

MEDICAL ASSISTANT - CERTIFICATE

Certificate

Faculty Adviser

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A medical assistant (MA) supports doctors with the care of patients in a health care setting. They may show patients to the exam room, take vital signs, and check height and weight. MAs will ask about symptoms and health concerns and pass that information on to the doctor. MAs try to help patients feel at ease in the office and may explain the doctor's instructions. MAs perform both clinical (medical) duties *and* administrative (office) duties.

Clinical duties may include:

- Take a patient's info and medical history.
- Prepare patients for exams.
- Assist the doctor during an exam.
- Explain treatments and doctors' recommendations to patients.
- Draw blood.
- Collect and prepare lab work or perform basic lab tests.
- Care for wounds and change dressings.
- Performs electrocardiograms (EKGs).
- Prepare and give injections, including vaccines or immunizations.

Administrative duties may include:

- Arrange hospital admissions and lab services.
- Answer phones and schedule appointments.
- Welcome patients to the office.
- Code and complete insurance forms.
- Update and file medical records.
- Use computer applications.
- Handle billing, bookkeeping and mail.

Students must select Medical Assistant as their major in order to enroll in the courses below. If you wish you change your major to Medical Assistant, please email advising.questions@mhcc.edu or call 503-491-7315.

Program Outcomes

At the completion of this program, students should be able to:

- Perform administrative office duties in an ambulatory health care setting
- Perform technical clinical skills accurately while providing services and care for patients in the medical office environment
- Recognize and problem solve situations related to the medical office environment
- Communicate effectively with patients, physicians, and co-workers
- Demonstrate proficient knowledge of medical terminology and mathematical calculations related to the health care environment

- Perform in a safe manner that minimizes risk to patients, self and others
- Demonstrate professional conduct and apply legal, social and ethical responsibilities within the health care environment
- Successfully complete the National Certification exam

All students must pass a criminal background check, submit required immunization records and pass a drug screen as directed by the program. In order to register for first term courses, students must meet the following registration requirements:

- Placement into WR115+, or completion of WR090.
- Placement into MTH065+, or completion of MTH058 or MTH060 (or higher).
- Completion of BA131 Introduction to Business Computing ★.
 - Before beginning the program, students who are not familiar with computer applications (such as MS Word, PowerPoint, Outlook, etc.) must complete BA131 and earn a grade of "C" or higher. Students who are already proficient in computer applications and online learning are not required to take BA131. During the first week of the program in summer term, students will be assessed on basic computer navigation skills. Those who are unable to demonstrate proficiency will be required to take BA131.

First Quarter

Summer		Credits
MA110	Fundamentals for the Administrative Medical Assistant ★	3
MA110L	Fundamentals for the Administrative Medical Assistant Lab	1
MA140	Understanding Medical Insurance ★	3
MA213	Medical Terminology for the Medical Assistant ★	2
BI100	Survey of Body Systems ★	4
Credits		13

Second Quarter

Fall		
MA136	Medical Documentation ★	3
MA210	Fundamentals of the Clinical Medical Assistant ★	6
MA210L	Medical Assistant Clinical Procedures Lab	4
Credits		13

Third Quarter

Winter		
MA111	Interpersonal Communication in Ambulatory Health Care ★	2
MA214	Medical Assistant Clinical Practicum	7
MA215	Review for Medical Assistant Certification Exam ★	2
MO214	Building a Professional Portfolio ★	1
Credits		12
Total Credits		38

All courses listed in the curriculum must be completed with a "C" or higher **and** must be taken in the prescribed sequence stated above.

How to Apply

The medical assistant certificate program begins once a year during the summer term. In order to enroll in the first term Medical Assistant courses, students must:

1. Select Medical Assistant as their major on the admission form. If you wish to change your major to Medical Assistant, please email advising.questions@mhcc.edu or call 503-491-7315.
2. Be at least 18 years old by the start of the third term of the program (winter).
3. Meet course placement requirements:
 - a. Place into WR115+, or completion of WR090.
 - b. Completion of MTH0058 or MTH060 or placement into MTH065 or MTH098.
 - c. Students unfamiliar with computer applications (Word, PowerPoint, Outlook) are encouraged to take BA131 *before* starting the program.
4. Meet medical assistant technical standards (p. 2).
5. During the first term, complete the following at the direction of the program coordinator:
 - a. Background check.
 - b. 10-panel drug screen.
 - c. Tuberculosis screen.
 - d. Immunizations:
 - i. Required: Hep. B, Tdap, MMR, Varicella.
 - ii. Recommended: Influenza, COVID, Polio.

Medical Assistant Technical Standards

Physical Standards

- Lifting Requirements: 50 pounds. Lift and carry equipment and patients up to 50 pounds. Support and assist patients in and out of a wheelchair, and on and off an examination table. The frequency of the lifting requirement is 0-25% of the time.
- Pushing requirement 200 pounds. (Push a patient weighing 200 pounds in a wheelchair).
- Average percent of time during a regular workday spent walking, squatting, sitting, bending reaching is 25%.
- Average percent of time during a regular workday spent standing is 75%.
- Kneel, bend, stoop and/or crouch to perform CPR, assist patients, and to retrieve items from cabinets located below waist level.
- Bend, reach above shoulder height, and or twist to position examination table, adjust equipment, or obtain supplies.
- Fine motor dexterity should be adequate to grasp with both hands, pinch with thumb or forefinger, to manipulate equipment and delicate instruments such as microscopes, sphygmomanometers, and perform tasks such as phlebotomy, electrocardiography, drawing up and administering parenteral medications, handling small containers of potentially biohazardous specimens (one inch by one inch), using sample measuring devices such as capillary tubes, setting up and maintaining a sterile field, putting on personal protective equipment, and operating controls on instruments and equipment, operating multi-line telephone systems, computer keyboards, and ten-key adding machines, and the ability to talk on the telephone and write simultaneously.

Tactile Standards

- Palpate pulses, muscle contractions, bony landmarks and edema.
- Differentiate between temperature and pressure variations.

Visual Standards

- Adequate visual acuity, such as is needed in the preparation and administration of all forms of medication, the performance of diagnostic laboratory procedures, and for observation necessary in patient assessment and care.
- Read accurately numbers, letters, and cursive writing on instruments, equipment, computer screens and paper.
- Discriminate shapes and color in order to identify reagents and other materials such as laboratory media, stained preparations and the physical properties of various body fluids.
- All the above with or without corrective devices.

Auditory Standards

- Adequate auditory perception to receive verbal communication from patients and members of the health care team either in person or over the telephone.
- Hear heart sounds, blood pressure sounds, patient distress sounds to assess health needs of patients.
- Hear instrument timers and alarms.
- Hear over the telephone, paging systems or intercom in order to communicate with patients and other members of the health care team.
- All of the above with or without corrective devices.

Communication Standards

- Adequate communication skills (verbal, nonverbal, and written) to interact effectively with individuals.
- Speak in the English language in clear, concise manner in order to communicate with patients (such as interviewing and taking patient history, obtaining chief complaint, and providing patient education regarding treatment plans, disease prevention, or health maintenance), families, healthcare providers, other members of the healthcare team and the community.
- Comprehend oral and written language including medical terminology in order to communicate with patients, families, healthcare providers, other members of the healthcare team and the community.
- Write in English clearly, legibly, for documentation in the medical record, completion of forms, and to initiate written communication.

Mental/Cognitive Standards

- Sufficient intellectual and emotional functions to plan and implement assigned duties in a responsible manner.
- Function safely, responsibly and effectively under stressful situations.
- Remain alert to surroundings and potential emergencies.
- Interact effectively and appropriately with patients, families and coworkers.
- Display attitudes and actions consistent with ethical standards of medical assisting.
- Maintain composure while managing and prioritizing multiple tasks.
- Communicate an understanding of the principles of confidentiality, respect, tact, politeness, collaboration, teamwork and discretion.
- Handle difficult interpersonal situations in a calm and tactful manner.
- Remain calm, rational, decisive, and in control at all times, especially during emergency situations.

- Maintain cleanliness and personal grooming consistent with close personal contact.
- Function without causing harm to others if under the influence of prescription or over-the-counter medication.
- Function without causing harm to others. This would include situations that may result from any mental or physical conditions.