

**Richland College  
Health Professions Division  
Continuing Education**

**Medical Assisting Program  
Student Handbook**



**Sabine Hall, room 184  
12800 Abrams Road  
Dallas, Texas 75243**

**IT ALL BEGINS HERE.**

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Dear Student:

Welcome to the Richland College Medical Assisting Certificate Program. This program is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) and is approved and monitored by the American Association of Medical Assistants (AAMA).

The Richland College Medical Assisting Certificate Program will take a minimum of eleven months of continuous study or eighteen to twenty-four months of part-time study to complete the program. The course work is based on the standards and requirements of the accreditation agency, CAAHEP. Once the course work has been completed, students will be prepared and qualified to sit for the national board examination in order to be eligible to become a Certified Medical Assistant.

The Medical Assisting Program is presented using three learning methodologies: didactic, laboratory and externship. Success in the program will require that students attend a minimum of 90% of the class hours and achieve the competencies of the course work as outlined in this handbook. Students will be expected to study and prepare assignments in and outside the classroom.

The major skills that predetermine success in this program include abilities to support the front office, the medical examination and the laboratory environments of a medical practice or similar facility. The Medical Assisting Program is part of the Health Professions Continuing Education Program at Richland College. This program offers non-credit, graded courses.

The goal of Richland College is **student success**. For this reason, students are encouraged to discuss any concerns regarding the program with instructors, staff members or myself. I look forward to working with you and assisting you in accomplishing your Medical Assisting Certificate program completion goal and certification with the Association of American Medical Assistants.

Sincerely yours,

Shannon Ydoyaga, MA, BBA  
Health Professions Program Administrator



## DALLAS COUNTY COMMUNITY COLLEGE DISTRICT (DCCCD) STATEMENTS OF PURPOSE

The mission of Dallas County Community College District is to prepare students to become productive and responsible members of communities that are increasingly diverse in a world that continues to change dramatically. We provide students with academic, technical, work and life skills, as well as the self-confidence to be successful in the workplace, community, and in other endeavors.

**Goals:** In implementing our goals, we are clear that we must remain accessible and affordable while maintaining educational quality. We will embrace and celebrate the diversity of our students, staff and communities in all we do. The diversity of our institution and our programs and services is important. We will continue to improve our student retention and offer necessary remediation for students to successfully reach their goals.

- **Student Success** – The success of students is always our primary focus.
- **Employee Success** – Our commitment to hiring, retaining and developing successful employees is key to the positive impact we have on our students and communities.
- **Economic and Workforce Development** – We play a major role in economic and workforce development programs and initiatives that are key to development in this region, state and nation.
- **Community Development** – We support improvement in the quality of life of our communities and will continue to strengthen and expand our connections to civic, community, and educational organizations.
- **Business and Fiscal Affairs** – We maintain the public's trust by being fiscally responsible and accountable at all times.
- **Institutional Development** – Our regular assessment of programs and services, as well as our daily business, guides our planning into the future.

### Richland College Purpose Statement

The purpose of Richland College is to prepare students for successful living and citizenship in a rapidly changing local, national, and world community. We do this by providing accessible, accredited, affordable, cost-effective quality educational opportunities for the development of intellectual skills, job skills, personal growth and/or transfer to a baccalaureate program. In fulfilling the purpose, we further cultural, economic, and workforce development in the communities served. In all our efforts, Richland strives to meet the needs and exceed the expectations of those the college serves.

### Health Professions Mission Statement

Richland College Health Professions Programs provide students with quality, affordable and accessible healthcare education and training to produce job-ready individuals who fulfill the needs of healthcare employers and the community.



## **AAMA Mission Statement**

The mission of the American Association of Medical Assistants (AAMA) is to enable medical assisting professionals to enhance and demonstrate the knowledge, skills and professionalism required by employers and patients; protect medical assistants' right to practice; and promote effective, efficient health care delivery through optimal use of multi-skilled Certified Medical Assistants (CMAs).

## **AAMA Creed**

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

I endeavor to be more effective.

I aspire to render greater service.

I protect the confidence entrusted to me.

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

I am loyal to my employer.

I am true to the ethics of my profession.

I am strengthened by compassion, courage and faith.

## **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS (AAMA) GUIDELINES AND COMPETENCIES**

### **Code of Ethics**

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

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

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

### **Competencies**

The following competencies are defined by the American Association of Medical Assistants and define the skills that students must master in order to successfully complete the Richland College Medical Assisting program. Students will be provided multiple opportunities in the classroom, lab and externship to master these competencies:



## **AAMA Administrative Competencies**

The AAMA requires specific competencies for administrative purposes in a medical practice or similar facility. These administrative competencies include:

### **Perform Clerical Functions:**

- a. Schedule and manage appointments
- b. Schedule inpatient and outpatient admissions and procedures

### **Perform Bookkeeping Procedures:**

- a. Prepare a bank deposit
- b. Post entries on a day sheet
- c. Perform accounts receivable procedures
- d. Perform billing and collection procedures
- e. Post adjustments
- f. Process credit balances
- g. Process refunds
- h. Post NSF checks
- i. Post collection agency payments

### **Process Insurance Claims:**

- a. Perform procedural coding
- b. Perform diagnostic coding
- c. Complete insurance claim form

## **AAMA Clinical Competencies**

The AAMA requires specific competencies for clinical purposes in a medical practice or similar facility. These clinical competencies include:

### **Diagnostic Testing:**

- a. Perform electrocardiography
- b. Perform respiratory testing
- c. CLIA Waived Tests:
  - (i) Perform urinalysis
  - (ii) Perform hematology testing
  - (iii) Perform chemistry testing
  - (iv) Perform immunology testing
  - (v) Perform microbiology testing

### **Patient Care:**

- a. Perform telephone and in-person screening
- b. Obtain vital signs
- c. Obtain and record patient history
- d. Apply pharmacology principles to prepare and administer oral and parenteral (excluding IV) medications
- e. Maintain medication and immunization records
- f. Screen and follow-up on test results

## **AAMA General Competencies**

The AAMA requires specific competencies for general purposes in a medical practice or similar facility. These general competencies include:

### **Professional Communications:**

- a. Respond to and initiate written communication



**Legal Concepts:**

- a. Document appropriately

**Operational Functions:**

- a. Perform an inventory of supplies and equipment
- b. Perform routine maintenance of administrative and clinical equipment
- c. Utilize computer software to maintain office systems.
- d. Use methods of quality control.

In addition to the above AAMA professional competencies, students are required to demonstrate a working knowledge of Richland's workplace (SCANS) competencies listed below.

- I. Basic Skills of reading, writing, mathematics and communications
- II. Critical Thinking
- III. Personal Qualities
- IV. Resource Management
- V. Interpersonal Skills
- VI. Information Acquisition and Application
- VII. Systems
- VIII. Technology

### **Workplace (SCANS) Competencies**

The following Workplace and Basic Skills have been defined by the Department of Labor and adopted by the Texas Higher Education Coordinating Board as essential behaviors and skills required for students to achieve practical experience in the work place. Students must demonstrate competency in these areas to successfully complete the coursework with a passing grade.

**Five Competencies**

Resources: Identifies, organizes, plans, and allocates resources

- A. Time - selects goal-relevant activities, ranks them, and allocates time, and prepares and follows schedules
- B. Money - uses or prepares budgets, makes forecasts, keeps records, and makes adjustments to meet objectives
- C. Material and Facilities - acquires, stores, allocates, and uses materials or space efficiently
- D. Human Resources - assesses skills and distributes work accordingly, evaluates performance and provides feedback

Interpersonal: Works with others

- A. Participates as Member of a Team - contributes to a group effort
- B. Teaches Others New Skills
- C. Serves Clients/Customers - works to satisfy customers' expectations
- D. Exercises Leadership - communicates ideas to justify position, persuades and convinces others responsibly, challenges existing procedures and policies
- E. Negotiates - works toward agreements involving exchange of resources, resolves divergent interests



- F. Works with Diversity - works well with men and women from diverse backgrounds

Information: Acquires and uses information

- A. Acquires and Evaluates Information
- B. Organizes and Maintains Information
- C. Interprets and Communicates Information
- D. Uses Computers to Process Information

Systems: Understands complex interrelationships

- A. Understands Systems - knows how social, organizational, and technological systems work and operates effectively with them
- B. Monitors and Corrects Performance - distinguishes trends, predicts impacts on system operations, diagnoses deviations in systems' performance and corrects malfunctions
- C. Improves or Designs Systems - suggests modifications to existing systems and develops new or alternative systems to improve performance

Technology: Works with a variety of technologies

- A. Selects Technology - chooses procedures, tools or equipment including computers and related technologies
- B. Applies Technology to Task - understands overall intent and proper procedures for setup and operation of equipment
- C. Maintains and Troubleshoots Equipment - prevents, identifies, or solves problems with equipment, including computers and other technologies

## Basic Skills

### A Three-Part Foundation

Basic Skills: Reads, writes, performs arithmetic and mathematical operations, listens and speaks

- A. Reading - locates, understands, and interprets written information in prose and in documents such as manuals, graphs, and schedules
- B. Writing - communicates thoughts, ideas, information, and messages in writing; and creates documents such as letters, directions, manuals, reports, graphs, and flow charts
- C. Arithmetic/Mathematics - performs basic computations and approaches practical problems by choosing appropriately from a variety of mathematical techniques
- D. Listening - receives, attends to, interprets, and responds to verbal messages and other cues
- E. Speaking - organizes ideas and communicates orally

Thinking Skills: Thinks creatively, makes decisions, solves problems, visualizes, knows how to learn, and reasons:

- A. Creative Thinking - generates new ideas
- B. Decision Making - specifies goals and constraints, generates alternatives, considers risks, and evaluates and chooses best alternative
- C. Problem Solving - recognizes problems and devises and implements plan of action



- D. Seeing Things in the Mind's Eye - organizes and processes symbols, pictures, graphs, objects and other information
- E. Knowing How to Learn - uses efficient learning techniques to acquire and apply new knowledge and skills
- F. Reasoning - discovers a rule or principle underlying the relationship between two or more objects and applies it when solving a problem

Personal Qualities: Displays responsibility, self-esteem, sociability, self-management, and integrity and honesty:

- A. Responsibility - exerts a high level of effort and perseveres towards goal attainment
- B. Self-Esteem - believes in own self-worth and maintains a positive view of self
- C. Sociability - demonstrates understanding, friendliness, adaptability, empathy, and politeness in group settings
- D. Self-Management - assesses self accurately, sets personal goals, monitors progress, and exhibits self-control
- E. Integrity/Honesty - chooses ethical courses of action

### **MEDICAL ASSISTING DESCRIPTION OF PROFESSION**

The profession of Medical Assistant comes under two job classifications:

- A. Classification of Instructional Programs (C.I.P.) 51.0801  
An instructional program that prepares individuals to support physicians by providing assistance during patient examinations, treatment administration, and monitoring by keeping patient and related health record information; and by performing a wide range of practice-related duties.
- B. Dictionary of Occupational Titles (D.O.T.) 079.362-010  
Performs any combination of the following duties under direction of a physician to assist in examination and treatment of patients: interview patients, measures vital signs, such as pulse rate, temperature, blood pressure, weight and height, and records information on patients' charts. Prepares treatment rooms for examination of patients. Drapes patients with covering and positions instruments and equipment. Hands instruments and materials to doctor as directed. Cleans and sterilizes instruments. Inventories and orders medical supplies and materials. Operates x-ray, electrocardiograph (EKG), and other equipment to administer routine diagnostic test or calls medical facility or department to schedule patients for tests. Gives injections or treatments and performs routine laboratory tests. Schedules appointments, receives money for bills, keeps x-ray and other medical records, performs secretarial tasks, and completes insurance forms. May key data into computer to maintain office and patient records and may keep billing records, enter financial transactions into bookkeeping ledgers, and compute and mail monthly statements to patients.

The American Association of Medical Assistants administers the national certification exam. The following are AAMA Medical Assisting occupational definitions:

#### A. Occupational Description

Medical assisting is a multi-skilled allied health profession whose practitioners work primarily



in ambulatory settings such as medical offices and clinics. Medical assistants function as members of the health care delivery team and perform administrative and clinical procedures.

## B. Job Description

Medical assistants are health professionals who assist physicians in their offices or other medical settings. In accordance with respective state laws, they perform a broad range of administrative and clinical duties.

Administrative duties include scheduling and receiving patients, preparing and maintaining medical records, performing basic secretarial skills and medical transcription, handling telephone calls and writing correspondence, serving as a liaison between the physician and other individuals and managing practice finances.

Clinical duties include asepsis and infection control, taking patient histories and vital signs, performing first aid and CPR, preparing patients for procedures, assisting the physician with examinations and treatments, collecting and processing specimens, performing selected diagnostic tests, and preparing and administering medications as directed by the physician.

Both administrative and clinical duties involve maintenance of equipment and supplies for the practice. A medical assistant who is sufficiently qualified by education and/or experience may be responsible for supervising personnel, developing and conducting public outreach programs to market the physician's professional services, and participating in the negotiation of leases and of equipment and supply contracts.

## **PROGRAM SUMMARY AND OUTCOMES**

The purpose of this handbook is to navigate students through the process of preparing for courses and evaluations specific in the Medical Assistant Certificate Program. The program consists of fifteen courses totaling 768 contact hours. The curriculum includes six foundational courses and three skill-development areas: Medical Office Administration, Medical Laboratory Procedures and Medical Assisting Procedures. Full-time students can usually complete the program in three semesters. Students will establish competency in the six foundation courses as outlined in this handbook.

The Medical Assisting Certificate Program focuses on preparing students to perform on-the-job duties of a Medical Assistant including medical office administration, clinical laboratory procedures and examining room assisting. After completion of this program, graduates will be prepared to sit for the AAMA national certification examination.

## **Program Accreditation**



The Richland College Medical Assisting Program is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP), on recommendation of the Curriculum Review Board of the American Association of Medical Assistants' Endowment (AAME). The accreditation is a critical component of the Medical Assisting program for a number of reasons and demands close attention as the AAMA sets the national standards for Medical Assistant Certification. Additionally, the AAMA provides carefully prepared research and guidelines for programs that will position our graduates for maximum success in the profession.

## Program Admission

In order to be admitted into the Medical Assisting Program, students must complete an application packet and meet the prerequisites listed in the "Program Prerequisites" section of this handbook. Demonstration of adequate reading, writing, math and English skills are required in order to succeed in the academic and clinical studies. These may be demonstrated by a minimum average of "C" in previous college coursework or demonstrated competency in Richland College Testing Scores. See the Admissions Handbook for additional details.

## Program Description

Richland College's Medical Assisting Program is a 768-hour program to meet the essentials and guidelines of the American Association of Medical Assistants. The program consists of four components that provide the student with the skills to perform the entry-level duties of a medical assistant. These components are:

- **General Studies Courses** focusing on reading, writing, human psychology and communications. One of these courses may be taken for credit (Students must be admitted to the credit division and meet requirements as defined in the catalog) or non-credit.
- **Medical Assisting Courses** focusing on skills needed to assist the physician in the examining room and with routine tests including EKG (electrocardiogram) and x-rays.
- **Medical Laboratory Courses** focusing on the skills needed to perform routine laboratory tests, including phlebotomy.
- **Medical Office Technology Courses** focusing on skills required to manage patient services, billing, accounting, scheduling, transcription and record keeping.

## Program Documentation

Documentation demonstrates student achievement. Instructors will document student attendance, mastery of competencies and completion of course and lab assignments. Students who successfully complete all coursework will receive that appropriate number of Continuing Education Units (CEU's) and credits. Continuing Education Units are recognized nationally as a measure of substantive in-service education and training. Certificates of completion are issued at the conclusion of vocationally related courses to students who successfully complete the required course-work. Completion is based on a minimum of 90% attendance and performance evaluation. Calculation of the CEU is based on one tenth of the total hours of the course. The documentation summaries will be maintained by the DCCCD and are accessible to students in the form of college transcripts.



## Program Prerequisites

The purpose of prerequisites is to ensure that participants have the entry-level skills necessary to succeed in the Medical Assisting program. Developmental studies and special classes are available for candidates who have deficits in meeting the prerequisites. Richland College will assist candidates by planning a course of study to acquire necessary educational prerequisites. The Program Administrator has the authority to waive an educational prerequisite based on criteria that indicates that the applicant will be successful in the program.

### Educational Prerequisites

1. Average of a "C" grade in previous college work **or** Appropriate levels on Richland College assessments
2. Complete a computer assessment test

### Fit for Duty Prerequisites

#### Prerequisite

1. Vision: to read medical documents
2. Hearing: to answer telephone calls
3. Dexterity: to create written documents, perform lab tests, transcribe notes
4. Ability to lift at least 30 pounds to assist patients, move equipment
5. Competency in English: to receive and give information (applies to candidates for whom English is a second language)

#### Documentation

1. Medical exam with recommendation from a licensed physician, Nurse Practitioner or Physician's Assistant.
2. Provide record of current MMR, Varicella, Hepatitis B, TB Screening and Tetanus.

### Workplace Prerequisites

#### Prerequisite

1. Candidate must be a minimum of 18 years of age
2. Candidate must be physically able to perform the duties of a medical assistant
3. Candidate must agree to abide by SCANS workplace competencies
4. Candidate must demonstrate personal qualities appropriate to the profession

#### Documentation

1. Drivers license or ID Card
2. Physical examination and current immunizations
3. Signed document of commitment
4. Validation of AAMA requirement that no one convicted of a felony may sit for the certification examination except by special permission from AAMA

## Recommended Course Sequence and Course Scheduling

The Medical Assisting Program has been developed to provide students with multiple entrance points. However, it is highly recommended that students take the course work in the following sequence indicated by prerequisites and complete each course before entering the next course or level.

COURSE	CONTACT HOURS
Knowledge-Based Foundation Courses	
Medical Terminology I *	64
English Communications	48



Human Behavior	32
Human Disease and Pathophysiology *	48
Medical Law and Ethics for Health Professionals	16
<b>Administrative Courses</b>	
Medical Office Procedures	64
Medical Insurance and Coding	48
Pharmacology for Office Personnel	48
Computers in Health Care	32
Electronic Medical Records	16
<b>Clinical Courses</b>	
Procedures in a Clinical Setting	64
Advanced Medical Assistant Technology	32
Medical Assisting Laboratory Procedures	64
CMA Review	32
Clinical: Medical Assistant	160
<b>TOTAL CONTACT HOURS:</b>	<b>768 hours</b>

*Please see the most recent continuing education catalog for course fees.*

*\* These courses stress Anatomy and Physiology as well as content area.*

### **AAMA Defined Course Descriptions**

The following is a detailed description of each course for Richland College. These descriptions are subject to change without notice. Current course descriptions may be found on the Richland College web site at [www.richlandcollege.edu](http://www.richlandcollege.edu). Contact the Program Administrator for any questions regarding these descriptions, recent updates, or additional details.

#### **Advanced Medical Assistant Technology**

Focuses on the theory and application of patient assessment and the examination and assessment management of medical emergencies. Includes potation and maintenance of clinical equipment and preparation of examination and treatment areas.

#### **Certified Medical Assisting Exam Review**

Certification review for the AAMA or RMA exam. Students will review general, administrative and clinical skills needed for the Medical Assisting Certification Exam. Sample tests will be given in preparation for the national exam. Topics covered in the this review course will be based on criteria from the American Association of Medical Assistants and American Medical Technologists areas of competency.

#### **Clinical Medical Assistant**

A method of instruction providing detailed education, training and work based experience and direct patient/client care, generally at a clinical site. Specific detailed learning objectives are developed for each course by the faculty. Onsite clinical instruction, supervision, and evaluation is conducted by the site preceptor. Place is the responsibility of the college faculty. Clinical experiences are unpaid external learning experiences and may be repeated if topics and learning outcomes vary.

#### **Computers in Healthcare**

Introduction to the concepts of computer technology related to healthcare and the tools and techniques for collecting, storing and retrieving healthcare data.



## **CPR for Healthcare Professionals**

All skills used by the healthcare professional for Basic Life Support will be taught. To receive the AHA Course Completion Card and the Health Care Professional Course Manual, students must attend the entire class and pass written and performance examinations.

## **Electronic Health Records**

Introduction to the concepts of electronic/health medical records related to healthcare and the tools and techniques for collecting, storing and retrieving patient records in an electronic medical record format.

## **English Communications**

Application of oral, written, and technological methods of communication with clients, client support groups, healthcare professionals, and external agencies. Attention will be given to writing skills pertaining to medical documentation and the use of technology to accomplish it.

## **Human Behavior**

Information on techniques and skills needed for the healthcare provider to effectively communicate with coworkers, patients and their family members. This class also includes skills in building and maintaining effective teamwork.

## **Medical Assistant Laboratory Procedures**

Emphasis on common laboratory procedures performed in the physician's office or clinic setting. This class also includes blood collection, specimen handling, identification of normal ranges, basic laboratory tests using the blood borne pathogens standards. Use and care of the microscope, quality control, and principles of microbiology are covered as well as how disease processes affect laboratory testing.

## **Medical Insurance Coding**

Survey of medical insurance including life cycle of various claim forms, terminology, litigation, patient relations, and ethical issues. Topics include: medical records coding, ICD-9, and CPT, billing and bookkeeping, benefit coverage, insurance claims including workers' compensation, Medicare and Medicaid.

## **Medical Law and Ethics**

A study of the principles of medical ethics and law. Topics include: legal relationship between patient and physician, legal documents, contracts, informed consent, professional liability and torts including negligence, medico-legal aspects, licensure, accreditation, and types of medical practice.

## **Medical Office Procedures**

Introduction to basic medical office skills including telephone techniques, filing and indexing, mail handling, appointment scheduling, travel arrangements, correspondence, business transactions, and office machines. Emphasis on developing human relations and customer services skills.

## **Medical Terminology**

A study and practical application of a medical vocabulary system. Includes structure,



recognition, analysis, definition, spelling, pronunciation and a combination of medical terms from prefixes, suffixes, roots and combining forms.

### **Pharmacology for Health Professionals**

A study of drug classifications, actions, therapeutic uses, adverse effects, routes of administration and calculation of dosages.

### **Procedures in a Clinical Setting**

Emphasis on patient-centered assessment, examinations, intervention and treatment as directed by a physician. Includes vital signs, collection and documentation of patient information, asepsis, minor surgical procedures and other treatments as appropriate for the medical office.

### **Requirements for the Externship**

After completing all course work successfully with a grade of 70% or above, the student must enroll in and complete the 160-hour clinical externship. Students completing the program will have a working knowledge of all the major functions of the medical assistant's job duties.

The purpose of the externship is to provide the student with instruction and practice in the medical office environment. Because this is a learning experience, students will not be paid (or compensated) for the externship activities. Furthermore, the externship is not designed to be a job placement for students.

In order to enroll in the externship, students must:

- Successfully complete all prerequisite course work scoring 70% or above
- Complete the "Externship Student Information Form", including attachments, provided in the "Medical Assisting Program Externship Manual"
- Attend an externship orientation session
- Complete a capstone exam with a performance of 80% or above or CMA Review class
- Have documentation of a current TB test, Tetanus injection, MMR, Varicella and Hepatitis B vaccination series
- Secure student professional liability insurance for clinical classes and externships

Students must meet the competencies required for successful completion of the externship and attend 100% of the contact hours (to be documented on the time sheet by the Preceptor). Additionally, students will be evaluated on work place behaviors and technical performance designating areas of strength or improvements. Inappropriate behavior and unethical actions are grounds for dismissal from the externship. Additional information and details are available in the "Medical Assisting Program Externship Manual."

### **Successful Completion of the Program**

Students must complete all course work successfully with a grade of 70% or above and demonstrate minimum mastery of all program competencies with a grade of 85% or above. A list of each competency for each course is in this handbook. Students will receive a syllabus with



these same course competencies at the beginning of each course, and instruction will be developed to train and evaluate students to achieve mastery of the course competencies and additional requirements defined by the instructor.

Students must attend 90% of all scheduled classes to successfully complete each course, unless **formally** excused by the instructor. Any waiver for criteria must be documented on the class roll. A certificate of competency will be issued upon successful completion of the program and transcripts may be requested as proof of individual course completion.

Successful completion of the Medical Assisting Program will enable students to:

1. Display professionalism and workplace competence
2. Communicate professionally with multiple clientele
3. Perform administrative duties
4. Perform clinical duties in a medical office and/or clinic
5. Manage a medical office
6. Provide instruction to patients and practice personnel
7. Manage practice finances
8. Manage practice records
9. Perform tasks on a computer

### **Certification Credential**

A person can become a Certified Medical Assistant (CMA) by completing an accredited program and passing the national examination. Only graduates of an accredited school can take the national certification exam. The Richland College Medical Assisting Certificate Program is designed to provide the successful candidates with the skills necessary to successfully pass the national examination that confers the title of Certified Medical Assistant.

All graduating Medical Assisting students are expected to sit for and pass the AAMA national credentialing examination to become a Certified Medical Assistant (CMA). The examination is given at a local testing center and offered monthly in collaboration with the Certifying Board of the American Association of Medical Assistants. A fee is required by AAMA in order to sit for the examination. The application deadlines are as follows:

<b>EXPECTED PROGRAM COMPLETION MONTH</b>	<b>APPLICATION POSTMARK DATE</b>
January	September 20 of prior year
February	October 20 of prior year
March	November 20 of prior year
April	December 20 of prior year
May	January 20 of prior year
June	February 20 of same year
July	March 20 of same year
August	April 20 of same year
September	May 20 of same year
October	June 20 of same year



November	July 20 of same year
December	August 20 of same year

Convicted felons are prohibited from taking the examination unless the AAMA Certifying Board grants a waiver. Contact the AAMA for information concerning grounds for denial of eligibility for the CMA credential. Contact the AAMA at 20 N. Wacker Drive, Suite 1575, Chicago, Illinois, 60606-2903, or telephone AAMA at (800)228-2262.

## **REGISTRATION POLICIES**

### **Cancelled Courses**

Richland College reserves the right to cancel a course if minimum enrollment is not attained three (3) business days prior to the beginning of the class. Pre-enrolled students will be contacted by telephone if a class is cancelled. The student will automatically receive a 100% refund for the course or have the opportunity to enroll in another course.

### **Class Maximum and Waiting Lists**

It is the policy of Richland College Continuing Education to maintain a waiting list for students who wish to enter a class after the maximum enrollment has been met. In order to be equitable to the students on the waiting list(s), the college must allow students to enter the class only from this list. Therefore, instructors **MUST NOT** give permission to students to enter a class once the maximum enrollment has been reached. Fire laws prevent the overcrowding of classrooms. All students wishing to enroll should contact the Continuing Education Division office.

### **Enrollment Changes**

Students should also contact the Continuing Education Division office, located in Thunderduck Hall, in the event of an enrollment change. If it is possible to increase maximum enrollment in order to permit additional students, the "Waiting List" kept at the Continuing Education Division office must have preference in order to be fair and equitable to all students. Representatives will do their best within the guidelines to accommodate enrollment changes for students.

## **STUDENT GUIDELINES**

### **Absences and Attendance**

Students must attend 90% of all scheduled classes to successfully complete each course unless **formally** excused by the instructor. Any waiver for criteria must be documented on the class roll. Failure to attend at least 90% of a class could result in a failing grade and the student having to re-take the class in order to receive the completion certificate for the program.

### **Completion Requirements**

Students must complete all course work successfully with a grade of 70% or above and demonstrate minimum mastery of all program competencies with a grade of 85% or above, with at least 90% attendance for all course hours.



Students must also complete a the CMA Exam Review class and complete the externship requirement. Upon completion of the program, students will receive a *Certificate of Completion* by submitting a *Richland College, Continuing Education Student Records Request* form, located in Appendix A, to the Program Administrator. Students will also be prepared to take the AAMA certification examination. See the Program Administrator for the AAMA application.

### **Dress Code**

Students are required to wear scrubs and closed toe shoes for clinical classes and externships; otherwise, casual wear is appropriate for lecture courses. Visible piercing(s), other than ears (one earring per ear, maximum) and visible tattoos must be covered for externships.

### **Student Code of Conduct and Grievance Process**

The purpose of the Medical Assisting Program is to help students achieve their career goals. For the program to be successful the student must demonstrate behavior conducive to the learning process and the college must create an environment for maximum learning. Guidelines and processes for this to happen are in place and available for the student in the *Richland College Catalog* or on the web site ([richlandcollege@dcccd.edu](mailto:richlandcollege@dcccd.edu)). All students are held accountable to policies, rules and regulations of the Dallas County Community College District while on the premises and during the externship.

### **Tardiness**

A student is tardy when he/she enters a class and/or laboratory after the scheduled start time. A tardy will turn into an absence if a student is more than 15 minutes late for a class and/or laboratory, which is less than 2 hours in length. A tardy will turn into an absence if a student is more than 30 minutes late for class and/or laboratory, which is 2 hours or more in length. It is the student's responsibility to make sure the instructor marks the student present within these guidelines, when he/she is tardy; the rolls are checked at the beginning of class and/or laboratory sessions.

## **STUDENT SERVICES**

### **Adult Resource Center**

Richland College's Adult Resources Center, located in Crockett C161, is available to students needing the following:

- *community service programs* - providing referrals to off campus community resources
- *Transitions* – serving dislocated workers and other adults seeking skills and education through credit courses.
- *Working Wonders* – serving single parents and displaced homemakers
- *Women in Technology* – dedicated to encouraging young women to choose careers in science and technology

For additional information regarding these programs or other adult resource questions, please call (972)238-6034.



## **Bookstores on Campus**

There is one bookstore on campus, which carries the continuing education books, located on the lower level of the El Paso building. You may view the cost of the textbooks online at [www.richland.edu](http://www.richland.edu), next click on “online services” and textbooks. There is also a forum for students to trade books at this link.

If students need to purchase, special materials not regularly stocked at bookstores, or if extra quantities are required, instructors should order the supplies and additional quantities through the bookstores well in advance of the date they will be needed. Students may not purchase materials, supplies or texts from instructors.

## **Computer Training Institute (CTI)**

The Health Professions Computing Lab is in S175 or in Thunderduck Hall, room T240 (as permitted). The software packages available for students include 1) Medical Manager Office Software, 2) Transcription Equipment and 3) Microsoft Office (Excel, Word, Access and PowerPoint). All software is protected by copyright and not to be reproduced.

The CTI lab is available for Continuing Education students currently enrolled in computer classes and for members of the Alumni Association. Access is available outside of class times and is dependent upon presentation of a Lab Use card purchased from Continuing Education registration. The lab DOES NOT provide tutoring. Neither students nor faculty are to change the configurations of the computers. All equipment must be returned to its original configuration and state before dismissing a class. For additional information, this area may be contacted at (972)238-6378. Instructors may make arrangements with the Program Administrator or the appropriate classroom instructor in S175 to use the Health Professions Computing lab.

## **Disability Services**

The Disability Services Office, located in Thunderduck Hall, room T120, offers a variety of support services for students with disabilities or other requirements. Services are coordinated to fit individual needs of the student and may include sign interpreters, computer-aided real-time translation (CART) services, note-taking services, tutoring, text-taping, special testing arrangements and use of assistive technology. Academic counseling, priority requests and referral information are also available. Students requesting the services are responsible for providing educational or psychological/medical documentation from a qualified professional verifying the need for the services. New students are encouraged to contact the Disability Services Office prior to registration. Please call (972)238-6180 for additional questions regarding disability services or see the Program Administrator.

## **Financial Aid**

Texas Public Educational Grants (TPEG) are for students enrolled in credit and certain continuing education courses whose educational costs are not met in whole or in part from other sources. TPE Grants may be used to assist students who have demonstrable financial need but may be ineligible for other aid programs.



Students may also apply for continuing education loans through Wells Fargo, Citibank and Lendingtree.com. Contact these entities for additional information.

## Library

The college library has an information center where students can receive assistance in using print and non-print materials, electronic full-text resources, the Internet and database services to supplement classroom and distance learning. Electronic resources are available to students both on-campus and off-campus. The library has a growing collection of books and journals on a variety of subject areas to support academic transfer programs and technical/occupational programs. In addition, there are special collections available of career materials, pamphlets, newspapers, popular magazines and technical periodicals. Other resources provided may include slides, tapes, compact discs, computer software, videotapes, films, digital videodisks and electronic books. Willful damage to library materials (or property) or actions disturbing other library users may lead to loss of library privileges. Damage cases are referred to the appropriate authorities for further action. All books and other library materials must be returned before the end of each semester. No transcript may be issued until the student's library record is cleared.

## Multicultural Center

Students for whom English is not their first language may receive information about financial aid, test-taking skills, academic and career planning workshops, or join an English conversation group at the Multicultural Center. English as a Second Language (ESL) students may request free English testing to determine the program level for which they would be best suited. Appointments for testing may be made by calling (972)238-6900. The Multicultural Center is located in Thunderduck Hall, room T150.

## Placement Assistance

Several resources are available to students to assist with job searches. The Richland College Medical Assisting program offers:

Career Information and Placement Services – located in the El Paso building, room E093. They offer career information, resume technology (software, computer access, printers and fax machines), job recruiting banks, national publications, job fairs and employer interviews.

Professional Association – The local chapter of American Association of Medical Assistants meets monthly. Students are encouraged to participate in this association. The Program Administrator or Administrative Assistant can provide this information or potential job opportunities within the area.

Advisory Committee – The Advisory Committee for this program is very active in the Dallas medical environment and individual members may assist students in the job search.

Externships – Although externships *are not designed to lead to employment*, many times they do so either directly or indirectly. Students must keep in mind that they are observed for professional and technical performance while on their externships. Supervisors and



peers will readily recommend an excellent student for employment.



## SAFETY AND HEALTH

### Class Safety for Health Professions

Safety is critical in the Health Professions courses. It is the student's responsibility to PRACTICE safety within the context of all course work. These skills will protect students from injury, illness or accident and will be vital during their employment in healthcare environments. Additionally, emergency response instructions are located on the wall of classrooms in conjunction with onsite assistance.

### Emergencies and Accidents

The College Police Office is located at Crocket Hall and may be contacted 24 hours a day at **(972)238-6911**. Campus police officers are trained to handle all security and emergency problems that may arise.

If an accident occurs, no matter how minor, an Accident Form **MUST** be completed and given to the Program Administrator immediately. These forms are available in the Human Resources Office located in Sabine, S101. If an after hours incident or accident occurs, please contact Campus Police at **(972)238-6911**. This procedure ensures proper documentation and follow-through with the person involved in the incident or accident.

### Emergency Telephone Locations

Emergency telephones are at the following locations:

BONHAM	Main Level	Near B128
BONHAM	Upper Level	Near B216
DEL RIO	Main Level	Near D131
EL PASO	Lower Level	Near E089 and E076
FANNIN	Main Level	Near F173
GUADALUPE	Main Level	Near G100
NECHES	Upper Level	Near N200
SABINE	Main Level	Near S116
SABINE	Upper Level	Near S200
YEGUA	Hallway	Y101

In case of an emergency, please call **CAMPUS POLICE AT extension 911**.

### Fire Alarms and Drills

At the sound of the fire alarm the building is to be evacuated immediately. If possible, the class should stay together so the Instructor may take a head count and report any missing students to fire authorities. **THERE ARE NO EXCEPTIONS TO EVACUATING THE BUILDING.**

Additionally, on the first day of class students should be familiar with the locations of the nearest emergency telephones and the closest exits for evacuating students in case of fire or other emergency.



## Health Center

The Richland Health Center is located on the first floor of the Thunderduck Hall building in room T110. The Health Center offers emergency first aid and blood pressure checks to Continuing Education faculty and staff. Minors may not be treated without permission from a parent or legal guardian. The Health Center hours are 8:30 a.m. – 8:00 p.m. Monday through Thursday, 8:30 a.m. – 3:00 p.m. on Friday. The Health Center is closed on Saturday.

In case of emergency students should first call the College Police (ext. 911), then the Health Center (ext. 6135). The College Police or the College Nurse will make all emergency calls for ambulance services.

## Inclement Weather and School Closure Policies

It is the policy of the Continuing Education division to avoid cancellation of classes except in the event of extreme weather conditions. The following procedures are designed to allow the Program Administrator and the instructor to cooperatively handle the cancellation of classes. Students should be aware of the following policies:

- In the event of snow, ice, tornado, or other severe weather conditions, students should call **(972)238-6196** for the official closure of campus and off-campus facilities.

## PROGRAM CONTACTS

### Richland College Medical Assisting Staff

Students should contact the following members of staff for professional advisement and information regarding the Medical Assisting program:

Jan Parrish,  
Health Professions Division Associate Dean  
(972)238-6376

Health Professions Division  
Administrative Assistant  
(972)761-6819

Shannon Ydoyaga,  
Health Profession Program Administrator  
(972)238-6117

Health Professions Division  
Department Admissions Coordinator  
(972)761-6814

Lisa Smithart  
Health Profession Program Coordinator  
(972)238-6920



**Richland College, Continuing Education**  
**APPENDIX A, STUDENT RECORDS REQUEST**

<b>First Name</b>	<b>Last Name</b>	<b>SS# or ID#</b>	
<b>Address</b>	<b>City</b>	<b>State</b>	<b>Zip Code</b>
<b>Home Phone</b>	<b>Work Phone</b>	<b>Signature</b>	

**Certificate Request:** List Class Title and Date: All Certificates will be filed for pick-up.

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**Block Certificate Request:** Block Certificates will be filed for pick-up unless otherwise requested List Block Title and include copies of all class certificates for that program.

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**Transcript Request:**

All transcript requests will be mailed unless otherwise specified.

**Received By:** \_\_\_\_\_ **Date Received:** \_\_\_\_\_



**RICHLAND COLLEGE  
STUDENT PROGRAM HANDBOOK  
ACKNOWLEDGEMENT FORM**

I acknowledge by signing below that I have read and received the Richland College, Medical Assisting Program, Student Handbook.

I also understand that I am responsible for reading and understanding all of its contents and policies related to the Medical Assisting Program and I may ask the Program Administrator or other representative any questions regarding the contents of this Handbook.

Furthermore, by signing below, I understand that I am responsible for abiding by the guidelines so stipulated in the "*Richland College Medical Assisting Program Student Handbook*".

\_\_\_\_\_  
Student's Signature

\_\_\_\_\_  
Student's Name (printed)

\_\_\_\_\_  
Date



## IMPORTANT REMINDER FROM AAMA(CMA EXAM PROCESS)

This is a reminder to students wishing to take the CMA (AAMA) Certification Examination. ALL applications must be mailed 6 months prior to the program end date. For example, completion of the MA program ends JUNE 2009 then the application must be mailed in January 1, 2009. Copies of the application can be found on the [www.aama-ntl.org](http://www.aama-ntl.org) or by calling 1-800-228-2262.

Please read the Candidate Application thoroughly as there are significant changes from previous exam applications, including the following:

1. Candidate fee for completing students and recent graduates are 125.00\$
2. Candidate fees must be paid by money order, credit or debit card, cashier/certified check or institution check.
3. Personal checks are not accepted.
4. Candidate fees are non-refundable and non-transferable.
5. Transcripts are not required for completing students and recent graduates.
6. Program Directors are not required to sign application.
7. Fully paid candidates will schedule and exam appointment through Prometric.
8. Locations of Prometric test centers can be viewed at [www.prometric.com](http://www.prometric.com)
9. Immediate unofficial pass/fail results will be provided.
10. Official scores are mailed within six to ten weeks to candidates who have met all requirements.\*

\*Program directors must verify program completion of completing and recent graduates prior to release of candidates' official scores.

This information was given directly from the AAMA.

