



**Medical Assisting
Student Handbook**

Community College of Vermont
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WELCOME

It is our pleasure to welcome you to the Community College of Vermont's Associate of Applied Science degree program in Medical Assisting. The program launched in fall, 2012 and was developed in collaboration with healthcare providers across Vermont. Medical assistants perform routine administrative and clinical duties in a healthcare practice and serve as vital liaisons between the doctor and patient. This is an area of high demand in Vermont and beyond. In spring 2013, CCV's Medical Assisting program became the first in Vermont to be accredited by the Accrediting Bureau of Health Education Schools (ABHES), providing graduates eligibility to complete the Certified Medical Assistant (CMA) or Registered Medical Assistant (RMA) examinations.

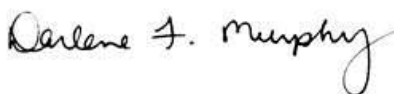
During your Medical Assisting program, you'll enjoy small classes taught by faculty who are professionals in their field and bring into the classroom a wealth of practical skills and expertise. Two required internships will give you the opportunity to apply your learning and connect with local healthcare professionals. General education coursework will provide the foundational skills in written and oral communication, teamwork, and technology that employers deem as desirable.

This Medical Assisting Student Handbook serves as an addendum to CCV's Student Handbook and includes critical information that will help you succeed in CCV's Medical Assisting program. In the pages ahead, you will find information about the specific requirements and expectations of students enrolled in the Medical Assisting program as well as information on how to successfully complete the program throughout Vermont and online.

Other sources of support and information include the CCV catalog, the CCV portal and your advisor. If you can't find what you need – ask! Asking for help is one of the most important lessons you can learn in school – and in life. It is what helps students become successful in college and beyond. CCV has many resources to serve you, and we want you to use them. Please ask for help when you need it.

I wish you well in your pursuit of the Associate of Applied Science degree in Medical Assisting at CCV.

Best,



Darlene Murphy
Associate Academic Dean
Science, Allied Health, Technology
Arts, Communication, Humanities

THIS MEDICAL ASSISTING STUDENT HANDBOOK PROVIDES INFORMATION SPECIFICALLY FOR STUDENTS ENROLLED IN THE MEDICAL ASSISTING DEGREE PROGRAM. THIS HANDBOOK IS AN ADDENDUM TO THE [CCV STUDENT HANDBOOK](#).

ABOUT CCV

CCV ACCREDITATION

The Community College of Vermont is one of five Vermont State Colleges and has been accredited since 1975 by the New England Association of Schools and Colleges (NEASC). We provide quality, affordable education to over 7,000 students each semester. CCV was reaccredited in 2012 by NEASC: 209 Burlington Rd, Suite 201, Bedford, MA 01730-1433 (781-271-0022).

MEDICAL ASSISTING PROGRAMMATIC ACCREDITATION

CCV's Medical Assisting program is accredited by the Accrediting Bureau of Health Education Schools (ABHES) and is the only nationally recognized program in Vermont. This accreditation enables graduates of the program to take the Certified Medical Assistant ([CMA](#)) or Registered Medical Assistant ([RMA](#)) certification examination. CCV's ABHES identification number is MA-464.

FACILITIES

CCV academic centers vary in size, but they share many general features. An academic center typically includes general classrooms; classrooms configured for art, science, and computer instruction; staff offices; work rooms for staff and faculty; and a student area for studying or computer work. Over the past five years, academic centers have added a learning center. Designed to provide students with access to peer or faculty tutoring services, learning centers range from shared space in an existing room in the smallest facilities to one or more dedicated rooms in the largest academic centers.

MEDICAL ASSISTING PROGRAM MANAGEMENT

For a complete list of Medical Assisting Program Management including contract information, please see Appendix D. A listing of academic center staff can be found by here: [Center Staff](#)

Associate Academic Dean:	Darlene Murphy
Science/Allied Health Committee Chair:	Perry Thomas
Internship Coordinator:	Vada Aucter
Coordinators of Academic Services:	See Appendix D for a complete list

STATEMENT OF HISTORY AND OWNERSHIP

[Our History](#)

CCV POLICIES AND PROCEDURES

ADMISSION REQUIREMENTS AND PROCEDURES

CCV has an [open admissions policy](#): anyone who can contribute to and gain from post-secondary education and who completes our admissions process may register for courses. If you'd like more information before applying for admission, fill out our online [request form](#). You may attend CCV as long as you complete these steps in our admissions process: Submit an [application for admission](#) online.

Schedule a New Student Appointment with an [advisor](#) to discuss your goals, interests and course choices.

Contact your nearest CCV academic center to schedule [basic skills assessments](#).

If you have taken other college courses, submit your transcript(s). If you plan to enroll as a degree student at CCV, these must be official transcripts and must be [evaluated](#) by our registrar.

Apply for [financial aid](#) with the assistance of a counselor if you wish.

When you have completed these steps, you will be notified that you are ready to [register](#) for your chosen courses during our open registration periods.

CCV students include those still in high school, traditional-college-aged students, adults of all ages seeking degrees or skill enhancement, and "life-long learners" taking courses for enjoyment. We welcome them all, and our enrollment process is designed not to exclude any, but to help each begin at the appropriate level and be successful in their courses. For this reason, the college may Advise students into a particular course if a assessment scores or transcripts do not indicate readiness.

COURSE CANCELLATION POLICY

[Course Cancellation](#)

EMPLOYMENT STATEMENT

Upon completion of the Medical Assisting program, you will be prepared for employment in the field of healthcare in hospitals, community health centers, outpatient facilities, and ambulatory healthcare services. CCV does not guarantee employment following the completion of this program.

ABOUT THE MEDICAL ASSISTING PROGRAM

CAREER DESCRIPTION

For information regarding the Medical Assisting profession and how the CCV Medical Assisting AAS program can help you on the pathway to the profession, click here: [About the Medical Assisting Program](#)

PROGRAM OUTCOMES

The Medical Assisting Program outcomes include the following:

- demonstrate an understanding of basic anatomy, physiology, and disease processes of the human body as it relates to patient medical history;
- prepare examination room and patient for physical examination using proper procedures for taking vital signs and preventing infection by using aseptic techniques;
- employ a basic knowledge of law and ethics as they pertain to the medical office;
- perform basic medical office functions including, patient scheduling, insurance and reimbursement procedures, basic coding, accounting, and bookkeeping;
- complete either the Registered Medical Assistant ([RMA](#)) or Certified Medical Assistant ([CMA](#)) examination with a passing score;
- demonstrate academic skills required of all CCV graduates, including competency in writing, information literacy, oral communication, quantitative reasoning; and
- explore pathways for educational and career development in the student's field of study.

CREDIT HOUR POLICY

For information regarding CCV's Credit Hour Policy, please click here: [Credit Hour Policy](#)

COURSE DESCRIPTIONS

The course descriptions for each course included in the Medical Assisting Degree can be found by searching for each course here: [Medical Assisting Courses](#)

To view the Essential Learning Objectives for all required courses, click here: [EO's](#)

PROGRAM DELIVERY

CCV offers a variety of learning options including the possibility to take on ground, online, and hybrid courses. To view locations where program courses are planned this academic year, click here: [Program Planning Grid](#)

PROFESSIONAL CERTIFICATION

Upon completion of the Medical Assisting program, students will be eligible to complete either the Registered Medical Assistant (**RMA**) or Certified Medical Assistant (**CMA**) examinations. While Vermont does not require certification to gain employment as a medical assistant, the credential is required to work in bordering states. Furthermore, employers across Vermont are increasingly seeking Certified Medical Assistants (CMAs). To apply for either the RMA or CMA exams, follow the links provided above. When applying for the CMA exam, students will need to identify CCV's program code, A0781, on the examination application. Examination review and preparation materials are available in the [Hartness Library](#).

STUDENT REQUIREMENTS

IMMUNIZATIONS

Allied health program students are required by the State of Vermont to provide documentation of immunizations. Students must comply with state regulations regarding proof of immunization. If the clinical facility requests documentation, students must submit proof of immunization directly to the facility in addition to CCV. Click [here](#) for more information.

If you have any questions about this requirement at CCV, please contact Linda Schlott at Linda.Schlott@ccv.edu or call (802) 828-3024. You can also fax immunization documentation to (802) 828-2805.

CPR/FIRST AID CERTIFICATION

All Medical Assisting students must successfully complete CPR/First Aid certification as a program requirement. You must complete Adult CPR and First Aid through either the American Red Cross or American Heart Association. Copies of the front and back of the certification cards must be provided to your advisor prior to enrolling in the Clinical Medical Assisting Internship in order for this program requirement to be met. Proof of current certification is also required at the time of graduation.

CRIMINAL BACKGROUND CHECK

You must successfully complete a criminal background check through Certified Background before you can register for both the Administrative and Clinical Medical Assisting Internship courses and before you can begin your internship placement. If the Clinical Facility requests documentation, you must submit the results of the criminal background check directly to the facility. If the Clinical Facility requests additional searches or a drug test, you will be responsible for obtaining any additional data and providing it directly to the facility.

To start the process, go to: www.CertifiedBackground.com. Click on “Place Order” and enter package code: CQ01 You will then be directed to set up your CertifiedProfile account. The cost to you is \$57.00 and is payable directly to Certified Background online. These records are confidential.

CRIMINAL BACKGROUND CHECK FAQs:

What happens in the Criminal Background Check Process?

Once you set up your CertifiedProfile account and pay the required \$57, you will submit information to run your criminal background check. CCV and Certified Background have agreed on a package that checks the nationwide federal criminal search, county criminal search, residence history, social security search, nationwide database search and OIG (Office of Inspector General- List of Excluded Individuals/Entities) report. You will be given a unique password which allows you to view your criminal background check results securely online. Once the check is run, you will be notified of your status by Certified Background. Once the criminal background check is complete, you will also be notified by CCV that you have either successfully completed your criminal background check and are ready to enroll or prior convictions were found that need to be reviewed. Completion of this program requirement will also be displayed in your program evaluation.

When I complete the criminal background check, does the code I enter ensure CCV has access to the report?

Yes, the package code (CQ01) that you will enter is exclusive to CCV.

What if I have already completed a background check through a different vendor for employment or another program?

All students must complete the criminal background check through Certified Background as described in the CCV Catalog. Each vendor and institution packages different combinations of local, state, and federal searches. Only the package available through Certified Background is acceptable to meet CCV’s program requirement.

What happens if I have a prior conviction?

Students who have a misdemeanor charge involving theft, abuse, or drugs or any felony conviction may be prevented from participating in some of the required courses for the Medical Assisting program. Each situation will be reviewed on a case by case basis by the Academic Dean and Associate Academic Dean. This may require a meeting with you to better understand the conviction. After a decision is reached, you will be notified in writing as to whether or not you will be allowed to enroll in required program courses.

CRIMINAL BACKGROUND CHECK FAQs (CONT'D)

How will a prior conviction impact my ability to gain employment as a medical assistant?

A felony conviction may prevent employment in a medical assisting job. Some healthcare providers will accept a misdemeanor conviction not involving theft, abuse, or drugs. You should check with the agency with which you wish to work for its policy on prior convictions.

What happens if the clinical facility requests additional information?

If the clinical facility requests documentation, you must submit the results of your criminal background check directly to the facility. If the clinical facility requests additional searches or a drug test, you will be responsible for obtaining any additional data and providing it directly to the facility.

How long does the criminal background check take to process?

Criminal background checks by Certified Background have a fairly quick turnaround. They estimate it will take between 24 and 72 hours to process. In some cases, the process can take up to several weeks.

How do I dispute additional charges or criminal records?

Once your results are returned, you will receive a message in your CertifiedProfile Message Inbox entitled "Completed Order Results." In this message, links are provided to dispute additional charges or criminal records.

PROGRAM IMPROVEMENT

The Community College of Vermont is dedicated to providing high-quality programs. Feedback from all constituents engaged with the Medical Assisting program helps the College determine what we are doing well and where we could improve the experience for students, faculty, and employers. To that end, CCV will disseminate several survey instruments each semester.

Students will be asked to provide feedback on CCV courses and the faculty who teach them through MID AND END SEMESTER EVALUATIONS OF COURSES AND FACULTY.

Supervisors of students completing the Administrative Medical Assisting Internship and Clinical Medical Assisting Internship will be asked to complete the SITE SUPERVISOR SURVEY (APPENDIX F).

Graduates of CCV's Medical Assisting program will be asked to complete the GRADUATE SURVEY.

Employers who hire CCV Medical Assisting graduates to work as medical assistants, or in a related position, will be asked to complete the EMPLOYER SURVEY (APPENDIX G).

INTERNSHIP REQUIREMENTS

As a student in CCV's Medical Assisting Program, you must complete two 80-hour internships with patient contact in out-patient facilities, private practices, or clinic settings, without compensation. Internships provide an environment for students to practice and demonstrate skills learned in the Medical Assisting program. Internships also provide an opportunity for students to refine skills, interact with patients, staff, and physicians, as well as to use equipment in actual clinical settings. Students participating in both of the 80-hour internships must abide at all times by the rules and regulations of their assigned Clinical Facility. Students must conduct themselves in a professional manner and adhere to all dress codes. In the case that policies and procedures of the Clinical Facility are not immediately clear, it is the student's responsibility to ask for clarification from his/her Internship Supervisor.

Students are responsible for purchasing their own scrubs and nametags to wear in the internship placement site. Instructions for ordering scrubs and nametags are below:

Scrubs (Cost is \$29/set plus tax, and flat rate shipping is \$13.95):

1. Go to www.joannsuniforms.com
2. Click CCV link located at the bottom right of the screen
3. Choose pant and shirt options and quantity
4. Proceed to checkout where you will need to create an account and pay for your order

Name Tag (Cost is \$5 or \$7 w/ magnetic backing plus tax, and shipping is \$4.25):

1. Call Initial Ideas at (802)773-6310
2. Tell them that you are a CCV Medical Assisting intern and you need a name tag
 - a. You have the option for a pin back or magnetic back; the magnetic back has an additional \$2 charge
3. They will ask for your name and payment information

Upon registering for your internship class, your next step will be to meet with CCV's Internship Coordinator, who will help find you an internship placement. Students at this time do not need to find their own internship placements.

We will do our best to match students up with a healthcare facility that coincides with their strengths and interests, and that is within reasonable driving distance to your home, but please be aware that you will need to travel for your internship.

Administrative Medical Assisting Internship AHS-1810

This internship course provides students with the opportunity to practice administrative duties performed by a medical assistant in a medical office. Students will demonstrate competencies including professional communication and behavior, data entry, computer applications, records management, scheduling patients, and financial procedures. This course should be completed early in the Medical Assisting program. Students must complete at least 80 hours in the medical office. Prerequisites: Medical Terminology and Administrative Medical Assisting.

Clinical Medical Assisting Internship AHS-2820

This internship course provides students with the opportunity to practice clinical duties performed by a medical assistant in a medical office. Students will demonstrate competencies including infection control, patient interviews, equipment operation, patient preparation and assisting the physician, diagnostic testing, and collecting and processing specimens. Students must complete at least 80 hours in the medical office. Students who have not completed Clinical Medical Assisting in the previous four semesters must receive permission to enroll. Prerequisites: Human Biology, Pharmacology, Clinical Medical Assisting, and CPR/First Aid.

STUDENT INTERNSHIP FAQs

What is an internship?

An internship is an on-site work experience that is either directly related to your major field of study or your career interest.

What are the benefits of an internship?

Internship experience is valuable for exploring fields of work which you may wish to enter after graduation. Experience develops new skills and strengthens existing skills. Work experience helps you establish professional contacts in a potential field of interest. You will be able to demonstrate work setting accomplishments in your resume.

If I have work experience in the field of medical assisting, do I still have to complete the CCV internship courses?

All students must complete both the Administrative and Clinical Medical Assisting internship courses through CCV, regardless of work or life experience. The agency that accredits CCV's medical assisting program, Accrediting Bureau of Health Education Schools (ABHES), requires that students apply skills learned in the prerequisite courses through their internship experience. Therefore, students must enroll in the Administrative Medical Assisting Internship and the Clinical Medical Assisting Internship after completing the course prerequisites.

STUDENT INTERNSHIP FAQs (CONT'D)

How do I find an internship?

At this time, you are not required to find your own internship placements. CCV's internship coordinator has secured placements around the state and will meet with each student to talk about their strengths and interests so that you can be best matched with one of our participating healthcare facilities. Students may need to commute within a 50 mile radius of their home CCV center in order to accommodate an internship placement.

What if I have an internship in mind?

Many students have connections in the field and organizations with which they would like to intern. If you have an internship in mind or have already spoken to an organization about this experience, it must be approved through our program supervisor.

Are there any restrictions on what I can do for my internship?

- A. Internships cannot be a continuation of previous or existing employment responsibilities, nor natural job promotions.
- B. Internships are not allowed with companies owned or managed, fully or in part, by family members nor can internship positions be supervised, directly or indirectly, by family members.
- C. Commission-based internships (or similar compensation methods) are not allowed.
- D. Internships involving direct payments from clients and customers to students are not allowed.
- E. Activities of an unethical or illegal nature are not permitted.
- F. Credit is not allowed retroactively for internship experience.

How do I receive credit for my internship class?

For credit, you must first enroll in the internship course and complete and abide by all necessary requirements. In addition to the assignments that must be completed through the in-class component, interns must complete a **minimum** of 80 hours of work at their internship site. Credit is given based on successfully completing all course requirements by the specified due dates and in a satisfactory manner. Commuting time, meal breaks, extracurricular activities and social functions do not count towards work hours.

Do I get paid for my internship?

Internships through CCV are unpaid.

What will I be doing at my internship?

Two required Medical Assisting courses, Administrative Medical Assisting Internship and Clinical Medical Assisting Internship, give you hands-on workplace experience and an opportunity to make connections with local healthcare facilities and employers.

The Administrative Medical Assisting Internship course provides you with the opportunity to practice administrative duties such as data entry, computer applications, records management, financial procedures, and scheduling patients in a medical office.

STUDENT INTERNSHIP FAQs (CONT'D)

The Clinical Medical Assisting Internship course provides you with the opportunity to practice clinical duties such as infection control, equipment operation, patient preparation, diagnostic testing, and collecting and processing specimens in a medical office. See the Appendix B for a detailed list of competencies related to each course.

What are my responsibilities as an intern?

- A. You must comply with state regulations regarding proof of immunization. If the Clinical Facility requests documentation, you must submit proof of immunization directly to the facility in addition to CCV.
- B. You must successfully complete a criminal background check through Certified Background before they can register for both the Administrative and Clinical Medical Assisting Internship courses and before you can begin your internship placement. If the Clinical Facility requests documentation, you must submit the results of the criminal background check directly to the facility. If the Clinical Facility requests additional searches or a drug test, you will be responsible for obtaining any additional data and providing it directly to the facility.
- C. Learn the registration procedures and assume the leadership to ensure that all forms and requirements are met.
- D. Connect with program supervisor early to initiate the internship application process.
- E. Provide personal transportation to the internship site and assume responsibility for meeting internship hours at the site, unless changes are mutually agreed to by the site supervisor.
- F. Be willing to be supervised and evaluated, and willing to engage in self-evaluation.
- G. Complete all requirements as outlined in the course syllabus and attend class regularly.
- H. Ensure completed supervisor surveys and competency checklists are provided to your instructor.
- I. Demonstrate commitment and dedication to an employer and treat work as first priority.
- J. Be punctual (including notification of employer when absence or tardiness is **necessary**), dependable and perform in a professional manner (this includes a positive attitude and proper work attire).
- K. Communicate regularly and effectively with team/co-workers, academic supervisor and employer to ensure timely and accurate completion of work and to establish good human relationships.
- L. Communicate promptly with the academic supervisor by phone or email any questions or problems that you have.
- M. Conduct yourself in a professional manner and adhere to all dress codes. In the case that policies and procedures of the Clinical Facility are not immediately clear, it is the your responsibility to ask for clarification from his/her Internship Supervisor.

What are the responsibilities of my site supervisor?

The Site Supervisor is an employee of the site organization who assumes responsibility, to work with a student intern. She or he has the obligation to do the following:

- A. Designate appropriate personnel as Internship/Field Experience Supervisor to oversee the Internship/Field Experience at the Clinical Facility.

STUDENT INTERNSHIP FAQs (CONT'D)

- B. Provide Internship/Field Experience opportunities that meet the learning objectives as determined by the College and listed in the Learning Contract.
- C. Provide orientation, appropriate training, and supervision for students during the Internship/Field Experience.
- D. Provide evaluation of student progress in the Internship/Field Experience, as outlined in the Field Site Supervisor Evaluation form and as requested by the responsible faculty member from the College.
- E. Acknowledge that records relating to or concerning the Internship/Field Experience are educational records and are protected by the Family Educational and Privacy Rights Act (FERPA). The Clinical Facility shall not disclose such records except to the College in strict compliance with the provisions of FERPA and upon prior written approval by the student.
- F. Meet with the intern on a regular basis, providing immediate feedback to the student so she or he knows when the work is satisfactory or unsatisfactory.
- G. Orient the student intern to any required safety standards, confidentiality standards, organization rules, and legal requirements at the start of the internship.
- H. Coordinate and communicate with the Course Instructor about the student's progress by completing the site supervisor survey, competency checklists, mid-semester evaluation, and final evaluation in a timely manner.
- I. During the internship period, employ each Intern for a minimum number of hours as required by the curriculum. (See Appendix A)
- J. Communicate with the Internship Coordinator and Course Instructor if there is a serious deficiency found in the student's performance. In such event, the site supervisor and Course Instructor will attempt to devise a plan by which the student may be assisted in achieving the stated objectives of the educational program. The site supervisor has the right to terminate any student whose health or performance is a detriment to patient, client or patron well-being.

What are the responsibilities of the course instructor?

- A. Evaluate the student's supervisor evaluation forms and provide feedback in a timely manner.
- B. Meet with the interns in class sessions, providing interns with supplemental assignments that support their learning in a professional setting.
- C. Serve as one of the reviewers of the intern's overall performance.
- D. Maintain contact with the intern and the site supervisor over the internship period.
- E. Make appropriate interventions if problems occur and coordinate adjustment or termination of the internship in extreme circumstances.
- F. Provide the Agency with copies of current course outlines, course objectives, when requested.
- G. Compile and submit mid-semester and final evaluations and grades.
- H. Collect completed internship competency forms and completed site supervisor surveys, and submit them to the internship coordinator.

What if my question isn't answered here?

One of the most effective ways to get answers and plan for your internship search is to meet with your course instructor and your advisor.

APPENDIX A

INTERNSHIP ATTENDANCE



INTERNSHIP TIME SHEET

Please keep one time sheet for yourself and give one time sheet to your site supervisor to serve as a sign-in sheet to document your internship hours. Give a copy of the completed time sheet to your instructor at the end of your internship. Student must complete 80 hours.

Student Name: _____ Internship Site: _____

For the Period _____ To _____
Beginning date Ending date

<u>Date</u>	<u>Arrival Time</u>	<u>Departure Time</u>	<u>Business Site</u>	<u>Total Hours</u>	<u>Verified By</u>
<u>TOTAL HOURS:</u>					

Site Supervisor Signature _____ Date _____

Student Intern Signature _____ Date _____

APPENDIX B



ADMINISTRATIVE MEDICAL ASSISTING INTERNSHIP EVALUATION

STUDENT NAME/ID: _____

PHONE: _____

INSTRUCTOR: _____

PHONE: _____

INTERNSHIP PLACEMENT & ADDRESS: _____

SUPERVISOR NAME: _____

PHONE: _____

NOTE: For any 'Not Yet Assessed' marks, please explain the reason after that section.

PERFORM CLERICAL FUNCTIONS	Exceeds Expectations	Meets Expectations	Needs Improvement	Not Satisfactory	Not Yet Assessed
Schedule and manage appointments					
Schedule inpatient/outpatient admissions and procedures					
Perform medical transcription					
Organize a patient's medical record					
File medical records					
Locate necessary information for patients and employers					
Please explain any items not yet assessed					

PERFORM BOOKKEEPING PROCEDURES	Exceeds Expectations	Meets Expectations	Needs Improvement	Not Satisfactory	Not Yet Assessed
Prepare a bank deposit					
Reconcile a bank statement					
Post entries on a day sheet					
Perform accounts receivable procedures					
Perform accounts payable procedures					
Perform billing and collection procedures					
Prepare a check					
Establish and maintain a petty cash fund					
Please explain any items not yet assessed					

PREPARE SPECIAL ACCOUNTING ENTRIES	Exceeds Expectations	Meets Expectations	Needs Improvement	Not Satisfactory	Not Yet Assessed
Post adjustments					
Process a credit balance					
Post non-sufficient fund (NSF) checks					
Post collection agency payments					
Please explain any items not yet assessed					

PROCESS INSURANCE CLAIMS	Exceeds Expectations	Meets Expectations	Needs Improvement	Not Satisfactory	Not Yet Assessed
Apply managed care policies and procedures					
Apply third party guidelines					
Obtain managed care referrals and pre-certifications					
Perform procedural coding					
Perform diagnostic coding					
Complete insurance claim forms					
Use a physician's fee schedule					
Please explain any items not yet assessed					

COMMUNICATION	Exceeds Expectations	Meets Expectations	Needs Improvement	Not Satisfactory	Not Yet Assessed
Respond to and initiate written communication					
Recognize and respond to verbal communication					
Recognize and respond to nonverbal communication					
Demonstrate telephone techniques					
Please explain any items not yet assessed					

LEGAL CONCEPTS	Exceeds Expectations	Meets Expectations	Needs Improvement	Not Satisfactory	Not Yet Assessed
Identify and respond to issues of confidentiality					
Perform within legal and ethical boundaries					
Establish and maintain the medical record					
Document appropriately					
Perform risk management procedures					
Maintain liability coverage					
Please explain any items not yet assessed					

EVALUATOR SIGNATURE _____

CLINIC _____

DATE _____

These competency checklists are subject to change based on current standards and requirements of the program and medical assisting examination requirements. Students will be notified of changes.



CLINICAL MEDICAL ASSISTING INTERNSHIP EVALUATION

STUDENT NAME/ID: _____

PHONE: _____

INSTRUCTOR: _____

PHONE: _____

INTERNSHIP PLACEMENT & ADDRESS: _____

SUPERVISOR NAME: _____

PHONE: _____

NOTE: For any 'Not Yet Assessed' marks, please explain the reason after that section.

FUNDAMENTAL PRINCIPLES	Exceeds Expectations	Meets Expectations	Needs Improvement	Not Satisfactory	Not Yet Assessed
Perform hand washing					
Wrap items for autoclaving					
Perform sterilization techniques					
Dispose of bio hazardous materials					
Practice standard precautions					
Please explain any items not yet assessed					

SPECIMEN COLLECTION	Exceeds Expectations	Meets Expectations	Needs Improvement	Not Satisfactory	Not Yet Assessed
Perform venipuncture					
Perform capillary puncture					
Obtain throat specimen for microbiological testing					
Instruct patients in the collection of clean-catch, mid-stream urine specimen					
Instruct patients in the collection of fecal specimen					
Please explain any items not yet assessed					

DIAGNOSTIC TESTING	Exceeds Expectations	Meets Expectations	Needs Improvement	Not Satisfactory	Not Yet Assessed
Use methods of quality control					
Perform urinalysis					
Perform hematology testing					
Perform chemistry testing					
Perform immunology testing					
Perform microbiology testing					
Screen and follow-up test results					
Perform electrocardiograms					
Perform respiratory testing					
Perform pregnancy testing					
Please explain any items not yet assessed					

PATIENT CARE	Exceeds Expectations	Meets Expectations	Needs Improvement	Not Satisfactory	Not Yet Assessed
Perform telephone and in-person screening					
Obtain vital signs					
Obtain and record patient history					
Prepare and maintain examination and treatment area					
Prepare patients for and assist with routine and specialty examinations					
Prepare patients for and assist with procedures, treatments and minor surgery					
Apply pharmacology principles to prepare and administer oral and parenteral medications					
Maintain medication and immunization records					
Please explain any items not yet assessed					

PATIENT INSTRUCTION	Exceeds Expectations	Meets Expectations	Needs Improvement	Not Satisfactory	Not Yet Assessed
Explain general office policies					
Instruct individuals according to their needs					
Instruct and demonstrate the use and care of patient equipment					
Provide instruction for health maintenance disease prevention					
Identify community resources					
Please explain any items not yet assessed					

OPERATIONAL FUNCTIONS	Exceeds Expectations	Meets Expectations	Needs Improvement	Not Satisfactory	Not Yet Assessed
Perform an inventory of supplies and equipment					
Perform routine maintenance of administrative and clinical equipment					
Utilize computer software to maintain office systems					
Please explain any items not yet assessed					

TRANS DISCIPLINARY COMPETENCIES

COMMUNICATION	Exceeds Expectations	Meets Expectations	Needs Improvement	Not Satisfactory	Not Yet Assessed
Respond to and initiate written communication					
Recognize and respond to verbal communication					
Recognize and respond to nonverbal communication					
Demonstrate telephone techniques					
Please explain any items not yet assessed					

LEGAL CONCEPTS	Exceeds Expectations	Meets Expectations	Needs Improvement	Not Satisfactory	Not Yet Assessed
Identify and respond to issues of confidentiality					
Perform within legal and ethical boundaries					
Establish and maintain the medical record					
Document appropriately					
Perform risk management procedures					
Maintain liability coverage					
Please explain any items not yet assessed					

EVALUATOR SIGNATURE _____

CLINIC _____

DATE _____

These competency checklists are subject to change based on current standards and requirements of the program and medical assisting examination requirements. Students will be notified of changes.

APPENDIX C

STUDENT CONDITIONS FOR INTERNSHIP PLACEMENT



STUDENT CONDITIONS FOR MEDICAL ASSISTING INTERNSHIP PLACEMENT

As a student in the Medical Assisting degree program at the Community College of Vermont, it is important that you understand the responsibilities expected in an internship setting. Please read this form carefully and sign at the bottom attesting that you agree to the conditions below.

Patient Confidentiality and Privacy:

Students must understand and respect the confidential nature of the patient-specific data that is available to them. Students must comply with the policies and procedures of the clinical facility regarding the confidentiality and security of patient health information.

Blood-Borne Pathogens:

Students must have a basic understanding of blood-borne pathogens and avoidance of transmission.

Proof of Immunization:

Students must comply with state regulations regarding proof of immunization. If the clinical facility requests documentation, students must submit proof of immunization directly to the facility in addition to CCV.

Criminal Background Check:

Students must successfully complete a criminal background check through Certified Background before they can register for both the Administrative and Clinical Medical Assisting Internship courses and before they can begin their internship placement. If the clinical facility requests documentation, students must submit the results of the criminal background check directly to the facility. If the clinical facility requests additional searches or a drug test, students will be responsible for obtaining any additional data and providing it directly to the facility.

Adherence to Policies and Procedures:

Students participating in the 80-hour internship must abide at all times by the rules and regulations of both their assigned clinical facility and the Community College of Vermont. Students must conduct themselves in a professional manner and adhere to all dress codes. In the case that policies and procedures of the clinical facility are not immediately clear, it is the student's responsibility to ask for clarification from his/her Internship Supervisor.

By signing here, I agree to abide by the conditions stated above during and after my placement by the Community College of Vermont in an internship at a clinical facility for educational purposes.

Signature: _____ Date: _____

(Please print below)

Name: _____

Address: _____

Telephone: _____

Email: _____ Colleague ID: _____

Emergency Contact: _____ Relationship: _____

Telephone: _____

APPENDIX D



Medical Assisting Program Management		
Title	Name	Contact Information
Associate Academic Dean	Darlene Murphy	(Darlene.Murphy@ccv.edu) 802-654-0534
Science/Allied Health Committee Chair	Perry Thomas	(ElizabethPerry.Thomas@ccv.edu) 802-334-3330
Internship Coordinator	Vada Aucler	(Vada.Aucler@ccv.edu)

Coordinators of Academic Services		
CCV Center	Name	Contact Information
Bennington	Jeanette Jenkins	(Jeanette.Jenkins@ccv.edu) 802-447-2361
Brattleboro	Karen Clark	(Karen.Clark@ccv.edu) 802-254-6389
Middlebury	Anya Schwartz	(Anya.Schwartz@ccv.edu) 802-388-0299
Montpelier	Jeneve Girard-DiCarlo	(Jeneve.Girard-DiCarlo@ccv.edu) 802-828-0129
Morrisville	Francinne Valcour	(Francinne.Valcour@ccv.edu) 802-888-1380
Newport	Perry Thomas	(ElizabethPerry.Thomas@ccv.edu) 802-334-3330
Online	Chris Mason	(Chris.Mason@ccv.edu) 802-654-0527
Rutland	Myra Peffer	(Myra.Peffer@ccv.edu) 802-786-3818
Springfield	Jennifer Alberico	(Jennifer.Alberico@ccv.edu) 802-885-8363
St. Albans	Marty Leach	(Martha.Leech@ccv.edu) 802-527-5510
St. Johnsbury	Jenny Gundy	(Jennifer.Gundy@ccv.edu) 802-751-0241
Upper Valley	Kate Hughes	(Kate.Hughes@ccv.edu) 802-281-5015
Winooski	Aimee Loiter	(Aimee.Loiter@ccv.edu) 802-654-0523

APPENDIX E

ADDITIONAL RESOURCES

In addition to opportunities connected to coursework and program requirements, you can access a diverse array of services through the CCV student portal and through workshops, career counseling, resource materials, and computer software programs free to CCV students and Vermont residents. Here are some of the resources you might want to use:

In addition to resources offered by CCV advisors, faculty and staff, medical assisting students may access the services of Vermont Student Assistance Corporation (VSAC's) Adult Outreach counselors for help with exploring careers and planning and paying for education options. To make an appointment with a VSAC Adult Outreach counselor to talk about your career and education plans, call one of the following numbers and ask for Outreach. The office staff will ask where you live and will set up a free appointment with the counselor nearest you.

- Chittenden County area: 655-9602
- Rutland or Bennington area: 802 786-8840
- Statewide: 1 800 642-3177 toll free

VSAC also provides several helpful online tools. To find these tools, go to www.vvac.org.

- On the right side of the page, look in the Quick Links Box:
 - In the tools section:
 - Click on **Career and College Planning**. This links you to a helpful list of free online career planning tools including assessments and career information.
 - Click on **Learning Express Library**. This takes you to some helpful tools to increase your basic skills or to learn about US citizenship
 - In the General section:
 - Click on **Adult Learners**. This section has useful information about college and training, financial aid, and career exploration. It also features our Reaching Out Newsletter for Adult Students and our Adult Student Handbook.

Vermont's Department of Labor (VDOL) provides CCV students and all Vermonters access to an extensive website with information about employment, job postings, general labor market information, and outlooks for various jobs in communities around Vermont. Visit VDOL at www.labor.vermont.gov or contact the VDOL office in your local community.

MAS Grad Survey

Thank you for your help in completing this quick survey!

Your responses will help CCV maintain ABHES accreditation and will also help us to improve our services.

We'll start with a few questions about the Medical Assisting Program specifically:

Please indicate your level of agreement about how well CCV's educational and clinical experiences prepared you for employment.

Consider each item separately and rate each item independently of all others. Mark the rating that indicates the extent to which you agree with each statement.

	Strongly Agree	Agree	Acceptable	Disagree	Strongly Disagree
I was informed about the credentialing requirements to work in the field.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The classroom/laboratory portions of the program adequately prepared me for my present position.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The clinical portion of the program adequately prepared me for my present position.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My instructors were knowledgeable in the subject matter and relayed this knowledge to the class clearly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Upon completion of my classroom training, an internship opportunity was provided to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend CCV's Medical Assisting degree program to an interested family member or friend.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are you planning to take the Certified Medical Assistant (CMA) Exam?

- Yes
 No
 Unsure

If yes, when?

If no or unsure, is there anything CCV can do to assist you?

MAS Grad Survey

1. Are you continuing your education this fall?

- Yes
 No

What is the name of the college or training program?

What credential you are seeking?

- Bachelors (4 year)
 Associates (2 year)
 Certificate (1 year or less)
 Other: (please specify)

Were you employed when you first enrolled in CCV's Medical Assisting Program?

- Yes
 No

Are you currently employed?

- Yes
 No

What is your current occupation?

Title

Employer

City

State

Have you had, or do you anticipate, a change in job or salary as a result of your CCV degree?

- Yes
 No

MAS Grad Survey

Please estimate your current annual salary:

- under \$15,000 \$30,000 - \$37,499 over \$52,500
 \$15,000 - \$22,499 \$37,500 - \$44,999
 \$22,500 - \$29,999 \$45,000 - \$52,999

Is your current job in the Medical Assisting field?

- Yes
 Somewhat - it's in a related health field
 No

CCV's Medical Assisting accreditation agency requires us to conduct a very brief follow up with employers of recent Medical Assisting graduates.

Here are the questions we ask employers; CCV will only use this information for accreditation required reporting.

- 1. The employee demonstrates acceptable training in the area for which he/she is employed.**
- 2. The employee has the skill level necessary for the job.**
- 3. I would hire other graduates of this program.**
- 4. Is there anything else you'd like to add?**

So that CCV's Medical Assisting Program can retain its accreditation, please include the name, title, and contact information for your current employer.

Supervisor's Name:
Title:
Email Address:
Phone Number:

Are you currently in the military?

- Yes
 No

Will you be enlisted in the military within the next 6 months?

- Yes
 No

MAS Grad Survey

What did you like most about your experience at CCV?

What is your top suggestion to improve the student experience at CCV?

If you have anything else you would like to add, please do so here:

•

First name

Last name

Address:

City/Town:

State:

Preferred email:

Preferred phone:

Please check here if you would like to be included in the raffle to win a CCV hoodie sweatshirt!

Yes, please include me in the raffle!

No thanks



CCV MEDICAL ASSISTING INTERNSHIP: SITE SUPERVISOR SURVEY

SITE: _____

Check Internship Type: Administrative Clinical

Using the scale below, please rate your satisfaction with the following items related to the CCV Medical Assisting Internship:

- Excellent = 5
- Good = 4
- Acceptable = 3
- Needs Attention = 2
- Unacceptable = 1

Please complete this brief survey every 2 weeks, ending with a summary rating.
 The CCV internship coordinator will collect this form at the end of the internship.
 Thank you for sharing your important feedback with the student and CCV.

	SUMMARY RATING					COMMENTS:
	DATE:	DATE:	DATE:	DATE:	DATE:	
STUDENT INTERN PERFORMANCE						
Attendance						
Initiative/appearance						
Communication						
Critical thinking						
Information use						
Quality of work						
Multi-tasking						
Technical proficiency						
Professional attitude						
CCV PARTNERSHIP						
Interaction and responsiveness of CCV						
CCV representative's responsiveness						
Quality of CCV representative's site visit(s)						

Site Supervisor Additional Comments (Cont. on back, if needed.):

Student: _____ Site Supervisor: _____ Site Supervisor's Signature _____ Date: _____

Faculty: _____ Faculty Signature _____ Date of Site Visit: _____

Faculty Comments (Cont. on back, if needed.):

MAS Employer Survey

Thank you for your help in completing this quick survey!

Your responses will help CCV maintain accreditation and will also help us to improve our services.

Your responses are confidential and will only be reported in a group format.

So we can keep track of who has participated in this survey, please provide your contact information below.

Employer Information

Name	<input type="text"/>
Employer	<input type="text"/>
Title	<input type="text"/>
Address	<input type="text"/>
City/Town	<input type="text"/>
State	<input type="text"/>
ZIP	<input type="text"/>
Preferred email:	<input type="text"/>
Preferred phone:	<input type="text"/>

Employee Information

Name of Employee (Graduate):	<input type="text"/>
Job Title	<input type="text"/>
Date of Hire	<input type="text"/>
Place of Employment	<input type="text"/>

Is the graduate still employed?

- Yes
- No

Now, for just a few questions about the employees performance specifically:

Please indicate your level of agreement about how well your employee was prepared for employment.

Consider each item separately and rate each item independently of all others. Mark the rating that indicates the extent to which you agree with each statement.

	Strongly Agree	Agree	Acceptable	Disagree	Strongly Disagree
The employee demonstrates acceptable training in the area for which he/she is employed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The employee has the skill level necessary for the job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

MAS Employer Survey

I would hire other graduates of this program

Yes

No

If you have anything else you would like to add, please do so here. Your feedback is important to us!