



**Adult Technical Training**  
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# MEDICAL ASSISTANT PROGRAM HANDBOOK 2019-2020



Dear Prospective Student,

Thank you for your interest in The Career Center—Adult Technical Training and our Medical Assistant Program. We know you have a choice when it comes to your education, and I hope you will consider attending The Career Center. Enclosed, you will find information regarding our Medical Assistant Program to assist you in making your decision.

This handbook is intended to provide general information about our program, as well as guide you through the application process. Although there is a great deal of information, it is presented in an easy-to-follow format.

Health care professionals are in high demand. Medical Assistant can be a rewarding career choice. We believe the Medical Assistant Program at The Career Center—Adult Technical Training is one of the best in the area with dedicated faculty and excellent facilities.

As you consider one of the most important decisions of your life, you will find The Career Center—Adult Technical Training Medical Assistant as the next step for you. If you have any questions or would like additional information, please feel free to contact us at 740-373-6283.

Sincerely,  
The Career Center—Adult Technical Training

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## **What is a CMA (AAMA)?**

The demands of health care delivery are greater than ever.

In the specialized world of health care, one versatile professional stands out: the CMA (AAMA). This credential represents a Certified Medical Assistant (CMA) who has achieved certification through the American Association of Medical Assistants (AAMA). The CMA (AAMA) is in greater demand than ever.

Medical assistants are the only allied health professionals specifically trained to work in ambulatory settings, such as physicians' offices, clinics, and group practices. This **multi-skilled** personnel can perform *administrative* and *clinical* procedures. Physicians value this unique versatility more and more, as managed care compels them to contain costs and manage human resources efficiently. Not surprisingly, the demand for medical assistants is expanding rapidly.

What sets the CMA (AAMA) apart among medical assistants is the *certification*. A medical assistant first earns the CMA (AAMA) credential by passing a rigorous examination that requires a thorough, broad, and current understanding of health care delivery.

Then, the CMA (AAMA) must renew the credential every 60 months. This means keeping abreast of new developments in the health care delivery field by participating in approved continuing education study programs, reading authoritative texts, and networking with other medical assistants who are certified. Health care delivery is changing every day. The CMA (AAMA) keeps changing with it.

## **Discover the CMA (AAMA) Advantage**

When you become a medical assistant, you will work in a challenging, changing, rewarding profession.

So, why go to the trouble of becoming certified?

Certification means a professional edge. It means greater prestige among peers and employers.

It means better job security and greater career advancement opportunities.

Managed care compels doctors to seek professionals, so many employers of allied health personnel insist that their medical assistants be Certified Medical Assistants (CMAs) who have achieved certification through the American Association of Medical Assistants (AAMA). Why?

To earn the CMA (AAMA) credential, you must enroll in a medical assisting program accredited by either the Commission on Accreditation of Allied Health Education Programs (CAAHEP) or the Accrediting Bureau of Health Education Schools

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(ABHES). You will attain academic and clinical training in a variety of areas, including...

- Human anatomy, physiology, and pathology
- Medical terminology
- Recordkeeping and accounting
- Coding and insurance processing
- Laboratory techniques
- Clinical and diagnostic procedures
- Pharmacology
- Medication administration
- First aid
- Office practices
- Patient relations
- Medical law and ethics

Once you graduate from the program, you must successfully complete the rigorous CMA (AAMA) Certification Examination.

Achieving the credential demonstrates two important things to your employer: First, you possess exceptionally broad, thorough knowledge of the field in which you're working. Second, you care enough about your profession to attain that knowledge.

### **Better job opportunities and pay**

As one of the fastest-growing allied health care careers, medical assisting offers terrific opportunities for advancement. Medical assistants with certification can advance to the office manager, clinical supervisor, or qualify for a variety of administrative support occupations. Some medical assistants choose to teach medical assisting. Others choose to obtain a bachelor's degree in human services, health promotion, or health services management, to name a few.

Medical assistants with certification are paid competitive wages and can receive valuable benefits. More importantly, they have the satisfaction of knowing that they are helping others and making a positive difference in people's lives.

Another reason to get certified is that the CMA (AAMA) credential goes wherever you go. This credential is a national certification recognized by employers across the country.

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### **AAMA Mission Statement**

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

### **AAMA Medical Assistant Code of Ethics**

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

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

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

### **AAMA Medical Assistant Creed**

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

I endeavor to be more effective.

I aspire to render greater service.

I protect the confidence entrusted to me.

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

I am loyal to my employer.

I am true to the ethics of my profession.

I am strengthened by compassion, courage, and faith.

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## Program Goal

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*Our goal is “to prepare competent entry-level medical assistant in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.”*

## Admissions and Selection Process

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*All interested individuals must take the WorkKeys Applied Mathematics, Locating Information, and Reading for Information before the enrollment deadline. In conjunction with the timely completion of other application requirements, which are listed below, applicants must obtain posted (see below) WorkKeys scores to be admitted into the program.*

### Preliminary Eligibility Requirements

1. Applicant to the program must be a graduate of a state department of education approved high school or have a GED equivalency.
2. Complete an application to The Career Center—Adult Technical Training Medical Assistant Program and pay the \$30 non-refundable registration fee. Complete background check.
3. Turn in a copy of your high school diploma or GED
4. Interview with Instructors and Program Manager.
5. Complete the WorkKeys Assessments and achieve at or above the following scores:

*Applied Mathematics: 4      Graphic Literacy: 4      Workplace Documents: 5*

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### **Health Assessment Certificate**

A physical examination is required for the program. Proof of physicals and immunizations will only be accepted on our forms. Physical forms will be distributed in the first week of class. Day class will need to be completed before the start of the 2nd quarter and night class before the start of the 3<sup>rd</sup> quarter.

### **Hepatitis B Acceptance/Declination Form and Hep B Verification Form**

Students must complete the series of 3 injections. If the student has proof of the immunization or a titer that verifies immunity, either of the two will be acceptable.

### **Immunization Guidelines**

Proof of immunizations must be returned to the school before the start of the 2<sup>nd</sup> quarter for the day class and 3<sup>rd</sup> quarter for the evening class. A **TB test-two step Mantoux**. (A TB tine test is not acceptable)

## **Guidelines and Expectations**

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### **Dress Code**

- Good personal hygiene is a must. Body, hair, clothes, and shoes must be kept clean. Use deodorant. Proper dental hygiene must be maintained as a measure of good health. Severe skin problems must receive professional attention.
- Students are required to wear scrubs as part of their professional appearance in all classes, starting the first day of class and at the clinical site: black scrub pants and red scrub top.
- No jewelry.
- Body piercing must be removed while in class and clinicals.
- Tattoos should be covered.
- Makeup and colognes should be kept to a minimum.
- No artificial nails. No nail polish.
- Long hair should be pulled away from the face, and male students should be cleanly-shaven.
- School badges will be provided and must be worn with scrubs during class.
- Closed-toe shoes are always to be worn.

### **Insurance**

The student is required to carry liability insurance. This mandatory insurance is purchased through The Career Center and is included in the supplies fee.

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### **CPR Course**

Proof of successful completion of an AHA CPR course must be completed before the clinical assignment. If the student does not complete the CPR course, they will not be permitted to participate in the clinical portion of the program, and therefore will not be eligible for graduation. A CPR course is offered during the program at no charge to the student.

### **Exam Requirements**

All students must have physicals, shots and laser eye exams done by the specified time. **No exceptions will be made.** A student not completing the requirements for the 1<sup>st</sup> quarter will not be able to go into the 2<sup>nd</sup> quarter. Please make copies of these papers for your records before turning them into the office. All exams have to be filled out on official school papers; other documents will not be accepted.

### **Academics**

Students must maintain an 80% (C) or better in each class to move on to the next quarter. If 80% (C) is not achieved, students may be dismissed from the program. All students must complete the 180-hour practicum and take the CMA certification exam through the AAMA to graduate.

### **Grading Scale**

94-100% = A

87-93% = B

80-86% = C

79% and below is considered failing.

Students must pass each class in order to be eligible for graduation.

### **Attendance Policy**

Students must attend at least 90% of didactic/theory hours each quarter. There are no exceptions. Students not achieving 90% hours may be dismissed from the program.

Each student is expected to attend all scheduled learning experiences. Continued enrollment in the Medical Assistant Program depends, in part, on consistent attendance. In academic courses, grades are earned based on the student's attainment of the course objectives, but regular and punctual attendance is expected. Students are not permitted to make up tests. If a student is absent on a test day, a zero will be awarded.

Students are expected to stay for the entire class. Students leaving early or arriving late will have the policy time (15-minute increments) deducted from their total hours.

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Students who must miss a class are expected to notify the Career Center or the instructor in advance according to the guidelines established for the course. The Medical Programs Manager may require documentation of illness.

### **Clinical Absenteeism Guidelines**

**Students must be in attendance for all clinical days.** If a student is going to be absent from clinicals, the student must notify the Career Center, clinical instructor, and hospital of the absence one hour before scheduled clinical time begins. The missed clinical day must be made up within two weeks with the career centers permission. Failure to make up missed a clinical day or missing more than one clinical day will result in dismissal from the program.

Students are not permitted to carry cell phones while in the clinical setting. Carrying a cell phone or smartwatch while in the clinical setting will result in disciplinary action.

Students are responsible for completing all clinical rotation forms and obtaining a signature from the clinical preceptor they were assigned.

If classroom classes are canceled due to inclement weather, students will be required to make up these hours at the discretion of the instructor and advisor.

### **Student Conduct and Responsibility**

Transportation to class and to the practicum site is the responsibility of the student. It is also the responsibility of the student to arrive to class and to the practicum site on time and prepared. Since the practicum experience is a directed practice, the student must attend each scheduled day at the site. It is expected of the student to treat fellow classmates, peers, instructors, patients, and clinical practicum supervisors with respect and in a professional manner. Confidentiality of the patient's medical record and classroom conversations is mandatory with no exceptions. The student is legally accountable for the services they provide to the patient; therefore, the student must adhere to high moral and medical ethics.

**No cell phone use is permitted during class time. Texting in class will not be tolerated.** If you cannot abide by the request, all students will be asked to deposit their phones in a basket on the front table as you enter the room. You may use your phone during breaks outside the building.

Please place all books, backpacks, purses, etc. on the floor during testing. You are not permitted to leave the classroom during tests. Any blank answers will be counted as wrong answers. Read all questions and answers thoroughly before answering.

### **Student Concerns**

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Students who have complaints or concerns about the program **must** take the following steps:

1. Discuss the problem with your instructor
2. Discuss the problem with the Medical Programs Coordinator
3. Discuss the problem with the Adult Technical Training Director.

### **Probation Defined**

Probation is a trial period of 30 days in which the student must improve or be withdrawn from the program. The Medical Programs Coordinator for the following reasons may place a student on probation in the Medical Assistant Program:

1. Academic failure at mid-term
2. Unsatisfactory performance in the clinical setting
3. Unsafe or unprofessional practice
4. Lack of attendance
5. Tardiness
6. Breach of confidentiality
7. Poor conduct as defined in the Adult Technical Training Student Handbook
8. Failure to bring assigned books and materials to class
9. Not in uniform
10. Cheating on tests, homework, or clinical papers.
11. Having a poor and unprofessional attitude in the classroom and clinical site.

### **Policy on Academic Honesty**

All students are required to maintain academic honesty in all aspects of the educational process. Academic dishonesty includes but not limited to falsification of information, cheating on a test and assignments, plagiarism, and collusion of any forms of dishonesty and will result in dismissal from the program.

- Falsification of information includes:
    - Student admission forms
    - Student health forms
    - Student clinical records
  - Cheating includes:
    - Copying from another student's test paper
    - Using materials during a test, not authorized by the instructor
    - Knowingly obtaining, using, buying, selling, transporting, or soliciting in whole or part of the contents of an unadministered or administered test material
    - Bribing any other person to obtain test materials or information
    - Falsifying test results
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- Plagiarism is defined as the appropriation of any other person's work and the unacknowledged incorporation of that work in one's own work for credit.
- Collusion is defined as unauthorized collaboration with any other person in preparing work offered for credit. This does not include assisting fellow students in team-based projects.

### **Probation Procedure**

Probation may begin only following a conference with the student. Members present may include the Director, Medical Programs Manager, Clinical Instructor, and Class Instructor. Medical Assistant probation status forms will be completed and signed by the parties attending the conference.

### **Dismissal**

If a student is dismissed from a clinical site, the student may also be dismissed from the program.

### **Textbooks**

Books are required for all classes. Students who do not have books when attending class will be subject to disciplinary action and will be dismissed from the class that day. Tuition, tools, books, and fees must be paid in full each quarter. You cannot go into the next quarter with an outstanding balance. No exceptions!

### **Practicum**

A practicum experience is a vital part of the Medical Assisting Program. The 180-hour practicum is a directed practice experience at a contracted medical facility and is required in the last quarter of the program. The practicum is in cooperation with the medical facility and is scheduled through the practicum coordinator and the medical facility's staff member. The student is evaluated by a faculty member as well as the office manager at the medical facility. The practicum is a supervised, non-paid experience. Students who are dismissed from their practicum site for any reason will be dismissed from the program.

"The Washington County Career Center provides an equal educational opportunity without regard to race, color, national origin, gender, or disability (Title VI, VII, IX, and section 504). For more information, contact the Adult Director of the Washington County Career Center.

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