

**Saddleback College
Medical Assistant Program**

**Health Sciences and Human Services Division
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Medical Assistant Student Handbook

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Medical Assistant Program Information and Educational Outcomes

Medical Assistant Program Mission Statement

This program prepares the student for employment as a medical assistant in a physician's office or medical clinic. The curriculum provides training on administrative and clinical procedures and practices. Students learn and demonstrate skills related to ethical and legal practice, medical office procedures, appointment scheduling, billing, insurance, collections, coding medical records management, electronic health, physical examination procedures, surgical and laboratory procedures, venipuncture, pharmacology, injections, electrocardiography, pulmonary testing, public relations, practice building techniques, and cultural competencies. Once all pathway courses are complete, student's interview and secure an externship at one of the contracted clinical affiliated sites. The supervised clinical externship in the physician's office or medical clinic provides students with the opportunity to work directly with patients, providers, and the healthcare team. Graduates of the medical assistant program are well prepared to enter the workforce and meet the community's healthcare needs.

Administrative Medical Assistant Description

The Administrative Medical Assistant certificate is a Career Education program preparing the student for employment as an administrative (front office) medical assistant in a physician's office, clinic, or outpatient center. This certificate program offers students the education and training on soft skills, appointment scheduling, reception techniques, and management of patient medical and health records using paper based and electronic methods. Students learn and demonstrate skills related to insurance plans, submitting claims forms, authorizations, billing, financial procedures, collection techniques, and essential skills required for work as an administrative medical assistant in the physician's office or medical clinic. Many courses may apply towards earning the Associate Degree in Health Science.

Clinical Medical Assistant Description

The Clinical Medical Assistant certificate is a Career Education program that includes competency-based training required to assist the physician in the back office or medical clinic. Students are taught concepts and skills requiring demonstration of competencies including: preparing and assisting with the physical examination, electrocardiography (ECG) and pulmonary function testing, specimen collection, venipuncture, capillary puncture, medication preparation and administration, injections, medical and surgical aseptic techniques, preparing and assisting with minor office surgeries. Students collect and document patient findings and results and practice documentation in the medical record. Emphasis on accurate data collection, quality, and regulatory compliance. Several courses are shared with health science and may apply towards earning the Associate Degree in Health Science. Program meets application requirements to sit for the California Certification Board for Medical Assistants. Clinical experience (MA 217B) must be taken the session immediately following MA 212B and MA 214B due to patient safety requirements. Students take courses in the following sequence. MA 211B, MA 213B prior to taking MA 212B and MA 214B. MA 218B may be taken during the first or second semester of the program pathway.

Comprehensive Medical Assistant Description

This Career Education (CTE) certificate program includes instruction and skills training on competencies for entry-level employment working in the front office or back office as a medical assistant. Students learn and demonstrate essential skills: medical office procedures, appointment scheduling, reception techniques, communication, medical records and electronic health records management, data entry, billing, coding, insurance reimbursement, laboratory procedures (including venipuncture, pharmacology, and injections), electrocardiography, spirometry, medication administration

including drug calculations, pharmacology and injection techniques and aerosolized medications, public relations, and practice-building techniques. An externship in a physician's office combining administrative and clinical experience helps provide the student with the clinical experience necessary to enter the workforce.

Students in each of the MA pathways may meet the Associate of Science Degree in Health Sciences graduation requirements as outlined in the catalog. Students are encouraged to pursue their Associate's degree and discuss these requirements with their assigned academic counselor.

Medical Assistant Program Objectives

Administrative students who complete this program will be able to:

- Demonstrate administrative medical assistant office skills
- Recognize and understand ethical and legal practices related to medical care
- Demonstrate administrative medical office employability skills and professionalism

Clinical students who complete the program will be able to:

- Demonstrate knowledge and performs clinical procedure skills, accurately, safely, according to scope of practice
- Recognize and understand ethical and legal practices related to medical care
- Demonstrate employable clinical medical office skills and professionalism

Comprehensive Students who complete the program will be able to:

- Performs administrative and clinical medical assisting skills safely and competently
- Conducts work within scope of practice for the medical assistant
- Demonstrates professionalism and skill leading to employment in a medical office or clinic

Current Employment Information

Medical Assistants have excellent employment prospects. Job opportunities in the Southern California sector are growing by 29% annually. The median wage in 2022 for Medical Assistants in California is [\\$47,850 annually or \\$23.01.53 hourly](#).

Industry reports the need for Medical Assistants who are prepared with Essential Soft Skills and Hard Skills; all courses in the medical assistant program emphasize skills, and 92% of students seeking employment earn employment within three months of graduating.

Patient care delivery has never been more rewarding, especially for our Saddleback medical assistant graduates. Our graduates are increasing their earnings by 65% and more. The Saddleback College Medical Assistant Program offers several career tracks. These include administrative, clinical, and comprehensive programs. The medical assistant programs provide access to healthcare pathways leading to careers in information technology, billing, coding, and medical scribing.

Find further information on Bureau of Labor Statistics, U.S. Department of Labor, Occupational Outlook Handbook, Medical Assistants, at <https://www.bls.gov/ooh/healthcare/medical-assistants.htm>

National percentile wage estimates for Medical Assistants:

Percentile	10%	25%	50% (Median)	75%	90%
Hourly Wage	\$ 14.61	\$ 16.99	\$ 18.40	\$ 21.81	\$ 24.86
Annual Wage	\$ 30,390	\$ 35,330	\$ 38,270	\$ 45,360	\$ 51,710

For more information on the labor market in California, visit <https://www.labormarketinfo.edd.ca.gov/>

EEO

Medical Assistants fall under EEO category nine (service workers). For further information on EEO laws and guidance, visit EEOC.gov

Accreditation

Program Accreditation

Saddleback College is accredited by the Accrediting Commission for Community and Junior Colleges (ACCJC) of the Western Association of Schools and Colleges, located at 10 Commercial Blvd, Suite 204, Novato, CA 94949, (415) 506-0234. The ACCJC is authorized to operate by the U.S. Department of Education through the Higher Education Opportunity Act of 2008.

Certification and Proficiency

Earning a certification demonstrates the highest level of proficiency for the medical assistant. Certified healthcare professionals minimize workforce errors and risk, while enhancing consumer protection and safety. As healthcare becomes more complex, more organizations are requiring evidence of certification as criteria for employment.

Saddleback College Medical Assistant graduates earning a Certificate of Achievement in Medical Assisting and complete 160 hours of an externship. Students may elect to sit for state certification through the CCBMA and the administrative or comprehensive medical assistant graduate is eligible to sit for the CPC certification through the AAPC (formerly known as American Academy of Professional Coders).

Certified Medical Assistant-CCBMA

Saddleback College Medical Assistant Program is approved and recognized by the California Certifying Board for Medical Assistants. Saddleback offers three medical assistant programs, which lead to a Certificate of Achievement in Medical Assisting. A California Certified Medical Assistant (CCMA) is a medical assistant who meets the minimum qualifications to sit for the certification examination issued by the California Certifying Board for Medical Assistants (CCBMA).

New graduate medical assistants or re-entry-level medical assistants must pass a comprehensive, objective examination administered by CCBMA to become certified. All qualified applicants must pass the basic examination and one specialty section of the examination (either administrative or clinical). Comprehensive students would elect to take all three components of the certification examination. A second specialty is optional, thus students who are comprehensive

would sit for all three components. The examination is administered at an independent testing site, which is not related to Saddleback College.

For more information, visit the [CCBMA website](#).

Preparing to sit for the CCBMA certification exam

All applicants must:

- Be at least 18 years of age
- Provide proof of current CPR certification
- Provide a copy of U.S. government-issued ID, with your signature (driver's license, ID card, or passport)
- Match name on application to government-issued ID

In addition, applicants must meet one of the following requirements:

- Recent medical assisting program graduate (graduates have one year to sit for the exam following certificate of achievement). Failure to apply within the year following graduation results in forfeiture of the right to apply as a new graduate.
- Currently employed medical assistant (and demonstrate proof of experience and work hours)
- Previously employed medical assistant with demonstrated years of work experience.
- Currently employed medical assisting instructor
- United States military

Certified Professional Coder

Job growth for medical coders is projected to grow 13% by 2026, according to the U.S. Bureau of Labor Statistics. This rate of growth exceeds the average of all occupations. As demand for healthcare services increases, more trained coders will be needed to manage the increased claims for reimbursement from insurance companies. The baseline for most is the Certified Professional Coder (CPC), which certifies the coder's ability to work in outpatient settings.

Students who complete the administrative, comprehensive, or occupational skills award are eligible to apply and sit for the American Academy of Professional Coders (AAPC) Certified Professional Coder (CPC) credential which demonstrates competency and proficiency in medical coding. Students electing to pursue this highly desirable credential must take HSC 230 which prepares candidates to sit for the CPC examination. This credential serves to provide employers with evidence of proficiency related to medical coding and billing.

Associate of Science, Health Science Degree

In addition to earning a certificate of completion, Medical Assistant students have the option of pursuing an Associate of Science (A.S.) Degree in Health Sciences. Students who possess a current associate degree, bachelor's degree, or higher degree may not automatically meet the college general education requirements. Students are encouraged to meet with counseling to review all prior academic work and transcripts. All outside transcripts must be evaluated and must meet Saddleback College's requirements. <https://www.saddleback.edu/student-support/counseling-services/make-counseling-appointment>

Certificate of Achievement

The awarding of a Certificate of Achievement acknowledges that all courses in an approved program have been satisfactorily completed. Saddleback Medical Assistant program completers earn a certificate in Administrative, Clinical or Comprehensive Medical Assisting. Students must submit a Petition to Admissions and Records for Transcript Review, during the same semester as the externship (MA 217). The petition is completed and submitted by the student, not the medical assistant program. Students should be aware that the certificate of achievement is not automatically awarded and that students are responsible for following college processes and due dates.

The Certificate of Achievement is not a physical hard copy of a certificate. The student's transcript will be reviewed and once all criteria for completion has been met, the transcripts are "stamped" by Admission of Records. The stamp reads "Certificate of Achievement Administrative, Clinical or Comprehensive."

*Students with previous educational or vocational experience who wish to waive a course on the certificate of achievement list may be expected to verify equivalency through examination.

Occupational Skills Award

The Occupational Skills Award in Administrative and Comprehensive Students earn the Occupational Skills Award in Medical Insurances.

Petitions for course waivers or substitutions are available in the Office of Admissions and Records.

<https://www.saddleback.edu/admissions/home>

The Certificate of Achievement is issued upon the completion of the following:

- The required courses and units in the certificate area. If using approved waivers or substitutions, the minimum units are still required as listed.
- A minimum of twelve (12) units in residence at Saddleback College. At least one course required in the certificate must be completed at Saddleback College. It is the student's responsibility to make a formal application for the Certificate of Achievement to the Office of Admissions and Records. The application for Certificates of Achievement may be found online on MySite.

Credit for Previous Medical Assistant (MA) Related Education/Experience

Saddleback College grants credit for college units earned at regionally accredited institutions of higher education. Equivalencies are determined by the office of admissions and records in which a minimum grade of a "C" has been earned.

The department chair and the Office of Admissions and Records will review the applicant's previous transcripts. Credit will be given for MA education and experience that are equivalent to the requirements in the Saddleback College MA Program.

Transcripts from transferring institutions will be evaluated for the student's current academic program requirements. Should a student change their existing program, an evaluation will need to be completed prior to entering the new program. In the event of a question as to the equivalency of course, it is the student's responsibility to provide the

college with a course description and syllabus. Students requesting a credit transfer need to provide the college with an official transcript. Courses completed over five years ago may be transferable at the discretion of the academic dean. There is no charge for credit granted through transfer. To complete a request, please apply with the Office of Admissions and Records/Petition.

Course Grading Policy

Course Grading Policy follows the Saddleback College Grading Policy as listed below

A = 90%-100%

B = 80%-89%

C = 70%-79%

D = 60%-69% - Fail MA course

F = Below 60% - Fail MA course

Attendance

Points are not earned for showing up to class, attendance is a requirement. Students who are a “no-show” on the first day of class will be dropped by the instructor. The instructor is not responsible for dropping students after the first day of class. Students are responsible for formally dropping, not the instructor. Students must complete all assignments and submit work on time to earn a passing grade. Point deductions are made for absences, late arrivals or leaving early. These point values are posted in Canvas, and deductions are applied to the final course grade. If a student is unable to attend a scheduled on-campus class session, the student is expected to email the instructor a courtesy email.

Students who are enrolled in MA 217 are to start on the first date of the clinical externship. Students are expected to work 8 hours per day and are required to follow the attendance policies and procedures for the assigned clinical site. Students must recognize that failure to follow an assigned schedule risk removal and ultimately failure of the clinical experience.

Students who become ill must notify the instructor immediately by phone message followed by an email to the instructor and the program specialist. Students must be registered with the college to be in class.

Disabled Students Programs and Services (DSPS)

To ensure accommodations are in place, students must submit the Approval for Accommodations Memo to the course faculty of records on the first day of class or as soon as possible after notification of eligibility. [DSPS student support.](#)

- The student is encouraged to present the memo “Accommodated Testing for Students with Disabilities” and discuss what is necessary to implement their accommodations with the faculty member on the first day of class or immediately upon notification of eligibility.
- The student should schedule accommodated testing dates with DSPS to coincide with the date of the course’s scheduled quiz/test dates unless the course lead instructor give alternate instructions.
- The DSPS test envelope must be delivered by the student to course lead faculty a minimum of 7 days.
- Students should notify DSPS at least 6 months before the start of the externship that they are requesting accommodations.
- The student will discuss externship accommodation needs with DSPS. DSPS may confer with the Program Chair. Once approved, DSPS will create an Approved Accommodation Memo for the Program Chair and the clinical affiliate. This will ensure that accommodations are in place prior to the student reporting to their assignment.

The ADA requires reasonable accommodations, and this process will be interactive with the department, DSPS, and the clinical affiliate. <https://www.saddleback.edu/dsps>

Under Title I of the Americans with Disabilities Act (ADA), a reasonable accommodation is a modification or adjustment to the educational environment. These modifications enable an individual with a disability to have an equal opportunity to successfully complete a class learning outcomes to the same extent as people without disabilities.

Course Completion

Pathway courses are offered during the fall or spring semesters, only. MA 206, MA 280, HSC 104 and HSC 106 (core courses). Students will formally declare the intent to complete the medical assistant program at the end of the MA 206 course. This intent will be submitted via a survey that is submitted on Canvas. Students are responsible for completing courses in sequence and on time. Students must plan to register for classes as soon as possible and take courses in sequence. Students are provided with ongoing communication related to class updates and schedules. Students are expected to register for classes promptly to avoid unnecessary delays and course cancellations. Failure to register promptly impacts enrollment resulting in the student's loss of a class seat, class cancellation, program and employment delays.

Completion Time

The Medical Assistant pathways are designed to be completed within three semesters. Students are required to extern the semester immediately after completing MA 214B and/or MA224.

Healthcare personnel must comply with regulatory requirements and patient safety standards. This requires that students demonstrate skills and competencies accurately to ensure patient safety. Laws, information, and clinical practices change rapidly to meet healthcare and industry demands. Timely course completion is essential and required before being allowed to register for MA 217.

Students admitted into the medical assistant program must complete courses on time. Students who delay, drop, or fail courses are required to resubmit an application to the program. Students will be admitted to courses on a space-available basis.

The process for program readmission requires that the student follow the Leave of Absence (LOA) policy.

- Resubmit a written letter to the medical assistant program specialist at least 60 days before the intended semester.
- Copy the program chair with the letter of intent and send an email requesting to meet with both the chair and specialist.
- Meet with chair and program specialist to create the contracted plan for remediation.
- Students should expect to demonstrate proficiency of knowledge and skills, Repeat and pass written examinations, skills demonstrations and new assignments with a grade of "C" or higher.

Non-passing Course Grades

When a student fails to achieve a "C" or better in any course, the student will be permitted one opportunity to repeat the failed course on a space-available basis. If a student receives a second grade of less than a "C" in any Medical Assistant program courses, that student will be dropped from the Medical Assistant Program.

Course Descriptions

MA 206 - INTRODUCTION TO MEDICAL ASSISTING (3 UNITS)

Introduces the student to the history of medicine, the role of the medical assistant, scope of practice, law and ethics, members of the healthcare team, types of insurances, nutritional care medical office workflow, safety and emergency preparedness, office management, career planning and professionalism. Letter Grade Only. Students apply to the Medical Assistant Program following completion of this course.

HSC 104 - MEDICAL TERMINOLOGY (3 UNITS)

Includes basic structure of medical terms and components. Builds a medical vocabulary applicable to specialty fields, major diseases, physical examination terms, diagnosis and treatment. (formerly HSC 201)

MA 280 - HEALTHCARE ORGANIZATION PRACTICES (3 UNITS)

Provides training and instruction on medical office skills including electronic records, communication, scheduling, written correspondence, patient workflow, telephone techniques, soft skills, management of patient care, information and workflow.

HSC 106 - LEGAL AND ETHICAL ASPECTS OF HEALTH INFORMATION (3 UNITS)

Legal and ethical issues pertaining to health care, health information, and health records. Privacy, patient rights, security, release of informed consents, advance directives, compliance, fraud and abuse, documentation requirements, medical malpractice, labor laws, HIPAA and other regulations, and E-health. Letter grade only.

MA 224A - BASICS OF MEDICAL INSURANCE, BILLING AND REIMBURSEMENT (3 UNITS)

Introduces the basics of billing, collection of payments, reimbursement, and insurance plans. Covers methods of payment and procedures used in the medical office and ambulatory healthcare settings, includes terminology and procedures related to banking, billing, collections, claims and reimbursement.

HSC 107 - HUMAN BODY FUNDAMENTALS (3 UNITS)

Intro to the structure and function of the human body. Includes structural components, spatial relationships, and body system interactions. Satisfies requirements for Health Information Technology and EMT, but will not fulfill requirements for nursing, physician assistant, occupational therapy, physical therapy, or pre-pharmacy majors (formerly HSC 277).

MA 282 - FUNDAMENTALS OF MEDICAL PRACTICE CODING (3 UNITS)

Provides instruction and practice on financial procedures, insurance, reimbursement, billing, collections and coding practices used in medical offices, outpatient, ambulatory and hospital settings. Introduces CPT, HCPCS, and ICD procedural principles.

HSC 230 - CERTIFIED PROFESSIONAL CODER (CPC) EXAM PREPARATION (3 UNITS)

Designed to help students review and prepare to sit for the American Academy of Professional Coders, Certified Professional Coder certification examination, there are no prerequisites to enroll in this course. (Formerly MA 200).

CIM 112 - MICROSOFT OFFICE (3 UNITS)

Provides exploration of Microsoft Office 365 cloud solution to create Word documents, Excel spreadsheets and PowerPoint presentations that are universally available using Microsoft's OneDrive and editable using Office 365 Applications Word, Excel, PowerPoint and others used on PC/Mac, tablets and smartphones.

MA 211B - PHYSICAL-EXAMINATION PROCEDURES (3 UNITS)

Provides instruction in clinical medical office skills, procedures, physical measurements, documentation, equipment selection, patient education and assisting with general physical and specialty exams and an introduction to radiology, diagnostic and physical therapy procedures.

MA 212B - MEDICAL OFFICE LABORATORY PROCEDURES (3 UNITS)

This competency skills-based course teaches clinical laboratory procedures performed by the medical assistant in the medical office. Emphasizes lab safety, regulatory compliance, industry standards, meets state requirement for venipuncture and capillary puncture.

MA 213B - MEDICAL ASEPSIS AND SURGICAL PROCEDURES (3 UNITS)

Instruction in medical and surgical aseptic procedures, including medical office minor surgical techniques.

MA 214B - MEDICATION ADMINISTRATION FOR MEDICAL ASSISTANTS (3 UNITS)

Instruction in pharmacology calculations and intramuscular, subcutaneous, and intradermal injection techniques. Meets requirements for medical assisting injection certification in the State of California.

MA 218B - ELECTROCARDIOGRAPHY FOR THE MEDICAL ASSISTANT (3 UNITS)

Prepare the student with the basic skills and knowledge essential to assist the physician with diagnostic data collection, performance of the ECG, Pulmonary Function Testing and patient preparation for telemetry monitoring including troubleshooting, identification and reporting of normal and abnormal results.

MA 217A - MEDICAL ASSISTING CLINICAL EXPERIENCE—ADMINISTRATIVE (3 UNITS)

Pre-requisite is the completion of all required didactic courses for the Administrative Medical Assistant Certificate. Provides supervised non-paid directed practice in a physician's office or medical clinic, demonstrating skills required for entry level employment including professionalism, patient registration, appointment scheduling, communication, data entry and computer skills, financial procedures including abstraction of the medical record in preparation for billing, diagnostic coding and insurance procedures. Candidates may elect to apply and sit for the AAPC's CPC examination for medical coders. Letter Grade Only

MA 217B - MEDICAL ASSISTING CLINICAL EXPERIENCE CLINICAL (3 UNITS)

Pre-requisite is the completion of all required didactic courses for the Clinical Medical Assistant Certificate. Provides supervised non-paid directed practice performing skills related to the patient physical examination, diagnostic testing, medication administration (including injections), minor office surgical procedures, electrocardiography, pulmonary function testing, specimen collection, venipuncture and capillary puncture procedures performed in the physician's office laboratory or medical clinic. Letter Grade Only

MA 217C - MEDICAL-ASSISTING CLINICAL EXPERIENCE COMPREHENSIVE (3 UNITS)

Pre-requisite is the completion of all required didactic courses Comprehensive Medical Assistant Certificate. Provides supervised non-paid directed practice in a physician's office or medical clinic, demonstrating skills required for entry level employment including professionalism, patient registration, appointment scheduling, communication, data entry and computer skills, financial procedures including abstraction of the medical record in preparation for billing, diagnostic coding and insurance procedures and clinical medical assistant skills include the performance of skills related physical examination procedures, demonstrates competency related to diagnostic testing, medication administration (including injections), minor office surgical procedures, electrocardiography, pulmonary function testing, specimen collection, venipuncture and capillary puncture procedures that are performed in the physician's office laboratory or medical clinic. Candidates may elect to apply and sit for the AAPC's CPC examination for medical coders. Letter Grade Only

Sequential Order of Courses by Pathway

ADMINISTRATIVE PROGRAM – 27 UNITS

MA 206 - Intro to Med Assisting (8 week)

HSC 104 – Medical Terminology (8 week)

HSC 106 – Legal/Ethical Aspects of Health Information (8 week)

CIM 112 - Microsoft Office –**OR**- HSC 230 CPC Exam Prep

MA 282* – Fundamentals of Medical Practice Coding (16 week)

MA 280 - Healthcare Organizational Practices (8 week)

HSC 107 – Hum Bod Fund (8 week)

MA 224A^ – Basics of Insurance (16 week)

MA 217A* – MA Clinical Experience - Administrative (160 hrs.) APC required

CLINICAL PROGRAM - 30 UNITS

MA 206 - Intro to Med Assisting (8 week)

HSC 104 – Medical Terminology (8 week)

HSC 106 – Legal/Ethical Aspects of Health Information (8 week)

MA 211B* – Physical-Examination Procedures (8 week)

MA 213B* – Medical Asepsis and Surgical Procedures (8 week)

MA 280 - Healthcare Organizational Practices (8 week)

MA 212B^ – Medical Office Laboratory Procedures (8 week) APC required

MA 214B^ – Medication Administration Procedures (8 week) APC required

MA 218B^ -Electrocardiography (8 week)

MA 217B* – MA Clinical Experience -Clinical (160 hrs) APC required

COMPREHENSIVE PROGRAM - 42 UNITS

MA 206 - Intro to Med Assisting (8 week)

HSC 104 – Medical Terminology (8 week)

HSC 106 – Legal/Ethical Aspects of Health Information (8 week)

CIM 112 - Microsoft Office –**OR**- HSC 230 CPC Exam Prep

MA 282* – Fundamentals of Medical Practice Coding (16 week)

MA 280 - Healthcare Organizational Practices (8 week)

HSC 107 – Hum Bod Fund (8 week)

MA 224A^ – Basics of Insurance (8 week)

MA 211B* – Physical-Examination Procedures (8 week)

MA 213B* – Medical Asepsis and Surgical Procedures (8 week)

MA 212B^ – Medical Office Laboratory Procedures (8 week) APC required

MA 214B^ – Medication Administration Procedures (8 week) APC required

MA 218B^ -Electrocardiography (8 week)

MA 217C* – MA Clinical Experience - Comprehensive (160 hrs) APC req.

*- Offered only in fall

^ - Offered only in spring

Medical Insurance Billing Occupational Skills Award automatically earned after taking, MA 224A, MA 280, MA 282, HSC 104, and HSC 106

Earn a Medical Scribe Certificate by adding: HSC 108 (or BIO 45 or BIO 112) and CIM 121B

Clinical Externship

Clinical Externship Defined

The clinical externship is the final course in the medical assistant program. The externship provides students with the opportunity to complete 160 hours of supervised work in a physician's office or medical clinic.

Clinical Eligibility and Registration

Students must pass all courses with a "C" grade or higher to be eligible for MA 217 (clinical externship). The externship is the culminating experience in the physician's office or medical clinic. Students must complete all onboarding requirements during the semester prior to the externship. Once all criteria have been met within the required time frame, instructor will issue an APC which is required for course registration

Externship Learning Objectives

MA 217 Learning Objectives –Administrative

- Perform basic front office skills that promote positive and professional communication methods
- Practice safely and efficiently while demonstrating and understanding of legal and ethical implications and effective problem solving to promote positive outcomes
- Identify principles of basic diagnostic coding and financial procedure to promote timely reimbursement
- Accurately performs insurance, billing, collections, and coding procedures
- Preparation on performance of administrative medical assistant skills required to secure an interview and employment

MA 217 Student Learning Outcomes – Clinical

- Prepares the patient, equipment, instrumentation and exam room for electrocardiography, laboratory, minor office surgery and physical examination procedures
- Demonstrates medical and surgical aseptic techniques for the performance of minor office surgical procedures
- Prepares physical examination and minor office surgical trays correctly for use during patient therapeutic and diagnostic procedures
- Documents all patient information and results accurately using paper-based and electronic medical records
- Communicates effectively using empathy and cultural sensitivity towards patients' experiencing a variety of health-related illnesses or conditions
- Performs drug calculations and measurements accurately prior to the administration of medications
- Prepares medications following the 10 Rights of Medication Administration
- Perform medical office laboratory skills accurately including capillary puncture and venipuncture
- Demonstrates safety during the collection and handling of blood, body tissue and fluid specimens
- Calibrates equipment prior to specimen collection and, obtains all specimens following regulatory guidelines to ensure accurate diagnostic test results

MA 217 Student Learning Outcomes – Comprehensive

Students enrolled in the Comprehensive Medical Assistant Program complete all student learning outcomes from the administrative and clinical pathways (refer to MA 217A and MA 217B SLO's as mentioned above).

Mandatory Externship Planning Meetings and Clinical Paperwork Submission Deadlines

The MA externship (MA 217) is offered only during the spring and fall semesters. Six months prior to the start of the externship, the department chair and program specialist will hold mandatory planning meetings.

MA 217 A, B, C – EXTERNSHIP IMPORTANT DATES AND DEADLINES

Externship Semester	Mandatory Orientation*	Requirements Deadline^	Mock Interviews	Lab Review Days
Fall '24 Externship	Friday, January 26 th , 2024	Thursday, June 27 th , 2024	Thursday, July 11 th , 2024	(Week before flex?)
Fall '25 Externship	Friday, January 24 th , 2025	Thursday, June 26 th , 2025	Thursday, July 10 th , 2025	(Week before flex?)

***All mandatory meetings will be from 2:00 – 4:00 in room HS 138.**

^ If all requirements are not met by the deadline, you will not be permitted to enroll in the externship and must wait until the following semester.

Check website frequently - times and dates subject to change.

MA 217 On-Boarding Requirements

Student must follow all submission deadlines and accurately complete and submit the following on-boarding requirements for MA 217:

- Health Assessment/Clearance (varies but typically around \$300)
- Castlebranch registration – Background check, drug test, and compliance tracker (\$135)
- Malpractice Insurance-Proof of policy certificate from HPSO (\$25.00)
- American Heart Association Basic Life Support (BLS) certificate with AED (varies)
- Saddleback College Student ID Card
- Saddleback.edu Email Address
- FERPA consent
- HIPAA Form
- Personal Health Insurance-proof of current coverage
- Cover Letter
- Resume
- Thank You Letter

**Noted prices above subject to change.*

Externship Policies, Procedures, and Requirements

Drug Testing/Background Check

This requirement applies to all Health Sciences and Human Services students who attend clinical (externship) in a contracted facility as part of the educational requirement for their degree or certificate.

Upon acceptance into a program with a clinical requirement, students will be required to obtain a criminal background check and drug test. The HSHS Division will provide guidelines to the student on how to apply for their background check/drug test and the cost. If required to retest, students must pay for the costs.

Students who have a recorded offense/arrest may not be allowed to enroll in a program with a clinical requirement.

In the event a student withdraws from a program with a clinical requirement, the background check/drug test must be repeated upon re-entry into the program.

Physical exams

After receiving acceptance into the program, students are expected to contact the Student Health Center for a telehealth appointment, even if students choose to use their own health care provider for the immunizations and physical.

Prior to the beginning of the externship, a physical examination conducted by a healthcare provider is required. Immunizations and tuberculosis screening must be current. **Tuberculosis screening must be updated on an annual basis. This is the student's responsibility. Students will not be able to register for classes without an annual TB clearance. Seasonal flu shots are also required.**

Whenever there is any change in the health status of a student, he/she/they are responsible for submitting a written statement regarding this change to the MA Faculty. The student is also expected to keep the MA Faculty and Program Chair informed in writing when there is any need for on-going health care. Additional tests or records may be required as necessary to verify satisfactory health status during the program.

Immunizations and Health Records

Required Laboratory Tests: You MUST provide documentation of immunity to the following diseases by blood testing (titer) results:

- Measles (Rubeola)
- Mumps
- Rubella
- Varicella
- Hepatitis B

Required Tuberculosis (TB) Testing – (Either TST, Blood or Chest X-ray): * Health Science Programs are required to provide Annual Negative TB Proof.

- Two-step TST (tuberculin skin test) = (2 TST's 1-2 weeks apart): is required if you have not had a TST skin test within the past year.
OR
- One-Step: Proof of two negative TST's in the past 2 consecutive years
OR
- Proof of a negative QuantiFERON Gold or T-Spot blood test within the past year
OR
- Proof of a negative TB chest X-Ray within the past 2 years.

Immunization with the following vaccines is required:

- TDAP
- COVID (full immunity)
- Seasonal Flu Vaccines

Hospitals require the seasonal flu shot and some may not offer a declination. If you decline, you must always wear a mask while providing patient care from Oct 1st through March 31st. Any declination will result in a not-qualified status and will require you to meet with the department chair/dean to determine if you can be placed and proceed in the program.

American Heart Association Basic Life Support (BLS) Certification

American Heart Association Basic Life Support (BLS) Certification

Each student has the responsibility to become certified in basic life support (BLS) with Automated Defibrillator (AED) for healthcare providers (CPR), certificate through the American Heart Association. The BLS (with AED) must be submitted before interviewing for the externship. Students may complete this certificate by registering for HSC 222 (non-credit) course or, at a designated AHA training center. Please check with HSHS division for complete listing of approved training centers.

Malpractice Insurance

Students must purchase malpractice insurance through HPSO (include price). An information sheet will be provided by the program specialist during the externship pre-planning meetings.

Personal Health Insurance

Students must show proof of personal health insurance prior to the externship. "[Students are required to obtain personal Health Insurance benefits for the duration of their participation in the Program at their own cost.](#)"

Saddleback College Student ID and Email Address

Each student will need a Saddleback College email address and student ID. If student has listed their "college of record" as Irvine Valley College (IVC), they will be required to submit a College of Record Change Request

Change in Health and/or Background

Students shall report any changes to their health or background while assigned to a healthcare site within two business days or prior to the next rotation. This is an affirmative duty and failure to do so will result in immediate suspension from the clinical assignment, possible expulsion from the program, and student discipline.

Cover Letter, Resume, and Thank You Letter: students are provided with the template for the resume, cover letter and thank you letter in MA 206. Students may or may not have extensive work experience. However, they have not worked as medical assistants and will be expected to follow the targeted formats for interviewing prior to the externship. The student is expected to create and update the documents throughout the program. Students will retain the updated copies and produce the documents during the preplanning externship meetings.

Methods of Evaluation and Grading

Evaluation of the student will be based upon the following:

- Written medical office evaluation verifying success and completion
- Meets standards expected for professionalism
- Meets standards expected for submission of work schedule and daily time sheets
- Completion of the comprehensive final examination with a minimum grade of 70% or higher
- Completion of all course assignments including pre and post externship work

Course Grading

MA 217 is a 3 –unit college course and students earn a letter grade. Students are required to earn a grade of “C” or higher to pass this course.

Course grading is based on written assignments, online McGraw Hill assignments (using Connect), comprehensive final written examination, and professionalism.

Written assignments

Resume, cover letter, thank you letter, Goal Sheets, Clinical Summary as described in course syllabus.

Online Connect assignments

Students complete the online assignments using the current edition K. Booth textbook and the accompanying Connect Access Card. The online assignments help students review key concept areas and prepare for the final examination.

Final Examination

Students sit for a comprehensive final examination. The final exam is taken on campus during finals week.

Professional Skills

- Reports all worked clinical hours, daily according to instructions
- Submits original, accurate clinical evaluation packet within 24 hours of last clinical day
- Demonstrates safe, ethical practice at all times
- Follows policies and procedures according to clinical site
- Adheres to the California Medical Assistant Scope of Practice
- Demonstrates positive outlook and willingness to help others

Disciplinary and Dismissal from the Externship

One or more of the following unprofessional behaviors may result in dismissal from the program and student will not be eligible for readmission to the MA program

- Violation of HIPAA or client or patient confidentiality
- Academic dishonesty as defined in the college student handbook
- Assault, battery, or intent to harm another person
- Disruption or distraction in the educational setting; willful disobedience

Externship Placement

Students are required to interview for clinical placement at one of Saddleback College's contracted sites. Students are expected to meet all health and background clearances, drug screening, and liability coverage standards to be eligible for the externship. Not meeting the requirements of Saddleback's clinical facilities may affect your ability to progress through or complete the program.

Students are placed at one of Saddleback College's contracted sites based on availability and the number of placement assignments allowed per site. Saddleback College is grateful for our contracted healthcare sites who willingly host and supervise our students during the externship. Saddleback Medical Assistant students are fortunate for our site's expert professional guidance. Each student is provided individual consideration regarding geographical location, personal schedule and clinical specialty. However, considerations are also made with respect to our sites' preceptor availability, staffing and community health requirements. Students may be asked to start a little later in the semester based on the clinical sites need. Our externship is truly a collaborative effort between our program, students, and our community partners.

Obtaining Externship Clinical Site Access:

- Students are provided with contact information for possible clinical sites. Failure to secure placement may result in an incomplete in the course.
- The program specialist provides the student with the contact information for the prospective clinical site; this is not a confirmation of placement but merely a prospective clinical site.
- Students will successfully schedule an interview and secure a clinical site from the contact information provided.
- Students are required to contact the site, set up the interview appointment, and notify the-program specialist of the interview date.
- Students are responsible for notifying the-program specialist of the interview date and the interview outcome following the interview.
- Students will send a written thank you letter the same day as the interview. One thank-you letter is sent to each person conducting the interview.
- Upon securing the site, the student must notify the program specialist of the start date.
- Students must provide the instructor and skills specialist with a copy of the documented work schedule prior to beginning the externship.
- Students may not extern at a site that is not college approved and contracted through our clinical affiliation agreement process.
- Students and instructors recognize that policies may differ depending upon the medical office or medical organization. As a result, each clinical site may require additional on-boarding requirements beyond the Saddleback College Medical Assisting Program requirements.
- Students may not extern on days that the college is closed for observance of state or federal holidays.
- Students must be punctual without absences or deviations from the schedule. Unapproved absences during the clinical experience are not permitted as the site relies on our students to be active participants.
- If an emergency occurs, the student must notify the site and instructor, and skills specialist immediately

Safe Clinical Practice and Standards

Injury and Safety

- Injury in the classroom or clinical setting must be reported immediately to the Medical Assisting instructor.

- The instructor will initiate the completion of initiation of medical treatment and completion of required documentation. The instructor will submit the completed forms to the Saddleback College Risk Management Department.
- Students requiring medical treatment may be required to submit a medical release from a licensed health care provider that states the student is cleared without limitations or restrictions.
- Students who become ill while on site may be sent home per site supervisor or physician.
- Students requiring medical clearance to return to the externship must be evaluated by a medical provider who will complete the medical release form and will be sent to the instructor within 24 hours.

Clinical Attendance

Student success correlates with attendance. Arriving late or leaving the practicum site early is disruptive to the office and their workflow. -5 points are deducted for not meeting attendance expectations. Students must immediately notify the instructor and site to inform them of the deviation from the schedule.

Compliance with Hospital/Clinical Standards

Should a clinical facility have other requirements prior to student placement or during placement, the student shall be responsible for complying with additional standards in a timely manner. These costs are borne by the student. If a student cannot comply with the standards, the student shall meet with the Dean and the MA Program Department Chair to discuss options and outcomes from non-compliance.

Program Expectations and Standards

Program Expectations

Students are expected to take courses in sequence, starting with MA 206, HSC 104, HSC 106 and MA 280. These courses must be taken before any program courses. Upon successful completion of MA 206, the student will complete the program application. Students will identify their program pathway of choice on the application and will submit the completed application to Chelsey Tyson within one week of completing MA 206.

Students are expected to complete their selected pathway within two semesters after completing MA 206, MA 280, HSC 104, and HSC 106. Subsequent enrollment in courses requires students to submit a request for an APC. The department chair will review applications and transcripts in conjunction with the program specialist to determine eligibility for the instructor issued course APC.

Students are required to complete all onboarding requirements including drug screening, background checks, health clearance, immunizations, proof of medical insurance and medical malpractice insurance (HPSO), and BLS (CPR) certificate before the issuance of the APC that is required for the externship (MA 217) clinical externship.

Managing Work and School

When deciding how many units to take, it is important to plan time for reading, studying, and preparing for those classes. No time is given "in class" for studying. You are expected to be ready for each class before each class period begins. The recommended formula used to determine the amount of TOTAL TIME required to achieve class success is as follows:

Plan and schedule 2-3 hours per unit, per week for studying.

Example for 3 Unit Class:

In-class time = 3 hours per week

Study time = 6 hours per week

(3 units x 2 hrs. /unit study = 6 hours)

TOTAL TIME: 9 HOURS PER WEEK FOR A 3-UNIT Class.

For example, if scheduled to take 12 units, the total time to budget is 36 hours (about 1 and a half days) per week. That is why 12 units are considered full-time-student status. You may take as little as .5 units or as many as 19 units during a single semester. To take more than 19 units (not including work experience or independent study) you are required to obtain special permission from the Counseling Division. You must have a cumulative 3.0 grade point average to gain permission to enroll in more than 19 units.

Recommended combination:

Work	School
5-15 hours per week	12-15 units
20 hours per week	9-12 units
30 hours per week	6-9 units
40 hours per week	3-6 units

Do not overload yourself when you register for classes. Design a course load that is reasonable for your level of energy and motivation. Please keep in mind the program completion timeline when creating your schedule.

Essential Functions for a Medical Assistant

ADA statement info/resources and ADA requirements

All students are required to meet Essential Functions with or without accommodation.

Ethics, Confidentiality, and Professionalism

Students are held accountable to the MA Student Handbook, Health Sciences Division and Saddleback College Handbooks, including policies, procedures and outlined system policies. Each program course includes concepts related to ethics, confidentiality, HIPAA, law and professionalism. In addition, students must follow the California Medical Board, Scope of Practice for the Medical Assistant when out on a clinical assignment. Students will comply with all regulatory requirements including HIPAA, Privacy, Confidentiality, Infection Control, OSHA and CLIA Safety Practices.

Students are expected to:

- Adhere to the ethical guidelines set forth by the American Medical Assistant Code of Ethics and Creed
- Abide by the school's Code of Student Conduct
- Abide by healthcare entities' policies and procedures while in the role of student while completing an offsite assignment
- Abide by HIPAA rules and patient confidentiality at all times
- Consistently follows state patient privacy laws

- Demonstrate professionalism, respect and ethical behavior towards self and others
- Adheres to California Medical Board legal requirements and the Scope of Practice for the Medical Assistant
- Performs all clinical competencies in accordance with the standard of care.
- Students are required to look up organizational policies prior to the performance of a skill at the clinical site.
- Students are required to look up all medications for indications, use, contraindications, Pregnancy Category and, side effects, prior to the preparation and administration of all medications.
- Students will not perform any procedure that is not approved by the California Medical Board Scope of Practice for Medical Assistants.
- Students will not administer medications to pediatric patients during the clinical externship

Communication

- All students must communicate with instructor(s)/site managers in a timely manner
- Students must notify instructor(s)/manager immediately if there are any changes in the schedule
- Students must use their college issued email address for all correspondence with site
- Students must provide all schedules prior to the externship

Social Media and Use of Technology

Saddleback College is committed to protecting the health information of every client with whom a student comes in contact, as well as the education information of every student. Distribution of sensitive and confidential information about patients or healthcare clients is protected under HIPAA, whether discussed through traditional communication channels, technology, or through social media. Disclosure of any patient information is prohibited. Saddleback College supports the appropriate use of social media and technology, thereby, recognizing that connecting, collaborating, and communicating within the learning community are important for professional growth.

The student must follow the clinical agency's policy regarding the use of laptops, tablets, or other electronic devices.

In the professional role as an MA student, students may not:

- Present the personal health information of any individual on ANY social site. Removal of an individual's name does not constitute proper de-identification of protected health information. Inclusion of data such as age, gender, race, diagnosis, date of evaluation, or type of treatment or theory the use of a medical photograph may still allow the reader to recognize the identity of a specific individual.
- Post or discuss any clinical experience with use of technology or on any internet social media site.
- Present yourself as an official representative or spokesperson for the Saddleback College Medical Assistant Program.
- Utilize websites and/or applications during clinical hours unless directed to by the site supervisor and/or instructor.

The program recognizes freedom of expression. Students need to recognize that all content posted should be respectful and professionalism. Caution must always be used to protect all entities privacy and confidential information.

Emailing the Instructor

Regular communication is required between students and their instructors. The MA program requires students to check their Saddleback College email for Canvas Announcements daily. The use of private emails is not permitted for programmatic matters, so professors and other Saddleback employees will use your assigned Saddleback email only for

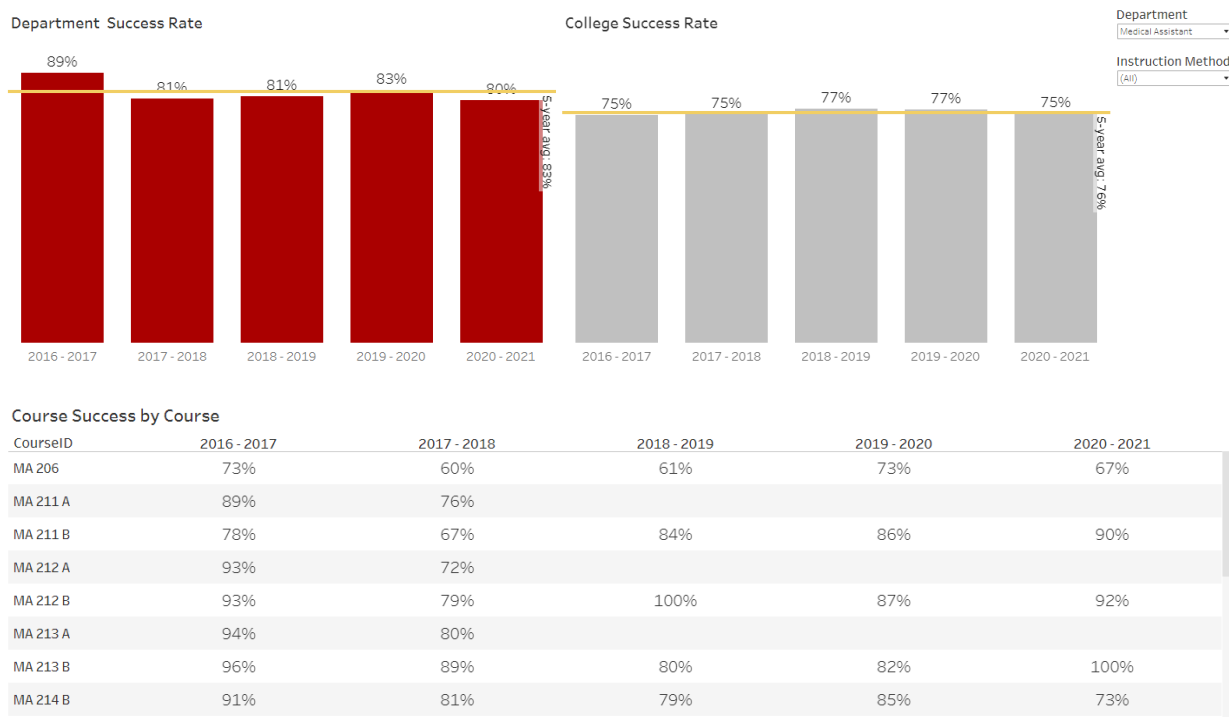
all forms of communication. Email from private email addresses may be sent to junk mail, spam or may not even be transmitted resulting in missed messages. College faculty will only send and reply to email using the college email address.

CANVAS

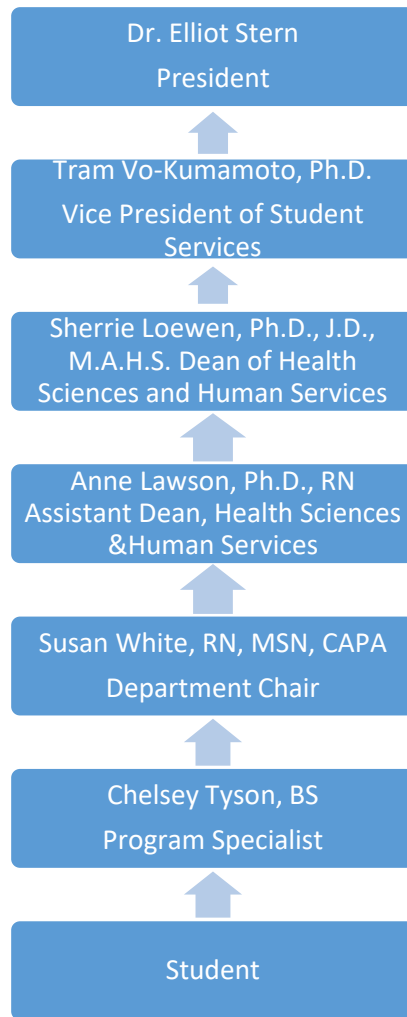
Use the Canvas inbox for the course you are emailing about. Do not use personal emails per college policy.

- Indicate the course name, the Module number, and the exact assignment you are referring to in the body of the email.
- Include your phone number since the instructor may need to speak to you.
- It is best to create a customized signature for your email that includes your name, student ID, and your phone number.
- If you have general questions not relating to a particular course, please use college email.
- Write the email professionally using standard written English, accurate spelling and correct capitalization and punctuation.

Program Enrollments and Success Rates



Organizational Structure



Student Code of Conduct

[College Student Code of Conduct- AR 5401](#)
[Student Code of Conduct Incident Report](#)

Academic Honor Code

Saddleback College students are responsible for regulating their own conduct in accordance with the Code of Conduct set by the District Board of Trustees. The Code of Conduct is outlined in the Student Handbook, which is free to all students. It is each student's responsibility to adhere to an academic honor code, which upholds the integrity of the institution and the educational process so that all students have an equal opportunity to demonstrate their academic abilities. Academic dishonesty will not be tolerated. Academic dishonesty includes, but is not limited to:

Cheating

Cheating is any act or attempted act of fraud, deception or distortion of the truth by which a student misrepresents mastery or understanding of academic information or material. Cheating includes, but is not limited to:

- The use of unauthorized sources of information during tests. This would include, but is not limited to, crib sheets, electronic devices, dictionaries, texts, and/or other aids excluded by the instructor. It also includes any act or the use of any item which would be deemed as cheating by a reasonable person.
- Looking at another student's exam or using another's exams, assignments, or other work, or allowing another student to do so.
- Completing an exam or assignment for another person or allowing another person to complete any part of an assignment or exam for oneself.
- Altering graded class work and resubmitting that work for reconsideration.
- Engaging in any kind of unauthorized assistance or communication with another person during an exam.
- Purchasing, copying, accepting, stealing, or otherwise obtaining exam information, assignments, or other class work from another source.
- Plagiarism
- Plagiarism is the inclusion in total or part of another's words, ideas, work, material, or data as one's own. Plagiarism includes, but is not limited to:
 - Quoting or paraphrasing materials without citing the source according to APA format the designated academic methods and submitting materials as one's own work.
 - Copying, borrowing, or using another individual's ideas such as: assignment(s), test answers, lab work, research, written documentation and online assignments, course research papers, computer-based learning assignments, files, data or paying a cite for another's work and then submitting it as one's own work or allowing another student to do so.
 - Submitting as one's own work, work prepared by others or prepared in collaboration with others.
 - Reproducing another's work so closely that any reasonable person would, after careful evaluation of the circumstances, conclude that plagiarism has occurred.

Falsification/Fabrication

Any act of inventing or altering information to deceive is considered falsification or fabrication. Falsification or fabrication includes, but is not limited to:

- Inventing and submitting falsified, fabricated, or fictitious information or falsely attributing the source as coming from another person or material.
- Falsifying signatures on required forms or other academic records.
- Falsification of dates, times, methods of medication administration, or venipuncture procedures
- Using a translation program and submitting work as one's own
- Using another person's identification, falsifying one's identification, or representing oneself as another person.
- Altering or changing official academic records or documents, without going through the institution's proper approval process.
- Knowingly misrepresenting successful completion of prerequisites.
- Paying cites for work completed by another.

* See Saddleback College Catalog for Sanctions and Disciplinary Actions

Attire, Dress, Hair, and Hygiene

Policies are listed under MA 217 course syllabi and students must follow the dress code policies of all clinical sites.

- Consistently clean, neat, and professional attire
- Shoes are clean and neat made of industry approved materials
- Hair always clean

- Male student's facial hair neat and clean
- Fingernails – Short, trimmed, clean without nail polish
- Jewelry – only single post earrings, (no facial piercings) watch with a sweeping second hand (NO smart watches)
- Students are required to meet the clinical agencies standards, and students will be held to the highest standards.
- Classroom attire needs to be respectful of others, see College student handbook

Leave of Absence

Leave of Absence: Students who have missed more than one semester or more due to a leave of absence (of any kind) will reapply to the program and will provide proof of completed course work. The application will be submitted to Program Specialist, Chelsey Tyson through Submittable. Once submitted, the department chair will re-review the application. The chair, program specialist, and dean will evaluate the application to determine readmission. Students should anticipate repeating course content, remediation of skills and testing of knowledge. Students will also be required to repeat ALL onboarding requirements, including health clearance but not limited to, drug screening, and background checks. Students may also need to repeat CPR and, the repurchase of the Malpractice professional liability coverage Insurance (depending upon amount of time away). Students will be required to purchase the most current supplies and textbooks.

Students who have been absent for more than two semesters may be required to repeat a course or courses. If the length of time between course completion and the externship extends beyond three semesters, the student may forfeit program completion. Course content, laws, practice, and regulatory compliance requirements change. Students must be current and knowledgeable prior to being placed at a clinical externship site.

Student Performance Improvement Plan

Successful completion of courses requires that a grade of "C" or better be achieved in all program courses. Students are responsible for checking their grades on Canvas. Faculty closely monitor all student course grades throughout the class term. Each graded activity is evaluated and students who do not earn the minimum grade of "C" on quizzes or tests will be sent a Progress Report through Canvas. Students will schedule an appointment with the instructor within five days of the assignment failure. The meeting will take place privately, during office hours. The student will create a plan that outlines short term goals towards improving their grade. The documented plan becomes a formal contract to assist students towards success and ultimately avert course failure. Students earning an Incomplete in any course must fulfill the completion requirements to have the Incomplete removed. Students who earn an Incomplete are ineligible for the externship until all requirements for the incomplete have been met.

Disciplinary Action and Dismissal from Program

Students who are noncompliant with program policies and/or violate the student code of conduct follow the following process:

- Instructor will meet with the student. The student and instructor will discuss the situation and plan for resolution. This first meeting is considered a verbal warning and written warning.
- Second incident: Student, Department Chair and Faculty meet to review the situation, and consequences of behavior. The student meeting is considered the second meeting which is also a written warning.
- If there is a third incident, the student and department chair will meet with the Dean. At this time, a determination will be whether the student will or will not continue in the medical assistant program.

At any time, if the nature of the behavior results in unsafe practice that has the potential to cause injury or if the behavior causes injury, the student may immediately be removed from the course and program. Students who violate any program, college or medical office policies during the externship are subject to immediate dismissal. Students are responsible for knowing the California Medical Board's Scope of Practice for the Medical Assistant.

See College Student Handbook in addition to Medical Assistant Handbook.

Due Process and Appeal of Disciplinary Action

[Disciplinary Appeal Form](#)

Grievance Process

Students who wish to file a grievance may follow due process guidelines found in the program's handbook (informal) and/or District AP 5530 (formal). The three scenarios described below trigger HSHS due process (See Figure 1.1)

Formal AP 5530

The District AP 5530 is the formal grievance process and is applicable to the District's enumerated issues (i.e., grades, student disciplinary actions). Students have the option to use the HSHS informal process before using the formal District process.

Program Formal Grievance Process Student conduct may initiate sanctions and grievances processes that are not covered under the District AP 5530. This occurs when a student breaches the department policies and regulations (i.e., dismissals for patient safety violations, failures in the remediation processes, HIPAA violations, LOA breaches, re-admission denials and so on). The procedural due process outlined below ensures both fair and equitable outcomes for all health science students.

Dual Grievance Processes

Students should be aware that parallel processes for disciplinary matters can occur, and they must file appeals through both processes. For example, if a student is impaired and cannot perform safely at a clinical site, AP 5530 is triggered along with the program's policy (i.e., breach of behaviors at the clinical site, violation of 24 patient safety). In such a case, a student could be dismissed from the program while also going through the District disciplinary process and receiving District related sanctions. In these cases, students may need to address the District disciplinary process and grievance procedures while also activating the HSHS grievance process for a program dismissal.

Deans, directors, and chairs will assist students when separate grievance processes occur and how to proceed through the processes. The Health Sciences and Human Services guidelines outlined below are instituted to ensure students receive procedural due process ensuring both fair and equitable outcomes for all health science students.

Students have a right to continue in their educational progress. No student may be "dismissed" from a program unless the Assistant Dean or Dean have been notified and the student has been afforded due process. Notwithstanding that a student may be removed from a clinical site and would fail the course, students may not be compelled to drop or withdraw from a course.

Formal Grievance Process

- Students who have a grievance should first address the issue with his/her faculty member within five (5) instructional days of when the event occurred or when the student became aware of the issue. The student must inform the director/chair/dean of a possible negative effect due to a five-day delay and ask for an expedited review. If additional time is necessary to complete a full investigation, the student will be informed.
- The process may be accelerated due to exigent circumstances. The student, faculty, and/or director should inform all individuals if a fast-track process is needed and explicitly agree upon a timeline that will not irreparably harm the student's progress in the program. All efforts should be made not to negatively impact a student's progress if possible while the grievance process is occurring.
- The faculty shall meet with the student within two (2) instructional days but no longer than ten (10) instructional days and respond to the student within two (2) instructional days but no longer than ten (10) instructional days unless the student would be irreparably harmed by a delay. If so, the student and the faculty shall consult with the program director/chair for guidance. If the student is not satisfied with the outcome, the student shall have two (2) instructional days but no longer than ten (10) instructional days to grieve to the program director/chair.
- The program director/chair shall meet with the student within two (2) instructional days but no longer than ten (10) instructional days and respond to the student within two (2) instructional days unless the student would be irreparably harmed by a delay. If so, the student and the program director shall consult with the dean for guidance. If the student is not satisfied with the outcome, the student shall have two (2) instructional days but no longer than ten (10) instructional days to grieve to the assistant dean. Appointments shall be coordinated through the senior administrative assistant, who will ensure due process has been followed and provide the student with a form to complete in advance of their meeting with the assistant dean.
- The Assistant Dean shall meet with the student within five (5) instructional days and respond to the student within five (5) instructional days unless the student would be irreparably harmed by a delay. If the student is not satisfied with the outcome, the student shall have two (2) instructional days but no longer than ten (10) instructional days to grieve to the Dean. Appointments shall be coordinated through the senior administrative assistant, who will provide the student with a form to complete in advance of their meeting with the Dean.
- On the day of the scheduled meeting, the student will be asked to report 10-15 minutes prior to the scheduled meeting time and submit their completed form upon check-in. During this time, the dean will review the student's written narrative of the factual events and the requested remedy during the first meeting. The dean shall conduct a complete thorough investigation and respond to the student within five (5) instructional days unless the student would be irreparably harmed by a delay.
- In the department formal process, the dean's decision is final.
- In the informal AP 5530 process, if the student is not satisfied with the outcome, the student shall then proceed with the College's formal process found in AP 5530. Students shall be notified at every step in the informal AP 5530 process of the next step and the option to file a formal grievance.
- The Division and Department due processes do not supersede any process or policy found in other District publications, policies, or procedures. District policies AP 5530 are primacy for all grade grievances. If conflicts occur, the District process shall supersede the Division process.
- If a student perceives that he/she cannot discuss the matter with either the faculty member chair or director, the student must explain why in the written narrative to the Assistant Dean or Dean.
- This process is not used for any Title IV, IX, or ADA complaints. Students are recommended to reach out to the assistant dean or dean for guidance in these cases. These shall be fast-tracked, and the assistant dean or dean shall meet with the student within one business day.

Informal Grievance Process

If a program candidate or someone from the public wishes to grieve or file a complaint, the following process will apply:

- If requested, the Assistant Dean shall meet with the individual within five (5) instructional days and respond to the individual within five (5) instructional days unless the delay would cause irreparable harm. The individual must inform the assistant dean of a possible negative effect due to a five-day delay and ask for an expedited review. If additional time is necessary to complete a full investigation, the individual will be informed.
- Appointments shall be coordinated through the senior admin, who will provide the individual with a form to complete in advance of their meeting with the dean.
- On the day of the scheduled meeting, the individual complainant/grievant will be asked to report 10- 15 minutes prior to the scheduled meeting time and submit their completed form upon check-in. During this time, the Dean will review the written narrative of the factual events and the requested remedy during the first meeting.
- If the individual is not satisfied with the outcome, the individual shall then proceed to meet with the dean. The dean shall confer with the assistant dean prior to the meeting. If the complainant/grievant is not satisfied with the dean's decision, he/she/they shall proceed with the College's formal process depending upon the issue.
- Alternatively, if the individual wishes to remain anonymous, he/she/they may complete the form and email the document to schshs@saddleback.edu or drop it off to the Health Sciences and Human Services office located on the campus.

Grade Grievance

[Administrative Regulation 5530](#)

[Statement of Grievance - Grade Grievance Form](#)

Readmission after Dismissal

Readmission requests need to be reviewed by committee, which includes the Department Chair and MA faculty, specialist, and division dean. This process may take 2-3 weeks and the student will be notified by email about the status of readmission into the medical assistant program.

Testing Procedures

End of Course Standardize Testing

During the last semester of the program, MA 217 students will sit for a comprehensive program final examination. The examination is scheduled in advance and all clinical externs sit for the exam on the same day. The test is an online final examination during finals week. Students will take tests on campus in the division computer lab. Students are not permitted to take their final program examination remotely or on an alternative date.

Examination and Exam Review Process

Examination Rules and Regulations:

- Students are expected to be present at every quiz/exam. There are no make-up quizzes. If an exam is missed, the student will take the make-up exam during an instructor designated date. All make up examinations are subject to a 10%-point grade deduction.
- Students may not leave the room once the quiz/exam has been distributed. Upon exiting the room, the test will be turned in as complete.
- All personal belongings will be placed as directed by the instructor.
- Exams are never to be removed from the classroom or faculty office. Students caught removing testing materials will be subject to disciplinary action.
- If it is apparent to the instructor that cheating has occurred, the student will receive a grade of zero for the exam/assignment and may be subject to dismissal from the program. If a student is caught cheating during an exam/assignment, the student may be dismissed and sent home for the remainder of the class.
- The Medical Assisting faculty will follow the Saddleback College Academic Honor Code as reflected in the current Saddleback College Catalog, Student Handbook.
- Students may not use any other paper during testing except a Scantron or the paper provided by faculty.
- Students may not use cell phones, smart watches, or other electronic devices during exams. These devices must be removed from the testing area.
- Distracting behaviors during an exam will not be tolerated. These behaviors include, but are not limited to talking, tapping pencils, smacking gum, gestures, or other audible sounds.
- Once the student has completed and turned in their exam, they will exit the room and not return until class resumes or as directed by the instructor.
- Once outside the room, the student must leave the hallway of the classrooms and voices kept at a whisper.

Exam Review:

- Exam review is at the discretion of the instructor.
- Students may not use any writing, recording or communication devices during exam review.
- Student test reports must be returned at the end of review.
- Sharing of exam information is prohibited.
- Students may not attend an exam review for any exam that has not been taken and/or completed.

Course Faculty Responsibilities

Assignment and Exam Grading

Faculty are responsible for grading and evaluating student scores. Upon review, the faculty will evaluate the examinations and itemize those questions that are most frequently missed. During the next class session, quizzes/examinations will be reviewed with the class. The review serves as a learning opportunity to reinforce key learning points. During the assignment review, faculty may use their discretion as to whether a question is dropped from an assignment or examination. At any time during the review, faculty may end the review if students become disruptive or disrespectful.

Office Hours

Faculty are accessible to students during posted office hours and at their own discretion if additional time is needed. Faculty are responsible for posting the Program Handbook and College Catalog links within the Canvas course. Each course is updated according to ensure the most recent materials are available.

Canvas grades

Faculty are responsible for updating the Canvas course following the completion of each graded assignment.

Student Improvement Plans

Faculty are responsible for meeting with students to discuss and record the plan for academic improvement and, for the creation of the Progress Reports. Progress Reports are to be used to communicate student success or performance below standards. Faculty will discuss notifying the department chair of students who are failing a course or, who exhibit non-compliance with behavioral or academic policies.

Referrals

Faculty will directly refer students with academic, financial, health or learning needs to the appropriate campus department. (Refer to student resources)

Lab Classes

Faculty holding classes on campus should anticipate arriving on campus to allow for adequate time to prepare. Faculty are responsible for ensuring that the classroom and lab are clean at the end of each class session. During class, students are expected to clean their station before, during and after the class activity. Faculty are not expected to clean up after a student. Infection control measures, OSHA and CLIA standards must be followed and upheld by all faculty. Equipment or supplies issues will be reported to the lab assistant/department chair at the end of each class session. All equipment that is not in working order will be labeled and taken out of circulation. Faculty will track daily use of supplies and will complete the department supply ordering form at the end of each course. Faculty and students are asked to use materials and resources appropriately to prevent waste and excessive expenditure.

Reporting

Faculty will notify Campus Police (dial 4444) immediately if a student demonstrates threatening behavior towards themselves or others. Faculty are responsible for reporting and providing required documentation to campus police and the department chair. Students who are injured during class or lab must be sent to the Health Center for evaluation. Call the health center, notify of the situation and then the injured individual needs to be escorted directly to the health center. Faculty will complete all required documentation and submit it to the Risk Management Department at Saddleback College.

Skills Lab/Simulation

[Skills Lab – OSHA Laboratory Safety Guidance Manual](#)

[Skills Lab – SOCCCD Safety Programs and Plans](#)

Expectations, Policies, Procedures, and Hours

[Medical Assistant Student Lab Manual](#)

College Resources

Student Handbook Resources

- [Student Support Programs](#)
- [Title IX Sexual Misconduct/Title IX and Sexual Misconduct Reporting](#)
- [Non-Discrimination and Harassment Policy](#)
- [Complaint Procedures](#)
- [Disability Discrimination](#)
- [ADA Academic Adjustments](#)
- [Course Repeatability](#)
- [Admissions and Records Forms and Petitions](#)
- [Scholarship Information](#)
- [C.A.R.E. Corner – Basic needs center](#)

Student Technical Support

- [Student Technical Support](#)
- [Canvas Basics for Students \(Instructional Videos\)](#)
- After Hours Support for Canvas (844) 303-0343
- [Student Email Support](#)
- [Student Printing Support](#)

Other Campus Links

- [Veteran Services](#) (949) 582-4252
- [Disability Services](#) (949) 582-4885
- [Career and Re-entry Center](#) (949) 582-4575
- [Counseling Services](#) (949) 582-4572
- [Child Development Center](#) (949) 582-4582
- [Extended Opportunities](#) (949) 582-4585
- [Financial Aid Office](#) (949) 582-4860
- [Student Health Center](#) (949) 582-4606
- [Transfer Center](#) (949) 582-4328
- [Tutoring Services](#) (949) 582-4519

Information and Reference Numbers

- Campus Police Emergency (949) 582-4444
- Psychological Services (949) 582-4606
- Crisis Intervention Team (CIT) (949) 582-4357

- Vice President for Student Services (949) 582-4566
- Dean of Counseling (949) 582-4573
- Child Abuse Hotline (24 hrs.) (714) 940-1000
- Rape Crisis Hotline (24 hrs.) (949) 831-9110
- Sexual Assault/Rape Crisis OC (714) 957-2737 / (949) 831-9110
- National Sexual Abuse Hotline (800) 656-4673
- Suicide Prevention Hotline (800) 784-2433 / (310) 391-1253
- Suicide Crisis Hotline (714) 894-4242
- Domestic Violence Hotline (800) 799-7233 / (714) 992-1931
- HOPE Hotline (714) 639-4673
- Human Options: Battered Women (949) 854-3554
- Interval House (714) 891-8121
- Laura's House (949) 361-3775
- LGBTQ Hotline (888) 843-4564

Appended Professional Behaviors Policy Form

- FERPA Release Form
- Student Handbook Acknowledgement Form
- HSHS Informal Grievance- Meeting Form
- HSHS Student Acknowledgment of Non-Compliance Form
- Religious/Medical Exception CO
- Professional Behavior Policy
- Photo Release Waiver Authorization & Release Form

FERPA Release Form

I, _____, consent ____ do not consent ____ to the release of my education records to Saddleback affiliates for the purpose of keeping them informed about my educational placement at the facility. I understand that education records include, but are not limited to, information about my academic standing, healthcare records, criminal background results, medical and professional insurance, directory information, and so on. I understand that any disclosures will be within the Family Education Rights and Privacy Act (FERPA) statues and District policies. I acknowledge that I may submit a subsequent notification in writing directing the College to no longer release information to any healthcare or educational affiliate, but in doing so, may impede my ability to complete the course or program.

Program

Name: Print Full Legal Name

Signature

Date

Deadlines:



SADDLEBACK COLLEGE

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Saddleback College Medical Assistant Program Student Handbook Acknowledgment Form

I, [_____], hereby acknowledge that I have received, read, and understood the Saddleback College Medical Assistant Program Student Handbook. I understand that the handbook contains important information and guidelines related to my participation in the program.

By signing this acknowledgment form, I affirm that I will adhere to the policies, procedures, and expectations outlined in the Student Handbook. I understand that the handbook is subject to change, and it is my responsibility to stay informed about any updates.

Student Information:

- Student Name:
- Student ID:
- Program Start Date:
- Program End Date:

Acknowledgment: I acknowledge that I have received a copy of the Saddleback College Medical Assistant Program Student Handbook and agree to comply with all the rules and regulations outlined in the handbook.

Student Signature: _____

Date: _____

School of Health and Wellness Informal Grievance- Meeting Form

Name:

Student ID:

Email:

Phone:

Program:

Date:

Instructions: Please complete this form prior to meeting with the Dean of Health Sciences. After you complete the form, turn it in to the Division's staff prior to meeting with the Dean.

What are the issues, concerns, or violations that you are wishing to discuss with the Dean?

Facts to support the issues, concerns, or violations (this must be a detailed accounting of the facts surrounding you're your complaint)?

What is the outcome or remedy you are looking for?

Signature: _____

Date: _____

School of Health and Wellness Student Acknowledgement of Non-Compliance

I, _____, have met with the department chair/director and dean regarding the program's clinical requirements and have been offered a placement that requires acknowledgments.

I understand that **I do not currently meet the program standards required to be placed at program clinical or workplace facilities.**

I understand that due to my non-compliance, I have limited options for a clinical assignment, and those options may change suddenly putting my continued enrollment in the course at risk of not being able to continue if I cannot come into compliance.

I understand that at any time **I may be required to be reassigned** and that reassignment may result in not being able to meet the new facility's requirements and thus unable to proceed in the program's course of study.

I acknowledge that clinical affiliates mandate the standards and those standards may change without notice, thus possibly affecting my ability to placed or continue in the program.

I acknowledge that I have been counseled on the ramifications of not being able to proceed in the program if these event occurs, including but not limited to taking a leave of absences or being removed from the program.

I understand these statements and wish to continue in the program as agreed with the program chair and dean.

Student Name: _____

Student Signature: _____

Program: _____

Date: _____

Program Chair's Signature: _____

Dean's Signature: _____

This document shall be kept in the student's file.



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Exemption Vaccination Form

I _____ am requesting a religious or medical exemption from the requirement of receiving a vaccination to be placed at my off-site facility for my educational assignment.

I understand that the off-site facility may require that I receive the vaccination during my placement, and that if this occurs, my exemption may preclude me from finishing the course/program. I should contact the chair and my instructor immediately for guidance.

I understand that if I exhibit any signs of illness, I shall not report to my off-site location and will contact the chair of the program or my instructor immediately for guidance.

I understand that this exemption is **valid for one semester**. If I wish to receive another exemption, I must apply for it during the semester I will be placed in an off-site facility.

Signature

Student ID #

Date



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Saddleback College School of Health and Wellness Professional Behaviors

The Medical Assistant Program requires that students must demonstrate accountability and responsibility for their own behavior in the classroom, and while in their externship. In their professional role, students are expected to model the values of human dignity and integrity in all care rendered and in all professional relationships.

1. When a student's personal behaviors constitute a conscious disregard or indifference to the health, safety and/or well-being of a patient, client, family, instructor, or colleague, the student may be dismissed from the class and the division program.
2. When the student's behaviors include, but are not limited to, one or more of the following unprofessional behaviors, Administrative Regulation 5401 will be followed and the student will not be eligible for readmission to the Saddleback College School of Health and Wellness Program:
 - a. violation of HIPAA, or client or patient confidentiality
 - b. academic dishonesty as defined in the Saddleback College student handbook
 - c. assault, battery, or intent to harm another person
 - d. disruption or distraction in the educational setting; willful disobedience
 - e. harassment or threatening behavior; defiance of authority
 - f. emotional outbursts such as yelling or use of expletives in clinical/field care settings
 - g. misrepresentation of oneself in a field experience, facility or patient care setting
 - h. Failure to meet the end of course/program learning outcomes and essential competencies

Student Signature

Date



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Photo/Video Release Waiver Authorization and Release

I hereby grant permission to Saddleback College, and its officers, trustees, employees, agents, students, representatives, successors, licensees and assigns (hereinafter "the College") to photograph/video my image, likeness, or depiction and/or that of my minor children (if applicable). I hereby grant permission to the College to edit, crop, or retouch such photographs/videos, and waive any right to inspect the final photographs. I hereby consent to and permit photographs/videos of me and/or those of my minor children to be used by the College worldwide for any purpose, including educational and advertisement purposes, and in any medium, including print and electronic. I understand that the College may use such photographs/videos with or without associating names thereto. I further waive any claim for compensation of any kind for the College's use or publication of photographs of me and/or those of my minor children (if applicable). I hereby fully and forever discharge and release the College from any claim for damages of any kind (including, but not limited to, invasion of privacy; defamation; false light or misappropriation of name, likeness or image) arising out of the use or publication of photographs/videos of me and/or those of my minor children (if applicable) by the College, and covenant and agree not to sue or otherwise initiate legal proceedings against the College for such use or publication on my own behalf or on behalf of my minor children. All grants of permission and consent, and all covenants, agreements and understandings contained herein are irrevocable.

I acknowledge and represent that I am over the age of 18, have read this entire document, that I understand its terms and provisions, and that I have signed it knowingly and voluntarily on behalf of myself and/or my minor children (if applicable).

Signature

Print Name

Date

Print Name of Minor Child

Print Name of Minor Child