MISSION STATEMENT

The mission of Portland Community College’s Medical Assisting Program is to prepare individuals to be successful key players within a healthcare team. This is accomplished by intensive academic studies coupled with clinical partnerships in the community. Our program is designed around successful identification of the following essential skills; communication, professionalism, critical thinking, and attitude. Our goal is to provide students with the necessary knowledge and essential skills to become strong, confident, and capable working professionals within the healthcare community.

*Medical Assisting Program Expectation Goal: To prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behaviors) learning domains.*

PROGRAM ORGANIZATION

The Medical Assisting Program is located within the Allied Health and Science Division of Portland Community College. Other health programs within this Division include: Medical Laboratory Technology, Ophthalmic Medical Technology, Alcohol and Drug Counseling, and Health Information Management. Other courses offered within the division include biology, chemistry, physics, and general science.

STUDENTS RIGHT-TO-KNOW

(Public Law 101-543) Portland Community College is required by federal law to disclose to all current and prospective students the completion rate of PCC's first-time, full-time, certificate, and degree seeking students. This information is available in the Financial Aid and Registration offices of each campus.

EQUAL OPPORTUNITY

It is against the college's policy for any manager, supervisor, faculty, staff, or student to engage in harassment or discrimination of any member of the college community based on his/her race, color, religion, ethnicity, use of native language, national origin, age, sex, marital status, height/weight ratio, disability, or sexual orientation. Inquiries regarding these matters may be directed to Sylvia Welch, Director, Affirmative Action, 971-722-5841. Questions specific to the Americans with Disabilities Act (ADA) may be directed to Cheryl Belt, 971-722-5869.

SPONSORSHIP

Portland Community College is accredited by the NWCCU; Northwest Commission on Colleges and Universities, 8060 165th Ave. N.E., Suite 100, Redmond, WA 98052, 452/558-4224. July 2007, NWCCU re-affirmation of accreditation.
Portland Community College Medical Assisting Program is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of Medical Assisting Education Review Board (MAERB).

Commission on Accreditation of Health Education Programs  
25400 US Highway 19 North, Suite 158, Clearwater, FL 33763  
Phone: 727/210-2350 Website: http://www.caahep.org/

PCC PROGRAM OUTCOMES (CAAHEP)

The Commission on Accreditation of Allied Health Education Programs requires all CAAHEP accredited Medical Assisting Programs to publish and make available to prospective students’ information regarding program outcomes. The following information is based on a five-year average (2013-2017).

- 98% Graduation on time
- 99% Employer satisfaction rate
- 99% Student satisfaction rate
- 95% AAMA exam pass rate

Updated information on program outcomes will be received in spring and posted to the Medical Assisting webpage.

PROGRAM GOAL

The goal of the Portland Community College Medical Assisting Program is to educate students to be well prepared technically with demonstrated work ethics and professional values. These include:

1. Students who achieve entry level competencies
2. Students who promote a positive attitude
3. Students who contribute as team players
4. Students who are responsible professionals

PROGRAM OBJECTIVES

The following objectives are derived from the college objectives developed by the Strategic Planning Steering Committee:

1. To offer a Medical Assisting program that is regularly assessed and updated in order to maintain technical standards and to meet the needs of students and the community.
2. To teach using traditional and innovative instructional methods, materials and equipment.
3. To provide students with accessible library collections and learning resources.
4. To provide students with opportunities to broaden their awareness and understanding of our diverse society.
FACULTY AND STAFF

CAMPUS PRESIDENT, CASCADE CAMPUS:
Karin Edwards, Ed.D. | 971-722-5302 | karin.edwards@pcc.edu

DEAN OF INSTRUCTION, CASCADE CAMPUS:
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DIVISION DEAN, ALLIED HEALTH AND SCIENCE, CASCADE CAMPUS:
Janeen Hull | jan.hull@pcc.edu

DIRECTOR OF ALLIED HEALTH, CASCADE CAMPUS:
Jason Johnson | 971-722-2627 | Jason.johnson@pcc.edu

DEAN OF STUDENT DEVELOPMENT, CASCADE CAMPUS:
Vivian Miranda | 971-722-5307 | Vivian.miranda@pcc.edu

MEDICAL ASSISTING PROGRAM DIRECTOR & CLINICAL COORDINATOR:
Virginia Chambers, CMA (AAMA), BS, MHA | 971-722-2544 | virginia.chambers@pcc.edu

MEDICAL ASSISTING FULL TIME FACULTY:
Stephen Date, CMA (AAMA), AGS | 971-722-5664 | stephen.date@pcc.edu
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MEDICAL ASSISTING ADJUNCT FACULTY:
Diane Gasperin, CMA (AAMA), BA | diane.gasperin@pcc.edu

LABORATORY ASSISTANTS:
Etrece Brazzle | Roz Scaife, CMA (AAMA) | Carolyn Griffith, CMA (AAMA)

ALLIED HEALTH & SCIENCE ADMISSIONS, CASCADE CAMPUS:
Amanda Gallo | 971-722-5667 | amanda.gallo@pcc.edu

MEDICAL ASSISTING PROGRAM ADVISING, CASCADE CAMPUS:
Karen Henry | 971-722-5427 | khenry@pcc.edu

DIVISION ADMINISTRATIVE ASSISTANTS, CASCADE CAMPUS:
Jeri Reed | 971-722-5665 | jreed@pcc.edu
Corrine Hiebert | 971-722-5288 | chiebert@pcc.edu
PROGRAM POLICY

College admissions policies and practices, policy on advanced placement, number of credits required for completion of the program, tuition / fees and other costs required to complete the program, withdrawal and refund policies can be found in the college catalog: http://catalog.pcc.edu/programsanddisciplines/medicalassisting/.
Additional information regarding admissions and academic schedule can be found at: http://www.pcc.edu/programs/medical-asst/

PROGRAM ADMISSION POLICY

The Medical Assisting currently consists of three terms and has two locations. Our Cascade Campus begins fall term and our Willow Creek Center cohort begins spring term.

Students are selected based on a competitive point system. For information on how to receive points, see the program website http://www.pcc.edu/programs/medical-asst/ and click on advising guide. Please check your PCC email regularly during the admission process. All communication related to your application and admission will be done through your PCC email account.

ADMISSIONS REQUIREMENTS

- Student must demonstrate satisfactory English language ability. Clear communication is a requirement for patient safety.
- Completion of the following pre-requisite courses with at least 70% or above:
  - Writing 121 (WR 121)
  - Math 60 (MTH 60) or Math 58 (MTH 58)
  - Medical Terminology 111 (MP 111)
  - Biology (BI 121 or BI 120)
  - After admitted completion of BI 122 will be required prior to clinical placement.
- Demonstrate a working knowledge of basic computer skills.
- Meet typing skills requirement of 35/wpm (minimum).
- Responsible for reliable transportation to and from clinical practicum facilities.

PROGRAM RE-ADMISSION POLICY

Students who have left the program and wish to rejoin must re-apply to the program. The decision to re-admit will be based on space availability and by the discretion of the Program Director. Students who fail to successfully complete a class or classes with a “C” or higher will need to complete the entire nine-month sequence of classes. The program is a lock-step cohort model and courses need to be
completed in sequence. Students’ who are approved to rejoin the program may need to demonstrate clinical psychomotor skills prior to re-admittance.

**TERMINATION OF ENROLLMENT**

Student progress is reviewed by the Program Director. The MA Program reserves the right, upon the specific recommendation of the faculty and after the student has received written notification of the reasons and procedures, to terminate a student's enrollment in the program. Such action will be initiated when the faculty deems it inadvisable for that student to complete the program.

The conditions contributing to these determinations by the faculty may include (but are not limited to):
- Unsatisfactory academic performance levels (final grade below C or receiving less than 70% on the final exam)
- Unsatisfactory clinical affiliation (directive practice) performance (including dismissal from clinical site)
- Unsatisfactory behavioral skills assessments (performance reviews scoring below a 3)
- Unethical or unprofessional conduct
- Unsafe behavior in clinical lab or in clinical practicum

**ACADEMIC POLICY AND PERFORMANCE EVALUATIONS**

The program consists of 46 credits. Students must maintain a minimum level of performance (no lower than a "C" grade) in each of the required courses (Biology, Medical Assisting, Math, Medical Lab Technician, or Health prefix) in order to continue to progress through the MA program and be eligible for the one-year Certificate in Medical Assisting. Students who fail to meet the minimum level of performance in one or more courses will be informed in writing of their dismissal from the program.

**GRADING POLICIES**

The grading scale used for each class in the MA program will be contained in each course syllabus. Students will be expected to maintain the minimum level of performance as outlined under Academic Performance regardless of the type of grading definition used. The basis for the letter grade is the composite score of projects, papers, quizzes, lab modules/clinical objectives and/or tests for each course. See policy on “Assignments” and "Tests" which have a bearing on grade. In making a grade determination, instructors will take into consideration student performance in the course in terms of attendance, attitude, participation, and other evidence of student achievement. Students are expected to maintain a "C" grade (or Pass) for each course in the program. In making such a determination, instructors will take into consideration the importance of the learning experience to a related job entry level skill, knowledge or attitude.
Other symbols routinely used for grading and the conditions under which these may be applied are indicated below. Specific definitions are listed in the college catalog and in the schedule each term.

- "I" -- Incomplete. When the quality of work is satisfactory, but some minor, yet essential, requirement of the course has not been completed, and for reasons acceptable to the instructor, a report of "I" may be made and additional time granted for completion of the work. All incomplete coursework must be completed by graduation in order to be eligible to sit for the AAMA national certification examination.

- "P" -- Pass. Acceptable performance. A grade of "P" represents satisfactory achievement which would have been graded "C" or better on the regular grading scale, but is given instead of a letter grade.

- "NP" -- No Pass. Unacceptable performance when the class is only offered on a pass/no pass basis.

- "W" -- Withdrawal. This mark is to be used only by student records when the student has followed established school policies for properly withdrawing from class within the specified time limits.

**QUIZ AND EXAM POLICIES**

This test policy is applicable only to those courses with a MA prefix. There are no make-up quizzes for missed classes or missing online quiz deadlines. If you arrive after the quiz has been distributed, you will receive a zero for that quiz. If you are taking an online quiz through D2L and miss the submission deadline, it will also be a zero. The instructor will provide you a copy of the quiz for your reference; however, you will not be allowed to make up a missed quiz due to absence or tardiness.

*(MIDTERM OR FINAL)* If you are ill or there is some other urgent matter that causes you to miss an exam, you must notify the instructor prior to the class in order to make other arrangements for testing. No make-up exams will be given for absences. There are no retakes due to low scores. In order to receive a passing grade for the course students must obtain a 70% or higher on the comprehensive final examination. No early final exams will be permitted unless there is an emergency or unusual situation and the instructor can accommodate the student. Such decisions are at the discretion of the course instructor. Using a #2 pencil only, students must correctly fill in the name section (last name, first). The test must have the student name printed on it and returned with the answer sheet to the instructor. Students will be allowed to review corrected test in class. Test grade will not be recorded until test is returned to instructor during that class period. Students are not permitted to keep tests or copy them. Copying any of the tests or quizzes goes against the student code of conduct and will be grounds for dismissal from the program.
HIPAA COMPLIANCE CERTIFICATION EXAMINATION

Students are required to attend the MA program’s Health Insurance Portability and Accountability Act compliance training and pass the certification exam. In order to pass the exam, students must receive 80% or higher. The training is provided during MA 117 – Medical Office Administrative Procedures course.

BLOODBORNE PATHOGENS CERTIFICATION EXAMINATION

Students are required to participate in Bloodborne Pathogens training and pass the certification exam. In order to pass the exam, students must receive 80% or higher. The training is provided during MA 120 – Intro to Phlebotomy course.

ASSIGNMENTS

Students are expected to turn in course assignments at the beginning of class. Acceptance via e-mail will be at the discretion of the instructor. Late assignments will be accepted by discretion of the instructor. The student is responsible for materials handed out during class. Arrangements should be made for a classmate to obtain handouts when absent.

REQUIRED COMPETENCIES

The Medical Assisting Education Review Board (MAERB) specifies students must pass all psychomotor and affective competencies within each course in order to pass the class. This means students must demonstrate competency within the psychomotor and affective domains of the MAERB core curriculum.

COMMUNITY HEALTH FAIR AND SCREENING EVENT

Students are required to participate in the Free Community Health Screening Fair event during second term. During this event the students will have the opportunity to practice basic clinical skills with including; blood pressure, pulse, respirations, weight, height, BMI, distance visual acuity screening and color vision screening using the Ishihara book. Applying the health literacy concepts and tools discussed in first term, students will be creating educational material / handouts for the Community Health Fair. Participation in the event is mandatory. Absence from the Health Fair may result in a lower final clinical lab grade (MA 124).
PERFORMANCE EVALUATIONS

Term by term performance evaluations will be provided prior to moving forward in the program. Classroom behavioral assessments and self-evaluations are conducted to provide students with feedback on the following essential skills: attendance, attitude, communication, critical thinking, collaboration and participation. The Program Director will make the decision if a student progresses to the next term based on these evaluations and along with academic performance.

ATTENDANCE POLICIES

Potential employers use attendance and promptness as two indicators of dependability and employability. Attending classes regularly and promptly is an important aspect of the training. The highly integrated structure of the curriculum requires regular and prompt attendance for successful achievement in the program.

If and when you miss a class, you will be required to fill out an “absence form” – documenting the reason for absence. The completed forms will be kept in your student file and reviewed during your end of term assessment meeting. Missing class can be used as a factor as dismissal from the program. Absenteeism can adversely affect the student who is on financial aid. The college is required to maintain class attendance records in order to verify a student's attendance on a specific day or dates. Students who do not attend classes may not be entitled to receive funds. Adherence to the following attendance policies is therefore important.

ABSENCE FROM CLASS: The student is responsible for completing all course work regardless of absenteeism. The student is responsible for materials handed out in class and assignments made during class. Arrangements will need to be made to obtain missing handouts. Students may make an appointment with the instructor during office hours to review any missed handouts or assignments.

ABSENCES FROM LABS: All lab exercises/modules must be completed for a passing grade. Missing more than two clinical labs WILL result in a "No Pass" for clinical lab and you will be withdrawn from the program. Three late arrivals will constitute one absence.

ACCUMULATED ABSENCE: Absences and tardiness from one-third or more of the scheduled classes may result in a lowered final grade, or failure at the discretion of the course instructor.

TARDINESS: Tardiness is defined as arriving in class after the instructor has started or leaving class before it has officially ended. There is no "excused" tardiness; 3 late arrivals will constitute one absence.
ABSENCE FROM CLINICAL PRACTICUM SITE: All hours lost from Clinical Practicum work must be made up. Make up hours will be at the convenience of the clinical site. Students are required to notify the Clinical Coordinator or MA 270 course instructor immediately regarding absence. Students must adhere to all policies and procedures for Clinical Practicum provided during orientation. Absences from Clinical Practicum may constitute a “dismissal” from the practicum site.

MEDICAL ASSISTING STUDENT CODE OF CONDUCT

In accepting admission into the MA program the student commits himself/herself to the generally understood ethics of the health professions and specifically to the ethics of their chosen profession. Ethics will be addressed throughout the course of study.

An extremely important aspect of professional ethics is the maintenance of the confidential status of patient medical records and physician/facility business. This applies to information obtained in the classroom, in the laboratory, or during clinical practicum. Confidential information must not be disclosed to unauthorized individuals, including family and friends.

The Program Director will investigate all instances of alleged misconduct or unethical behavior. If necessary, the matter will be referred to the Division Dean for hearing and determination. Unethical or unprofessional conduct is cause for dismissal from the program. Unless the instructor directs otherwise, students are expected to complete assignments on an independent basis. Asking another student or graduate to share projects, papers, modules or tests is considered unethical behavior. It is equally unethical to share materials with a student who intends to cheat. Unethical conduct is cause for dismissal from the program. Please refer to the Student Code of Conduct for specific violations and sanctions and procedures. [www.pcc.edu/about/policy/student-rights](http://www.pcc.edu/about/policy/student-rights)

DRESS CODE AND UNIFORM

Student dress code consists of the following:
- Navy blue scrubs (available for purchase at the Cascade Bookstore)
- Student Identification (available at the business office at any campus)
- Clean, closed-toed shoes

Students are expected to dress appropriately at all times and for all MA courses. Stethoscopes are not required until clinical practicum third term.

ALCOHOL AND DRUG POLICIES

Illegal drugs and alcohol will not be tolerated. Use of such drugs constitutes grounds for immediate dismissal from the program. Drug screens will be performed prior to clinical practicum placement. All
clinical practicum sites require a negative drug screen prior to placement – regardless of the Oregon State legalization law. Positive drug screens may warrant program dismissal.

**CONFERENCES AND COUNSELING**

Course instructors are available for conferences concerning assignments, tests, course content, etc. Formal meetings may be scheduled during each term to assess student progress.

Professionally trained counselors are also available to assist students. Help is available for matters such as learning difficulties, study skills, development and exploration, as well as for family, personal and social problems. Counselors are a good source of information about the college and its programs, community resources, etc. The counseling office at the Cascade Campus is located in the Student Services Building (SSB) 150 | 971-722-5271. [https://www.pcc.edu/resources/counseling/](https://www.pcc.edu/resources/counseling/)

**GRIEVANCE PROCEDURE**

It is recognized that a process for the resolution of student complaints is necessary. A complaint may be initiated by a student who believes he/she has been subjected to unjust action or denied student rights. Grievance procedures should start with the instructor and immediate administrator. Copies of Portland Community College Student Rights and Responsibilities Handbook including the Student Code of Conduct and grievance procedure are available at Associated Students of Portland Community College (ASPCC) offices or the Dean of Student Development. This information can also be accessed on the college website at [https://www.pcc.edu/about/policy/complaints.html](https://www.pcc.edu/about/policy/complaints.html)

**LIBRARY**

Cascade Campus and Rock Creek Campus both provide library services which include: materials for the health occupations including reference books, periodicals, tapes and slides. The materials in the Library are subject to the department's circulation policies and procedures. See the college catalog for additional information on media and drop-in center. Study areas including small conference rooms for study groups and computers are available for student use.  
[https://www.pcc.edu/library/](https://www.pcc.edu/library/)

**STUDENT RECORDS**

The PCC district shall follow all applicable state and federal laws, rules and regulations which apply to student records. All information contained in the college records which is personally identifiable to any student shall be kept confidential and not released except upon the lawful subpoena or other order of a court of competent jurisdiction.
SPECIAL ACCOMMODATIONS

The office of Disability Services offers a variety of supportive services. Students with special learning or physical needs requiring special accommodations need to contact Disability Student Services (DSS). Their telephone number is 971-722-4341 | disability.services@pcc.edu  https://www.pcc.edu/disability-services/students/accommodation-process/

WITHDRAWALS

Students should confer with the MA Faculty or Program Director before completing program withdraw. It is important to know why a student decides to withdraw, for program planning purposes. Completed courses with an MA Prefix are valid for only one catalog year. Students who leave the program and return may be required to retake MA prefix courses. The program is a lock-step cohort model and courses need to be completed in sequence. Students’ who are approved to rejoin the program may need to demonstrate clinical psychomotor skills prior to re-admittance. Students dismissed from the program who failed to meet the minimum level of performance are not eligible for re-admission into the program until they meet additional coursework requirements that will be determined on a case by case basis.

WITHDRAWING FROM COLLEGE

You may formally withdraw from a class by using the “My Courses” tab on your MyPCC account at https://my.pcc.edu. We encourage you to speak with someone in Financial Aid (if you are using federal student aid) to understand the impact of withdrawing from a class may have on your aid.

ADDING OR DROPPING A CLASS

Consult the Schedule for add-drop procedures in case of course changes or program withdrawals. Classes may be added or dropped by going on to your MyPCC account and use the “My Courses” tab.

INCLEMENT WEATHER/COLLEGE CLOSURES

Students may go to Clinical Practicum sites when the college is closed using their best judgment concerning weather conditions. Remember that clinics have a different point of view concerning closure due to weather. You may find the experience to be better on a "snow" day as not all staff are able to get to work and students are presented unique opportunities to help. Students are required to meet the minimum Clinical Practicum hours (192) regardless. Any hours missed due to weather or illness will need to be made up and arranged with the Clinical Practicum site.
LABORATORY

The clinical laboratory is available to students only during their scheduled lab time or class time. Lab use is on a structured basis. Equipment will be available during lab and/or class times as required by class work. Beverages (except water) and food are NOT permitted in the laboratory. Beverages and food are not permitted in any PCC classroom or lab. Smoking is not allowed on campus. The laboratory is a work area only. Please be considerate of other students by working as quietly as possible. Children are not allowed in the classrooms or labs.

Students must assume responsibility for their personal property. Purses, briefcases and other valuables should never be left unattended in the laboratory, in any college classroom or other college facility. The staff is not responsible for the personal property of the students.

Each student is responsible for maintaining a neat work area in the laboratory. All equipment and books must be returned to their proper place at the conclusion of class or lab session. Students are also responsible for reporting equipment breakdowns to the instructor.

INJURIES ON CAMPUS OR IN LAB

Any accident to the student on the campus or at a clinical affiliate must be reported to the Medical Assisting Program office immediately. While on regularly scheduled non-paid clinical rotations, students are covered through the college workers’ compensation insurance; any accident is to be reported to the MA Program Director immediately 971-722-2544 or Campus Public Safety, 971-722-4444.

EMPLOYMENT (during academic year)

The number of hours of employment while attending the MA Program is dependent upon the student's ability. Part-time employment of more than 15 hours a week is discouraged. Part-time employment will not count toward required hours in MA clinical practicum, even if students are employed by clinical affiliation sites. Employment may not interfere with scheduled classes, labs or clinical experience.

JOB PLACEMENT

Our program is well-known throughout the medical community and we do receive local, regional, and national job listing throughout the year. While we do not place graduates, job openings are posted through Cascade Campus college career center and students can be notified via e-mail of such opportunities. Your Clinical Coordinator will arrange time for you to meet with career services throughout the term. We cannot guarantee or promise employment upon graduation.
EQUAL OPPORTUNITY

Portland Community College affirms the right of all individuals to equal opportunity in education and employment without regard to race, color, religion, national origin, sex, age, handicap, marital status, sexual orientation or any other extraneous considerations not directly and substantially related to effective performance.

GENERAL EDUCATION

Portland Community College Medical Assisting Program requires all courses and competencies to be completed and meet the certificate requirements. It is the responsibility of the student to maintain their records of the admission to Portland Community College. Advisors are available to assist in planning course schedules and maintaining a current graduation plan.

GRADUATION PROCEDURES

Additional information can be found at www.pcc.edu/resources/graduation.

PROFESSIONAL ASSOCIATION

Students of the Medical Assisting Program are eligible for membership to the American Association of Medical Assistants (AAMA) at a discounted rate. Some of the benefits of membership include receipt of the official journals of the organization, attendance at professional meetings and involvement in the association before job entry.

Student membership is highly recommended by the MA Program staff as part of professional training and development. Professional associations provide avenues for continuing education and networking. Association involvement may be beneficial to career advancement. Applications to join the AAMA can be found online at: membership@aama-ntl.org.

AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS AAMA MISSION

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 the medical assistant’s right to practice; and promote effective, efficient health care delivery through optimal use of multi-skilled certified Medical Assistants. For AAMA membership contact www.aama-ntl.org. For local chapter membership contact www.onlineosma.org.
AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS: Professional characteristics of an effective medical assistant

1. Reliability and dependability
2. Organization
3. Honesty
4. Tolerance
5. Genuine interest in helping people
6. Warm and caring towards others
7. Able to put the needs of others first
8. Able to remain calm in difficult situations
9. Neat, clean and well groomed
10. Courteous
11. Willing to take initiative
   a. Ability to act or follow through without being supervised
   b. Identifying and performing needed tasks without being told to do so
12. Able to adapt to change
13. Able to work with others – teamwork

AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS: Code of Ethics

The Code of Ethics of this Association 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 this Association are dedicated to the conscientious pursuit of their profession, and thus desiring to merit the high regard of the entire medical profession and the respect of the general public which they serve, do pledge themselves to strive always to:

- Render service to humanity with full respect for the dignity of person.
- Respect confidential information gained through employment unless legally or required by responsible performance of duty or divulge such information.
- Uphold the honor and high principles of the profession and accept its disciplines.
- Seek to continually improve our knowledge and skills of medical assisting for the benefit of patients and professional colleagues.
- Participate in additional service activities which aim to improve the health and well-being of the community.

CREDENTIALING EXAM

Students who successfully complete the MA Program are eligible to take the national credentialing examination given by the AAMC. Applications must be completed and fees payable at least 4 weeks
prior to graduation. The program staff will provide the necessary information prior to the time applications must be submitted. Due to the Center for Medicaid and Medicare Services (CMS) mandate, students are required to take the national exam for employment. Students will be expected to pay the $125 application fee during second term in order to take the national exam at graduation.

LEGAL LIMITATIONS FOR CMA (AAMA) CERTIFICATION

Individuals who have been found guilty of a felony, or pleaded guilty to a felony, are not eligible to take the AAMA credentialing exam. However, the certifying board may grant a waiver based on mitigating circumstances. See the American Association of Medical Assistance (AAMA) CMA Examination Application for specific details.

CLINICAL PRACTICUM / EXTERNSHIP POLICIES

PCC requires all students meet the Oregon Health Authority rules under Senate Bill 879 for students in clinical training prior to clinical placement. The Medical Assisting Program uses CastleBranch as our third party vendor to perform the Criminal Background Check along with reviewing all of the below requirements. All of these requirements and due dates are outlined during orientation and students will receive guidance throughout the program for completing each requirement prior to externship.

This includes the following:

- Criminal Background Check
- Drug Screen (LabCore)
- Proof of immunization status: Hepatitis B (HepB), Measles, Mumps, Rubella (MMR), Varicella (Chicken Pox), Tetanus (Tdap)
- Tuberculosis test
- BLS / CPR for Healthcare Providers Certificate, American Heart Association
- Bloodborne Pathogens Training and Certificate, PCC Medical Assisting Program
- HIPAA Compliance Training and Certificate, PCC Medical Assisting Program

Additional information regarding the Oregon Health Authorities rules for students in clinical practicum can be found at: [http://www.oregon.gov/oha/OHPR/sctDocs/Students_Info%20Sheet.pdf](http://www.oregon.gov/oha/OHPR/sctDocs/Students_Info%20Sheet.pdf)

Please note: Students who do not pass the Criminal Background Check may not be eligible to complete training at affiliated practicum sites, to sit for certification exams, or be hired for some professional positions. If you believe that your past history may interfere with your ability to complete the program of study or to obtain certification in your chosen field, you should contact the appropriate state board or the program director.
Students are responsible for their own transportation to and from Clinical Practicum sites. Student must have transportation to facilities throughout the Portland metropolitan area and surrounding communities. Clinical Practicum selection process, schedules and other specific details will be given to students at the required Clinical Practicum orientation.

Students are supervised while in clinic by an assigned preceptor. Students are not to be substituted for paid staff, and are not allowed to be paid for any portion of their Clinical Practicum rotation under any circumstances. Students may be employed in the clinical facility outside their regular education hours provided the work is limited so it does not interfere with regular academic responsibilities. The work must be non-compulsory, paid and subject to employee regulations.

HEALTH RELATED REQUIREMENTS

Student participation in the program requires maintenance of a level of physical and mental health that will permit successful completion of all elements of the program.

If there is evidence that a student's mental or physical condition is a contributing factor to substandard achievement in the program, the student shall be counseled to seek help from a private physician, or Student Counseling Services. In the course of these procedures it may be deemed necessary for the student to submit statements from a physician pertaining to his/her mental and/or physical abilities to continue in the program. Cases in which a student refuses to seek such assistance and the MA staff feels that the student should not continue in the program will be referred to the Division Dean for final determination.

INJURIES DURING CLINICAL PRACTICUM / EXTERNSHIP

Step 1: Report the accident or injury immediately to the on-site supervisor or clinical manager that you have been involved in an accident or have been injured during externship. This should be done regardless of how insignificant the accident may appear to have been. The supervisor will help in determining if medical attention is deemed necessary and direct appropriate action. If an incident report is completed, provide a copy to your Clinical Coordinator.

Step 2: Report the incident to Virginia Chambers, Clinical Coordinator at 971-722-2544 | Virginia.chambers@pcc.edu as soon as possible. Provide a copy of the incident report you completed at your site as soon as possible.

Step 3: Complete PCC forms required for reporting the incident. You can find both of these forms in your clinical practicum orientation packet. Both forms should be completed, signed, and returned to Virginia Chambers, Clinical Coordinator within 24 hours of the incident.

a. Accident Report Form #801
b. PCC Medical Incident Report
REGISTRATION (TERM BY TERM)

The Medical Assisting Program is a lock-step cohort model and courses need to be completed in sequence. Although it is a closed cohort, students will be responsible for registering for all required courses when registration opens. Permission to continue in the program will be determined by academic performance, attendance, and classroom behavioral assessments.

Students who have not registered may not attend classes and will be asked to leave. Registration must be completed prior to the first day of classes each term. The faculty/advisors are available for program counseling on an appointment basis prior to registration each term.

SCHEDULES

Class, laboratory, and clinical schedules will be published and distributed to students at the beginning of each term. A list of required textbooks will also be distributed.

First Term
MA 117 Medical Office Administrative Lecture 4 Credit
MA 118 Medical Office Administrative Lab 2 Credit
MA 112 Seminar I 2 Credit
MA 180 Medical Coding and Reimbursement 2 Credits – (online)
MA 120 Intro to Clinical Phlebotomy 1 Credit
MP 113 BLS / CPR for Healthcare Professional 1 Credit
☼ BI 122 Anatomy and Physiology 4 Credits

Second Term
MA 123 Medical Office Clinical Lecture 4 Credits
MA 124 Medical Office Clinical Lab 2 Credits
MA 122 Seminar II 2 Credit
MA 130 Intro to Clinical Phlebotomy 1 Credit
MP 135 Pharmacology 3 Credits- (online)
☼ PSY 101 Psychology and Human Relations 4 Credits

Third Term – we will meet face to face three times during the term:
MA 131 Intro to Medical Science 3 Credits (online)
MA 132 Seminar III 2 Credit (hybrid)
MA 270 Clinical Practicum 6 Credits (clinic)
☼ MP 140 Law and Ethics 3 Credits (online)

☼ Courses can be taken prior to program or out of sequence
MEDICAL ASSISTING EDUCATION REVIEW BOARD

Cognitive Competencies

CONTENT AREA I: ANATOMY AND PHYSIOLOGY
I.C.1. Describe structural organization of the human body
I.C.2. Identify body systems
I.C.3. Describe: a. body planes; b. directional terms; c. quadrants; d. body cavities
I.C.4. List major organs in each body system
I.C.5. Identify the anatomical location of major organs in each body system
I.C.6. Compare structure and function of the human body across the life span
I.C.7. Describe the normal function of each body system
I.C.8. Identify common pathology related to each body system including: a. signs; b. symptoms; c. etiology
I.C.9. Analyze pathology for each body system including: a. diagnostic measures; b. treatment modalities
I.C.10. Identify CLIA waived tests associated with common diseases
I.C.11. Identify the classifications of medications including: a. indications for use; b. desired effects; c. side effects; d. adverse reactions
I.C.12. Identify quality assurance practices in healthcare
I.C.13. List principles and steps of professional/provider CPR
I.C.14. Describe basic principles of first aid as they pertain to the ambulatory healthcare setting

CONTENT AREA II: APPLIED MATHEMATICS
II.C.1. Demonstrate knowledge of basic math computations
II.C.2. Apply mathematical computations to solve equations
II.C.3. Define basic units of measurement in: a. the metric system; b. the household system
II.C.4. Convert among measurement systems
II.C.5. Identify abbreviations and symbols used in calculating medication dosages
II.C.6. Analyze healthcare results as reported in: a. graphs; b. tables

CONTENT AREA III: INFECTION CONTROL
III.C.1. List major types of infectious agents
III.C.2. Describe the infection cycle including: a. the infectious agent; b. reservoir; c. susceptible host; d. means of transmission; e. portals of entry; f. portals of exit
III.C.3. Define the following as practiced within an ambulatory care setting: a. medical asepsis; b. surgical asepsis
III.C.4. Identify methods of controlling the growth of microorganisms
III.C.5. Define the principles of standard precautions
III.C.6. Define personal protective equipment (PPE) for: a. all body fluids, secretions and excretions; b. blood; c. non-intact skin; d. mucous membranes
III.C.7. Identify Center for Disease Control (CDC) regulations that impact healthcare practices

CONTENT AREA IV: NUTRITION
IV.C.1. Describe dietary nutrients including: a. carbohydrates; b. fat; c. protein; d. minerals; e. electrolytes; f. vitamins; g. fiber; h. water
IV.C.2. Define the function of dietary supplements
IV.C.3. Identify the special dietary needs for: a. weight control; b. diabetes; c. cardiovascular disease; d. hypertension; e. cancer; f. lactose sensitivity; g. gluten-free; h. food allergies

**CONTENT AREA V: CONCEPTS OF EFFECTIVE COMMUNICATION**
V.C.1. Identify styles and types of verbal communication
V.C.2. Identify types of nonverbal communication
V.C.3. Recognize barriers to communication
V.C.4. Identify techniques for overcoming communication barriers
V.C.5. Recognize the elements of oral communication using a sender-receiver process
V.C.6. Define coaching a patient as it relates to: a. health maintenance; b. disease prevention; c. compliance with treatment plan; d. community resources; e. adaptations relevant to individual patient needs
V.C.7. Recognize elements of fundamental writing skills
V.C.8. Discuss applications of electronic technology in professional communication
V.C.9. Identify medical terms labeling the word parts
V.C.10. Define medical terms and abbreviations related to all body systems
V.C.11. Define the principles of self-boundaries
V.C.12. Define patient navigator
V.C.13. Describe the role of the medical assistant as a patient navigator
V.C.14. Relate the following behaviors to professional communication: a. assertive; b. aggressive; c. passive
V.C.15. Differentiate between adaptive and non-adaptive coping mechanisms
V.C.16. Differentiate between subjective and objective information
V.C.18. Discuss examples of diversity: a. cultural; b. social; c. ethnic

**CONTENT AREA VI: ADMINISTRATIVE FUNCTIONS**
VI.C.1. Identify different types of appointment scheduling methods
VI.C.2. Identify advantages and disadvantages of the following appointment systems: a. manual; b. electronic
VI.C.3. Identify critical information required for scheduling patient procedures
VI.C.4. Define types of information contained in the patient’s medical record
VI.C.5. Identify methods of organizing the patient’s medical record based on: a. problem-oriented medical record (POMR); b. source-oriented medical record (SOMR)
VI.C.6. Identify equipment and supplies needed for medical records in order to: a. Create; b. Maintain; c. Store
VI.C.7. Describe filing indexing rules
VI.C.8. Differentiate between electronic medical records (EMR) and a practice management system
VI.C.9. Explain the purpose of routine maintenance of administrative and clinical equipment
VI.C.10. List steps involved in completing an inventory
VI.C.11. Explain the importance of data back-up
VI.C.12. Explain meaningful use as it applies to EMR

**CONTENT AREA VII: BASIC PRACTICE FINANCES**
VII.C.1. Define the following bookkeeping terms: a. charges; b. payments; c. accounts receivable; d. accounts payable; e. adjustments
VII.C.2. Describe banking procedures as related to the ambulatory care setting
VII.C.3. Identify precautions for accepting the following types of payments: a. cash; b. check; c. credit card; d. debit card
VII.C.4. Describe types of adjustments made to patient accounts including: a. non-sufficient funds (NSF) check; b. collection agency transaction; c. credit balance; d. third party
VII.C.5. Identify types of information contained in the patient’s billing record
VII.C.6. Explain patient financial obligations for services rendered

**CONTENT AREA VIII: THIRD PARTY REIMBURSEMENT**
VIII.C.1. Identify: a. types of third party plans; b. information required to file a third party claim; c. the steps for filing a third party claim
VIII.C.2. Outline managed care requirements for patient referral
VIII.C.3. Describe processes for: a. verification of eligibility for services; b. precertification; c. preauthorization
VIII.C.4. Define a patient-centered medical home (PCMH)
VIII.C.5. Differentiate between fraud and abuse

**CONTENT AREA IX: PROCEDURAL AND DIAGNOSTIC CODING**
IX.C.1. Describe how to use the most current procedural coding system
IX.C.2. Describe how to use the most current diagnostic coding classification system
IX.C.3. Describe how to use the most current HCPCS level II coding system
IX.C.4. Discuss the effects of: a. upcoding; b. downcoding
IX.C.5. Define medical necessity as it applies to procedural and diagnostic coding

**CONTENT AREA X: LEGAL IMPLICATIONS**
X.C.1. Differentiate between scope of practice and standards of care for medical assistants
X.C.2. Compare and contrast provider and medical assistant roles in terms of standard of care
X.C.3. Describe components of the Health Insurance Portability & Accountability Act (HIPAA)
X.C.4. Summarize the Patient Bill of Rights
X.C.5. Discuss licensure and certification as they apply to healthcare providers
X.C.6. Compare criminal and civil law as they apply to the practicing medical assistant
X.C.7. Define: a. negligence; b. malpractice; c. statute of limitations; d. Good Samaritan Act(s); e. Uniform Anatomical Gift Act; f. living will/advanced directives; g. medical durable power of attorney; h. Patient Self Determination Act (PSDA); i. risk management
X.C.8. Describe the following types of insurance: a. liability; b. professional (malpractice); c. personal injury
X.C.9. List and discuss legal and illegal applicant interview questions
X.C.11. Describe the process in compliance reporting: a. unsafe activities’ b. errors in patient care; c. conflicts of interest; d. incident reports
X.C.12. Describe compliance with public health statutes: a. communicable diseases; b. abuse, neglect, and exploitation; c. wounds of violence
X.C.13. Define the following medical legal terms: a. informed consent; b. implied consent; c. expressed consent; d. patient incompetence; e. emancipated minor; f. mature minor; g. subpoena duces tecum; h. respondent superior; i. res ipsa loquitur; j. locum tenens; k. defendant-plaintiff; l. deposition; m. arbitration-mediation; n. Good Samaritan laws
CONTENT AREA XI: ETHICAL CONSIDERATIONS
XI.C.1. Define: a. ethics; b. morals
XI.C.2. Differentiate between personal and professional ethics
XI.C.3. Identify the effect of personal morals on professional performance

CONTENT AREA XII: PROTECTIVE PRACTICES
XII.C.1. Identify: a. safety signs; b. symbols; c. labels
XII.C.2. Identify safety techniques that can be used in responding to accidental exposure to: a. blood; b. other body fluids; c. needlesticks; d. chemicals
XII.C.3. Discuss fire safety issues in an ambulatory healthcare environment
XII.C.4. Describe fundamental principles for evacuation of a healthcare setting
XII.C.5. Describe the purpose of Safety Data Sheets (SDS) in a healthcare setting
XII.C.6. Discuss protocols for disposal of biological chemical materials
XII.C.7. Identify principles of: a. body mechanics; b. ergonomics
XII.C.8. Identify critical elements of an emergency plan for response to a natural disaster or other emergency

MEDICAL ASSISTING EDUCATION REVIEW BOARD
Psychomotor and Affective Competencies

CONTENT AREA I: ANATOMY AND PHYSIOLOGY
I.P.1. Measure and record: Blood Pressure, Temperature, Pulse, Respirations, Height, Weight, Length (infant), Head Circumference (infant), Pulse Oximetry
I.P.3. Perform patient screening using established protocols
I.P.4. Verify the rules of medication administration: Right Patient, Right Medication, Right Dose, Right Route, Right Time, Right Documentation
I.P.5. Select proper sites for administering parenteral medication
I.P.6. Administer oral medications
I.P.7. Administer parenteral (excluding IV) medications
I.P.8. Instruct and prepare a patient for procedure or a treatment
I.P.9. Assist provider with a patient exam
I.P.10. Perform a quality control measure
I.P.11. Obtain specimens and perform: CLIA Waived hematology test, CLIA Waived chemistry test, CLIA Waived urinalysis, CLIA Waived immunology test, CLIA Waived microbiology test
I.P.12. Produce up to date documentation of provider/professional level CPR
I.P.13. Perform first aid procedures for: Bleeding, Diabetic coma or insulin shock, Fractures, Seizures, Shock, Syncope
I.A.1. Incorporate critical thinking skills when performing patient assessment
I.A.2. Incorporate critical thinking skills when performing patient care
I.A.3. Show awareness of a patient’s concerns related to the procedure being performed

CONTENT AREA II: APPLIED MATHEMATICS
II.P.1. Calculate proper dosages of medication for administration
II.P.2. Differentiate between normal and abnormal test results
II.P.3. Maintain lab test results using flow sheets
II.P.4. Document on a growth chart
II.A.1. Reassure a patient of the accuracy of the test results

CONTENT AREA III: INFECTION CONTROL
III.P.1. Participate in bloodborne pathogen training
III.P.2. Select appropriate barrier/ personal protective equipment (PPE)
III.P.3. Perform handwashing
III.P.4. Prepare items for autoclaving
III.P.5. Perform sterilization procedures
III.P.6. Prepare a sterile field
III.P.7. Perform within a sterile field
III.P.8. Perform wound care
III.P.9. Perform dressing change
III.P.10. Demonstrate proper disposal of biohazardous material: Sharps, Regulated wastes
III.A.1. Recognize the implications for failure to comply with Center for Disease Control (CDC) regulations in healthcare settings

CONTENT AREA IV: NUTRITION
IV.P.1. Instruct a patient according to patient’s special dietary needs
IV.A.1 Show awareness of patient’s concerns regarding a dietary change

CONTENT AREA V: CONCEPTS OF EFFECTIVE COMMUNICATION
V.P.1. Use feedback techniques to obtain patient information including: Reflection, Restatement, Clarification
V.P.2. Respond to nonverbal communication
V.P.3. Use medical terminology correctly and pronounced accurately to communicate information to providers and patients
V.P.4. Coach Patients regarding: Office policies, Health maintenance, Disease prevention, Treatment plan
V.P.5. Coach Patients appropriately considering: Cultural diversity, Developmental life stage, Communication barriers
V.P.6. Demonstrate professional telephone techniques
V.P.7. Document telephone messages accurately
V.P.8. Compose professional correspondence utilizing electron technology
V.P.9. Develop a current list of community resources related to patients healthcare needs
V.P.10. Facilitate referrals to community resources in the role of a patient navigator
V.P.11. Report relevant information concisely and accurately
V.A.1. Demonstrate: empathy, active listening, nonverbal communication
V.A.2. Demonstrate the principles of self-boundaries
V.A.3. Demonstrate respect for individuals diversity including: gender, race, religion, age, economic status, appearance
V.A.4. Explain to a patient the rationale for performing of a procedure
CONTENT AREA VI: ADMINISTRATIVE FUNCTIONS
VI.P.1. Manage appointment schedule using established priorities
VI.P.2. Schedule a patient procedure
VI.P.3. Create a patient’s medical record
VI.P.4. Organize a patient’s medical record
VI.P.5. File patient’s medical records
VI.P.6. Utilize a EMR
VI.P.7. Input patient data utilizing a practice management system
VI.P.8. Perform routine maintenance of administrative or clinical equipment
VI.P.9. Perform an inventory with documentation
VI.A.1. Display sensitivity when managing appointments

CONTENT AREA VII: BASIC PRACTICE FINANCES
VII.P.1. Perform accounts receivable procedures to patient’s accounts including posting: Charges, Payments, Adjustments
VII.P.2. Prepare a bank deposit
VII.P.3. Obtain accurate patient billing information
VII.P.4. Inform patient of financial obligations for services rendered
VII.A.1. Demonstrate professionalism when discussing patient’s billing record
VII.A.2. Display sensitivity when requesting payment for services rendered

CONTENT AREA VIII: THIRD PARTY REIMBURSEMENT
VIII.P.1. Interpret information on an insurance card
VIII.P.2. Verify eligibility for services including documentation
VIII.P.3. Obtain precertification of preauthorization including documentation
VIII.P.4 Complete an insurance claim form
VIII.A.1 Interact professionally with third party representatives
VIII.A.2. Display tactful behavior when communicating with medical providers regarding third party requirements

CONTENT AREA IX: PROCEDURAL AND DIAGNOSTIC CODING
IX.P.1. Perform procedural coding
IX.P.2. Perform diagnostic coding
IX.P.3. Utilize medical necessity guidelines
IX.A.1. Utilize tactful communication skills with medical providers to ensure accurate code selection

CONTENT AREA X: LEGAL IMPLICATIONS
X.P.1. Locate a state’s legal scope of practice for medical assistants
X.P.2. Apply HIPPA rules regard to: Privacy, Release of information
X.P.3. Document patient care accurately in the medical record
X.P.4. Apply the patients’ Bill of Rights as it relates to: Choice of treatment, Consent for treatment, Refusal of treatment
X.P.5. Perform compliance reporting based on public health statutes
X.P.6. Report an illegal activity in the healthcare setting following proper protocol
X.P.7. Complete an incident report related to an error in patient care
X.A.1. Demonstrate sensitivity to patient rights
X.A.2. Protect the integrity of the medical record

CONTENT AREA XI: ETHICAL CONSIDERATIONS
XI.P.1. Develop a plan for separation of personal and professional ethics
XI.P.2. Demonstrate appropriate response(s) to ethical issues
XI.A.1. Recognize the impact personal ethics and morals have on the delivery of healthcare

CONTENT AREA XII: PROTECTIVE PRACTICES
XII.P.1. Comply with: Safety signs, Symbols, Labels
XII.P.2. Demonstrate proper use of: Eyewash equipment, Fire extinguishers, Sharps disposal containers
XII.P.3. Use proper body mechanics
XII.P.4. Participate in mock exposure event with documentation of specific steps
XII.P.5. Evaluate the work environment to identify unsafe working conditions
XII.A.1. Recognize the physical and emotional effects on persons involved to an emergency situation
XII.A.2. Demonstrate self-awareness in responding to an emergency situation
# Appendix

**Medical Assisting Program Documents and Forms**

<table>
<thead>
<tr>
<th>Document</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROGRAM OUTCOMES</td>
<td>29</td>
</tr>
<tr>
<td>STUDENT HANDBOOK AGREEMENT FORM</td>
<td>31</td>
</tr>
<tr>
<td>CONFIDENTIALITY STATEMENT AND AGREEMENT</td>
<td>33</td>
</tr>
<tr>
<td>ACKNOWLEDGEMENT OF CRIMINAL BACKGROUND</td>
<td>35</td>
</tr>
<tr>
<td>PHLEBOTOMY CONSENT</td>
<td>37</td>
</tr>
<tr>
<td>ABSENCE FORM</td>
<td>39</td>
</tr>
<tr>
<td>PROFESSIONAL PORTFOLIO</td>
<td>41</td>
</tr>
<tr>
<td>STUDENT SELF- EVALUATION FORM</td>
<td>43</td>
</tr>
<tr>
<td>CLASSROOM BEHAVIORAL ASSESSMENT</td>
<td>45</td>
</tr>
<tr>
<td>PROOF OF IMMUNIZATIONS</td>
<td>47</td>
</tr>
<tr>
<td>CLINICAL PRACTICUM AGREEMENT</td>
<td>49</td>
</tr>
<tr>
<td>CASTLEBRANCH INSTRUCTIONS- First term</td>
<td>51</td>
</tr>
<tr>
<td>CASTLEBRANCH INSTRUCTIONS- Second term</td>
<td>53</td>
</tr>
<tr>
<td>PROGRAM RELATED COSTS</td>
<td>55</td>
</tr>
<tr>
<td>PCC STUDENT RESOURCES</td>
<td>57</td>
</tr>
</tbody>
</table>
Program Outcomes

After completing the Medical Assisting Program at Portland Community College, students will be able to:

1. Communicate effectively with persons through the use of verbal & non-verbal skills, written abilities, active listening, and information technologies within ambulatory care setting.

2. Integrate the principles of mathematics and scientific knowledge with administrative and clinical medical assisting practice.

3. Demonstrate the ability to meet patient’s needs as a mature, adaptable person and member of medical assisting profession.

4. Think creatively and critically in the identification, analysis, and resolution of problems, issues, truth claims, and ethical issues.

5. Practice medical assisting within the standards and guidelines of medical assisting program accreditation and medical assistant certificate standards.
Student Handbook Agreement

I have read and understand the terms of the Portland Community College Medical Assisting Student Handbook. I was given ample time to read the handbook and as a class we were given the opportunity to address questions and concerns. By signing this document, you agree to the terms provided in the student handbook and understand the policies, procedures and expectations.

________________________________________
Date

________________________________________
Print Name

________________________________________
Signature
CONFIDENTIALITY STATEMENT & AGREEMENT

I understand and agree that in performance of my duties as a student in the Medical Assisting Program I must hold medical information in confidence. This includes information at the college or through directive practice affiliations. I understand that any violation of the confidentiality of medical information may result in instant dismissal or punitive action.

______________________________  ________________________________
Print Student Name                Student Date of Birth

______________________________  ________________________________
Student’s Signature               Date of Signature

______________________________  ________________________________
Instructor’s Signature            Date of Signature
ACKNOWLEDGEMENT OF CRIMINAL RECORD REVIEW and RANDOM DRUG SCREEN

The purpose of this document is to insure that each applicant to the Portland Community College Medical Assisting Program understands that a criminal record review is a possible prerequisite to practicum rotations while in the program, as well as employment in the medical field in the State of Oregon. This includes employment as a certified medical assistant.

Please note that while a criminal record review is a possible occurrence for anyone seeking employment as a medical assistant, a criminal record itself does not prevent one from working the medical field. Non-hospital based (i.e. private practices) may or may not include a criminal background check in their employment process. After program completion those candidates applying for national certification by the American Association of Medical Assistants (AAMA) Certified Medical Assistants Exam will be required to answer a question pertaining to criminal convictions.

The Oregon Administrative Rules (OAR’s) describe the Criminal Record Review requirement in 309-018-0100 through 309-018-0190. This document can be accessed for viewing via the internet.

While it is clear that individuals who wish to work in the medical field in the State of Oregon will likely have to submit to a criminal background check, it is unclear what specific criminal convictions preclude an individual from employment. According to the personnel of the Criminal Records Unit, there is no prior conviction that is 100% exclusion from working in this field. Each individual’s record is examined on a case by case basis and is considered with a specific employment site in mind. Crimes that are most likely to result in exclusion involve crimes of violence, crimes of sex, crimes of drug trafficking or use. Not all of our practicum sites require (which is allowed by the OAR’s) practicum students to complete a criminal background check, and thus a student may not be 100% certain of their employability as a medical assistant until they have made application for employment.

__________________________________    ________________________
Student Printed Name                     Student Date of Birth

____________________________________    ________________________
Student Signature                        Date of Signature

This signed document is intended to serve as the student’s acknowledgement that they understand the likelihood of a criminal record review and drug screens as a prerequisite to program practicums and / or employment in the medical field.
PORTLAND COMMUNITY COLLEGE

MEDICAL ASSISTING PROGRAM

STUDENT CONSENT TO MEDICAL PROCEDURES

PCC Medical Assisting Program is designed to prepare students for employment and learning phlebotomy is a core requirement. Standard I.P.2. established by the Medical Assisting Education Review Board (MAERB) requires students to demonstrate competency in performing venipuncture and capillary puncture.

The MA 120 Intro to Phlebotomy course trains students how to properly and safely collect blood samples. Students use each other as patients (peer patient). All blood draws performed by Medical Assisting students occur under the direct and close supervision of the instructor and lab assistant. All students must participate in Bloodborne Pathogens training and pass a competency exam prior to performing any specimen collection (see Bloodborne pathogens certificate for learning objectives).

PROCEDURE

When drawing blood, the Medical Assisting student will wear latex free gloves and use a sterile needle, rubbing alcohol (70% isopropyl) to ensure the site of the puncture is protected from bacteria. A non-latex tourniquet will then be applied. Following the blood draw, students (peer patients) are provided with a sterile gauze pad to enable the student (peer patient) to apply pressure to the site to lessen potential bruising. An adhesive strip will then be applied to hold the sterile gauze pad in place, thus maintaining the pressure once the puncture site has stopped bleeding.

POTENTIAL RISKS

Possible side effects during and/or immediately after the blood draw may include light-headedness, dizziness, localized pain, bruising and/or minor swelling around the puncture site.

Although needlestick injuries are rare and faculty provide training and support, there is still the potential risk of injury to either the student or peer student during the procedure. Specimens may contain bloodborne pathogens or other infection causing organisms.

Students are encouraged to drink water or other fluids the day before and the day of the practice blood draw to assist the blood draw by ensuring that the student (peer patient’s) veins are fully hydrated.

INFORMED CONSENT AND LIABILITY WAIVER:

By my signature below, I understand and agree as follows:

✓ I have read the information provided in this form and had the opportunity to ask any questions.
✓ I am providing my informed consent to be a peer patient and have my blood drawn by one of my Medical Assisting classmates under the direct and close supervision of an instructor.
✓ I have read all the information above and agree to sign voluntarily.
✓ I state that I know of no physical conditions that would prohibit me from participation in this program.
✓ I understand the conditions risks and dangers involved in this procedure.
✓ I release Portland Community College, all employees and volunteers, and the person performing the procedure from all liability

Medical Assisting Student (Print): ________________________________
Signature: ________________________________

Instructor: (Print): ________________________________
Signature: ________________________________

DECLINE TO PARTICIPATE AS A PEER PATIENT AND HAVE MY BLOOD DRAWN.

✓ For medical reasons I decline to have my blood drawn.
✓ I have discussed my declination decision with faculty.
✓ I understand the course will require me to obtain blood specimens and perform venipuncture on my peers.

Medical Assisting Student (Print): ________________________________
Signature: ________________________________

Instructor: (Print): ________________________________
Signature: ________________________________
ABSENCE FORM

ABSENCE INFORMATION

STUDENT NAME: ___________________________________________

TERM / YEAR: ______________________

DATE OF ABSENCE: ____/____/________

CLASSES MISSED: ___________________________________________

REASON FOR ABSENCE:

____________________________________________________________

___________________________________

Student Signature

Absence Form Submission Date

• YOU MUST COMPLETE THIS FORM FOR EACH SINGLE DAY MISSED, AND SUBMIT TO YOUR CORE CLASS INSTRUCTOR AT THE EARLIEST AVAILABILITY.

• THIS ABSENCE FORM MUST BE SIGNED PRIOR TO SUBMISSION TO YOUR INSTRUCTOR.

• SUBMIT SIGNED ABSENCE FORM ONLINE VIA E-MAIL OR PRINTED COPY.

INSTRUCTOR APPROVAL

ABSENCE NUMBER: __________

INSTRUCTOR COMMENTS: _______________________________________

___________________________________

Core Class Instructor Signature

Date
Portland Community College Medical Assisting Program

Student Worksheet

Throughout the program you will be completing the items below. You will need to keep a copy of any certificates in a student created portfolio. This will help you prepare for your clinical practicum and employment interviews. Please note: you will need to “upload” several documents to the online website: https://www.castlebranch.com/ – these are identified below (upload).

FIRST TERM

_____ Student Handbook Agreement form
_____ Confidentiality Statement form
_____ Acknowledgement of Criminal Background and Drug Screen requirements form
_____ Background Check (www.castlebranch.com)
(upload)_____ Proof of Immunization Status (www.castlebranch.com)

_____ MMR _____ Varicella _____ Hepatitis B _____ Tdap
_____ Flu vaccine (only some of the clinical sites require the flu vaccine prior to patient contact)

(upload)_____ BLS / CPR certificate (American Heart Association) MP 113 course
_____ Frist Aid certificate (American Heart Association or Red Cross) MP 113 course

(upload)_____ HIPAA Compliance Certificate of Training (PCC Medical Assisting Program)

(upload)_____ Bloodborne Pathogens Certificate of Training (MA 120 course certificate)
_____ PCMH Online Training Modules (Patient-Centered Primary Care Institute)
_____ Copy of Team Project: PCMH Poster Presentation handout
_____ Resume for Clinical Practicum – rough draft (see Tanya Maldonado’s website: https://www.pcc.edu/staff/index.cfm/1035.html for examples and templates)
_____ Clinical Practicum worksheet
_____ Check your Grad Plan (PCC website)
_____ Self-evaluation form (Instructor Assessment meeting)

SECOND TERM

_____ Drug Screen (www.castlebranch.com)

(upload)_____ TB test (either the Quantiferon or the PPD skin test) (www.castlebranch.com)
_____ Intro to Trauma Informed Care Training certificates (Trauma Informed Oregon)
_____ VFC Certificates of Online Module Training (Oregon Health Authority)
_____ Vaccine Certificate of Training (PCC Medical Assisting Program)
_____ Resume for Clinical Practicum – Final for practicum
_____ Mock Interview
_____ Stethoscope
_____ Copy of Team Project: Patient Education Handouts
_____ Copy of Team / Peer feedback: Patient Education Handouts
Check your Grad Plan (PCC website)
Self-evaluation form (Instructor Assessment meeting)
Register for AAMA national credentialing exam (http://www.aama-ntl.org/index)
Clinical Practicum Orientation & Clinical Practicum student agreement (signed by student)

THIRD TERM
Final Resume for Employment
AAMA exam date
Nominations form for student awards
Pre-graduate survey
Complete contact information
Self-evaluation form (Instructor Assessment meeting)

Clinical Practicum Paperwork and Forms
Skills evaluation form (copies for your portfolio)
Softskills evaluation form (copies for your portfolio)
Time card
Student evaluation of practicum site

Additional information:
AAMA Membership (includes OSMA and RCCMA)
RCCMA education flyers or workshops
Linked In account – creation of the account will provide you with access to the Portland Community College Medical Assisting Program group; announcements pertaining to continuing education, professional development, job openings, professional events or program related activities.
Portland Community College Medical Assisting Program
Student Self – Evaluation Form

Student: ___________________________ Date: __________

TERM ASSESSMENT
Evaluate this student by circling the appropriate number for each criterion using the following rating scale:
1 = Needs Improvement (does not meet the program expectations)
2 = Satisfactory (meets all program requirements)
3 = Excellent (goes beyond the program expectations)

<table>
<thead>
<tr>
<th>1.) Participation</th>
<th>Rating:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1a. Listens actively and with empathy. (Does not interrupt)</td>
<td>1 2 3</td>
</tr>
<tr>
<td>1b. Seeks to understand rather than to advocate for his/her own ideas.</td>
<td>1 2 3</td>
</tr>
<tr>
<td>1c. Understands and respects the personal “boundaries” of self and others, both in terms of physical personal space, as well as subjects which are and are not appropriate to discuss with others. (Self-disclosure is appropriate)</td>
<td>1 2 3</td>
</tr>
<tr>
<td>1d. Demonstrates unconditional positive regard and respect for others. (Both teaching and learning environment)</td>
<td>1 2 3</td>
</tr>
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</table>

Comments:

<table>
<thead>
<tr>
<th>2.) Communication</th>
<th>Rating:</th>
</tr>
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<tbody>
<tr>
<td>2a. Communicates with others in an open and honest manner. (Uses assertive communication, not aggressive, passive-aggressive, or passive)</td>
<td>1 2 3</td>
</tr>
<tr>
<td>2b. Uses appropriate verbal communication, including the rate, pitch, tone and volume of his/her voice.</td>
<td>1 2 3</td>
</tr>
<tr>
<td>2c. Uses appropriate non-verbal behavior, including monitoring appropriate personal space, gestures and facial expressions. (Does not engage in crosstalk or side bar conversations)</td>
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</tr>
<tr>
<td>2d. Verbal and non-verbal behaviors are consistent with each other.</td>
<td>1 2 3</td>
</tr>
<tr>
<td>2e. Uses appropriate professional language.</td>
<td>1 2 3</td>
</tr>
<tr>
<td>2f. Does not perpetuate personality conflicts.</td>
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Comments:

<table>
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<tr>
<th>3.) Team Work – Collaboration</th>
<th>Rating:</th>
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<tbody>
<tr>
<td>3a. Works collaboratively as a team member.</td>
<td>1 2 3</td>
</tr>
<tr>
<td>3b. Works well in groups.</td>
<td>1 2 3</td>
</tr>
<tr>
<td>3c. Provides support for other people and team members.</td>
<td>1 2 3</td>
</tr>
<tr>
<td>3d. Is aware of group process and monitors own behavior so as to foster positive group process, rather than pursuing own personal agenda.</td>
<td>1 2 3</td>
</tr>
<tr>
<td>3e. Assists group in the accomplishment of task and relationship behaviors in order to foster and maintain health of group.</td>
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Comments:
### 4.) Problem Solving

<table>
<thead>
<tr>
<th>Rating:</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>4a. Good problem solving skills. Able to think creatively and find different ways to accomplish tasks. Does not get stuck in old ways of doing things.</td>
<td></td>
<td></td>
<td></td>
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<td>4b. Quickly analyzes situations and takes definitive action to resolve problems and move toward achieving goals or tasks.</td>
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<td></td>
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<td>4c. Adheres to syllabus guidelines and instructions.</td>
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<th>Rating:</th>
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<tbody>
<tr>
<td>5a. Attends required classes. (Arrives on time and does not leave early)</td>
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### 6.) Appropriate Behavior

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<td>6a. Behaves in an appropriate and courteous manner at all times.</td>
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<td>6d. Does not disrupt class upon arrival or upon leaving.</td>
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<td>6f. Maintains a positive and enthusiastic attitude about learning.</td>
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<td></td>
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<td>6g. Is dressed and groomed appropriately for the learning environment.</td>
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**REFLECTIVE SECTION:**

**Strengths:**
1. 
2. 
3. 

**Areas of Improvement:**
1. 
2. 
Classroom Behavioral Assessment

Student: ___________________________  G#:  _______________________ Date: ________________
Instructor: __________________________ Class: _____________________ Year & Term: __________

Evaluate this student by circling the appropriate number for each criterion using the following rating scale:

<table>
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<tr>
<th></th>
<th>NA</th>
<th>Not Applicable</th>
<th>3</th>
<th>Meets Minimum Expectations</th>
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<tr>
<td>1</td>
<td></td>
<td>Inadequate – Immediate Attention is Needed</td>
<td>4</td>
<td>Above Average – Growth is Demonstrated</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Poor – Needs Significant Improvement</td>
<td>5</td>
<td>Excellent – Demonstrates Strong Skills</td>
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Provide comments for any rating which is a “2” or less.

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6g. Is dressed and groomed appropriately for the learning environment.

6h. Maintains appropriate personal hygiene.

**Overall Comments:**

Student identified the following strengths in his/her self-evaluation:

Student would like to strengthen the following areas;

Faculty will provide steps towards improvement and revisit student’s progress next term.
PROOF OF IMMUNIZATION STATUS

Proof of immunization status may be met by either;
1. Submitting valid record of vaccine administration or,
2. Submitting a copy of blood titer lab results showing immunity

REQUIRED IMMUNIZATIONS:

Tetanus (Tdap) – current within the last ten years

Varicella: two shots or blood titer lab results

Measles, Mumps, & Rubella (MMR): two shots or blood titer lab results

Hepatitis B Vaccine: three shots or blood titer lab results

REQUIRED TUBERCULOSIS SCREENING: Within 6 months of Clinical Practicum placement (wait until second term to complete TB requirements).

TB Screening can be met by either;
1. Submitting the PPD skin test or,
2. Submitting blood test results for the QuantiFERON Gold

Student Instructions:
Once you have obtained your proof of immunizations, you will upload your documents to the document tracker account at https://www.castlebranch.com/
MEDICAL ASSISTING PROGRAM – Student Agreement

Clinical Practicum Agreement

By signing this agreement, you understand the program expectations and rules. The student code of conduct is very specific (please see the MA 270 Syllabus). You agree to maintain a positive attitude and professional behavior at all time. You understand that breaking any of the rules or breaking any clinical rules at your site will be grounds for dismissal from the Medical Assisting Program. You understand that if you are asked to leave your clinical site for whatever reason, may be grounds for dismissal. You agree to complete all necessary paperwork required and listed the MA 270 Syllabus. You are responsible for transportation to and from your clinical site. You are responsible for keeping track of your clinical practicum hours (192 total).

Student Signature: ___________________________________ Date: ________________

Faculty Signature: _____________________________________ Date: ________________

Disclosure of Student Information Agreement

The PCC district shall follow all applicable state and federal laws, rules and regulations that apply to student records. All information contained in the college records which is personally identifiable to any student shall be kept confidential and not released except upon prior written consent of the subject student or upon the lawful subpoena or other order of a court of competent jurisdiction. Student information may be shared among college faculty and staff on an official "need to know" basis. (Policy B 407)

By signing this section, you allow PCC Medical Assisting faculty to provide information related to your academic performance to individuals seeking employment references. In other words, by signing this agreement you are allowing Medical Assisting faculty authorization to communicate with employers about your skills and allows you to use MA faculty as references when applying for jobs.

Student Signature: ___________________________________ Date: ________________

Faculty Signature: _____________________________________ Date: ________________
FIRST TERM – PRACTICUM PREP REQUIREMENTS

Oregon State Law requires students in clinical training meet specific requirements prior to working with patients. These include documentation of immunization status, criminal background check, random drug screen, and CPR training prior to clinical placement.

Portland Community College uses CastleBranch as our third party vendor and all students must meet the requirements outlined by Oregon’s law prior to interviewing for a clinical externship or practicum site. Please follow the instructions below and review the due dates provided. For questions, concerns, or assistance, please contact Virginia Chambers at Virginia.chambers@pcc.edu.

INSTRUCTIONS for first term:

Go to: https://www.castlebranch.com/ and enter package code:

**PF41** – Background Check & Medical Document Manager Package ($72)

At the end of the online order process, you will be prompted to enter your Visa or Mastercard information. Money orders are also accepted but will result in a $10 fee and an additional turn-around-time.

- **Background Check** - DUE BY ___________. In addition to entering your full name and date of birth, you will be asked for your Social Security Number, current address, phone number and e-mail address.

- **Medical Document Manager** - Document tracker provides secure online storage for all of your important documents. At the end of the online order process you will be prompted to upload specific documents. **See below for documents and due dates.**

  **Proof of immunization status** – DUE BY: _________
  - Measles, Mumps & Rubella (MMR);
  - Varicella (Chicken Pox);
  - Hepatitis B;
  - Tetanus, Diphtheria & Pertussis (TDaP);
  - Influenza

  **Certifications** - DUE BY: ____________
  - CPR Certification (BLS for Healthcare Providers from American Heart Association);
  - HIPAA Certification;
  - Bloodborne Pathogens Certification;

  **TB Screening Test** – DUE BY: _________ but no earlier than __________ (Must be within 6 months of externship)

If you need assistance, please contact CertifiedProfile at 888-914-7279 or cpservicedesk@certifiedprofile.com and a Certified Profile Representative will be available Monday-Friday 8am-8pm & Sunday 10am-6:30pm EST.
SECOND TERM – PRACTICUM PREP REQUIMENTS

INSTRUCTIONS:

Go to: https://www.castlebranch.com/ and enter package code: PF41dt – Drug Screen ($25) – DUE BY: ____________

If you need assistance, please contact CertifiedProfile at 888-914-7279 or cpservicedesk@certifiedprofile.com and a Certified Profile Representative will be available Monday-Friday 8am-8pm & Sunday 10am-6:30pm EST.
**MEDICAL ASSISTING PROGRAM RELATED COSTS:**

**FIRST TERM (fall or spring)**
- Criminal Background Check: $40 *
- Immunization tracking / verification: $35 *
- Immunization costs: varies depending on individual medical insurance
- Uniform: scrubs: $35 (if you buy at the bookstore)
- Disposable lab coat: $8 at the Cascade Bookstore

**SECOND TERM (winter or summer)**
- Random Drug Screen: $25 *
- Tuberculosis test costs: varies depending on insurance
- Watch with a second hand: varies
- Stethoscope: $50 - $150 (depends on style and brand)

**THIRD TERM (fall or spring)**
- AAMA National Exam application: $125
- AAMA membership: $30 *(Before program completion)*

Additional comments regarding fees –

Portland Community College Medical Assisting Program uses the vendor, CastleBranch – for completing the criminal background check, drug screen, and proof of immunizations (document tracker). Information and order codes will be provided by course instructor (MA 112, MA 122, MA 132, MA 270).

Navy Blue Scrubs are available in the Cascade Campus Bookstore for ~$35 for a set. However, students may purchase scrubs online or may be purchased from a uniform store. The only requirements are Navy Blue and students must wear them every day – to all of their classes.
LIBRARY
https://www.pcc.edu/library/

Cascade Campus Library
Phone: 971-722-5322

Rock Creek Campus Library
Phone: 971-722-7413

DISABILITY SERVICES INFORMATION
https://www.pcc.edu/disability-services/

Email: disability.services@pcc.edu | Phone: 971-722-4341

Disability Services at Cascade Campus, SSB 110
Phone: 971-722-5276

Disability Services at Rock Creek Campus, Building 9
Phone: 971-722-7558

COMPUTER LABS
https://www.pcc.edu/computer-labs/

Cascade Campus, TEB 125
Phone: 971-722-5440

Rock Creek Campus, Building 2 room 259
Phone: 971-722-7510
STUDENT COUNSELING SERVICES
https://www.pcc.edu/resources/counseling/

Cascade Campus, SSB 124
Phone: 971-722-5271

Rock Creek Campus, Building 9 room 117E
Phone: 971-722-7300

FINACIAL AID RESOURCE
https://www.pcc.edu/enroll/paying-for-college/financial-aid/

CHILDCARE RESOURCES
https://www.pcc.edu/resources/child-care/

CAREER EXPLORATION CENTERS
https://www.pcc.edu/resources/careers/career-exploration/

MULTICULTURAL CENTERS
https://www.pcc.edu/multicultural/

Cascade Campus, Student Union room 302
Email: multicultural-center-cascade-group@pcc.edu | Phone: 971-722-5795

Rock Creek Campus, Building 7 room 118
Email: thrive@pcc.edu | Phone: 971-722-7435
WOMENS RESOURCE CENTERS  
https://www.pcc.edu/women/  
Cascade Campus, SU room 301  
Email: Rebecca.raymond1@pcc.edu | Phone: 971-722-5248 or 971-722-5249

Rock Creek Campus, Building 7 room 119  
Email: Kristen.martin1@pcc.edu | Phone: 971-722-7432

QUEER RESOURCE CENTERS  
https://www.pcc.edu/queer/  
Cascade Campus, Student Union room 212  
Email: qrcascade@gmail.com | Phone: 971-722-5702  
https://www.pcc.edu/queer/cascade/  

Rock Creek Campus, Building 5 Room 121  
Email: Rebecca.springer@pcc.edu | Phone: 971-722-7345

REPORTING INCIDENT  
https://www.pcc.edu/resources/report-an-incident/  

At PCC, we take care of each other. We keep each other healthy, protected, and free from self-harm. Are you worried about a student? Did you see something questionable? Are you experiencing discrimination in the workplace? Please tell someone!

Has a crime been committed? For emergencies and crimes, call Public Safety at 971-722-4444.

Be our eyes and ears – keep the whole campus safe by reporting things that make you uncomfortable or suspicious.

Discrimination  
Different treatment based on a person's identity?  
• being treated unfairly  
• campus climate issues  
Get more info »  
Report discrimination & harassment »

Sexual misconduct  
Aware of unwanted or abusive behavior?  
• domestic violence  
• sexual harassment  
Get more info »  
Report Title IX incidents and complaints »

Conduct  
Witnessing actions that violate school policy?  
• inappropriate behavior  
• theft and vandalism  
Get more info »  
Report student misconduct »

Care  
Worried about the safety and health of a student?  
• behavior changes  
• threats of self-harm  
Get more info »  
Report concerns about a student »