

Saddleback College

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, students 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 an 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 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 the 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

According to the US Bureau of Labor, employment of medical assistants is projected to grow 14% from 2020 to 2030, much faster than the average for all occupations. About 114,600 openings each year for medical assistants. Many of those openings are expected to result from the need to replace workers who transfer to different occupations or exit the labor force, such as to retire. The median annual wage for medical assistants was \$42,000 in May 2023. The median wage is the wage at which half the workers in an occupation earned more than that amount and half earned less. 10% earned less than \$33,500 and the highest 10% earned more than \$56,480.

Medical Assistants are one of the fastest growing occupations in California. Employment growth is expected because of the increase in the number of group practices, clinics, and other healthcare facilities that need greater numbers of support personnel, particularly the flexible Medical Assistant who can handle both administrative and clinical duties. Because many health care employers prefer a trained staff, job prospects should be best for Medical Assistants with formal training or experience.

In California, the number of Medical Assistants is expected to grow much faster than average growth rate for all occupations. Jobs for Medical Assistants are expected to increase by 24.5 percent, or 24,900 jobs between 2018 and 2028. On average wages for medical assistants in California can vary from \$19 to \$28 an hour.

Source: [California Certifying Board for Medical Assistants](#)

Equal Employment Opportunity (EEO)

Medical Assistants fall under Equal Employment Opportunity (EEO) category nine (service workers). For further information on EEO laws and guidance, visit [EEOC.gov](https://www.eeoc.gov). Federal laws concerning workplace discrimination are enforced by different Federal agencies. The EEOC is responsible for coordinating the Federal government's employment nondiscrimination effort. The EEOC is required to review regulations and other EEO policy-related documents before they are issued to ensure consistency in the Federal government's effort to combat workplace discrimination.

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

American Academy of Professional Coders (AAPC) Certified Professional Coder (CPC) report that the growth for medical coders will continue and will be at 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/counseling>

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.

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.

Students completing private, vocational school programs do not meet the course equivalencies for the Saddleback College Medical Assistant Program. Saddleback College' MA program offers courses that meet the requirement for college credit, private vocational schools do not meet curriculum equivalencies. Students from outside vocational schools would not be eligible for our clinical externship.

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 to the Office of Admissions and Records/Petition.

Course Grading Policy

All medical assistant courses follow the Saddleback College Grading Policy:

- | | |
|---|------------------------------|
| A | = 90%-100% |
| B | = 80%-89% |
| C | = 70%-79% |
| D | = 60%-69% - Fail MA course |
| F | = Below 60% - Fail MA course |

Attendance

Class 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 at -2 points per occurrence, late arrivals or leaving early from class are made at -1 per instance. 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 send the instructor a courtesy email. Please only send via college email, not via personal email or text message.

Externship attendance: Students who are enrolled in MA 217 start on the first date of the clinical externship. Students are expected to work 8 hours per day and will follow the attendance policies and procedures for the assigned clinical site. Students are asked to recognize that clinical sites must provide qualified preceptors for each student. Students must follow the assigned preceptor's schedule. This means working the same schedule as the preceptor. Students must recognize that failure to follow an assigned schedule risks removal and ultimately failure of the externship. Students typically work an 8-hour day, with a lunch break, this is the industry standard. Typically, medical offices work Monday through Friday between the hours of 8:00am and 6:00pm. In some situations, offices are open evenings and on weekends. Students will be provided with the opportunity to submit scheduling requests during the preplanning phases of the externship. Students will follow the externship sites schedule requirements in addition to the college attendance policies. Students may only be at a site during scheduled hours, and a licensed provider must always be present. If there are no licensed providers on site, the student is not allowed to be at the site. In the event the provider leaves early for the day, the student must also leave. If this is an unexpected situation, the student is to immediately notify the instructor.

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. Absences results in a -5 point loss for each absence.

Disabled Students Programs and Services (DSPS) and ADA Accommodations

To ensure accommodation is 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 gives alternate instructions.
- The DSPS test envelope must be delivered by the student to course lead faculty a minimum of 7 days.
- Students are to notify DSPS at least 6 months prior to the start of the externship that they are requesting accommodation.
- Students are responsible for discussing externship accommodation needs with DSPS (at least six months prior to the externship semester start date)
- DSPS may confer with the Program Chair. Once approved, DSPS will create an 'Approved Accommodation Memo' for the Program Chair and clinical affiliate. The ADA requires reasonable accommodation, and this process will be interactive with the department, DSPS, and the clinical affiliate.
- The process is designed to help ensure that the required accommodation is in place prior to the student reporting to the site for their assignment.

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. The core courses are MA 206, MA 280, HSC 104. Students will formally declare the intent to complete the medical assistant program at the end of the MA 206 course. This means informing the Program Specialist and Department Chair as well as formally declaring the major for medical assisting with admissions and records. Students complete a short quiz/survey at the end of MA 206 which is submitted in Canvas. The instructor shares the information with the chair and

program specialist. 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. Keep in mind, classes may not be offered every semester. Students play an active role in their academic and career success, which requires students to complete courses without delay.

Completion Time

The Medical Assistant pathways are designed to be completed within one academic year max; this translates into two semesters and the summer session. Students are required to extern the semester immediately after completing MA 212B/ MA 214B and/or MA 224A. Healthcare personnel must comply with regulatory requirements and patient safety standards. Patient safety requires that students demonstrate skills and competencies accurately. Laws, information, and clinical practices change rapidly to meet healthcare and industry demands. Students must complete all courses on time. All program courses must be completed before being allowed to register for MA 217. Students who take years to complete a certificate of completion must expect to demonstrate knowledge and skills testing before being granted permission to extern. The testing would occur the semester prior to the externship. For example, if the externship is scheduled for the fall semester, then a student would be tested during the spring semester. Students are responsible for communicating with the chair and program specialist about any completion delays. The program does not have software to track students' completion. Therefore, students are responsible for keeping informed of all externship meetings, due dates and all onboarding requirements. If in doubt, please be sure to communicate with the department chair and the program specialist regarding your individual situation.

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 of 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 a letter of intent
- Meet with chair and program specialist to create the contracted plan for remediation.
- Students should expect to demonstrate proficiency, knowledge and skills.
- Students should expect to repeat and pass written examinations and demonstrate skills.
- Students should anticipate the need to pass new tests and assignments, minimum grade of "C"
- Students recognize that delays in course completion may result in additional expenses including the need to purchase new textbooks or online assignment materials.
- Healthcare practices and regulatory requirements constantly change, and students must meet recency standards. A student will not be permitted to take a course, test or take extern using outdated materials.

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.

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, include terminology and procedures related to banking, billing, collections, claims and reimbursement.

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, aerosolized/medication required training hours for Medical Board of California requirements.

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 160 hours of 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 160 hours of 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 160 hours of 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

Course List for Program within the Medical Assistant Department

Administrative Medical Assistant Certificate of Achievement (21 units)
MA 206 – Intro to Medical Assisting
MA 224A – Basics of Medical Insurance, Billing and Reimbursement
MA 280 – Healthcare Organization and Practices
MA 282 – Fundamentals of Medical Practice Coding
HSC 104 – Medical Terminology
MA 217A – Medical Assisting Clinical Experience - Administrative
Restricted Electives: Select one Course
MA 230 – Certified Professional Coder (CPC) Exam preparation
CIM 112 – Microsoft Office

Clinical Medical Assistant Certificate of Achievement (27 units)
HSC 104 – Medical Terminology
MA 206 – Intro to Medical Assisting
MA 280 – Healthcare Organization and Practices
MA 211B – Physical-Examination Procedures
MA 213B – Medical Asepsis and Surgical Procedures
MA 212B – Medical Office Laboratory Procedures
MA 214B – Medication Administration Procedures
MA 218B – Electrocardiography for the Medical Assistant
MA 217B – Medical Assisting Clinical Experience – Clinical

Comprehensive Medical Assistant Certificate of Achievement (36 units)
MA 206 – Intro to Medical Assisting
MA 224A – Basics of Medical Insurance, Billing and Reimbursement
HSC 104 – Medical Terminology
MA 280 – Healthcare Organization and Practices
MA 282 – Fundamentals of Medical Practice Coding
MA 211B – Physical-Examination Procedures
MA 213B – Medical Asepsis and Surgical Procedures
MA 212B – Medical Office Laboratory Procedures
MA 214B – Medication Administration Procedures
MA 218B – Electrocardiography for the Medical Assistant
MA 217C – Medical Assisting Clinical Experience - Comprehensive
Restricted Electives: Select one Course
MA 230 – Certified Professional Coder (CPC) Exam preparation
CIM 112 – Microsoft Office

Medical Scribe Certificate of Achievement (14.5 units)
HSC 104 – Medical Terminology
MA 280 – Healthcare Organization and Practices
Select One
BIO 11 – Human Anatomy
BIO 12 – Human Physiology
Select One
HSC 108 – Disease Processes for the Health Sciences
BIO 45 – Biology of Human Disease
BIO 112 – Pathophysiology
Select One
CIM 121B – Keyboarding for Computers – Intermediate
CIM 121C – Keyboarding for Computers - Advances

Medical Insurance Billing Occupational Skills Award (12 units)
HSC 104 – Medical Terminology
MA 280 – Healthcare Organization and Practices
MA 224A – Basics of Medical Insurance, Billing and Reimbursement
MA 282 – Fundamentals of Medical Practice Coding

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.

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 On-Boarding Requirements

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

- Health Assessment/Clearance
- Background Check
- Drug Test
- Malpractice Insurance-Proof of policy certificate from HPSO
- American Heart Association Basic Life Support (BLS) certificate with AED
- 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

Externship Policies, Procedures, and Requirements

Drug Testing/Background Check

This requirement applies to all School of Health and Wellness 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 SHW Division will provide guidelines to the student on how to apply for their background check/drug test and the cost.

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

Students being granted 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 are required.

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

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 SHW division for complete listing of approved training centers.

Malpractice Insurance

Students must purchase malpractice insurance through HPSO.

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 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

OSHA and CDC regulatory compliance requirements must be met and always followed. Any form of unsafe practice will result in formal discipline and program removal.

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 the 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 by the site supervisor or physician. Students who require medical clearance before returning to the clinical site must be evaluated by a licensed medical provider who must sign the medical release form. The signed form is sent to the instructor within 24 hours.

Students learn needle and sharps safety. Students must meet and complete the minimum clock hours required by the Medical Board of California for venipuncture, capillary puncture, injections and medication administration procedures. Students who do not meet these minimum requirements will not complete the required skills and courses. As part of the skills training, students are taught theory and clinical skills that require safe practice and competency. Students will practice and demonstrate techniques in the skills lab as well as performance of venipuncture, capillary puncture and injections in the skills lab on peers that are also in class. Participation is consensual and non-participatory students may not be able to afford opportunities to perform live venipuncture or injection skills. Students who participate will perform these skills on other participating students in the class, the participation is mutual.

Clinical Attendance

Student success correlates with attendance. Students must immediately notify the instructor and the clinical site that they are late or absent. Tardiness or leaving early from the clinical site is non-professional and disrespectful. The same is true for the program classes held on campus. Students arriving late will have one point deducted when arriving late to class and one point deducted for leaving class early. These actions interrupt the flow of class and show disrespect to faculty and other students. Students who are externing and/or arrive late or leave early impact patient care and office staffing. Arriving late or leaving the practicum site early is disruptive to the office staff, workflow and is not professional. Points -5 points are deducted for not meeting attendance expectations.

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. Students should anticipate being required to take a basic math and/written English test and/or computer program and keyboarding as part of the interviewing process for the clinical externship. All sites have different onboarding orientation requirements including learning modules and tests; these requirements vary from site to site, so it is difficult to standardize these expectations. However, it is best practice for students to continuously review completed course content and basic skills to prepare for the clinical externship.

Program Expectations and Standards

Program Expectations

Students are expected to take courses in sequence, starting with MA 206, HSC 104, and MA 280. These courses must be taken before any program courses. Upon successful completion of MA 206, students will complete a survey to identify their selected program pathway. Students will identify their program pathway of choice to the chair and program specialist within one week of completing MA 206. Students are expected to complete their selected pathway within two semesters after completing MA 206, MA 280, and HSC 104. Clinical courses are to be completed in sequence: MA 211B, MA 213B, MA 212B and MA 214B. Enrollment for MA 217 is capped to ensure accurate enrollment. A student cannot enroll in MA 217 unless they have been issued an add code.

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. If there is an event that affects the students' background clearance, the student is obligated to inform the department chair immediately, failure to do so will result in formal counseling.

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 start time 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 budgeted time is 36 hours (about 1 and a half days) per week. That is why 12 units is 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. Keep in mind a student's taking one class a semester would not meet the medical assistant program completion time recommendations and risk completion delays.

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

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.
- Always abide by HIPAA rules and patient confidentiality.
- 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 the instructor/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
- Written copies of the schedule will be provided to the instructor, clinical site and the program specialist.
- Students will refrain from using cell phones at site, at any time. The cell phone is not to be with the student at the site. Emergency contact information is available in advance for students to give to their family or childcare providers.

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. Students will not take pictures of or with patients, medical office staff or on site. Students will not post to social media any information about their site, faculty, providers, healthcare organization or patient encounters. Students will not wear their name badge and school uniforms outside of the clinical site or college campus (if indicated). Student cell phones will not be visible in the classroom, first

offenses earn a verbal warning, second offense results in verbal, written and formal meetings with chair/dean, third offense, grounds for dismissal from the program. Students who have their cell phone with them at the clinical site should anticipate being excused from the site. Clinical sites do not permit cell phone use, and all cell phones should remain at home or within a locked space. Cell phones should not be visible or on the person (student) while on site, ever. Students are not permitted to call or text clinical site staff, patients, managers or providers, ever.

The student must follow all contracted clinical affiliates policies. This includes the use of laptops, tablets or any type of electronic device.

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. Any data including geographical location, age, gender, race, diagnosis, date of evaluation, type of treatment or therapy or type of medical procedure in a photograph may still allow any 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 professional. Caution must always be used to protect all entities' privacy and confidential information.

Emailing the Instructor, Chair, or Program Specialist

Regular communication is required between students and their instructors. The MA program requires students to check email regularly during the week, if not daily for daily announcements via Canvas. 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. Please do not send text messages to the instructor or program specialist. During the externship, the department chair will provide a voicemail phone number which should be used for any clinical issue that is urgent.

Department Chair: Susan Miller, RN, MSN, CAPA email: smiller141@saddleback.edu

When emailing, please use professional written communication, including your first and last name and student ID number in the subject line of the email, provide a brief description of the nature of the email and your contact information. If your message requires a phone conversation, please include your phone number and the best time of day to call. Please, do not send a text message unless you have been specifically instructed to do so by the instructor or department chair. Under no circumstances will a student send a text message to staff, providers or patients.

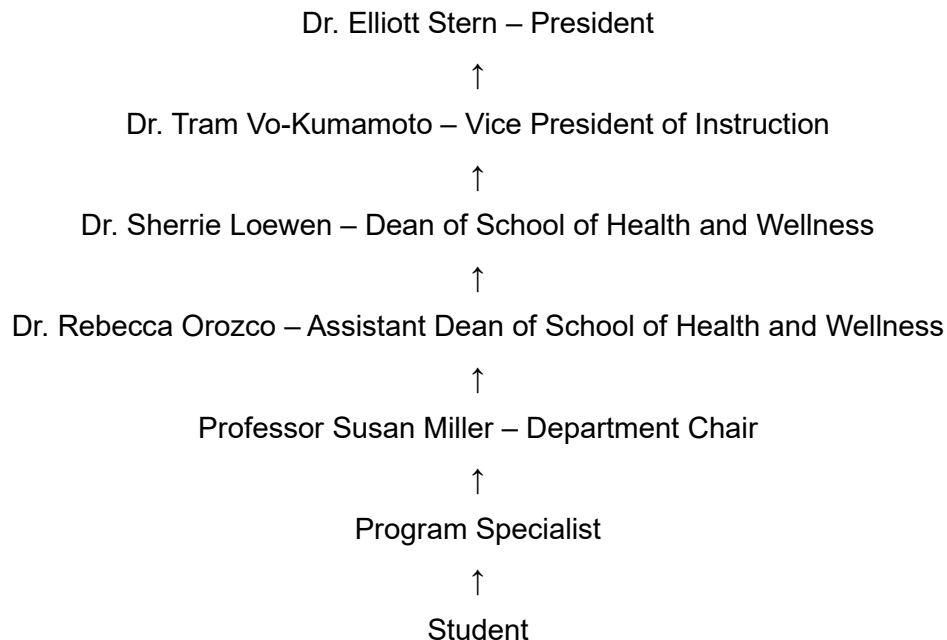
CANVAS

The college uses CANVAS as the Learning Management System for all courses. Students are asked to use the Canvas inbox for course specific emails. Do not use personal emails per college policy.

When sending an inbox message please follow these instructions:

- 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 with you about your inquiry.
- Indicate the best time in which you can be reached and, whether a message can be left.
- 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 using correct capitalization and punctuation.

Organizational Structure



Student Code of Conduct

[College Student Code of Conduct – AR5401](#)
[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. This is located on the college website. 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 one's self.
- 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 a cite 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 (solid white or black free of accent colors or logos).
- Hair is always clean and neat
- Hair is to be secured at the nape of the neck in a bun or braid. Avoid loose ponytails or pig tails or up/down hair styles.
- Hair color is a natural shade
- Male student's facial hair neat and clean
- Fingernails – Short, trimmed, clean without nail polish, no artificial nails
- Jewelry – only single post earrings, (no facial piercings or one post per ear lobe, no tragus or auricular/pinna piercings, no nose or tongue piercings).
- Watches are required to have a dial and sweeping second hand, no smart watches or fitness trackers.
- 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.
- Students may elect to wear a scrub uniform in the classroom but, please discuss prior to purchasing to ensure that the color and style are appropriate for the clinical site.
- Students are not permitted to wear sweatshirts, visible undershirts, or high-necked shirts under the uniform. Students may wear a program approved lab coat, that is white.
- Name badge must always be present during the externship.

Leave of Absence

Leave of Absence: Students who have missed more 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. 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. Students who step out of the program for more than two semesters risk loss of externship site placement. Strict completion timelines are in place. Students who are out of the program for more than one semester will be required to demonstrate knowledge and skills competency. Students should anticipate the potential for remediation, retesting and required demonstration of knowledge and skills. Course content, laws, healthcare practices, and regulatory compliance requirements change, and students must demonstrate knowledge and recency prior to participating in any externship placement activity.

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 in 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 fulfil 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. The evaluation will determine the outcome and whether or not the student will 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 removal 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 and following the California Medical Board's Scope of Practice for the Medical Assistant.

[See College Student 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 SHW due process.

Formal AP 5530

The District AP 5530 is the formal grievance process and is applicable District's enumerated issues (i.e., grades, student disciplinary actions). Students have the option to use the SHW 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 process 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 SHW grievance process for a program dismissal.

Deans, directors, and chairs will assist students when separate grievance process this occurs 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 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. 25
- 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 Assistant 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 Assistant 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 School of Health and Wellness 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 during MA 217 students 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 test 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 (All Courses)

Examination Rules and Regulations:

- Students are expected to be present at every quiz/exam. There are no makeup quizzes. If an exam is missed, the student will take the makeup 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 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 most frequently missed. During the next class session, quizzes/examinations will be reviewed with the class. 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 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 notify 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 to the Risk Management Department at Saddleback College.

Skills Lab/Simulation

Skills Lab Safety OSHA Manual <https://www.osha.gov/sites/default/files/publications/OSHA3404laboratory-safety-guidance.pdf>

Student Handbook Resources

- Student Support Programs
- EEO Policy Statement
- Drug-Free Workplace Policy
- Title IX Sexual Misconduct/Title IX and Sexual Misconduct Reporting
- Non-Discrimination and Harassment Policy
- Complaint Procedures
- Disability Discrimination
- ADA Academic Adjustments
- Grading Policy
- Course Repeatability

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](#)
- Learning Resource Center: sctutoring@saddleback.edu Front desk: 949-582-4519

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

Saddleback College Medical Assistant Program Student Handbook Acknowledgment Form

The student handbook contains important information about program policies, expectations, and procedures. By reviewing and following the handbook, students help ensure a safe, respectful, and successful learning environment for everyone.

Please provide your student information:

Student Name	_____
Student ID	_____
Program Start Date	_____
Program End Date	_____

Please acknowledge the following by initialing:

I hereby acknowledge that I have received, read, and understood the Saddleback College Medical Assistant Program Student Handbook

Initial Here

I understand that the handbook contains important information and guidelines related to my participation in the program

Initial Here

By signing this acknowledgment form, I affirm that I will adhere to the policies, procedures, and expectations outlined in the Student Handbook

Initial Here

I understand that the handbook is subject to change, and it is my responsibility to stay informed about any updates.

Initial Here

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

Initial Here

I acknowledge that I have received, read, and understand the student handbook, and I agree to comply with the policies and guidelines outlined within. I also confirm that any information I have provided is accurate and truthful to the best of my knowledge.

Signature

Date