



Mitchell Technical Institute

# Be The Best!

Medical Assistant Student Guide



[www.mitchelltech.edu](http://www.mitchelltech.edu)

# MEDICAL ASSISTANT (MA) STUDENT GUIDE



## Mitchell Technical Institute

1800 E. Spruce Street  
Mitchell, South Dakota 57301

(605) 995-3025

(800) 684-1969

Fax: (605) 995-3067

E-mail: [questions@mitchelltech.edu](mailto:questions@mitchelltech.edu)

[www.mitchelltech.edu](http://www.mitchelltech.edu)

This workforce solution was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The U.S. Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership



This work is licensed under the Creative Commons Attribution 4.0 International License.  
To view a copy of this license, visit <http://creativecommons.org/licenses/by/4.0>

# TABLE OF CONTENTS

## INTRODUCTION

ACCREDITATION .....	4
VISION.....	4
MISSION .....	4
PRIMARY PURPOSES.....	4
WELCOME.....	5
MA COMPETENCY RELEASE .....	6

## THE MEDICAL ASSISTANT (MA) PROGRAM AT MTI

MA FACULTY .....	8
MA PROGRAM DESCRIPTION .....	8
MA CURRICULUM .....	9
MA MISSION STATEMENT.....	10
MTI POLICIES AND HANDBOOK LINK .....	11
MA DEPARTMENT POLICIES .....	11
IMMUNIZATION REQUIREMENTS.....	11
LAB SAFETY REQUIREMENTS .....	12

## AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS

WHAT IS A MEDICAL ASSISTANT? .....	13
WHAT IS A CMA? .....	14
OCCUPATIONAL ANALYSIS OF THE CMA .....	16
CAAHEP ACCREDITED PROGRAM .....	16
AAMA AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS.....	17

## EXTERNSHIP INFORMATION

EXTERNSHIP COURSE INFORMATION .....	18
STANDARDS OF CONDUCT .....	19
TRAINING AGREEMENT.....	20
PAST SITES.....	23
SAMPLE COMPETENCY CHECK SHEET.....	24

STUDENT GUIDE DISCLAIMER.....	31
-------------------------------	----

STUDENT RESPONSIBILITY FORM .....	33
-----------------------------------	----

## INTRODUCTION

### ACCREDITATION

Mitchell Technical Institute is accredited by The Higher Learning Commission. Individuals should direct their questions, comments, or concerns to:



The Higher Learning Commission  
30 North LaSalle Street, Suite 7-500  
Chicago, IL 60604-1413  
1-800-621-7440

### VISION

Mitchell Technical Institute will be an innovative leader in technical education and a valued partner in global workforce development, preparing students for career success and lifelong learning in an ever-changing world.

### MISSION

It is the mission of Mitchell Technical Institute to provide skills for success in technical careers.

### Core Values

- **Learning:** MTI provides high-quality Associate of Applied Science degree, diploma, and certificate programs, which prepare students for successful careers.
- **Life Skills:** MTI prepares graduates for lifelong learning by building skills in technology, communication, professionalism, problem-solving, teamwork, and adaptability.
- **Access:** MTI provides educational services and quality training to students, alumni, businesses, and the community, both on campus and at a distance.
- **Innovation:** MTI integrates state-of-the-art technologies, instructional methods, and facilities to deliver a high quality, unique educational experience.
- **Excellence:** MTI commits to improve student learning and institutional effectiveness through a system of assessment and continuous review.
- **Talent Investment:** MTI recruits, develops, and invests in skilled, dedicated, and student-oriented faculty and staff.
- **Community:** MTI builds student community through social and recreational activities, counseling support, and a student government structure administered through organized student services.
- **Respect and Diversity:** MTI seeks and values a diverse population, responds to the unique needs of individuals, and recognizes the dignity and worth of all people.
- **Advocacy:** MTI promotes the value of technical education through the development of relationships with stakeholders and activities that raise awareness of the institute's mission.

Dear Student,

We would like to welcome you into the Medical Assistant Program at Mitchell Technical Institute. As you may know, careers in health care are the fastest growing occupation in the employment sector. We would like to take this opportunity to share with you some information about the program.

This two-year program will prepare you for employment as a Medical Assistant to become responsible for performing administrative and clinical/lab duties in the Medical office. You will spend three and one-half intensive semesters taking the courses to prepare you.

After successful completion of your all classes, you will be assigned to a general practice medical office for a 9 week **unpaid** externship. During this time, you will work under the supervision of personnel in each department (i.e. clinical, laboratory, and administrative).

As you prepare to enter this exciting career field, you should know about the required competencies for a Medical Assistant a few things. Of course, you will have to adhere to the academic requirements of MTI, which are to maintain a 2.0, GPA or at least a "C" average. In addition to this, you will need to have the ability to learn to perform several tasks. Please read the Medical Assistant Competency Release Form carefully and determine if you have any limitations that would prohibit you from performing any of these tasks. If not, sign, detach and return the form to the MTI Admissions Office. Your file will not be complete until we receive the signed copy of this release. If you do have a limitation that would prohibit you from performing any task on this list, please contact the Admissions Office by telephone or in person immediately.

It is a requirement to have all your immunizations current and a background check done prior to coming to MTI.

Please complete and send the two attached sheets to the Admissions Office at Mitchell Technical Institute. We look forward to meeting with you and answering any questions you may have. Feel free to schedule a time with our admissions counselors.

Sincerely yours,

Lisa Johnson, LPN AS; CMA (AAMA)  
Department Head of Medical Assistant Program  
[Lisa.Johnson@mitchelltech.edu](mailto:Lisa.Johnson@mitchelltech.edu)  
605-995-7160

The MTI Medical Assistant program, offered for the AAS degree, is accredited by The Commission on Accreditation of Allied Health Education Programs ([www.caahep.org](http://www.caahep.org)) upon the recommendation of the Medical Assisting Education Review Board (MAERB)

## MA COMPETENCY RELEASE

You have already signed a copy of this MA Competency Release.  
It is on file in MTI's Student Services Office.

To the best of my knowledge, I have no limitation, which prohibits me from performing the following tasks:

1. Perform clinical duties:

- Draw venous, capillary and arterial blood from a patient
- Determine color and physical reactions
- Use a binocular microscope
- Read detailed scales, dials, syringes, and thermometers
- Follow step by step instructions
- Measure amounts using the metric system
- Operate computerized automated instrumentation
- Use chemicals and reagents following OSHA safety rules
- Use automated and manual pipettes
- Accomplish difficult tasks with time limits and absolute accuracy
- Reach laboratory bench tops, patients lying on examination tables and patients seated in specimen collection furniture
- Adapt to working with unpleasant situations

2. Perform administrative duties:

- Read and comprehend technical and professional materials
- Clearly instruct patients prior to procedures and converse over the telephone
- Possess manual dexterity to operate business type machines (i.e. computers)
- Have the ability to recognize and recall
- Follow orders given and recorded information accurately and legibly
- Support and promote activities of fellow students and health care professionals

3. Physical Demands

- Stand and walk while assisting with exams
- Use hands to handle, control, or feel objects, tools, or controls
- Repeat the same movements
- Speak clearly so listeners can understand
- Understand the speech of another person
- See details of objects whether they are nearby or far away
- See differences between colors, shades, and brightness
- Use fingers or hands to grasp, move, or assemble objects
- Hold the arm and hand in one position or hold the hand steady while moving the arm

- Hear sounds and recognize the difference between them
- Determine the distance between objects
- Use stomach and lower back muscles to support the body for long periods without getting tired
- Move arms and legs quickly
- Coordinate movement of several parts of the body, such as arms and legs, while the body is moving
- Be physically active for long periods without getting tired or out of breath
- Move two or more limbs together (for example, two arms, two legs, or one leg and one arm) while remaining in place
- Use muscles for extended periods without getting tired
- Use muscles to lift, push, pull, or carry heavy objects
- Make quick, precise adjustments to machine controls

**Please list any medical issues on the student responsibility form in the back of this handbook that will help the faculty deal with any circumstances that may arise.**

**Example: bleeding disorders, blindness, neurologic conditions, psychological disorders, etc.**

## THE MEDICAL ASSISTANT (MA) PROGRAM AT MTI

### MA FACULTY



**Lisa Johnson, LPN AS; CMA (AAMA)**

Medical Assistant Program Director/Instructor  
Mitchell Technical Institute for Practical Nursing  
A.A.S. Mitchell Technical Institute  
Undergraduate: Dakota Wesleyan University



**Donna Appletoft CMA (AAMA)**

Medical Assistant Instructor  
A.A.S. Mitchell Technical Institute  
Undergraduate: South Dakota State University



**Shirlyce Weisser MLT (ASCP)**

Medical Assistant Lab Instructor  
A.A.S. Mitchell Technical Institute  
Undergraduate: South Dakota State University

### MA PROGRAM DESCRIPTION

The Medical Assistant is a professional, multi-skilled person who assists in all aspects of medical practice. Medical assistants help physicians examine and treat patients and perform routine tasks to keep offices running smoothly.

Medical assistants perform clerical duties such as answering telephones, greeting patients, updating and filing patient medical records, completion of insurance forms, handling correspondence and arranging for hospital admission and laboratory services. Clinical duties include taking and recording vital signs, explaining treatment procedures, preparing patients for examination, collecting laboratory specimens, administering medication (excluding intravenous), authorizing prescription telephone orders and preparing patients for X-rays. Opportunities exist in clinics, hospitals, nursing homes and insurance companies.



## MA CURRICULUM

Award: AAS Degree

Total Credits Required to Graduate: 70.5 (AAS)

The most current information can be found in the MTI Course Catalog available online at

<https://www.mitchelltech.edu/academics/course-schedules/catalog-handbook>

### FIRST SEMESTER

MA	101	MEDICAL TERMINOLOGY	3 credits
MA	103	ANATOMY/PHYSIOLOGY	4 credits
MA	106	MEDICAL LABORATORY FUNDAMENTALS	4 credits
MA	162	MEDICAL LAW AND ETHICS	2 credits
SSS	100	STUDENT SUCCESS	1 credit
MATH	101	INTERMEDIATE ALGEBRA	3 credits

Total Semester Credits: 17 (AAS)

### SECOND SEMESTER

MA	111	MEDICAL OFFICE PROCEDURES	3 credits
MA	112	LABORATORY PROCEDURES I	4 credits
MA	123	PATHOPHYSIOLOGY	3 credits
MOP	160	CPT/ICD-10/CM CODING	3 credits
CIS	105	COMPLETE COMPUTER CONCEPTS	3 credits
		BEHAVIORAL SCIENCE ELECTIVE	3 credits

Total Semester Credits: 19 (AAS)

### THIRD SEMESTER

MA	113	LABORATORY PROCEDURES II	4 credits
MA	210	PHARMACOLOGY AND ADMINISTRATION OF MEDICINES	3 credits
MA	220	EXAMINATION ROOM TECHNIQUES I	4 credits
MOP	210	MEDICAL INSURANCE & BILLING	3 credits
		ENGLISH ELECTIVE	3 credits
		SOCIAL SCIENCE ELECTIVE	3 credits

Total Semester Credits: 20 (AAS)

## FOURTH SEMESTER

MA	100	BASIC LIFE SUPPORT FOR HEALTH CARE	0.5 credit
MA	211	ADVANCED MEDICAL OFFICE PROCEDURES	3 credits
MA	221	EXAMINATION ROOM TECHNIQUES II	3 credits
MA	240	CARDIAC MONITORING AND DX PROCEDURES	2 credits
MA	250	CLINICAL EXTERNSHIP	6 credits

Total Semester Credits: 14.5 (AAS)

## MA MISSION STATEMENT

It is the mission of the Mitchell Technical Institute Medical Assistant Program to provide skills necessary upon graduation to be able to successfully demonstrate entry-level competencies of a MA professional.

### The General Goals of the MA Programs are:

1. To meet the needs of our students by providing relevant, current, and academically sound curriculum that combines practical education, clinical experience and related theory.
2. To meet the needs of our local medical community by providing students with the skills for success as they begin their career as a medical assistant.
3. To motivate our graduates in their desire for continued professional growth, development, and lifelong learning to include certification.
4. To prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.
5. To foster an environment of professionalism, integrity and high standards in faculty, staff and students.

### Specific Goals of the MA Program are to have students competent in:

1. Performing sterilization of instruments
2. Performing EKG's
3. Obtaining vital signs
4. Charting and maintaining medical records
5. Assisting with physicals and office surgeries
6. Maintaining treatment rooms
7. Collecting and analyzing laboratory tests
8. Interviewing patients (history and symptoms)
9. Administering injections and oral medications
10. Screening telephone calls
11. Scheduling appointments
12. Transcribing physician's dictation
13. Coding Insurance forms
14. Performing Filing
15. Obtaining collection knowledge
16. Performing computer skills
17. Practicing confidentiality
18. Obtaining triage skills

## MTI POLICIES AND HANDBOOK LINK

The goal of this guide is to provide you with specific information regarding the MA program at Mitchell Technical Institute. It does not replace the information in the MTI student catalog or student handbook. You are responsible for information contained in the both the student catalog and student handbook found at [www.mitchelltech.edu](http://www.mitchelltech.edu) under Academics.

## IMMUNIZATIONS REQUIRED TO BE IN PROGRAM AND ATTEND EXTERNSHIP ARE:

**MMR (2) VARICELLA, T-DAP, HEPATITIS B SERIES.**

**PRIOR TO EXTERNSHIP INFLUENZA, AND TB INJECTION (TWO-STEP)**

## MA DEPARTMENT POLICIES

Attendance:

- Participation and contribution make up a large part of the discussion and learning of required skills. Therefore, it is imperative that you be in class
- One absence per credit hour will be allowed. Your grade will be decreased by a letter grade if more absences occur as stated in the course syllabus
- After 5 absences in a core course, will be reviewed by the head of the department.
- Any pregnancy or medical conditions that would interfere with laboratory skills will require a medical release slip from your physician
- Any illness lasting longer than 3 days will require a physician's written excuse

Makeup work:

- Students will be allowed to make-up test or quizzes only if the following are met:
  - a. Student contacts instructor **prior** to missed exam
  - b. Student will complete any **test or quiz** when returning to class the **next** day.
  - c. In case of an absence concerning **homework**, it will be based on your instructor.
  - d. Following an absence, it is the student's responsibility to contact the instructor to schedule make up competencies and/or receive material or any assignments they missed.

Grading Scale:

100-92%	= A
91-84%	= B
83-76%	= C
75-68%	= D
67-0%	= F

The overall grade for MA core classes (including Cognitive and Affective domains) must be a C (76%) or above. Competency (Psychomotor) of 83% or above and Externship is a C (76%) or above in order to receive your Associates degree in Allied Health Science Medical Assisting.

Externships:

- Both written and performance testing will evaluate all competencies
- All competencies (Psychomotor skills) must have the average of 83% or above unless otherwise stated to be completed prior to externship.
- Students must pass ALL technical classes with a C or higher prior to starting their externship.
- Students are required to attend a supervised, **unpaid** externship of their choice in a clinic unless assigned by Instructor.



## LAB SAFETY REQUIREMENTS

Prior to entering the MA Lab, you will be required to sign a form similar to the following:

Although there are certain hazards present in the clinical aspect of the Medical Assistant Program, it is possible to make the clinical competencies safe. Each student **MUST** agree to observe ALL safety rules posted or not posted which are required by the instructor. No set of rules can cover all of the hazards that may be present. However, several general rules are listed below.

The student must use engineering controls, or equipment and facilities that minimize the possibility of exposure.

- Refrain from horseplay
- Avoid eating, drinking, smoking, gum chewing in lab area
- Pin long hair from face and neck to avoid contact with medication, equipment and mock patient
- Avoid wearing chains, bracelets, rings and other hanging jewelry
- Always wear gloves when practicing invasive procedures
- Use universal precautions in handling of patient's bodily fluids
- Disinfect exam tables before and after use
- Discard all contaminated materials in biohazard containers
- Use the puncture resistant biohazard containers for used sharps, syringes, broken vials, and ampules
- Provide proper hand washing
- Wash hands before putting on and after removing gloves
- Wipe up spills promptly and appropriately as stated in procedure manual
- Follow manufacturer's instructions for operating equipment
- Handle equipment with care and store it properly
- Report any broken or frayed electrical cords, exposed electrical wires, or damaged equipment
- Report any incident to the instructor immediately and file a report with the office
- Any medical condition including pregnancy that would interfere with lab skills will require a medical release slip from your physician
- Refrain from practicing any invasive procedures without the instructor being present
- Refrain from recapping a dirty needle
- Need to successfully complete and pass the Universal Precautions Quiz prior to practicing any invasive skills.

## MITCHELL TECHNICAL INSTITUTE PROGRAM FOR MEDICAL ASSISTING

THIS PROGRAM PRESENTS A UNIQUE DIDACTIC AND CLINICAL CHALLENGE TO STUDENTS: A COMBINATION OF CLASSROOM STUDY AND CLINICAL ROTATION FOR PRACTICAL APPLICATION. MOST CLASSROOM STUDY WILL OCCUR ON THE MTI CAMPUS. CLINICAL PRACTICUM WILL OCCUR AT A VARIETY OF CLINICAL SITES THROUGHOUT SOUTH DAKOTA AND SURROUNDING STATES. A LIST OF CURRENT CLINICAL SITES WILL BE LISTED IN THIS HANDBOOK.

STUDENTS GRADUATING FROM THE PROGRAM WILL BE ELIGIBLE FOR NATIONAL CERTIFICATION EXAMINATIONS TO INCLUDE THE **AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS (AAMA)**.

ALL MA STUDENTS ARE REQUIRED TO TAKE THE FIVE REQUIRED GENERAL EDUCATION COURSES WITH A TOTAL OF 16 CREDITS FOR COMPLETION OF THEIR ASSOCIATE OF APPLIED SCIENCE DEGREE, WHICH ARE:

COMMUNICATIONS  
MATHEMATICS  
COMPUTER CONCEPTS  
SOCIOLOGY  
PSYCHOLOGY  
STUDENT SUCCESS

IF A STUDENT FAILS TO ACHIEVE A "C" IN A REQUIRED TECHNICAL COURSE, THEN THE STUDENT MUST REAPPLY FOR ADMISSION TO THE PROGRAM WITH THE PROGRAM DIRECTOR'S PERMISSION.

***A student may repeat a technical course once.*** FAILURE TO MAINTAIN A 2.0 GRADE POINT AVERAGE AT MTI MAY **PREVENT** READMISSION TO THE PROGRAM.

## **READMISSION PROCESS**

### **WHEN SEEKING READMISSION INTO THE PROGRAM**

SEVERAL REQUIREMENTS MUST BE MET:

1. THE STUDENT MUST HAVE WITHDRAWN ON THEIR OWN ACCORD AND IN GOOD STANDING.
2. IF THE TIME PERIOD BETWEEN TECHNICAL COURSES AND EXTERNSHIP WILL BE ONE YEAR OR LONGER THE TECHNICAL COURSES MUST BE REPEATED WITH A GRADE OF "C" OR BETTER OR BE AUDITED BEFORE ENTERING AN EXTERNSHIP.
3. STUDENTS WILL BE RE-ADMITTED ONLY IN THE EVENT THAT THERE IS A VACANCY IN THE CLASS BEHIND THEM.
4. APPLICATIONS OF STUDENTS WHO ARE WITHDRAWN FOR MORE THAN ONE YEAR WILL BE CONSIDERED WITH ALL OTHER APPLICATIONS RECEIVED FOR THAT YEAR.

## **CONTROLLED SUBSTANCES**

IT IS THE POLICY OF THIS PROGRAM THAT ANY STUDENT CONVICTED OF USING A CONTROLLED SUBSTANCE OR HAVE POSSESSION WILL BE IMMEDIATELY DISMISSED FROM THE PROGRAM. IF THE STUDENT WISHES TO ENROLL IN OTHER MTI PROGRAMS, THE POLICY OUTLINED IN THE MTI HANDBOOK WILL APPLY. CLINICAL SITES MAY REQUIRE INITIAL DRUG SCREENING.

## Uniforms and Appearance

The MTI Department of Medical Assisting uniform is a representative of Mitchell Technical Institute. Students are required to meet these standards in order to project a professional image to faculty, patients and clinical staff. **These guidelines apply whether the student is wearing the scrub uniform or casual clothing.**

### Grooming and Hygiene:

- Clean and neat appearance, not offensive
- Conservative use of cosmetics, colognes and perfumes
- Fingernails must be clean, during externship artificial nails are **prohibited**
- Conservative hair color and style: **(Blue, pink, purple etc. is NOT acceptable)**
- Hair that touches the student's shoulders **MUST** be pulled back
- Visible body piercings are **unacceptable (must be approved by Program Director)**
- Existing tattoos must be **concealed** or approved by faculty
- Men must be groomed and facial hair must be trimmed

### Uniforms:

The uniform color for the medical assisting department is **Caribbean blue** for the scrub top and pants. Scrubs will not be worn in conjunction with casual clothes (i.e. sweatshirt over the top)

- Clean and unwrinkled
- It is recommended that students wear shoes that are in good condition, clean and match with the scrubs.
- Shirts worn under the scrub top is acceptable
- Uniforms will be worn when assigned by the instructor (lab, competency days, simulation lab and certain MTI functions)
- **IF** uniform is not worn on those days assigned, student will be asked to leave the classroom at the instructor discretion.
- ID badges should be worn when wearing scrubs (will be mandatory in externship)
- MA student badge sewn on right side of sleeve

## AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS



The most current information can be found on the **American Association of Medical Assistants** website at <http://www.aama-ntl.org/medical-assisting>

### WHAT IS A MEDICAL ASSISTANT?

Medical assistants work alongside physicians, mainly in outpatient or ambulatory care facilities, such as medical offices and clinics.

**In Demand** | Medical assisting is one of the nation's fastest growing careers, according to the United States Bureau of Labor Statistics, attributing job growth to the following:

- Predicted surge in the number of physicians' offices and outpatient care facilities
- Technological advancements
- Growing number of elderly Americans who need medical treatment

**Job Responsibilities** | Medical assistants are cross-trained to perform administrative and clinical duties. Here is a quick overview (duties vary from office to office depending on location, size, specialty, and state law):

#### **Administrative Duties** (may include, but not limited to):

- Using computer applications
- Answering telephones
- Greeting patients
- Updating and filing patient medical records
- Coding and filling out insurance forms
- Scheduling appointments
- Arranging for hospital admissions and laboratory services
- Handling correspondence, billing, and bookkeeping

#### **Clinical Duties** (may include, but not limited to):

- Taking medical histories
- Explaining treatment procedures to patients
- Preparing patients for examination
- Assisting the physician during exams
- Collecting and preparing laboratory specimens

- Performing basic laboratory tests
- Instructing patients about medication and special diets
- Preparing and administering medications as directed by a physician
- Authorizing prescription refills as directed
- Drawing blood
- Taking electrocardiograms
- Removing sutures and changing dressings

**Patient Liaison** | Medical assistants are instrumental in helping patients feel at ease in the physician's office and often explain the physician's instructions.

**PCMH Team Member** | Medical assistants are essential members of the Patient-Centered Medical Home team. According to a survey by the Healthcare Intelligence Network, medical assistants ranked as one of the top five professionals necessary to the PCMH team.

**CMA (AAMA) Certification** | Many employers of allied health personnel prefer, or even insist, that their medical assistants are CMA (AAMA) certified.

The American Association of Medical Assistants (AAMA) offers certification to graduates of medical assisting programs accredited by the [Commission on Accreditation of Allied Health Education Programs \(CAAHEP\)](#) or the [Accrediting Bureau of Health Education Schools \(ABHES\)](#).

## WHAT IS A CMA?

The CMA (AAMA) credential designates a [medical assistant](#) who has achieved certification through the Certifying Board of the American Association of Medical Assistants (AAMA).

The CMA (AAMA) has been educated and tested in a wide scope of general, clinical, and administrative responsibilities as outlined in the [Occupational Analysis of the CMA \(AAMA\)](#).

Every day the AAMA responds to more than 100 employer requests for CMA (AAMA) certification [verification](#)—for both current and potential employees.

CMA (AAMA) Education

**USDE or CHEA Recognized** | The CMA (AAMA) is the only medical assisting certification that requires graduation from a postsecondary medical assisting program accredited by an accrediting body recognized by the [United States Department of Education \(USDE\)](#) or the [Council for Higher Education Accreditation \(CHEA\)](#).

**CAAHEP or ABHES Accreditation** | Only graduates of medical assisting programs accredited by the [Commission on Accreditation of Allied Health Education Programs \(CAAHEP\)](#) or the [Accrediting Bureau of Health Education Schools \(ABHES\)](#) are eligible to take the CMA (AAMA) Certification Examination.

Graduates receive administrative and clinical training in a variety of areas, including, but not limited to, the following:

- Human anatomy, physiology, and pathology
- Medical terminology

- Keyboarding and computer applications
- Recordkeeping and accounting
- Coding and insurance processing
- Laboratory techniques
- Clinical and diagnostic procedures
- Pharmacology
- Medication administration
- First aid
- Office practices
- Patient relations
- Medical law and ethics

**On-the-Job Training** | Students also must complete a practicum (i.e., an unpaid, supervised on-site work experience in an ambulatory health care setting) as part of the program.

CMA (AAMA) Certification

**The NBME** | The [National Board of Medical Examiners](#)—responsible for many national examinations for physicians, including the United States Medical Licensing Examination (USMLE)—serves as test consultant for the CMA (AAMA) Certification/Recertification Examination. As a result, the reliability and validity of the CMA (AAMA) credential are of the highest order.

The CMA (AAMA) Certification Examination is a rigorous exam that requires a thorough, broad, and current understanding of health care delivery as evidenced by the [CMA \(AAMA\) Certification/Recertification Examination Content Outline](#). The exam consists of 200 multiple-choice questions administered in four 40-minute segments.

See [About the Exam](#) for more information.

CMA (AAMA) Recertification

**CMA (AAMA) Status** | All CMAs (AAMA) must have status to use the credential, including for qualifying to enter orders for the Medicare and Medicaid EHR Incentive Program.

CMA (AAMA) status is a matter of public record and may be released. See [Verify CMA \(AAMA\) Status](#) or call the AAMA at 800/228-2262 for certification status.

**Recertification Requirements** | The CMA (AAMA) credential must be recertified every 60 months by examination or continuing education.

**Continuing Education Requirements** | A minimum number of points in the general, administrative, and clinical areas of medical assisting are required to recertify by continuing education.

CMAs (AAMA) in Demand

Many factors combine to create a driving force for an increased demand for medical assistants who have current CMA (AAMA) certification:

- Legal perils
- Managed care pressures
- State and federal laws (e.g., OSHA and CLIA)
- Qualification for entering orders for the Medicare and Medicaid EHR Incentive Program

- Private sector bodies (e.g., Joint Commission and NCQA)

## OCCUPATIONAL ANALYSIS OF THE CMA

The [Occupational Analysis of the CMA \(AAMA\)](#) reports the results of a comprehensive AAMA survey of what CMAs (AAMA) identified as their responsibilities:

Twelve Most Frequently Performed Responsibilities

1. Abide by principles and laws related to confidentiality
2. Adapt communications to an individual's understanding
3. Demonstrate respect for individual diversity (culture, ethnicity, gender, race, religion, age, economic status)
4. Employ professional techniques during verbal, non-verbal, and text-based interactions
5. Comply with risk management and safety procedures
6. Interact with staff and patients to optimize workflow efficiency
7. Maintain patient records
8. Provide care within legal and ethical boundaries
9. Practice standard precautions
10. Document patients, observations, and clinical treatments
11. Identify potential consequences of failing to operate within the scope of practice of a medical assistant
12. Transmit information electronically

## CAAHEP ACCREDITED PROGRAM

**Eligibility** | Graduates of medical assisting programs accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) or the Accrediting Bureau of Health Education Schools (ABHES) are [eligible](#) to take the CMA (AAMA) Certification Exam.

**About the Program** | Your program will offer academic and clinical training in a variety of areas:

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

You also must complete a practicum (i.e., an unpaid, supervised on-site work experience in an ambulatory health care setting), which is part of the program.

**Research the Program** | Once you find a program, go to the institution's website, or contact the program director to answer specific questions. Here are sample questions you might want to ask:

- What are the tuition costs and financial aid options?
- What are the academic prerequisites?
- How long does it take to complete the program?
- What specific topics are covered?
- What does the practicum involve?
- What percent of the program's students/graduates pass the CMA (AAMA) exam?
- Will you contact the AAMA Certification Department and give them permission to share your exam pass rates with me?

## **AAMA AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS**

The most current information can be found on the **American Association of Medical Assistants** website at <http://www.aama-ntl.org/medical-assisting/comp-benefits>.



# **2018 CMA (AAMA) Compensation and Benefits Report**

## EXTERNSHIP INFORMATION

### COURSE INFORMATION

#### Student Externship Course Information

- The Medical Assistant student extern is required to complete up to **360 hours** over the duration of **9 weeks**. The need to work regular business hours. Holidays that fall during this period that the clinic is closed can be counted as externship hours.
- Each student enrolls at MTI and pays for the (6) credit hours required by this internship course.
- The students are only allowed to perform duties that they have had training in or that the externship supervisor deems as appropriate.
- The students have been trained in Administrative, Clinical and Lab skills (you must do duties in all areas)
- The Practicum Coordinator will make a site visit during this 9-week period. This will be scheduled at the supervisor's convenience or as requested.
- The MA student is required to complete:
  - Weekly time sheet signed by the supervisor
  - Weekly journal
  - Evaluations
- This course requires that an evaluation form be completed at midterm of course and prior to the end of the externship experience. This evaluation will be considered in determining the student's grade for this course.
- Prior to the beginning of the externship experience, each student will be contacting the supervisor to set up a meeting to visit about expectations, dress code, time sheets, hours, etc...
- The site supervisor that agrees to accept the MA student extern will sign a contract or student training agreement. A copy of this will be given to the site supervisor.
- Things to keep in mind at all times: **NEVER** ask to go home early, **ASK** questions, **BE** interested, **KEEP** busy, **OFFER** to help, **BE** there and ON time, **BE** polite, **DO NOT** interrupt. You are there to **LEARN** from them.
- The externship course is taken during the academic school year; unless other arrangement are made with the Director.

## STANDARDS OF CONDUCT

Prior to entering beginning your externship, you will be required to sign a form similar to the following:

It is the student's responsibility to fully understand, and abide by, the following professional standards of conduct:

- Review and familiarize yourself with the Site Sponsor (company's) policies and procedures.
- Be punctual, and work the required 9 weeks, at times agreed to by you and your supervisor.
- Notify the workplace if you are unable to attend as planned.
- Behave and dress appropriately to the particular workplace (learn the company policy on dress code).
- Respect the confidentiality of the workplace, its clients and its employees.
- Review the responsibilities of the work site with the supervisor, and make sure you know what you are expected to do, and how you should behave.
- Complete assigned tasks in a timely and efficient manner.
- Be positive and enthusiastic about the internship; if things are slow, take the initiative, and volunteer for different tasks or other work.
- Discuss any problems with your supervisor and, if necessary, with the faculty internship Coordinator.
- Remember that you are both a guest of the organization, and a representative of MTI...behave appropriately. YOU ARE THERE TO LEARN.
- NO CELL PHONE use during externship hours.

***Failure to abide by these standards of conduct may result in Externship termination.***

## TRAINING AGREEMENT

# Medical Assistant Student Training Agreement between MTI, Student Extern & Site Sponsor

**I. Purpose.** The Mitchell Technical Institute Medical Assisting *Unpaid* Externship Program provides an educational strategy whereby students complement their academic preparation with direct practical experience. The effort to combine a productive work experience with an intentional learning component is a proven method for promoting the Administrative and Clinical development of students within the Medical environment. Your participation exhibits your interest and commitment to this educational strategy and to the growth and development of students as future medical professionals. We look forward to collaborating with you in this work/learning endeavor.

**II. Responsibilities.** To help insure the interests and promote the benefits of the externship arrangement for all parties involved, MTI has developed this externship training agreement to describe the mutual responsibilities between Mitchell Technical Institute Medical Assisting Program, the *unpaid* student extern and your medical organization:

\_\_\_\_\_ hereafter named as Site Sponsor.  
Company Name

MTI Medical Assistant Student Name: \_\_\_\_\_

### A. Responsibilities of Mitchell Technical Institute

1. Encourage the student's productive contribution to the overall mission of the Site Sponsor;
2. Certify the student's academic eligibility to participate in an externship assignment;
3. Establish guidelines and standards for the conduct of its externship program and to make these guidelines and standards available to the Site Sponsor;
4. Designate a faculty member to serve as advisor to the student with responsibilities to assist in setting learning objectives, to confer with Site Sponsor personnel, to monitor the progress of the externship assignment, and to evaluate the academic performance of the student.
5. Maintain communication with the Site Sponsor and clarify MTI policies and procedures;
6. Maintain the confidentiality of any information designated by the Site Sponsor as confidential; Provide students with the HIPAA regulations as they relate to medical facility.
7. Provide general liability insurance, and such professional liability insurance as may be reasonably required, for each participating student and faculty member.
8. To inform students that they are *not* eligible for workman's compensation benefits during their externship.
9. Enforce any additional rules and procedures that are mutually agreed upon in advance in writing between MTI and the Site Sponsor.

### B. Responsibilities of the Site Sponsor

1. Encourage and support the learning aspect of the externship assignment by rotation of laboratory, administrative and clinical departments;

2. Designate an employee to serve as student advisor with responsibilities to help orient the student to the site and its culture, to assist in the development of learning objectives, to confer regularly with the student and his/her faculty representative, and to monitor progress of the student;
3. Provide adequate supervision for the student and to assign duties that are career-related, progressive and challenging;
4. Make available equipment, supplies, and space necessary for the student to perform his/her duties and orientation to all equipment and clinical/laboratory policies and regulations;
5. Provide a safe working environment;
6. Notify Medical Assistant Director of any changes in the student's work status, schedule, or performance;
7. Allow the Medical Assistant Director/faculty to visit the work site to confer with the student and his/her supervisor;
8. Communicate Site Sponsor policies and standards to MTI personnel.
9. Maintain general liability, professional liability and worker's compensation insurance as required by law.

#### **C. Responsibilities of the Student Extern**

1. Review and familiarize yourself with the Site Sponsor (company's) policies and procedures.
2. Be punctual, and work the required number of hours, at times agreed to by you and your supervisor.
3. Notify the workplace if you are unable to attend as planned.
4. Behave and dress appropriately to the particular workplace (learn the company policy on dress code and follow the Standards of Conduct).
5. Respect the confidentiality of the workplace, its clients and its employees.
6. Review the responsibilities of the work site with the supervisor, and make sure you know what you are expected to do, and how you should behave.
7. Complete assigned tasks in a timely and efficient manner.
8. Be positive and enthusiastic about the externship; if things are slow, take the initiative, and volunteer for different tasks or other work.
9. Discuss any problems with your supervisor and, if necessary, with the faculty externship Coordinator.
10. Give permission for officials at MTI to disclose information regarding academic progress and attendance during the academic school years at MTI.

**III. Terms of Externship Arrangement.** An externship arrangement for each student will be 360 hours that is agreed upon by the Site Sponsor and MTI. Should the Site Sponsor become dissatisfied with the performance of a student, the Site Sponsor may request termination of the externship arrangement. This should occur only after the MA Director has been notified in advance and a satisfactory resolution cannot be obtained. Conversely, MTI may request termination of the arrangement for any student not complying with MTI guidelines and procedures for the externship program, or if the Site Sponsor does not uphold the responsibilities mentioned above, as long as Site Sponsor personnel have been notified in advance and satisfactory resolution cannot be obtained.

**IV. Duration of Agreement.** This externship training agreement shall continue in effect

From \_\_\_\_\_ to \_\_\_\_\_

**V. Signature Section.** Signatures of all interested parties are required.

Site Sponsor Representative

Print Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

MTI Program Externship Coordinator

Print Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

MTI Student Extern

Print Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

MTI Vice-President for Academics

Print Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## PAST SITES

### EXTERNSHIP SITES BY YEARS

AINSWORTH, NE (13)  
 KEARNEY, NE (17)  
 ROCK SPRINGS, WY (18)  
 ABERDEEN (12, 15,16)  
 ALLIANCE, NE (01)  
 ARMOUR (97, 98, 02, 07)  
 BLOOMINGTON, MN (04)  
 BROOKINGS (97, 00, 03, 07)  
 BURKE (05, 08)  
 CHAMBERLAIN (99, 03, 07, 08, 09, 13,18)  
 CORSICA (08)  
 DELL RAPIDS (08)  
 FREEMAN (08, 13)  
 GEDDES (98, 12)  
 GETTYSBURG (97)  
 GRAND ISLAND NE (12)  
 GREGORY (03, 13)  
 HOWARD (97, 98, 99, 00, 02, 03, 04, 08)  
 HURON (98, 99, 01, 03, 04, 06, 10, 13, 17,18)  
 LAKE ANDES (98, 06, 10,17)  
 MADISON (00)  
 MARTIN (14)  
 MITCHELL (97, 98, 99, 00, 01, 02, 03, 04, 05, 06, 07, 08, 09, 10, 11, 12, 13, 14, 15, 16, 17, 18)  
 ONIDA (18)  
 PARKSTON (97, 98, 99, 00, 01, 02, 03, 04, 07, 08, 09, 10, 11, 16)  
 PIERRE (97, 02, 07, 09, 12, 14, 16)  
 PLANKINTON (97, 98, 99, 00, 01, 10, 13, 17)  
 PLATTE (97, 99, 08, 16, 17)  
 RAPID CITY (97, 98, 00, 01, 02, 03, 04, 08, 14, 16)  
 REDFIELD (17)  
 SALEM (02, 03, 04, 05, 07, 09, 10, 11, 15)  
 SCOTLAND (05, 06)  
 SIOUX CITY IA (07)  
 SIOUX FALLS SD (98, 99, 00, 01, 02, 03, 04, 05, 06, 13, 14, 15, AND 17)  
 SPEARFISH (07, 18)  
 STURGIS (13, 18)  
 VERMILLION (12)  
 VIBORG (18)  
 WAGNER (03, 06, 10, 11, 13, 14)  
 WATERTOWN (03, 09)  
 WEBSTER (05)  
 WESSINGTON SPRINGS (98, 99, 04, 07, 08, 11, 13, 14)  
 WINNER (00, 15)  
 YANKTON (99, 00, 01, 03, 15)

**SAMPLE COMPETENCY CHECK SHEET**

Institution Name: Mitchell Technical Institute

Student Name: \_\_\_\_\_

Date of Graduation: \_\_\_\_\_

**Master Competency Form  
2015 MAERB Core Curriculum***Competencies in italics require work products.*

<b>Psychomotor &amp; Affective Competencies</b>	<b>Grade</b>	<b>Pass</b>	<b>Date</b>	<b>Int.</b>
<b>I Anatomy &amp; Physiology</b>				
I.P.1. Measure and record:				
a. blood pressure				
b. temperature				
c. pulse				
d. respirations				
e. height				
f. weight				
g. length (infant)				
h. head circumference (infant)				
i. pulse oximetry				
I.P.2. Perform:				
a. electrocardiography				
b. venipuncture				
c. capillary puncture				
d. pulmonary function testing				
I.P.3. Perform patient screening using established protocols				
I.P.4. Verify the rules of medication administration:				
a. right patient				
b. right medication				
c. right dose				
d. right route				
e. right time				
f. 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 a 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:				
a. CLIA waived hematology test				
b. CLIA waived chemistry test				
c. CLIA waived urinalysis				
d. CLIA waived immunology test				
e. 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:				
a. bleeding				
b. diabetic coma or insulin shock				
c. fractures				
d. seizures				
e. shock				
f. 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				
<b>II Applied Mathematics</b>				
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				
<b>III Infection Control</b>				
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				
a. sharps				
b. regulated wastes				
III.A.1. Recognize the implications for failure to comply with Center for Disease Control (CDC) regulations in healthcare settings				
<b>IV Nutrition</b>				
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				
<b>V Concepts of Effective Communication</b>				
V.P.1. Use feedback techniques to obtain patient information including:				
a. reflection				
b. restatement				
c. 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:				
a. office policies				
b. health maintenance				
c. disease prevention				
d. treatment plan				
V.P.5. Coach patients appropriately considering:				
a. cultural diversity				
b. developmental life stage				
c. communication barriers				
V.P.6. Demonstrate professional telephone techniques				
V.P.7. Document telephone messages accurately				
V.P.8. Compose professional correspondence utilizing electronic 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:				
a. empathy				
b. active listening				

c. nonverbal communication				
V.A.2. Demonstrate the principles of self-boundaries				
V.A.3. Demonstrate respect for individual diversity including:				
a. gender				
b. race				
c. religion				
d. age				
e. economic status				
f. appearance				
V.A.4. Explain to a patient the rationale for performance of a procedure				
<b>VI Administrative Functions</b>				
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 medical records				
VI.P.6. Utilize an 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				
<b>VII Basic Practice Finances</b>				
VII.P.1. Perform accounts receivable procedures to patient accounts including posting:				
a. charges				
b. payments				
c. adjustments				
VII.P.2. Prepare a bank deposit				
VII.P.3. Obtain accurate patient billing information				
VII.P.4. Inform a 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				
<b>VIII Third Party Reimbursement</b>				
VIII.P.1. Interpret information on an insurance card				
VIII.P.2. Verify eligibility for services including documentation				

VIII.P.3. Obtain precertification or 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				
VIII.A.3. Show sensitivity when communicating with patients regarding third party requirements				
<b>IX Procedural and Diagnostic Coding</b>				
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				
<b>X Legal Implications</b>				
X.P.1. Locate a state's legal scope of practice for medical assistants				
X.P.2. Apply HIPAA rules in regard to:				
a. privacy				
b. release of information				
X.P.3. Document patient care accurately in the medical record				
X.P.4. Apply the Patient's Bill of Rights as it relates to:				
a. choice of treatment				
b. consent for treatment				
c. 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				
<b>XI Ethical Considerations</b>				
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				
<b>XII Protective Practices</b>				

XII.P.1. Comply with:				
a. safety signs				
b. symbols				
c. labels				
XII.P.2. Demonstrate proper use of:				
a. eyewash equipment				
b. fire extinguishers				
c. sharps disposal containers				
XII.P.3. Use proper body mechanics				
XII.P.4. Participate in a 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 in an emergency situation				
XII.A.2. Demonstrate self-awareness in responding to an emergency situation				

## STUDENT GUIDE DISCLAIMER

The policies and procedures contained in this guidebook are subject to change without notice at the discretion of the Program/Department Head with the approval of the Chief Academic Officer. Any changes made will be communicated to students in a timely manner. It is the responsibility of each student to be acquainted with all requirements, policies, and procedures for his or her degree program and to assume responsibilities for meeting those requirements.



## STUDENT RESPONSIBILITY FORM

This program presents a unique didactic and clinical challenge to students: A combination of classroom study and clinical rotation for practical application. Most classroom study will occur on the MTI campus. Clinical practicum will occur at a variety of clinical sites throughout South Dakota and surrounding states. A list of current clinical sites will be listed in the handbook.

Students graduating from the program will be eligible for national certification examinations to include the American Association of Medical Assistants (AAMA).

### STUDENT AGREEMENT

As a student of the Medical Assisting Program, it is my responsibility to read this Student Guide. I am expected to abide by the policies in it. My signature below confirms that I have read and understand this Medical Assistant Student Guide as well as information in the MTI catalog and handbook and I agree to all the conditions stated.

---

Print name

---

Signature

---

Date

**Please list any medical issues that will help the faculty deal with any circumstances that may arise.**

**Example: bleeding disorders, blindness, neurologic conditions, psychological disorders, etc.**

---

---

---

This form will be placed in the student's file in the Program Director's office.