

**DMACC**

**Medical Assistant Program  
Information Session**

**Unity Point Cohort**  
**DMACC MEDICAL ASSISTANT PROGRAM**  
**Applicant Information**

Stacey Schroder, CMA (AAMA) BS  
DMACC Building 24  
2006 S. Ankeny Blvd. Ankeny, IA 50023  
Medical Assistant Professor, Program Chair  
(515) 964-6513  
[slschroder@dmacc.edu](mailto:slschroder@dmacc.edu)

Cheryl Young, CMA(AAMA), MSHE  
DMACC Building 24  
2006 S. Ankeny Blvd. Ankeny, IA 50023  
Medical Assistant Professor  
(515) 964-6297  
[cjyoung1@dmacc.edu](mailto:cjyoung1@dmacc.edu)

Abbie Finnegan , Academic Advisor  
(515) 964-6467  
[ajfinnegan1@dmacc.edu](mailto:ajfinnegan1@dmacc.edu)

Jenn Ewalt, Admissions Specialist  
(515) 965-7145  
[jlewalt@dmacc.edu](mailto:jlewalt@dmacc.edu)

Mary McClure, Counselor  
(515) 964-6436  
[mmcclure@dmacc.edu](mailto:mmcclure@dmacc.edu)

The Medical Assistant Program is designed to prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills) and affective (behavior) learning domains.

In order meet student educational needs and employer expectations, the medical assistant student gains a basic knowledge of anatomy and physiology, medical terminology, laboratory procedures, office management, patient care techniques, communication skills and critical thinking skills. These skills and knowledge are presented and attained in the classroom through lecture, discussion, audiovisual material, etc., as well as in the laboratory settings through skill-based exercises and competency check-offs. Ultimately, the medical assistant student applies all the skills in *a supervised, unpaid practicum* experience in

an ambulatory care setting under the direct supervision of a physician (M.D. or D.O.) and the physician's medical office staff.

**PROGRAM Accreditation:**

The Des Moines Area Community College Medical Assisting Program is accredited by the Commission on Accreditation of Allied Health Education Programs ([www.caahep.org](http://www.caahep.org)) upon the recommendation of Medical Assisting Education Review Board (MAERB).

Commission on Accreditation of Allied Health Education Programs  
25400 US Highway 19 N., Suite 158  
Clearwater, FL 33763  
727-210-2350  
[www.caahep.org](http://www.caahep.org)

The most recent 10-year re-accreditation was granted in 2012.

DMACC graduates are eligible to take the Certification examination given by the Certifying Board of the American Association of Medical Assistants. Upon Successful completion of this examination, the medical assistant becomes a CMA (AAMA) – a Certified Medical Assistant. Additionally, the DMACC Medical Assistant Program has incorporated the State of Iowa course for limited radiography into the curriculum. This means that upon completion of the program, the graduate is eligible to take the State of Iowa Limited Radiographer Examination. After successful completion of this examination, the graduate is permitted to take x-rays of the chest and extremities.

**DMACC Accreditation:**

Des Moines Area Community College is accredited by: The North Central Association of Colleges and Schools, Higher Learning Commission, 30 N. LaSalle St., Suite 2400, Chicago, IL 60602-2504.

<http://www.ncahigherlearningcommission.org>.

Phone Number: 800-621-7440.

DMACC is also approved by the Iowa State Department of Education.

College transfer curricula meet the requirements of four-year colleges and Universities

Both career option and college transfer curricula carry the approval of the United States Department of Education and are approved for veterans' benefits. The College also holds membership in the American Association of Community Colleges.

**DMACC Medical Assistant Program Goals:**

- To prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.
- To provide academic assessment of critical thinking, effective communication, and personal responsibility.
- To serve the needs of all communities of interest through continuous program assessment and improvement while monitoring the ever changing health-care environment
- To encourage graduates to become life-long learners through educational activities that keeps knowledge and skills current.

- To meet or exceed all Medical Assisting Education Review Board (MAERB) established thresholds for outcome assessment in medical assisting programs accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP).

## **Background check**

Recent background checks will be submitted to the Medical Assistant Program Chair for review. If student report contains a positive “hit” with conviction of felony the student will not be eligible to take certification or permit exams. A “hit” in the following areas may limit practicum placement, opportunity to sit for certification exam, or employment: child or adult abuse, drug abuse, theft.

## **Physical examination and Immunizations**

Students are required to obtain a physical examination, proof of current immunizations (or titers) and a **TB test (chest x-ray if necessary)**. Appropriate forms must be filled out and given to the Program Chair. This includes a record of immunizations signed by health care provider.

Students must be up to date on the following immunizations and tests pursuant to CDC guidelines:

- Hepatitis B vaccination series
- MMR vaccination(s) or titer
- Varicella vaccinations or varicella titer
- Tdap (adult tetanus, diphtheria, and pertussis)
- Current influenza vaccination (fall of each year)

## **CPR**

All medical assistant students are required to obtain Healthcare Provider Level CPR certification. If you already have this certification, it must remain current through the end of the practicum rotation and a copy of your certificate must be on file with the Medical Assistant Program Chair.

American Heart Association CPR Healthcare Provider or Red Cross CPR for the professional Rescuer is acceptable. Online CPR Certification will not be accepted. Must be completed before practicum.

## **Practicum**

A vital element in the Medical Assistant Program Curriculum is the Clinical Experience component (practicum). Students will be assigned to a clinic to complete an average of 270-280 hour practicum. All placement decisions are made by the Program Chairperson with input from the instructors.

Clinical affiliation provides an opportunity for students to gain experience in an office **under supervision** of a physician and his/her office staff. You are not expected to function independently as an additional staff member, but you **will** be expected to perform routine clinical, laboratory and administrative procedures with minimal supervision.

Physicians and their staff do not expect to **teach** basic procedures. Students must demonstrate skills and knowledge through satisfactory completion of all classroom competencies and laboratory checkoffs. Students are required to complete all MAP course work with a grade of 80% or better (C or above) AND must

successfully pass all competency check-offs with a grade of 80% or better to progress in the program. Additionally, students placed for clinical assignment must be safe practitioners at the level expected for students in the final phase of the educational program.

**STUDENTS WILL RECEIVE NO FINANCIAL REMUNERATION FOR THE CLINICAL PRACTICUM EXPERIENCE!**

You will NOT be paid for any hours completed as part of your practicum experience. You will be placed in a different clinic than where you currently work to help separate your “work” (paid) hours from your “practicum” (unpaid) hours.

**Additional Information:**

Students may only attempt a MAP course **two times**. If the student does not pass the course on the second attempt, then a third enrollment is not available.

To receive a passing grade in a course, the student must pass **each course competency** with a grade of 80% or better AND maintain an **overall course grade of 80%**.

**Attendance is mandatory for success in the lecture and laboratory classes.**

**MAP129 Medical Terminology** may NOT be substituted or transferred from another college (HSC 120 and HSC 121 WILL NOT Substitute for MAP 129)

*\*\*\*The course schedule you received today is an example of how the program will progress. It is subject to change with adequate notice to students.*



# Des Moines Area Community College

## Medical Assistant Program Competencies

### A. Medical Assistant General Competencies

1. Locate a state's legal scope of practice for medical assistants
2. Apply HIPAA rules in regard to: privacy and release of information
3. Protect the integrity of the medical record
4. Document patient care accurately in the medical record
5. Make corrections to the medical record
6. Apply the Patient's Bill of Rights as it relates to: choice of treatment, consent for treatment, refusal of treatment
7. Perform compliance reporting based on public health statutes
8. Report an illegal activity in the healthcare setting following proper protocol
9. Complete an incident report related to an error in patient care
10. Demonstrate sensitivity to patient rights
11. Use feedback techniques to obtain patient information including: reflection, restatement, clarification
12. Respond to nonverbal communication
13. Use medical terminology correctly and pronounced accurately to communicate information to providers and patients
14. Demonstrate: empathy, active listening, nonverbal communication
15. Demonstrate the principles of self-boundaries
16. Demonstrate respect for individual diversity including: gender, race, religion, age, economic status, appearance
17. Incorporate critical thinking skills when performing patient assessment and patient care
18. Participate in bloodborne pathogen training
19. Produce up-to-date documentation of provider/professional level CPR
20. Develop a plan for separation of personal and professional ethics
21. Demonstrate appropriate response(s) to ethical issues
22. Recognize the impact personal ethics and morals have on the delivery of healthcare
23. Use proper body mechanics
24. Participate in OSHA training; adhere to OSHA and all safety guidelines
  - a. Personal Protective Equipment (PPE)
  - b. Recognize the implications for failure to comply with Center for Disease Control (CDC) regulations in healthcare settings
  - c. Comply with: safety signs, symbols, labels
25. Participate in Emergency Preparedness
  - a. Participate in a mock exposure event with documentation of specific steps
  - b. Demonstrate proper use of eyewash equipment, fire extinguishers, sharps disposal containers
  - c. Evaluate the work environment to identify unsafe working conditions
  - d. Recognize the physical and emotional effects on persons involved in an emergency situation
  - e. Demonstrate self-awareness in responding to an emergency situation
  - f. Inventory and stock crash cart
26. Emergencies
  - a. Recognize emergencies
  - b. access emergency medical services, when indicated
  - c. accurately describe the nature of patient's illness or injury
  - d. maintain patient safety

- e. Perform first aid procedures for bleeding, diabetic coma or insulin shock, fractures, seizures, shock, syncope

## **B. Medical Office Administrative Competencies**

1. Demonstrate professional telephone techniques
2. make and receive calls to/from patients, pharmacies, third party representatives, and other health care personnel
3. take laboratory and diagnostic reports
4. Document telephone messages accurately
5. Fax, file, scan, email correspondence and medical reports/records
6. Utilize computer software
7. Compose professional correspondence utilizing electronic technology
8. Compose email correspondence
9. Medical Management, database reports
10. Meaningful Use Regulations
11. Identify security with electronic communication: passwords, encryption, firewall
12. Describe the use of the patient portal
13. Identify cautions of social media use in healthcare settings
14. Manage appointment schedule using established priorities
15. computerized (EMR) and manual
16. in person and telephone
17. new patients, established patients, urgent/emergency patients
18. Schedule: patient procedure (outpatient lab or diagnostic testing), surgery, outside services
19. Display sensitivity when managing appointments
20. Create, organize, and file a patient's medical record
21. Utilize an EMR
22. Input patient data utilizing a practice management system
23. Perform routine maintenance of administrative or clinical equipment
24. Perform an inventory with documentation
25. Perform accounts receivable procedures to patient accounts including posting charges, payments, adjustments, collect copays, monthly billing
26. Prepare a bank deposit
27. Obtain accurate patient billing information
28. identity theft prevention
29. insurance eligibility
30. interpret information on an insurance card
31. Inform a patient of financial obligations for services rendered
32. Demonstrate professionalism when discussing patient's billing record
33. Display sensitivity when requesting payment for services rendered
34. Maintain financial records
35. accounts payable
36. accounts receivable
37. petty cash funds
38. Verify eligibility for services including documentation
39. Obtain precertification or preauthorization including documentation
40. Complete an insurance claim form
41. Interact professionally with third party representatives
42. Display tactful behavior when communicating with medical providers regarding third party requirements
43. Show sensitivity when communicating with patients regarding third party requirements

44. Perform procedural and diagnostic coding
45. Utilize medical necessity guidelines
46. Utilize tactful communication skills with medical providers to ensure accurate code selection
47. Complete insurance forms, commercial insurance, medicare, medicaid
48. Review Managed Care requirements: appropriate ICD and CPT coding, knowledge of HCPCS DRG RVS EOB, complete NUCC 1500 claim form
49. Perform chart audits
50. Conduct web searches for medical research

### **C. Medical Office Clinical Competencies**

1. Identify normal anatomy and physiology for the body as a whole and for each body system
2. Describe normal body systems structure, function, and interrelationships across the life span
3. Identify pathophysiology and diseases of body systems
4. Complete patient intake and documentation of patient care: chief complaint, medical history, family history, social history
5. Apply methods of infection control
6. Measure and record: blood pressure, temperature, pulse, respirations, height, weight, length (infant), head circumference (infant)
7. Measure and record pulse oximetry, spirometry, peak flows
8. Perform patient screening using established protocols
9. Verify the rules of medication administration: right patient, right medication, right dose, right route, right time, right documentation
10. Calculate proper dosages of medication for administration
11. Select proper sites for administering parenteral medication
12. Administer and document oral and parenteral (excluding IV) medications
13. Perform tuberculosis (PPD) screening
14. Perform medication record keeping
15. Identify common medications, classifications, drug actions/desired effects, adverse reactions
16. Use drug reference resources
17. Properly store and handle vaccinations
18. Obtain current VIS
19. Adhere to vaccine safety guidelines
20. Identify policy for vaccine safe storage and handling
21. Properly dispose of outdated items
22. Receive and organize sample medications
23. Maintain accurate records of controlled substances according to government regulations
24. Document outpatient testing, labs, and referrals in appropriate log books
25. Instruct and prepare a patient for a procedure or a treatment
26. Show awareness of a patient's concerns related to the procedure being performed
27. Explain to a patient the rationale for performance of a procedure
28. Prepare and drape patients for procedures
29. Perform eye and ear irrigations/instillations
30. Perform vision and hearing screening exams
  - a. Visual acuity
  - b. Color testing (Ishihara)
  - c. tympanography
31. Assist provider with a patient exam
32. Document on a growth chart
33. Prepare items for autoclaving, sterilization procedures, and sterile field

- a. Use of biological indicators
- b. Set up sterile trays
- c. Assist with minor surgical procedures
  - i. Laceration repair (suture/staples)
- 34. Perform wound care and dressing change (bandaging)
- 35. Instruct a patient according to patient's special dietary needs
- 36. Show awareness of patient's concerns regarding a dietary change
- 37. Coach patients regarding: office policies, health maintenance, disease prevention, treatment plan
- 38. Coach patients appropriately considering cultural diversity, developmental life stage, and communication barriers
- 39. Coach patients through patient education/health coaching, wellness preventive care, and nutrition and dietary needs of special populations (diabetic, gluten free, lactose intolerance, etc.)
- 40. Develop a current list of community resources related to patients' healthcare needs
- 41. Facilitate referrals to community resources in the role of a patient navigator
- 42. Report relevant information concisely and accurately
- 43. Perform designated diagnostic radiography procedures as prescribed by "limited diagnostic radiography" in Iowa Department of Public Health- Radiography Health
  - a. position patient
  - b. perform procedure
  - c. develop radiographs
  - d. use digital radiography systems
  - e. record and file information

#### **D. Medical Office Laboratory Competencies**

- 1. Perform electrocardiography (ECG)
- 2. Perform venipuncture and capillary puncture
- 3. Perform pulmonary function testing
- 4. Instruct patient on collection of specimens
- 5. Obtain specimens and perform: CLIA waived hematology, chemistry, urinalysis, immunology, microbiology tests
  - a. CBC – automated: Coulter AcT, Coulter AcT diff, poch-100i
  - b. Erythrocyte Sedimentation Rate (ESR)
  - c. Hematocrit (spun microhematocrit)
  - d. Hemoglobin and hematocrit (H&H) – automated: HemoPoint H2
  - e. Hemoglobin A1C – automated: DCA Vantage
  - f. Glucose – automated: glucometer
  
  - g. Lipid profile – automated: Cholestech LDX
  - h. General Chemistry Profile – automated: Piccolo Express
  - i. Coagulation (INR) – automated: CoaguChek XS
  - j. Rapid mononucleosis
  - k. Rapid Group A Strep
    - i. Throat swab
  - l. Urine Hcg
  - m. Throat culture (no sensitivity)
  - n. Gram stain
  - o. Influenza A&B
    - i. Nasopharyngeal swab

- p. Urinalysis (physical, chemical, microscopic)
    - i. Automated: Clinitek
    - ii. manual
  - q. Urine – microalbumin
  - r. Fecal occult blood testing
  - s. Wet mounts
6. Differentiate between normal and abnormal test results
  7. Maintain lab test results using flow sheets
  8. Reassure a patient of the accuracy of the test results
  9. Select appropriate barrier/personal protective equipment (PPE)
  10. Demonstrate proper disposal of biohazardous material (sharps and regulated wastes)
  11. Perform quality control measures
    - a. Specimen quality
    - b. Perform routine maintenance of equipment
    - c. Run control specimens
    - d. Document/graph results
    - e. Analyzer calibration
    - f. Follow procedure manuals
      - i. Temperature logs (refrigerator and incubator)
      - ii. Urinalysis – Check-Stix
      - iii. Hematology – HemoPoint controls
      - iv. Chemistry – glucometer

**Des Moines Area Community College  
Medical Assistant Program**

There are two options for completing the Medical Assistant diploma program. Course schedules are as follows:

**PART-TIME (2 year)**

**Semester 1 (Fall\_\_\_\_\_)**

MAP544 Human Body in Health and Disease I

MAP110 Medical Office Management I

MAP423 Professional Development

MAP129 Medical Terminology (HSC120 and HSC121 will NOT substitute for MAP129)

**\*COM705 Communication Skills**

**\*ENG105 Composition I**

**Semester 2 (Spring\_\_\_\_\_)**

MAP554 The Human Body in Health and Disease II

MAP118 Medical Office Management II

**\*PSY111 Introduction to Psychology**

**Semester 3 (Fall\_\_\_\_\_)**

MAP347 Medical Office Procedures I

MAP225 Medical Laboratory Procedures I

**Semester 4 (Spring\_\_\_\_\_)**

MAP348 Medical Office Procedures II

MAP228 Medical Laboratory Procedures II

MAP255 Diagnostic Radiography I

**Semester 5 (Summer\_\_\_\_\_)**

MAP256 Diagnostic Radiography II

MAP606 Professional Development III

MAP603 Employment Seminar

MAP624 Practicum

Program courses must be taken in the order outlined above. Classes are only offered once per year during the semesters indicated above.

***\*\*courses with an asterisk (\*) may be taken PRIOR to being admitted into the program***

**FULLTIME (1 year)**

### **Semester 1 (Fall \_\_\_\_\_)**

MAP544 Human Body in Health and Disease I

MAP110 Medical Office Management I

MAP423 Professional Development

MAP129 Medical Terminology (HSC120 and HSC121 will NOT substitute for MAP129)

MAP347 Medical Office Procedures I

MAP225 Medical Laboratory Procedures I

**\*COM705 Communication Skills**

**\*ENG105 Composition I**

### **Semester 2 (Spring \_\_\_\_\_)**

MAP554 The Human Body in Health and Disease II

MAP118 Medical Office Management II

MAP348 Medical Office Procedures II

MAP228 Medical Laboratory Procedures II

MAP255 Diagnostic Radiography I

**\*PSY111 Introduction to Psychology**

### **Semester 3 (Summer \_\_\_\_\_)**

MAP256 Diagnostic Radiography II

MAP606 Professional Development III

MAP603 Employment Seminar

MAP624 Practicum

Program courses must be taken in the order outlined above. Classes are only offered once per year during the semesters indicated above.

***\*\*courses with an asterisk (\*) may be taken PRIOR to being admitted into the program***

## IOWA CORE PERFORMANCE STANDARDS for HEALTH CARE CAREER PROGRAMS

Iowa Community colleges have developed the following Core Performance Standards for all applicants to Health Care Career Programs. These standards are based upon required abilities that are compatible with effective performance in health care careers. Applicants unable to meet the Core Performance Standards are responsible for discussing the possibility of reasonable accommodations with the designated institutional office. Before final admission into a health career program, applicants are responsible for providing medical and other documentation related to any disability and the appropriate accommodations needed to meet the Core Performance Standards. These materials must be submitted in accordance with the institution's ADA Policy.

CAPABILITY	STANDARD	SOME EXAMPLES OF NECESSARY ACTIVITIES (NOT ALL INCLUSIVE)
<b>Cognitive-Perception</b>	The ability to gather and interpret data and events, to think clearly and rationally, and to respond	<ul style="list-style-type: none"> <li>• Identify changes in patient/client health status</li> <li>• Handle multiple priorities in stressful situations</li> </ul>
<b>Critical Thinking</b>	Utilize critical thinking to analyze the problem and devise effective plans to address the problem.	<ul style="list-style-type: none"> <li>• Identify cause-effect relationships in clinical situations</li> <li>• Develop plans of care as required</li> </ul>
<b>Interpersonal</b>	Have interpersonal and collaborative abilities to interact appropriately with members of the healthcare team as well as individuals, families and groups. Demonstrate the ability to avoid barriers to positive interaction in relation to cultural and/or diversity differences.	<ul style="list-style-type: none"> <li>• Establish rapport with patients/clients and members of the healthcare team</li> <li>• Demonstrate a high level of patience and respect</li> <li>• Respond to a variety of behaviors (anger, fear, hostility) in a calm manner</li> <li>• Nonjudgmental behavior</li> </ul>
<b>Communication</b>	Utilize communication strategies in English to communicate health information accurately and with legal and regulatory guidelines, upholding the strictest standards of confidentiality.	<ul style="list-style-type: none"> <li>• Read, understand, write and speak English competently</li> <li>• Communicate thoughts, ideas and action plans with clarity, using written, verbal and/or visual methods</li> <li>• Explain treatment procedures</li> <li>• Initiate health teaching</li> <li>• Document patient/client responses</li> <li>• Validate responses/messages with others</li> </ul>
<b>Technology Literacy</b>	Demonstrate the ability to perform a variety of technological skills that are essential for providing safe	<ul style="list-style-type: none"> <li>• Retrieve and document patient information using a variety of methods</li> <li>• Employ communication technologies to coordinate confidential patient care</li> </ul>
<b>Mobility</b>	Ambulatory capability to sufficiently maintain a center of gravity when met with an opposing force as in	<ul style="list-style-type: none"> <li>• The ability to propel wheelchairs, stretchers, etc. alone or with assistance as available</li> </ul>
<b>Motor Skills</b>	Gross and fine motor abilities to provide safe and effective care and documentation	<ul style="list-style-type: none"> <li>• Position patients/clients</li> <li>• Reach, manipulate, and operate equipment, instruments and supplies</li> <li>• Electronic documentation/ keyboarding</li> <li>• Lift, carry, push and pull</li> <li>• Perform CPR</li> </ul>
<b>Hearing</b>	Auditory ability to monitor and assess, or document health needs	<ul style="list-style-type: none"> <li>• Hears monitor alarms, emergency signals, auscultatory sounds, cries for help</li> </ul>
<b>Visual</b>	Visual ability sufficient for observations and assessment necessary in patient/client care, accurate color discrimination	<ul style="list-style-type: none"> <li>• Observes patient/client responses</li> <li>• Discriminates color changes</li> <li>• Accurately reads measurement on patient/client related equipment</li> </ul>
<b>Tactile</b>	Tactile ability sufficient for physical assessment, inclusive of size, shape, temperature and texture	<ul style="list-style-type: none"> <li>• Performs palpation</li> <li>• Performs functions of physical examination and/or those related to therapeutic intervention</li> </ul>
<b>Activity Tolerance</b>	The ability to tolerate lengthy periods of physical activity	<ul style="list-style-type: none"> <li>• Move quickly and/or continuously</li> <li>• Tolerate long periods of standing and/or sitting as required</li> </ul>
<b>Environmental</b>	Ability to tolerate environmental stressors	<ul style="list-style-type: none"> <li>• Adapt to rotating shifts</li> <li>• Work with chemicals and detergents</li> <li>• Tolerate exposure to fumes and odors</li> <li>• Work in areas that are close and crowded</li> <li>• Work in areas of potential physical violence</li> <li>• Work with patients with communicable diseases or conditions</li> </ul>