

# **MEDICAL ASSISTING PROGRAM STUDENT HANDBOOK**

*“To prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.”*

**CASSANDRA SOLIS, B.A.A.S, CMA (AAMA)  
PROGRAM DIRECTOR**

**2024-2025**

\_\_\_\_\_ **Student Name**

**MEDICAL ASSISTING PROGRAM INFORMATION**

**ENTRY LEVEL REQUIREMENTS:**

1. High School Graduate or GED
2. Ability to meet all Essential Function Specifications (see page 8)

**REQUIRED COURSES:**

FALL SEMESTER

MDST 102	Medical Terminology	3 Semester hours
MDST 104	Administrative Medical Skills I	2
MDST 104L	Administrative I Skills Assessment	1
MDST 105C	Clinical MA I Skills Assessment	2
MDST 106	Professional Development	3
BCIS 1115	Introduction to Computers	3
EMS 101	BLS/Clinical Preparation	1
		15

SPRING SEMESTER

MDST 103	Anatomy & Physiology for Allied Health	3
MDST 107	Clinical Medical Assisting II	2
MDST 107L	Clinical MA II Skills Assessment	1
MDST 108	Pharmacology for Allied Health	3
MDST 109C	Administrative Medical Skills II	2
MDST 113	Medical Technology	2
MDST 113	Medical Technology Skills Assessment	1
MDST 123	Electronic Medical Records	<u>3</u>
		17

SUMMER SEMESTER

MDST 111L	Practicum (by permission of Program Director)	4
MDST 112	Certification Review	<u>1</u>
		6 TOTAL HOURS

REQUIRED FOR CERTIFICATE 38 HOURS

**ADVANCED PLACEMENT/EXPERIENTIAL CREDIT**

At this time, our Medical Assisting program does not offer advanced placement or credit for experiential learning. Our curriculum is meticulously designed to ensure comprehensive theoretical understanding and practical skill development through structured coursework and supervised clinical experiences.

While we recognize the value of experiential learning, we are committed to providing all students with equal opportunities to engage with the curriculum in its entirety, ensuring a thorough grasp of essential concepts and competencies.

We encourage prospective and current students to explore the diverse educational opportunities available within our program's curriculum and clinical experiences to cultivate the necessary skills and knowledge for success in the field of medical assisting.

Our faculty and staff remain dedicated to supporting each student's educational journey and fostering a dynamic learning environment conducive to growth and professional development.

**GRADING:**

A grade of C or better is required in each course. If these grades are not obtained, the student will be required to repeat those courses before participating in the Practicum.

**MAKE-UP POLICY:**

It is the student's responsibility to find out what they missed when they have to be absent. Class syllabi will include what chapters were covered and what PAs were completed. All MDST classes (with the exception of Medical Terminology and Anatomy & Physiology) allow only one make-up exam per semester. That exam must be made up within one week of returning to class. It is student's responsibility to arrange for the make-up exam within one week.

**ATTENDANCE POLICY:**

All MDST courses have a limit of 3 absences per semester. Three or more absences will reduce a student's final grade by one letter grade. Each additional two absences will lower another letter grade. Two (2) late arrivals or leaving class early will count as one (1) absence. All appointments need to be scheduled on days and times other than class days. There will be no excused absences so use your two absences wisely.

**PRACTICUM (EXTERNSHIP):**

The Practicum requires that a student work a minimum of 180 - 200 hours in a medical office to gain necessary experience. The program director assigns each student to 1 - 2 medical offices during the semester. The students receive 4 semester hours of college credit for this experience. The students are required to gain experience in both administrative and clinical skills during this time. The **Practicum Supervisor** in each medical office does a thorough evaluation of the student's skills and recommends a grade for the student. The students meet once a week to discuss issues and experiences during the Seminar course. Practicums are available in Summer and Spring Semesters. All courses for certificate program must have been completed prior to enrolling in the Practicum with the exception of MDST 123 which can be taken concurrent with Practicum. (No required accreditation competencies are included in this course).

**IMMUNIZATIONS:**

Based on practicum placement, students may be required to have certain immunizations. Students must have all immunizations completed and submitted to Clinical instructor by the end of the Spring semester should they be required.

**OCCUPATIONAL RISKS**

Medical Assisting is a profession with many rewards, as practitioners can perform both administrative and clinical services, filling several roles in a variety of healthcare environments. Medical Assistants work directly with providers and patients, with the goal

of providing healthcare and ensuring patient safety. It is a position with a great deal of responsibility. As with any healthcare position, there are certain occupational risks that come into play with being a medical assistant, and those hazards include the following:

- Exposure to infectious diseases
- Sharps injuries
- Bloodborne pathogens and biological hazards
- Ergonomic hazards from lifting, sitting, and repetitive tasks

At the same time, there are protections set up with the Occupational Safety and Health Act (OSHA), and those protections are particularly important within a healthcare environment. OSHA has a series of standards that protect the safety of healthcare workers and patients. Accredited medical assisting programs are required to teach students about the hazards that they face on the job and the protocols that can be put into place to ensure a workplace culture that prioritizes safety

## **HEALTH POLICY:**

The student has the responsibility to notify the Medical Assisting faculty of any health condition or change in health condition which may jeopardize the health of one's self or others in academic and/or practicum settings. In the clinical area the student may be exposed to a variety of illnesses and may want to discuss preventative measures with one's personal health care provider. The student will not place him/herself at unusual risk of injury or disease.

The faculty has provided information on the modes of acquiring and transmitting infectious diseases, provide instruction in protective precautions for students in the care of patients, and provide supervision of the student's experiences in patient care. The student will adhere to all Infectious Disease Precautions of the Agencies, to which she/he assigned to, and it is the student's responsibility to inquire about these precautions. Failure to adhere to precautions may result in the student being dismissed from the service and the Program.

Students are expected to provide professional care to all individuals in accordance with the following:

"The student provides services with respect for human dignity and the uniqueness of the client unrestricted by considerations of social or economic status, personal attributes, or the nature of health problems."

## **UNIVERSAL PRECAUTIONS:**

Students will be instructed on OSHA Blood borne Pathogens and Universal Precautions prior to starting Clinical Practicum. While in these areas and in class, students will follow all precautions. Students who fail to follow these precautions will: First Offense-Drop a letter grade in the course where the infraction occurred, Second Offense-Fail the course where the infraction occurred and Third Offense-Dismissed from the Program.

## **BLOOD/BODY FLUID EXPOSURE PROTOCOL:**

### **STEP 1: IMMEDIATE TREATMENT**

**Percutaneous (needlesticks/sharp objects) Injury** (where there is the slightest suggestion that the integrity of skin has been broken by a potentially contaminated item)

1. Wash the wound thoroughly with a sudsy soap and running water; if water is not available use alcohol. Betadine soap, not Betadine solution, is acceptable for this step. (this first step with soap directly reduces the virus's ability to infect)
2. Remove any foreign materials embedded in the wound.
3. Disinfect with Betadine solution.

### **Non-intact Skin Exposure**

1. Wash skin thoroughly as in #1 above.
2. Disinfect with Betadine solution.

There is no evidence that squeezing the wound, or applying topical antiseptics, further reduces the risk of viral transmission.

### **Mucous Membrane Exposure**

Irrigate copiously with tap water, sterile saline or sterile water.

### **Intact Skin Exposure**

Exposure of intact skin to potentially contaminated material is not considered an exposure at any significant risk level. Additionally, exposure to persons who have been exposed, or are in need of evaluation, is also not considered a significant risk. Thoroughly clean and wash exposed intact skin.

### **STEP 2: EXPOSURE PROTOCOL**

1. Report the exposure immediately to the Practicum Coordinator (who will contact the Program Director).
2. Report immediately to the nearest Emergency Department (if in Roswell during normal business hours, report to the Family Practice Center - 350 W. Country Club Road Suite 101).

### **REMEMBER:**

1. Remind responsible parties (while you seek immediate medical attention) to obtain consent and test source individual's blood (requesting a rapid HIV antibody test) immediately, or ASAP if the patient is not on premises. If the source individual is known to be infected with either HIV or HBV, testing need not be repeated to determine the known infectivity.
2. The cost of post exposure care is the responsibility of the student and/or student's employer. If there are delays in obtaining care due to financial concerns, assistance for the student to facilitate post exposure care will be provided. The student is responsible for repayment of any monies spent for their care. The Program Director must be contacted and approve before assistance can be offered.

### **OTHER REQUIREMENTS:**

1. Students must be current in CPR training prior to Practicum and have submitted copy of CPR card to Clinical instructor.
2. Drug Testing is required for all medical assisting students in MDST 109.
3. Background checks are required for all medical assisting students and are done during Spring Semester.
4. Students must purchase a minimum of two (2) pair of solid color scrubs, one (1) white lab coat, a name tag and a pair of solid white closed-toe shoes for Fall Semester for MDST 105C.
5. A stethoscope, blood pressure cuff, and watch with second hand are required for MDST 105C and 107L

### **MEDICAL MARIJUANA POLICY for ENMU-Roswell Health Programs**

The Health Science Unit at ENMU-Roswell will require students who have a medical marijuana card and test positive for Tetrahydrocannabinol (THC) to withdraw from any and all health programs that require initial and random drug screens to be negative. ENMU-Roswell has the duty to ensure that students in the clinical setting practice within their scope in a skillful and safe manner. The use of medical marijuana creates a situation where actual or potential impairment can interfere with the student's ability to perform with skill and safety, thus putting the public and patients at risk.

### **PROFESSIONAL DRESS:**

Students are expected to dress professionally during lab skills day. Scrubs, white tennis shoes, and a lab coat are required. Students must also have their own blood pressure cuffs and stethoscopes during lab class.

Personal hygiene and grooming will be enforced. Medical Assistants work in close proximity to their patients; therefore, they must ensure hygiene issues such as body odors and proper grooming are addressed during class and before they begin their clinicals. If a student needs assistance, they can speak to the instructor to see what resources are available both on campus and the community.

### **DEGREE PLAN:**

Students should meet with the **Program Director** prior to enrolling, or no later than the first week of classes to develop or review degree plan. This will ensure that students are enrolled in all the right classes to complete the program in the least amount of time. Even if a student has met with a university counselor and developed a degree plan, the program director still needs to approve it. A copy will be kept in the program director's student file throughout their college career to refer to.

### **LEARNING ASSISTANCE:**

There are many types of assistance available for students who are having difficulty

1. Tutors are available through the Learning Resource Center.
2. Computer Lab is available for students who do not have access to a computer or Internet at home
3. Academic counseling is available through the Program Director and/or faculty.
4. Referrals can be made for professional counseling for situations beyond the scope of

faculty and program director

5. ESL (English as Second Language) assistance is available on campus.

6. Students may contact Special Services to obtain special accommodations at 575-624-7286.

7. ENMU-Roswell understands the many needs of our students. Should a student need food assistance, we have on campus Cosmo's Cupboard located in room 121 of the Instructional Center. The food pantry will stock a variety of fresh fruits and vegetables, in addition to canned and packaged food items for ENMU-Roswell students. Please call 575-624-7251 for any questions.

### **CERTIFICATION EXAM:**

Once students have completed all requirements for the certificate program (see courses listed on page 1 including the Practicum) and **applied for graduation**, they are eligible to sit for the Certification Exam administered by the American Association of Medical Assistants to become a Certified Medical Assistant or CMA (AAMA). This exam costs approximately \$125. This cost is included in student fees enrolled in the practicum. This is a nationally recognized exam which is available to graduates of CAAHEP accredited medical assisting programs such as the one here at ENMU-R.

### **CAAHEP ACCREDITATION:**

Eastern New Mexico University - Roswell Campus Medical Assisting Program is accredited by the Commission on Accreditation of Allied Health Education Programs ([www.caahep.org](http://www.caahep.org)), on recommendation of the Medical Assisting Education Review Board. The address for CAAHEP is:

Commission on Accreditation of Allied Health Education Programs

9355 - 113th St. N, #7709

Seminole, FL 33775

(727) 210-2350

[www.caahep.org](http://www.caahep.org)

### **PROGRAM GOAL:**

To prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.

This education will enrich the person and enhance the individual's ability to contribute to the medical assisting profession and to society.

### **ASSOCIATE OF APPLIED SCIENCE DEGREE:**

ENMU-R also has available an Associate of Applied Science Degree in Medical Assisting. The courses listed in the catalog can be added to your certificate program to earn an Associate's Degree. Courses include:

MDST 201 Health and Nutrition

MDST 206 Pathophysiology for Allied Health

MDST 210 Complimentary & Alternative Therapies

MDST 219 Issues in Family Violence **OR** MDST 222 Culture & Diversity in HC

ENGL1110 Composition I

PSYC 1110 Introduction to Psychology  
Elective - Medical Assisting or Phlebotomy courses  
Elective - General Ed Elective (Humanities)  
Elective- General Ed Elective (Fine Arts)

**FOR ADDITIONAL INFORMATION:**

Contact Program Director:  
Cassandra Solis, B.A.A.S, CMA (AAMA)  
c/o ENMU-R  
PO Box 6000  
Roswell, NM 88202  
(575) 624-7268  
Office located in Health Science Building Room 121

**ESSENTIAL PROGRAM FUNCTION SPECIFICATIONS:**

There are some factors that are required for an individual to do the job of medical assisting. These include physical, environmental, and cognitive/mental factors.

**Physical Factors** include walking, standing, sitting, lifting and carrying up to 20 pounds. Students must have near and far vision, depth perception, color vision, and field of vision. Students must be able to carry on a verbal conversation and hear normal conversation as well as hear telephone conversation. Students must be able to do public speaking. Students must be able to climb, balance, bend, stoop, kneel, twist, and turn. Students must be able to use their hands for grasping, reaching, and pinching. They must have finger dexterity and simultaneous use of hand, wrist, and fingers. They must have eye-hand coordination as well as hand-eye-foot coordination.

**Environmental Factors** include possible exposure to caustic or toxic chemicals, radiation or electric energy, and solvents. Students may have to work in confined spaces and use computer monitors. Students must be able to work with others or work alone. Use of safety equipment is required including face shield, mask, gloves, and protective clothing.

**Cognitive Factors** include being able to reason and draw valid conclusions, interpret and carry out oral and written instructions, carry out two-step instructions. Students must be able to read, write, and do simple math calculations. Personal traits include the ability to comprehend and follow instructions, perform simple and repetitive tasks, and maintain a work pace appropriate to a given workload. Students must be able to relate to other people beyond giving and receiving instructions. They must be able to influence people, perform varied or complex tasks, and make decisions without immediate supervision. They must be able to accept responsibility.

If there are things in this list that you are unable to do, please speak with instructor after class.

**Academic Dishonesty**



Plagiarism (representing as one's own ideas and/or thoughts of another author) is dishonest and will result in a negative grade change. Cheating and dishonesty are unacceptable behaviors and will not be tolerated. If a student is caught cheating it will result in a negative grade change and/or dismissal from the program per the Program Director's Discretion. Examples of cheating are including, but not limited to: Copy and pasting the work from another student/source, taking pictures of assignments and sharing the answers with others, giving answers via e-mail or mobile devices. Should a student be found guilty of cheating they will receive a zero for that assignment and an academic counseling from the program director. Any further incidents will result in removal of the program.

## **Appendix A**

### **ENMU-Roswell Drug and Alcohol Policy**

ENMU-Roswell is a drug-free campus. Drug and alcohol abuse on campus poses a serious threat to the health and welfare of faculty, staff and students; impairs work and academic performance; jeopardizes the safety and well-being of other students and members of the general public; and conflicts with the responsibility of ENMU-Roswell to foster a healthy atmosphere for the pursuit of education and service.

The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited on the premises of ENMU-Roswell, including, but not limited to its campus grounds, facilities, vehicles, or any activity held on campus premises. As a condition of enrollment, any student of ENMU-Roswell shall abide by the terms of the Drug-Free Campus Policy.

#### **Legal Sanctions**

Any legal sanctions will be in accordance with applicable state laws and local ordinances. Students and employees engaged in unlawful possession, distribution, or use of controlled substances may also be subject to expulsion or termination of employment and referral for prosecution for violations of the standards of conduct.

#### **Drug Free Schools Act of 1990**

ENMU-Roswell, in compliance with the Drug Free Schools Act of 1990, has implemented a program to deter illicit possession, use, or distribution of controlled substances. ENMU-Roswell is committed to drug and alcohol education for students and staff and takes an active approach toward the health and safety of all members of the University community.

ENMU-Roswell recognizes the institution's responsibility, but also holds the student and employee responsible for their own decisions/actions.

#### **State and Federal Law**

The ENMU-Roswell policy is in keeping with the education mission of the institution and applicable state laws governing controlled substances. The policy applies to the illegal possession, distribution and abuse of alcohol as defined in New Mexico statutes by both students and employees. Federal regulations prohibit possession and distribution of alcohol and illegal drugs and provide for penalties of imprisonment and fines. Specific language of the regulations can be obtained from the Office of the Vice President for Student Affairs.

#### Education and Support

Eastern New Mexico University-Roswell's Division of Student Affairs offers confidential assistance to students for drug and/or alcohol prevention. These services include short-term counseling, problem assessment and referrals to outside agencies which include outpatient and self-help groups.

#### College Regulations

No alcoholic beverages are allowed on campus (i.e., public buildings, lounges, patios, foyers, arenas, parks, parking lots and other open spaces on campus). Violators of state statutes and/or university regulations governing the possession and/or consumption of alcohol or controlled substances shall be subject to sanctions as set forth by ENMU-Roswell policy. This is in addition to the regulations and/or penalties described in the New Mexico state statutes. Residential students are individually responsible for maintaining an atmosphere and community in the residential areas that is in concert with the academic mission of the University. Drunken and/or disorderly behavior will not be tolerated.

ENMU-Roswell's Drug-Free School policy requires the Division of Student Affairs to provide each student with a copy of the policy. The program also requires each student, as a condition of enrollment, to abide by ENMU-Roswell's Drug and Alcohol Policies. Those students who receive federal or state money under Financial Aid benefits must sign a certification of awareness of the University's Drug-Free School policy and program.

#### **Drug Screening Guidelines:**

All Medical Assisting students are required to submit to an initial urine drug screening (minimum of 10 panel) prior to entering the clinical environment. Additionally, the student may be required to submit to random drug tests throughout the semester. If a student's behavior leads the instructor or clinical personnel to suspect that the student is under the influence of drugs, the student may be required to submit to a drug test. ENMU-R Medical Assisting and Phlebotomy Programs have a zero tolerance for drug use.

The guidelines for drug testing is as follows:

1. A predetermined and approved agency will conduct the screening.
2. All prescription medications must be disclosed to both the Director of Clinical Education and the drug testing agency PRIOR to administration of the drug test.
3. Dilute negative results will require retesting at the same facility, within 48 hours, at the students expense.

4. A positive drug screen will result in the student having to withdraw from the program.
5. Should a student receive a positive result on their drug screen that they believe is in error, the student may elect to challenge the results and undergo an additional drug screening, at the same facility, within 48 hours. This will be at the student's expense.
6. Only students receiving negative drug screens will be permitted to attend clinicals.

## **Medical Marijuana Policy for ENMU-Roswell Health Programs**

The Health Science Unit at ENMU-Roswell will require students who have a medical marijuana card and test positive for Tetrahydrocannabinol (THC) to withdraw from any and all health programs that require initial and random drug screens to be negative. ENMU-Roswell has the duty to ensure that students in the clinical setting practice within their scope in a skillful and safe manner. The use of medical marijuana creates a situation where actual or potential impairment can interfere with the student's ability to perform with skill and safety, thus putting the public and patients at risk.

References: Medical Marijuana and Nursing Practice: Current Legislation, Scientific Literature Review, and Nursing Implications. National State Boards of Nursing (2018)

Excerpts from this report:

In a 2017 report to Congress, it is determined that current laboratory tests cannot provide any objective threshold that establishes impairment based on a specific level of THC or THC metabolite concentration.

Legal use notwithstanding, ingestion of cannabis can be a violation of NPA or rules where on-the-job impairment creates an actual or potential impairment of the ability to practice nursing with reasonable skill and safety

## APPENDIX B

### Medical Assisting/Phlebotomy - Cell Phone Policy

#### Cell phone Policy:

Effective April 1, 2010, any cell phones brought to class will be turned off (not to vibrate) and placed in your backpack or purse. Some instructors may request that cellphones be placed in a basket at the front of the classroom during face to face classes and labs. All cell phones will be collected during any face to face testing and again when reviewing graded tests. If a cell phone is seen on student desk, in lap, in pocket, it could be misconstrued as cheating and student may face consequences. Anyone not abiding by this policy will be dismissed from class the day of infraction and it will count as an absence.

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I have read the cell phone policy and agree to abide by the policy.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

I, \_\_\_\_\_, have received the Medical Assisting  
name

Program Information Handout on \_\_\_\_\_.  
date

This information includes course requirements for the program, information on the practicum, immunization requirements, drug and alcohol policy, information on learning assistance, and additional requirements for the program. It includes information on practicum. It also includes essential program function specifications. All of this information has been discussed with me and I understand what is required and where to obtain help in achieving my goals.

\_\_\_\_\_  
Signature of student

\_\_\_\_\_  
Signature of Program Director