 Fallon St., Oakland, CA 94607 <http://web.peralta.edu/health-services/> or <http://web.peralta.edu/health-services/what-your-18-pays-for/>

To schedule an appointment, please call (510) 464-3134.

Hours: The medical clinic is open on Mondays and Wednesdays from 9-5. Closed between 12 and 1 PM. On the fourth and fifth Wednesday of each month, the clinic hours are from 1-7 p.m.

Free Physical Exams and seasonal Flu shots are available.

TB Tests are given on Mondays and read Wednesdays.

Free immunization clinics for adults and children

for a complete list, see this link. I also provided you with a printout at orientation.

http://www.acphd.org/media/107585/iap_free_iz_sites_eng.pdf

Alameda County Family Justice Center · 470 27th Street Oakland, CA
94612 (510) 267-8800

The Alameda County Public Health Center provides free immunizations.

Thursdays from 1 -4 PM (except Dec 27).

(You do not need to be a victim of crime or abuse to get their services.)

The Hep B Project Free HBV vaccines and screenings www.hepbproject.org

Wednesdays 1:30 -4 PM at **2501 International Blvd Oakland 94601**

Saturdays 10 - 11:20 AM **inside Asian Health Services 818 Webster St, Oakland, CA**
510 859-4372

The Berkeley Free Clinic

(510) 548-4811 or (800) 6-CLINIC

<http://www.berkeleyfreeclinic.org/>

2339 Durant Ave between Dana and Ellsworth, Berkeley

The Berkeley Free Clinic is open for medical services in the evenings Monday through Friday.

Please note that *the only Medical Service offered on Tuesdays is Tuberculosis (TB) Testing.*

Medical services, including TB testing will be provided on all other weeknights (Mon, Wed, Thurs, Fri)

Phone hours:

Monday- Friday 3 PM – 9

PM Saturday 11 AM – 3 PM

Sunday 4 PM – 8 PM

Seasonal Flu vaccines (both nasal and injection) and Tetanus boosters are available. Call on Monday through Fridays at 5:45 to make an appointment.

Free TB testing by appointment. (Donations are accepted). Appointments start at 7:00pm Monday through Friday. Call at 5:45 PM to arrange a same-evening appointment,

Hepatitis B (HPV) testing and vaccination are on Saturdays from 3- 5 PM by appointment only. Call between 1 – 2:30 PM for same day HBV appt.

**Berkeley Public Health Clinic 830 University Avenue
Berkeley, CA 94704 (510) 981-5350 NO APPOINTMENT IS NECESSARY
<http://www.cityofberkeley.info/ContentDisplay.aspx?id=3944&portalID=10>**

HBV shots \$68 are given at both the family planning clinics and the STI clinics.
call for appt Mon 8:30-11am.drop in 1-3 pm Tues call for appt 8:30-11am.or 1-3 pm Thurs
appt only 1 -5 pm

MMR shots (*not* titer) offered at

\$17 T-DaP

\$17 Flu free

Rapid Clinic (walk in) Thursdays 5:00 –6 pm

Note: If you are getting live vaccine MMR or Varicella, have your TB skin 30 days after that, or get TB test before vaccine.

TB PPD Tues 9-11 and 1-4 pm. Injection

read 1-4 Thursday \$9 –137 depending on income. Takes MediCal Bring immunization records.

All vaccination

Mon and Tues 9-11 am and 1-4 pm.

Thurs 1-4 pm

Tdap booster is recommended (2005 is when Tdap came out) \$17 Flu shot (H1N1 is included) is free.

Alameda County Medical Center Clinics and Hospitals:

Highland Hospital, Fairmont Hospital and John George Psychiatric Pavilion As well as 3 free standing clinics; Eastmont Wellness Center, Winton Wellness Center & Newark Health Center.

You need to get a CMSB Alameda County Insurance Card if you have no insurance.

You can get this at the Eastmont Wellness clinic registering in the finance dept.

room 500 (1st floor) and at Highland on your first visit with your medical provider.

Highland Hospital

Primary Care

1411 E. 31st St., Oakland Koret Building, 6th floor 437-4800 main number

You must be an established patient with a primary care provider to get immunization and titer appointments.

Eastmont Wellness Center (Eastmont Mall) [[map](#)]

<http://www.acmedctr.org/eastmont.cfm?M1=1&M2=4&M3=0&P=130> 6955

Foothill Blvd. Oakland

(510) 567-5700 call 7AM – 7 PM

(Drop in *only* for TB tests. All titers and immunizations require an appointment) Drop in 8:15 am and 12:45 PM. Only the first 10 people in line will be helped, so get there at least ½ hour early.

Chest Clinic: Chest X rays for Positive TB skin tests Tuesday, Wednesday, 8:45 am - 5:00 pm
Thursday, 8:45 am – 12:00 noon
Clinic services are closed from 12:00 noon -1:00 pm.

All services are by appointment. The availability of services and hours of operation may change from time to time without notice. Please contact the Clinic to confirm the information.

Adult Medical Clinic
Monday-Friday, 8:45 am – 5:00 pm
Saturday, 8:30 am – 4:30 pm

Also offer flu, HPV, Varicella, Tetanus/TDaP—must have a primary care doctor.
Titers are available for MMR, Rubella and Hep B
All immunizations are available.

For all immunizations and titers as well as TB by appt only. Appointments may take 2 weeks or more, so make them ASAP.

Monday-Friday, 8:30 am –12:00 noon, 1:00 pm - 5:00 pm
\$10 - \$15 co-pay

**Winton Wellness Center 24100
Amador St., Suite 250
Hayward, CA 94544**

[\[map and directions\]](#)

<http://www.acmedctr.org/winton.cfm?M1=1&M2=4&M3=0&P=1> 40

Patient Information: (510) 266-1700

Adult Medical Clinic closed from 12:00 noon – 1:00 pm. All services are by appointment.

Monday, 1:00 pm – 5:00 pm
Tuesday, Wednesday, Friday, 8:30 am – 5:00 pm
Thursday, 8:30 am – 12:00 noon
Chest Clinic

Tuesday, 1:00 pm – 5:00 pm
Health Maintenance

This clinic offers immunizations Monday through Friday, 8:30 am – 5:00 pm by appointment only.*

* TB skin testing is not available on Thursdays

Adult Immunization & Travel Clinic San Francisco

AITC is a non-profit, fee-for-service clinic that is part of the San Francisco Department of Public Health.

Titers and immunizations available

Appointments & General Information: **(415) 554-2625 101 Grove Street (corner Polk) Room 102**

San Francisco, CA 94102 <http://travelclinicsf.org>

or

<http://www.sfdcp.org/aitcservices.html> They have low income.

price (\$35) for varicella

Located at the southwest corner of Civic Center Plaza, near City Hall.

BART/MUNI stop = Civic Center, then walk 2 blocks west on Grove Street. Mon, Wed,

Thurs, Fri 9:00 am - 4:00 pm

Tues 9:00 am - 3:00 pm

Titers:

Phlebotomy (blood drawing) fee \$27

plus

MMR Immunity Panel (measles, mumps, and rubella immunity) \$97

Varicella (chickenpox) Immunity \$47

Hep B \$47 Vaccines

Measles-Mumps-Rubella (MMR) vaccine \$ 86

Tetanus: Tdap with whooping cough booster \$73 Tdap and \$55 Td (no whooping cough (pertussis) protection)

Chickenpox [Varicella] vaccine \$35 for low-income

Hepatitis B vaccine \$ 78 per shot

TB Test \$40

*TB Tests not on Thursdays or Fridays, but will take on Mon, Tues, Wed

Drop ins allowed for all vaccines. Cut off at 3:30pm Mon. and Wed-Fri. Cut off at 2:30pm Tues. Personal checks and American Express cards not accepted.

Appendix I

COVERSHEET FOR STUDENT PORTFOLIO

Please complete this cover sheet and attach it the required documents listed below. DOCUMENTS NEED TO BE PUT IN ORDER AND PLACED NEATLY IN A FOLDER, BEFORE I WILL REVIEW. (This is in addition to uploading to Canvas drop box.)

Please indicate the forms included in your portfolio by checking the boxes on the Left.

	1.Resume, (with optional cover letter)
	2. BLS CPR and First Aid Certification cards, (American Heart Association only for Kaiser placement and need to be current through enrolled semester). First Aid Certificate or transcript showing successfully passed HLTOC 110
	3.Background check (must be current for semester enrolled from CastleBranch)
	4.TB skin test, Quantiferon lab test or Chest x-ray (please check with your healthcare provider with recommendation regarding this) (Per CastleBranch requirements)
	5.MMR titer (measles, mumps and rubella) (Per CastleBranch requirements)
	6.Varicella titer (Per CastleBranch requirements)
	7.Hepatitis titer (Per CastleBranch requirements)
	8.Tdap (or Td Booster withing last 10 years) (Per CastleBranch requirements)
	9.Flu vaccine for current or latest flu season
	10.Injection Log or signed by Instructor, not mandatory for Externship but include if completed with MEDAS 102C
	11.Urine Drug Screen Test-#10 drug Panel Test
	12. Covid testing requirements per CastleBranch – 2 vaccenes 1-2 months apart
	13. Merritt transcript- requirements are as follows: 101 A, 101 B, 102 A lecture and lab, 102 B lecture and lab. All classes need to have a minimum of a C grade. If you are away from the program or Merritt (TBD) for 2 years then you will need to take a comprehensive exam for externship placement. (to be discussed with instructor before the document review) Unofficial transcript is fine.
	14.CastleBranch- cover sheet that you can print out when all of your requirements are complete. (there is no title on this document) **** Mandatory

When completed or nearly completed you will make an appointment, with faculty, on campus to review your folder. Late, messy or incomplete forms will not be accepted. If you have questions, please let instructor know.

*All requirements are subject to change. Please keep a copy of all documents for your own records and bring one for Merritt faculty.

**Additional forms will be asked for you to complete for acceptance into Externship Sites and they will be discussed at the meeting with Clinical Coordinator. MEDAS 470F Instructors: Minda Dudley (mdudley@peralta.edu) or Dr. Jon Murphy (jmurphy@peralta.edu)

Appendix II

MEDAS 470F Occupational Work Experience (Medical Assisting)



Merritt College

12500 Campus Drive, Oakland, CA 94619

www.merritt.edu • (510) 434-3886



COPEP/MEDAS 470F Occupational Work Experience (Medical Assisting)

TERM: Fall Spring Summer

Date: _____

Instructions: Please fill out this agreement completely, neatly and in blue or black ink. If you have any questions speak with COPEP Instructor, Room S-321 or (510) 434-3886.

Last Name: _____ First Name: _____ Middle Initial _____

Student ID#: _____ Gender: Male Female Other

Home #: _____ Cell #: _____ Email: _____

Student Mailing Address _____ City _____ State _____ Zip _____

has permission to register for & will receive _____ credits (_____ clock hours/_____ hours per week) upon successful completion of the work experience with:

Name of Company or Agency _____ Supervisor at Work Site _____ Email _____

Address _____ City _____ State _____ Zip _____

Phone _____ Fax _____

Description of learning experience (work assignments & duties): _____

Weekly schedule:

Sunday Monday Tuesday Wednesday Thursday Friday Saturday

_____ - _____	_____ - _____	_____ - _____	_____ - _____	_____ - _____	_____ - _____	_____ - _____
---------------	---------------	---------------	---------------	---------------	---------------	---------------

Wage _____ per _____ COPEP Coordinator: _____

Workers compensation insurance paid by:

Work Site No Coverage

Work Study College

Special notes:

AGREEMENT TO PARTICIPATE & WAIVER/ASSUMPTION OF RISK

Name: _____ Student ID Number: _____

This is a release of liability and assumption of risk agreement. Read it carefully and sign below. Completion of this form is necessary to participate in this class activity. **I understand my decision to take this class or activity is optional and voluntary.** This document cannot be altered or modified by any verbal or written statements.

I am aware that participating in the Peralta Community College District (DISTRICT) class can involve **MANY RISKS OF INJURY** including, but not limited to, property damage, bodily injury, personal injury, and death.

In consideration of the DISTRICT permitting me to participate in the COPED 470F Occupational Work Experience (Medical Assistant) class, I hereby voluntarily assume all risks associated with my participation and release the DISTRICT, its employees and volunteers, its colleges, campuses and centers, its governing board and the individual members thereof, and all other DISTRICT officers, agents and employees from all liability (whether based on negligence or otherwise) for injuries (including death) and damages arising out of or in any way related to the class.

“All persons making the field trip or excursion shall be deemed to have waived all claims against the District or the State of California for injury, accident, illness, or death occurring during or by reason of the field trip or excursion. All adults taking out-of-date field trips or excursions and all parents or guardians of minor students taking out-of-state field trips or excursions shall sign a statement waiving such claims.”

By signing this Agreement, I hereby waive all such claims.

I understand and agree to accept all the rules and requirements of the activity and/or class, including safety rules and instructions given by the supervisory personnel. I understand, and agree, and grant to the DISTRICT the right to terminate my participation in the activity and/or class within the DISTRICT’s or DISTRICT’s employee’s sole discretion. If applicable, I understand and agree that any costs associated with my return transportation shall be at my personal expense.

I consent to the DISTRICT providing emergency health assistance if it is determined necessary and further consent to the DISTRICT notifying the emergency contact (listed below) and agree that this liability release and assumption of risk agreement applies to any of the district’s actions in this regard.

This agreement shall inure to the benefit of and be binding upon my heirs, decedents, successors, executors, assignees, legal representatives, and all family members. The provisions of this agreement including, but not limited to, my waiver of liability and my assumption of risk shall survive this agreement.

The following person should be contacted in case of an emergency: (please print)

Name Address Telephone No.

I/WE THE UNDERSIGNED, HAVE READ THIS AGREEMENT AND UNDERSTAND THAT IT IS A RELEASE OF ALL CLAIMS AND THAT I/WE ARE VOLUNTARILY ALL RISKS AND WAIVING ANY AND ALL CLAIMS ARISING OUT OF OR IN ANY WAY RELATED TO THIS ACTIVITY AND/OR CLASS. I/WE AGREE THAT NO ORAL REPRESENTATIONS, PROMISES, OR INDUCEMENTS, NOT EXPRESSLY CONTAINED HEREIN HAVE BEEN MADE AND THAT THIS DOCUMENT CONSTITUTES THE ENTIRE AGREEMENT PERTAINING TO THE SUBJECT MATTER CONTAINED HEREIN.

Signature Date Parent or Guardian Date

TERM: Fall Spring Summer Date: _____

Last Name: _____ First Name: _____ Middle Initial _____

Student ID#: _____ Gender: Male Female Other

Home #: _____ Cell #: _____ Email: _____

CONFERENCE #1: Agreement: The student will comply with the Occupational Work Experience guidelines and regulations. The instructor will visit the student's place of work/internship, consult with the employer/mentor regarding the student's job performance and grant academic credit for the successful completion of the program. The employer/mentor and the college agree to provide the necessary supervision and guidance to ensure maximum educational benefit from this work experience. The employer/mentor will verify the hours completed by the student during the term. Peralta Community College District does not discriminate based on national origin, religion, sex, age, medical condition, medical or physical disability, sexual orientation or veteran status in its acceptance, assignment, treatment, evaluation, or compensation of students who participate in programs sponsored or arranged by Peralta Community College District. Employers who sign this agreement are expected to uphold this policy in their selection of prospects for employment, education process or activities. It is understood the employer will provide adequate protection for the paid student/employee through worker's compensation and/or liability insurance as required by law.

Job-Oriented Learning Objectives: For each semester, a student is enrolled in Cooperative Work Experience, it is necessary to identify new or expanded job-related learning outcomes. These objectives are formulated by the student, reviewed, and approved by both the supervisor/mentor and the college instructor. Should the objective require revision anytime during the semester, the student notifies the instructor.

The undersigned agree to the above requirements and with the validity to the job-oriented learning outcomes listed below.

Student's Signature Date Supervisor/Mentor's Signature Date Instructor's Signature Date

Objective #1: Write your approved objective indicating what and how it will be accomplished and how it will be measured.
Evaluation Method:
Date Completed:

Objective #2: Write your approved objective indicating what and how it will be accomplished and how it will be measured.
Evaluation Method:
Date Completed:

Objective #3: Write your approved objective indicating what and how will it be accomplished and how it will be measured.
Evaluation Method:
Date Completed:



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CONFERENCE #2:

Please use the following rating scale to indicate the degree of achievement for each of the listed objectives:
Rating Scale: 4 = Excellent 3 = Above Average 2 = Satisfactory 1 = Limited

OBJECTIVE 1	OBJECTIVE 2	OBJECTIVE 3
Student Rating:	Student Rating:	Student Rating:
Supervisor/Mentor Rating:	Supervisor/Mentor Rating:	Supervisor/Mentor Rating:

Student Signature Date Supervisory/Mentor's Date

Supervisor/Mentor Comments: _____



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TERM: Fall Spring Summer

Date: _____

Last Name: _____ First Name: _____ Middle Initial _____

CRN: _____ Work Experience Units: _____ Work Experience Instructor: _____

Paid Work Minimum Work/Internship Hours Required: _____

DIRECTIONS: 1) Fill in the beginning date for each week of the semester. 2) For each work/intern shift, indicate the time in hours and then the minutes in quarter hour increments. Round minutes to the nearest quarter hour (Example: 4.25 hrs.). Do not report the shift beginning and ending time, but the total time worked/interned. (Example: 4.5 hrs.). **Complete recording your work/intern hours prior to the Learning Objectives Evaluation Conference. It is all right to ESTIMATE your work/intern hours for the last two weeks of the semester.** 3) Your work/internship supervisor will sign at the bottom of the form to verify your hours. Return this form to your instructor with your Learning/ Training Agreement.

Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Date																	
Mon.																	
Tues.																	
Wed.																	
Thurs.																	
Fri.																	
Sat.																	
Total Hours																	

⇒ In boxes across from "Date" at the top of each week, enter the date (mm/dd) for each Monday of the session.

⇒ Enter employment/Internship hours worked (Not hours devoted to objective accomplishment alone) I

verify that the dates and hours indicated above have been accomplished by this student.

TOTAL HOURS WORKED / INTERNED FOR THE SEMESTER _____

Supervisory/Mentor's _____ Date _____

Supervisor/Mentor Comments: _____



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Benefits to Employers

- Hospital and Clinic employers can tap into an excellent, cost-effective system for recruiting and training students engaged in a high-quality education process.
- Frees up regular full-time staff to pursue higher level projects.
- Access to a pool of well-trained and highly motivated student employees to fill entry-level positions.
- Permits flexible work scheduling.
- Increased retention
- Provides the opportunity to observe and evaluate prospective employees under actual working conditions.
- Is a faster training cycle.
- Opens the door to influence the design and content of college curricula.
- Establishes an opportunity to participate in the total educational development of students.
- Offers a low-cost method of training potential future employees.

Employer Responsibilities

Employers provide challenging positions which students can develop professional competence and gain experience working. It is only through the support of employers that Cooperative Education works. The employer is also expected to:

1. Assign work that best uses the talents of the student and helps the student in accomplishing the objectives of the learning agreement.
2. Assists the student in completing the Learning Agreement.
3. Review the job description and the learning agreement objectives at the beginning of each semester.
4. Conduct employer evaluation of student upon completion of a work semester.
5. Communicates with program director or work experience coordinator regarding the student's job performance.
6. The employer guarantees that the student will be allowed to work for the entire length of the externship, barring incident.
7. Termination of the internship position is at the option of the employer, should need arise, with prior notification of the faculty advisor or work experience coordinator.



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Student Self-Evaluation

TERM: Fall Spring Summer

Date:

Students Name

Please Circle Responses: 5- Always demonstrate ability, 4 - Usually demonstrate ability, ability,
3-Sometimes demonstrate, 2- Seldom demonstrate ability, 1 - Cannot demonstrate ability
If any responses are not applicable, please write N/A next to response

Communication Skills

In my cooperative education experience, I feel as if I am able to:

N/A

1	Read, comprehend and follow written materials	1	2	3	4	5
2	Communicate ideas and concepts clearly in writing	1	2	3	4	5
3	Listen to others in an active and attentive manner	1	2	3	4	5
4	Effectively participate in meetings or group settings	1	2	3	4	5
5	Demonstrate effective verbal communication skills	1	2	3	4	5

Vocational/Career Preparation

In my cooperative education experience, I feel as if I am able to:

N/A

1	Break down complex tasks/problems into manageable pieces	1	2	3	4	5
2	Exhibit a self-motivated approach priorities/goals	1	2	3	4	5
3	Demonstrate an ability to set appropriate priorities/goals	1	2	3	4	5
4	Exhibit a professional behavior and attitude	1	2	3	4	5
5	Report to work as scheduled and on-time.	1	2	3	4	5

Leadership

In my cooperative education experience, I feel as if I am able to:

N/A

1	Manage and resolve conflict in an effective manner	1	2	3	4	5
2	Support and contribute to a team atmosphere	1	2	3	4	5
3	Seek to understand and support the organization's mission/goals	1	2	3	4	5
4	Seek out and utilizes appropriate resources	1	2	3	4	5
5	Work within appropriate authority and decision-making channels	1	2	3	4	5

Integrity/Values

In my cooperative education experience, I feel as if I am able to:

N/A

1	Exhibit a positive and constructive attitude	1	2	3	4	5
2	Bring a sense of values and integrity to the job	1	2	3	4	5
3	Accept responsibility for mistakes and learn from experiences	1	2	3	4	5
4	Behave in an ethical manner	1	2	3	4	5
5	Respect the diversity (religious/cultural/ethnic) of co-workers	1	2	3	4	5

Academic Progress

1	I am currently enrolled, attending and passing my other academic courses	YES	NO
2	My GPA is being maintained this semester as a 2.5 or above	YES	NO
3	I understand if I am having trouble with any of my academic courses, it is my responsibility to notify the Career Services Office immediately	YES	

Reviewed by: Supervisor Signature

Date

Reviewed by: Co-op Instructor Signature

Date

Comments:



Supervisor Evaluation of Student

TERM: Fall Spring Summer

Date:

Students Name

Please Circle Responses: 5- Always demonstrate ability, 4 - Usually demonstrate ability, ability,
3-Sometimes demonstrate, 2- Seldom demonstrate ability, 1 - Cannot demonstrate ability
If any responses are not applicable, please write N/A next to response

Communication Skills

In the cooperative education experience, the student is able to:

N/A

1	Read, comprehend and follow written materials	1	2	3	4	5
2	Communicate ideas and concepts clearly in writing	1	2	3	4	5
3	Listen to others in an active and attentive manner	1	2	3	4	5
4	Effectively participate in meetings or group settings	1	2	3	4	5
5	Demonstrate effective verbal communication skills	1	2	3	4	5

Vocational/Career Preparation

In the cooperative education experience, the student is able to:

N/A

1	Break down complex tasks/problems into manageable pieces	1	2	3	4	5
2	Exhibit a self-motivated approach priorities/goals	1	2	3	4	5
3	Demonstrate an ability to set appropriate priorities/goals	1	2	3	4	5
4	Exhibit a professional behavior and attitude	1	2	3	4	5
5	Report to work as scheduled and on-time.	1	2	3	4	5

Leadership

In the cooperative education experience, the student is able to:

N/A

1	Manage and resolve conflict in an effective manner	1	2	3	4	5
2	Support and contribute to a team atmosphere	1	2	3	4	5
3	Seek to understand and support the organization's mission/goals	1	2	3	4	5
4	Seek out and utilizes appropriate resources	1	2	3	4	5
5	Work within appropriate authority and decision-making channels	1	2	3	4	5

Integrity/Values

In the cooperative education experience, the student is able to:

N/A

1	Exhibit a positive and constructive attitude	1	2	3	4	5
2	Bring a sense of values and integrity to the job	1	2	3	4	5
3	Accept responsibility for mistakes and learn from experiences	1	2	3	4	5
4	Behave in an ethical manner	1	2	3	4	5
5	Respect the diversity (religious/cultural/ethnic) of co-workers	1	2	3	4	5

Reviewed by: Supervisor Signature

Date

Reviewed by: Co-op Instructor Signature

Date

Comments:

Evaluation Sheet for Student Medical Assistant Externships

Student Name*: _____ Externship Start Date: _____

Externship Site: _____ Externship End Date: _____

Supervisor Name*: _____ Department: _____

***Signature by Supervisor & student verifies 160 hours of externship was completed by this student per legal agreement- also please provide weekly schedule worked by student verifying 160 hours.**

Clinical Rotation Checklist*						
	Observed or Performed	Above Average	Satisfactory	Needs Improvement	Unsatisfactory	Comments
CLINICAL PROCEDURES						
Hand Washing						
Alcohol Hand Sanitizing						
Universal Precautions						
Patient Identification						
Accessing Interpreter Services						
Height &/or Weight						
Use of Wheelchair Scale						
BMI Chart						
Blood pressure - Manual						
Blood Pressure -Automated						
Orthostatic BP						
Radial pulse						
Respiration rate						
Temperature -Tympanic, or Oral, or Rectal						
Vision Test						
High – Low Exam Tables						
Patient Preparation for exam &/or Office Visit						
Pulse Oximetry						

Peak Flows						
Oxygen Tank – Set-up						
Location of Med Emergency Equip.						
Observation of Inhalation Treatment - PulmoAide						
EKG						

Medical Assistant Student: Clinical Rotation Checklist2

Setting up for Procedures						
	Observed or Performed	Above Average	Satisfactory	Needs Improvement	Unsatis- factory	Comments
Ear wash/ Ear Lavage Observation						
Setting up for GYN exam						
Restocking exam room supplies						
INFANTS AND CHILDREN						
Height - Infants (cms & inches)						
Height – Children (cms & inches)						
Weight – Infants (kgs & pounds)						
Weight – Children (kgs & pounds)						
Pulse						
Respiration rate						
Head circumference						
Temperature - Tympanic						
Temperature - Oral						
Temperature - Rectal						
Pulse Oximetry						
Growth Chart						

Snellen vision test and the use of Snellen boards						
Color vision test and the use of the test book						
Hearing test						
OB-GYN						
Pregnancy wheel						
LABORATORY						
Finger stick/heel stick						
Blood glucose						
Clean Catch Urine - specimen collection (regular and infant)						
Urine Chemistry (dip)						
Urine Pregnancy Test						
Culture setup						
	Observed or Performed	Above Average	Satisfactory	Needs Improvement	Unsatisfactory	Comments
PAP setup						
Sputum collection						
Specimen handling/labeling						
EQUIPMENT AND SUPPLIES						
Handling dirty instruments/equipment						
Handling dirty speculums						
ADMINISTRATIVE						
Filing						
Scheduling Appts - Observation						
Computer Tasks - Observation						
Office Duties - Other						

Documenting in charts						
Message Handling						
HIPPAA/Confidentiality						
PROFESSIONALISM						
Appearance						
Attendance & Punctuality						
Attitude and Work Habits						
Customer Service - Patients						
Customer Service - Staff						
Communicates effectively						
Phone Etiquette						
Other Skills Observed (during 160 hours of Externship) wherein students showed Proficiency:						
SUPERVISOR OVERALL COMMENTS on Student Performance:						

Signature of Supervisor*

Date

*Signature by Supervisor verifies 160 hours of externship has been completed by student

Signature of Student

Date

*Signature by Student attests to completing 160 hours of externship at this site

MEDAS 470 F / Pre- Externship Timeline

DATES	TIMELINE ACTION Customized by each student depending on projected start of Externship.
	Students must meet with MEDAS 470F instructor and be enrolled into MEDAS 470F externship course and be approved to receive any credits of clinical experience to be counted towards completion of the required minimum of 160 hours of Medical Assisting Training
<p>Weeks 1-2 of MEDAS 101A</p> <p>Weeks 2-6 of MEDAS 101A</p> <p>Before MEDAS 470F Clinical Placement</p>	<ul style="list-style-type: none"> • Complete opening Castlebranch account – • Upload the following into the background-check website: Criminal background check (show evidence of clearance on your entry) • Upload the following records into Castlebranch account: <ul style="list-style-type: none"> • TB Skin test or (two yr. consecutive, annual symptom review OR (-/neg) Chest X-Ray and one symptom review) OR annual QuantiFERON TB blood test) • MMR {Measles, Mumps and Rubella) (Record of two vaccines or a (+) titer) • Varicella (Record of 2 vaccines or (+) titer) • Hepatitis B (Record of 3 vaccines or (+) titer) • TDAP (or Td and Pertussis) (in past 10 years) • Annual flu vaccine (for current or most recent season) <p>CastleBranch- there will be a completion sheet from Castlebranch with a list of all your clearances. This needs to be included and is also mandatory to be considered for clinical placement.</p> <p>Mandatory orientation The MEDAS 470 F orientation workshop will be scheduled by 470 F faculty members. This is a mandatory orientation. If you miss this orientation, you should plan to register for the following semester. We are unable to accommodate absences (unless an emergency arises)</p> <p>Once you have completed all the above requirements, you will need to keep all your documents neatly in a folder, and in order, according to cover sheet.</p> <ul style="list-style-type: none"> • After orientation, faculty member will schedule you for a session with him/her to review your documents. • The List of students qualified to MEDAS 470F will be approved by the instructor and allowed to stay in the course and to be considered candidates for being placed for externships. <p>PRE-REQUISITES: Transcripts or proof of successful progress in:</p> <ul style="list-style-type: none"> • MEDAS 101A • MEDAS 101B • MEDAS 102A • MEDAS 102B <p>Before course completions you can Call to meet with Instructor if you show your current progress is 75% or higher in your coursework-that is overall class score of 75% or better</p> <ul style="list-style-type: none"> • All externship placement forms should be completed before meeting with the instructor. Then he/she can find the externship

	<p>site for you. No substitution will be allowed once placed. You must also be sure to sign the externship agreement, no placement without signature. If you have not been at Merritt and in the MEDAS program for 2 years you will need to take a competency exam.</p>
<p>Before Enrollment into MEDAS 470F</p>	<p>Students should print out their transcripts to verify course completion when they meet with Externship instructor.</p> <ul style="list-style-type: none"> • Students should also have the printout or pdf verifying completion of all CastleBranch updated requirements as outlined above before beginning externship
<p>Before Issuance of Certificate of Completion</p>	<ul style="list-style-type: none"> • Students can enroll into MEDAS 470F before completion of MEDAS 102C. • However, students must complete MEDAS 102C and must have completed INJECTION LOG completed from MEDAS 102C Skills Lab to attain the Certificate of Achievement from Merritt College <p>Remember, the following are the overall Certificate of Achievement Requirements:</p> <ol style="list-style-type: none"> 1. HLTOC 201 Medical Terminology 2. HLTOC 110 CPR and First Aid for Allied Health Program 3. MEDAS 101A Introduction to Medical Assisting 4. MEDAS 101B Disorders of the Body Systems in Primary Care 5. MEDAS 102A Clinical Medical Assisting I 6. MEDAS 102B Clinical Medical Assisting II 7. MEDAS 102C Clinical Medical Assisting III 8. MEDAS 470F Work Experience in Medical Assisting <p>Apply for Certificate of Achievement 1.5 months before end of semester of anticipated completion of all course requirements.</p>

EXTERNSHIP OBJECTIVE

At the end of the externship rotation, the student be able to successfully function independently the following skills:

Clinical Skills

1. Perform baseline data collection: including but not limited to rooming patients, collecting height weight and all aspects of vital signs.
2. Engage the patient in the process of establishing patient's wellbeing, level of consciousness, any silent sign of stroke (the stroke warning signs)
3. Appropriately use equipment for baseline data collection
4. Room patients enter parameters in the electronic health record.

Safety Protocol

5. Observe OSHA standard guideline relating to safety on the job: body mechanics, personal protective gears as needed.
6. Performs hand hygiene with 100% accuracy using the OSHA guideline for infection control.
7. Maintain safety precautions when handling sharps.
8. Disposing contaminated instrument and objects following OSHA guidelines
9. Safely follow all steps in medication safety protocol.
10. Handle specimen based on safety guideline and infection control guideline.

Administrative skills

11. Perform record storage and retrieval based on the clinics system in use.
12. Master color codes used in patient management according to clinic's protocol.
13. Use a professional voice when talking on the phone with patients or consulting with another agency.
14. Be pleasant on the phone and off the phone.

Professionalism

15. Manifest professionalism in behavior, appearance, communication; interacting with patients.
16. Arrive on time, use company time for company's business following the company's protocol.
17. Ask questions often and frequently if in doubt, and never assume.
18. Do not ask for personal favors during the company's time for personal issues.
19. Company property to be used for company duty not for personal use at any time.
20. At the end of the day, depart from the clinic after signing off to the supervisor or the manager as the clinic dictates.
21. Complete 160 hours of on-the-job training.
22. Return all timecards signed by supervisor or manager.
23. Must return a signed evaluation form with the timecards.
24. Complete all paper documentation of work, charts, and evaluation forms at the end of each week.
25. Returns completed evaluation forms from the clinical site to Ms. Grace.

Full time Externship Placement Agreement

I request a placement opportunity to complete my Clinical Medical Assistant training.

I agree to commit to full-time attendance to complete all my 160 hours in 4 weeks.

Failure to comply within the four weeks, will result in the forfeiture of your opportunity in that semester.

Printed Name _____

Signature _____

Date ____/____/____

POST-EXTERNSHIP REPORT –TO SCHOOL

Student Name _____(Last), _____(First)

At the completion of externship, the student must submit the following items to the faculty of record:

Items to Be Submitted to Coped Faculty of Record			
		yes	no
1	Timecard, signed by supervisor		
2	Student evaluation forms signed by supervisor / designee		
3	Student’s clinical evaluation feedback		
4	Contact Information and title of supervisor. Phone number email address		
5	Student self-evaluation		
6	Student current contact information: Phone number email address. permanent mailing address		

Attendance Policy at Clinical Site

Attendance, Absenteeism, Tardiness Policy

Attendance and punctuality are an expected standard of professionalism and represent a work ethic that is expected of both the Merritt College Medical Assistant Program as well as your future employers.

Any behavior inconsistent with this ethic and/or failure to follow the prescribed procedures below may result in dismissal from the Medical Assisting Program. Can be seen in the policy manual for the Merritt College at: <http://www.peralta.edu>

Uniform Policy for Clinical Rotation

DRESS CODE REQUIREMENTS FOR CLINICAL FACILITIES

- Students in the Medical Assisting program are required to wear a specific style of uniform designated by the MA program. The uniform is to be worn to class daily as part of preparing students for the office work setting. Wearing the proper uniform four to five days per week is mandatory as evaluative criteria of professional appearance. Uniform compliance demonstrates students can adhere to organizational policy. This helps to determine clinical placement or not, after the coursework is complete.
- Each student is responsible for purchasing enough uniforms to allow for a clean uniform each day.
- Students are expected to know what appropriate and acceptable attire and grooming is.
- Students are advised to avoid extremes in clothing or grooming that is not suitable for clinics or offices.
- Each student is required to use personal discretion regarding appropriate dress in the interest of good grooming and personal safety.
- Students shall adhere to the “Dress Code Requirements for Clinical Facilities.”
- Failure to adhere to these requirements can result in dismissal from the clinical agency and the Medical Assisting Program.

Uniform:

- Ciel Blue scrub tops and slacks.
- Clothing and shoes must be clean, in good order and always neat.
- Merritt name pin must be worn.
- When purchasing blue pants, be sure the fabric is not translucent or allows shadows to be displayed under garments.

Hose or stockings:

- White or skin shade.
- Textured or embroidered hose are not to be worn.
- A full-length hose is to be worn with a skirt.
- Full-length hose or knee length stockings may be worn with pants.

Shoes:

- Medium, flat, or wedged heel
- All white leather shoes, with soft soles to control noise.
- Tennis or running shoes (made of cloth) not allowed.
- Clogs, sandals, moccasins, or boots may not be worn.

Grooming:

- Students should come to class groomed and dressed as if reporting to work.
- Students can wear daytime make-up – no false eyelashes allowed.
- Hair must be clean and neatly combed; students’ hair should not have any flamboyant colorings or dyes; hats or beanies are not permitted.
- Long hair must be controlled in such a manner as to prevent it from falling forward or into the face when bending or stooping.
- If hair is not properly controlled, hairnets will be required in the interest of personal grooming, safety, and hygiene.

- No tongue or facial piercings allowed.

HANDWASHING AND FINGERNAIL POLICY

Hand washing is the single most important procedure for preventing healthcare acquired infections. Hand washing results in a reduction in the transmission of potential pathogens on the hands and reduces patient morbidity and mortality from health care acquired infections. Artificial nails and nail tips are more likely than natural nails to harbor pathogens that can lead to health acquired infections.

Merritt College and clinical agencies have adopted the following mandatory policy for all students in the MA Program.

All students shall wash their hands at the following times when in the clinical setting:

- A. At the start of the tour of duty
- B. Before and after direct contact with patients, blood or body fluids, mucous membranes, non-intact skin, or objects are likely to be contaminated.
- C. Before and after eating, drinking, smoking.
- D. After using the rest room.
- E. After coughing and sneezing.
- F. After removing gloves.

The choice of plain soap, antimicrobial soap, alcohol-based hand rub, or surgical hand scrub should be based on the degree of hand contamination and whether it is important to reduce and maintain minimal counts of resident flora, as well as to mechanically remove transient flora on the hands of health care personnel. Soap from wall mounted dispensers is to be used for routine hand washing. Bar soap is not acceptable.

The natural nails of students are to be kept short, i.e., not extending beyond the tips of the fingers. Artificial nails and nail tips are prohibited.

MA students shall follow the specific hand washing policy and procedures of the clinical agency to which they are assigned in addition to, not as a substitute for, the Merritt Rules stated above.

Students who fail to comply with this policy will immediately be removed from the clinical or laboratory setting until the student follows the policy. The student will receive an unsatisfactory evaluation for the period missed from the clinical rotation. The student will also be subject to the Student Attendance and Punctuality Policy and the Unsafe Performance / Patient Endangerment Policy found in the *Medical Assistant Student Handbook*.

UNIVERSAL PRECAUTIONS & Updated COVID-19 Restrictions that apply.

Merritt College Medical Assistant Program will follow the accepted standards of care affiliated institutions with regards to Universal Precautions. Therefore, Medical Assistants must use precautions with blood and body fluids from all patients to protect themselves from exposure to the HIV virus. These precautions also protect against infectious organisms.

- Manage the blood of all patients as potentially infectious.

- Wash hands before and after all patient and specimen contact.
- Wear gloves for potential contact with blood and body fluids.
- Wear gowns when splashing with blood or body fluids is anticipated.
- Wear mask for TB and other respiratory organisms. (HIV is not airborne).
- Wear protective eyewear and a mask if splattered blood or fluids is possible (e.g., bronchoscope, oral surgery).
- Place used syringes immediately in nearby impermeable container, do NOT recap or manipulate needle in any way.
- Treat all linen soiled with blood and/or body secretions as infectious.
- Process all laboratory specimens as potentially infectious.
- Place resuscitation equipment where respiratory arrest is predictable.
- **COVID Restrictions compliance-per externship site**

HANDBOOK SIGNATORY SHEET

Date _____

I have received a copy of the Merritt College Medical Assistant Student Handbook.

I understand to pass all Medical Assisting Courses I must attain an overall 75% Performance score in both Theory and Lab Portions of all courses. _____

I have read and understand the *Merritt College Medical Assistant Student Handbook*.

Student's Name (Printed) _____

Student's Signature _____

HEALTH INFORMATION WAIVER

Date: _____

I authorize the Merritt College Allied Health Programs to share information regarding my health data (including but not limited to immunization status, immunity titers, and/or testing for/x-rays for tuberculosis) that is requested by clinical agencies in which I am a student.

Student Name (Printed) _____

Student Signature _____