Program Philosophy

The NOVA WDD Certified Clinical Medical Assistant (CCMA) faculty supports the mission and vision statements of the college as well as a commitment to life-long learning and a belief in educational mobility and accessibility. NOVA WDD CCMA Program believes in establishing a collaborative and supportive learning environment through developing student-faculty relationships which are based on trust and mutual respect. Medical Assistant faculty believes that learning is an active process that is facilitated by role-modeling and encompassing the students in a variety of clinical, classroom and simulated settings. Learning is further enhanced by the use of a variety of teaching methods to accommodate different learning styles and actively engage the student in the teaching/learning process. Medical Assistant Program believes that students and faculty are responsible for the outcomes of learning. Medical Assistant education and the practice of medical assisting are based upon an understanding of the human person which is learned in general education courses. The student medical assistant builds upon this knowledge in medical assisting theory and utilizes problem solving to apply concepts and facts to medical assistant practice in varied clinical and laboratory settings. We believe in providing planned medical assistant experiences to enable the students to achieve learning outcomes and develop clinical competence.

Course Description

This program prepares medical assistant students to perform patient clinical skills in various medical office settings. Students perform clinical procedures including administering medications, assisting with minor surgery, performing an electrocardiogram, obtaining laboratory specimens for testing, educating patients, and maintaining clinical equipment in an ambulatory care setting. Medical assistants perform routine clinical tasks to keep the offices of physicians, podiatrists, chiropractors, and optometrists running smoothly.

Clinical duties may include taking medical histories and recording vital signs, explaining treatment procedures to patients, preparing patients for examination, and assisting the physician during the examination. Medical assistants collect and prepare laboratory specimens or perform basic laboratory tests on the premises. They instruct patients about medication and special diets, prepare and administer medications as directed by a physician, authorize drug refills as directed, telephone prescriptions to a pharmacy, draw blood, prepare patients for x-rays, take electrocardiograms, and change dressings.

Note: This program will provide the necessary training and skills required to challenge the National Healthcareer Association (NHA) Certified Clinical Medical Assistant (CCMA) national examination. This program includes classroom lecture and hands on labs.

The Clinical Medical Assisting program is laid out in three sections:

Clinical Medical Assisting Section: Lessons #1-#14 covers the Clinical Medical Assisting section provides students with the knowledge and skills related to the medical office duties of the medical assistant. The Clinical Medical Assisting textbook is used for this section. The chapters on EKG and phlebotomy concepts are eliminated.

EKG Section: Lessons #15 - #23 covers the specific knowledge and skills related to cardiovascular anatomy and physiology and performance of a 12-lead EKG test. Students learn how to accurately place leads onto the patient, run the EKG machine, perform basic measurements using the EKG strip, and identify normal tracings of the heart’s electrical
activity as well as identify common dysrhythmias. A separate EKG textbook and workbook is used for this section of the course.

**Lab Services and Phlebotomy Section:** Lessons #24 - #40 provides the student with knowledge and skills related to collecting specimens for lab services including hematology, urinology, and other tests performed on body fluids. Students learn to perform a venipuncture procedure on adult, pediatric, and geriatric patients. A separate phlebotomy textbook and workbook is used for this section of the course.

**Course Objectives**

Upon completion of the CCMA Program, the graduate will be qualified and proficient in the following:

- Explain the medical assistant’s role in patient-centered care in various types of medical offices
- Describe how to prepare the office for a patient encounter
- Explain the concepts of medical and surgical asepsis
- Explain basic principles of pharmacology including how to administer various types of medication
- Explain how to measure vital signs
- Discuss how to help the physician in minor surgery including the identification of surgical supplies and equipment and maintaining a sterile field
- Explain effective communication strategies
- Explain the concepts of infection control, patient safety, OSHA blood borne pathogen standards, and body mechanics
- Demonstrate how to initiate, maintain, and discontinue a peripheral IV on a practice arm
- Discuss how a medical assistant can assist in a medical emergency
- Discuss how a medical assistant can assist the physician in the following medical specialties: ophthalmology and otolaryngology, dermatology, gastroenterology, urology and male reproduction, obstetrics and gynecology, pediatrics, orthopedic medicine, neurology and mental health, endocrinology, pulmonary medicine, cardiology, and geriatrics
- Discuss how a medical assistant should provide instruction in diagnostic procedures such as with diagnostic imaging, analysis of urine, phlebotomy, analysis of blood, and microbiology
- Demonstrate effective handwashing technique for the medical environment
- Demonstrate use of personal protective equipment in the medical environment
- Explain how to measure a patient for axillary crutches and how to instruct patients in their use
- Explain how to perform a surgical hand scrub and how to apply and remove sterile gloves
- Explain how to open a sterile pack
- Apply the basic electrophysiologic principles of cardiac conduction to the anatomy and physiology of the body
- Identify proper placement of leads to ensure an accurate and consistent EKG reading
- Evaluate various EKG rhythm strips following established normal criteria for each of the wave forms and intervals
• Analyze a variety of EKG rhythm strips, identifying rate, rhythm and intervals
• Analyze a variety of EKG rhythm strips for common dysrhythmias
• Perform a 12-lead EKG test
• Explain the steps in selected specimen collection procedures performed by the phlebotomy technician
• Explain the safety procedures in performing specimen collection procedures
• Identify specific supplies and equipment used in selected specimen collection procedures
• Explain precautions and guidelines when collecting specimens in special populations such as pediatrics and geriatrics
• Define quality of care and explain the impact on patient medical care when quality and safety are compromised in phlebotomy procedures
• Perform a venipuncture on a variety of patient types.
• Sit for the NHA CCMA National Exam

Pregnant Student Policy
It is expected that a pregnant student notify the instructor as soon as pregnancy is confirmed for the welfare and safety of the student. Pregnant students may continue in the program with written physician approval, a signed acknowledgment of the potential risks involved, and perhaps permission of the clinical agency involved. These requirements should be completed as soon as possible. Please call (703) 450-2551 and request a Declaration of Pregnancy Form.

In conference with the course instructor, be made aware of the potential risks associated with clinical studies while pregnant. A release form acknowledging those risks must be signed if the student plans to continue with clinical experience. Susceptibility to cytomegalovirus (CMV) should be tested at the student's expense. Non-immunity increases the risk to the fetus and continuation in the course should be considered carefully. Pregnant students must understand that if they are not up to date with vaccinations, their clinical externship may have to be postponed.

Immunization Waiver Policy
Students who are requesting to be waived for a certain immunization will submit an affidavit to NVCC Healthcare Programs Director stating that the administration of immunizing agents conflicts with the student's religious tenets or practices, conflicts with current immunity levels or disease and/or conflicts with pregnancy or any other medical condition. Please contact (703) 450-2551 and request a COMMONWEALTH OF VIRGINIA CERTIFICATE OF RELIGIOUS EXEMPTION FORM OR COMMONWEALTH OF VIRGINIA CERTIFICATE OF MEDICAL EXCEPTION FORM. These forms must be signed in front of a Notary Public.

**Disclaimer, our clinical affiliation agreements state that clinical sites, healthcare providers and pharmacy retailers have the authority to turn away and not accept any student that does not obtain the mandatory immunizations. During flu season our clinical sites have the right to have you obtain an Influenza Vaccine. Not complying with these rules put you at risk for an incompletion of the clinical component of the course. There will be no refunds given for the course.**
NVCC Workforce Development Office is working in accordance to its contractual obligations; the college, faculty and staffs have no input into these guidelines.

Attendance Policy
Attendance and class participation is a major part of your grade. Students must attend 90% of their classes. Attendance and participation is weighted at 50% of your total grade. There will be 2 certificates awarded to you in this course. After successful completion of the didactic portion of the course, you will receive a certificate. A 2nd clinical certificate will be mailed to you upon successful completion of the clinical externship.

Grading Policy
Quizzes and Exams are weighted 25% of your final grade.

Certified Clinical Medical Assistant Exam
One the last day of scheduled class, you will take your final course exam. Approximately one week following the last day of class, you are eligible to sit for the CCMA National Exam. This is a National Certification that is offered in class on campus, you do not need to go to a testing center. You will receive a testing packet regarding exam application and prices in class. This exam fee is NOT included in tuition and is not covered by WIA, WIB or SkillSource, this fee is the students' financial responsibility. Cost is approx. $150 for exam fee.

Books & Materials
Books are included in your tuition.

Requirements and Prerequisites
All students enrolled in any course with a clinical component must have a current Basic Cardiac Life Support for the Healthcare Provider proficiency (adult, child, and infant) or equivalent course through the American Red Cross PRIOR to clinical placement.

1. Basic Cardiac Life Support Certification

2. A Background Check, Immunizations and drug screening is required by all clinical facilities prior to your participation.

DO NOT OBTAIN YOUR DRUG SCREENING AND BACKGROUND PROFILE UNTIL YOU KNOW FOR SURE THAT THE CLASS HAS NOT BEEN CANCELLED. IT IS SUGGESTED YOU START THE PROCESS THE FIRST WEEK OF CLASSES.
3. To set up your student background check profile:

   Go to: www.CertifiedBackground.com and enter package code: NV00 – Background Check, Drug Test & Medical Document Manager

   You will then be directed to set up your CertifiedProfile account

1. After entering your package code NV00, a screen will appear that details the level of service (background check, drug test, immunizations) that you will order as well as the price $114.

2. The fee is $114 and payment is the student’s responsibility. This fee is not included in tuition and is not covered by third party payers.

3. Continue your order after checking off on the disclaimers and the online system will walk you through the rest of the order process through the student portal.

4. You will be asked to create a free CertifiedProfile account during the submission process. Your CertifiedProfile account is where you will login to view the results of any of the services CertifiedBackground.com performs on you. To view the status of any service you ordered, simply login to your CertifiedProfile account.

5. What documents do I need to upload?

   IMMUNIZATION REQUIREMENTS  NOTE: Take this document to your provider to properly ensure that you obtain the correct immunizations. You must obtain the paper results from your provider to upload to your portal.

   Measles, Mumps & Rubella (MMR)

   There must be documentation of one of the following:

   - 2 vaccinations
   - Positive antibody titers for all 3 components (lab reports required)
**Varicella (Chicken Pox)**

There must be documentation of **one** of the following:

- 2 vaccinations
- Positive antibody titer (lab report required)
- History of disease

**Hepatitis B**

There must be documentation of **one** of the following:

- 3 vaccinations
- Positive antibody titer (lab report required)

**TB Skin Test**

There must be documentation of **one** of the following:

- 1 step TB Skin test

If the results are positive, a clear Chest X-Ray (with lab report) is required

** - If your medical provider is out of TUBERSOL®, the following are acceptable:

Substitute APLISOL® for TUBERSOL® for skin testing if APLISOL® is available. Substitute IGRA blood tests for TSTs.

**Tetanus, Diphtheria & Pertussis (Tdap)**

There must be documentation of a Tdap booster **within the past 10 years.**

**CPR Certification Card**

Must be the American Heart Association Healthcare Provider course OR Red Cross CPR. Copy must be front and back of the card, it has to be signed. **Card must be current.**
6. How do you do the drug test?

 **Drug Test (LabCorp)** - Within 24-48 hours after you place your order, the electronic chain of custody form (echain) will be placed directly into your CertifiedProfile account. This echain will explain where you need to go to complete your drug test.

7. How do you upload documents to your portal?

**iPhone App**

The iPhone app allows you to take pictures of your documents and upload them your account. You may also scan forms to pdf and email them or you may fax them to CertifiedProfile. Please utilize the web site to obtain the contact info.

If you need assistance please contact CertifiedProfile at 888-666-7788 or studentservices@certifiedprofile.com and a Student Support Representative will be available Monday -Thursday 8am -8pm, Friday 8am -6pm & Sunday 10am -6:30pm EST. The school and the teacher cannot assist you.

**Externship Experience**

1. All students will be assigned a Clinical Coordinator who will contact the student to make all arrangements necessary to place students into an externship with an appropriate facility. **All externship assignments are final and remain at the discretion of the Clinical Coordinator and the College. Students are assigned to local medical provider for a 160 hour rotation. The hours are typically 40 hours per week during business hours. You may not do part-time, a few hours here or there, only on weekends or when you feel like it.**

2. **Student agrees to provide a Resume to their assigned Clinical Coordinator no less than 3 weeks following initial contact. Failure to provide such resume will result in withdrawal from the externship section of the course. If you do not meet with your clinical preceptor when assigned, you will not be reassigned another clinical.**
3. All externship placements are subject to the availability, scheduling and staffing needs of the externship sites. We try our best to put you in locations that are convenient to your home or work. Please note that several programs and schools in our area share the same sites.

4. Once a site has been secured for you, the clinical coordinator will email you with the Practice Name / Location/ Contact Info and the clinical site supervisor. The student will contact the site and coordinate times to meet the supervisor before your externship begins. **Should you fail to make this appointment or make arrangements, you will not be placed in a clinical externship and you will lose your rights for placement.**

5. Students are expected to provide their own transportation to externship facilities.

6. Attendance and punctuality in the externship setting is required.

7. Students agree to comply with all externship site facility policies including, but not limited to, the policy on professionalism, dress, uniform, and proper hygiene practices for a medical setting.

8. If students are working in a medical provider’s office, you may opt out of the clinical portion and you will receive credit for it. This will be authorized by your clinical coordinator.

9. Students that do not want to do the clinical and obtain a job instead, may do so. **However,** you will only receive credit for the Didactic portion of the program. You will not receive a certificate of completion for the Clinical portion of this program. All students enrolled through WIA, WIB, SkillSource and certain 3rd party vendors **MAY NOT OPT OUT OF CLINICAL.**
Medical Record Release Authorization:

I, _____________________________ do hereby authorize NVCC

   Name (printed)

and its clinical partners to release my criminal background check, Immunizations and drug screen results to a clinical site that I will be placed at for training, only upon the request of facility.

Signature___________________________

Date______________________________
PLEASE SIGN & BRING TO INSTRUCTOR ON THE FIRST DAY OF CLASS

CCMA Student Handbook Sign-off

Print Name _______________________________ Student ID Number __________________

_______ I have read and I understand the Certified Clinical Medical Student Handbook. By signing this form, I agree to uphold the policies of the program. I understand that I may be dismissed from the program if I am in violation of any of the policies.

_______ I have read and I understand the Requirements and Prerequisites are to be completed prior to clinical, if I don’t I will be dropped from the program.

_______ I understand that my personal health records, criminal background checks and drug screen results are not part of my student records and they are kept in a private student portal.

_______ I understand that my records will be made available and disclosed to clinical sites upon their request.

_______ I understand that if I do not respond to my clinical coordinator or externship preceptor, I will not be placed and I will not receive credit.

_______ I understand that if students are employed in a medical assisting capacity, they may opt out of the clinical and receive credit. This will be verified through the clinical coordinator and the employer.

_______ I understand that WIB, WIA and SkillSource students may NOT opt out of clinical.

_______ I understand that if eligible only students chose to opt out of a clinical, they will NOT receive credit for it and will only receive a Certificate of Completion for the didactic portion of the course.

Signature: ________________________________________________

Date:________________________________________________________