

This program prepares medical assistant students to perform patient clinical skills in various medical office settings.

A Clinical Medical Assistant may perform clinical procedures, such as,

- taking medical histories and recording vital signs,
- preparing patients for examination,
- assisting the physician during the examination.
- explaining treatment procedures to patients,
- administering medications as directed by a physician
- prepare patients for x-rays,
- performing an electrocardiogram,
- assisting with minor surgery, change dressings.
- obtaining laboratory specimens for testing, such as drawing blood
- educating patients about medication and special diets
- authorize drug refills as directed, telephone prescriptions to a pharmacy, 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.

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 lectures, hands-on activities and laboratory practice.



Program Prerequisites

1. Must be 18 or older (verified by driver's license or birth certificate),
2. Completed a high school diploma or GED (or higher post-secondary degree),
3. WorkKeys Reading (level 4) & Math (level 3)

Student Information

Last Name	First Name	MI	
Mailing Address	City	State	Zip Code
Telephone	E-mail Address		

Application Materials Checklist

Material Name	Description of Material Received	Initials	Date
Proof of Age (minimum 18 – photocopy of driver's license or birth certificate)			
Education (minimum HS Diploma or GED –photocopy of diploma or transcripts)			
WorkKeys – applied math <u>and</u> reading for information			
Immunization Verification (stamped and signed documentation)	Verification as requested by externship coordinator		
Background Screen Clearance from CCHSP	Verification as requested by externship coordinator		

Program Use Only			
Application Received:		All Materials Received:	
Funding Agency:	Advising Form:	Completion Letter Sent:	

Please submit your application and materials to:	
UNM Continuing Education Phlebotomy Program 1634 University Blvd, NE Albuquerque, NM 87102-1711	e-mail: lnalin@unm.edu FAX: (505) 277-8975

Please call (505) 277-6025 or e-mail lnalin@unm.edu for more information.

Policies

An applicant to the Clinical Medical Assistant certificate program is expected to participate fully in activities required for course completion. Attendance is recorded and 100% attendance is required. Required skills and abilities include, observation, communication, motor and behavioral maturity. The applicant must be able to participate actively in all demonstrations, laboratory exercises, classroom activities and clinical experiences in all areas; Clinical procedures, providing Patient Care, EKG lab, Phlebotomy theory, Phlebotomy LAB. The applicant must be able to exercise good judgment, function effectively under stress, adapt to changing environments and provide professional and sensitive care to classmates and patients.

Readiness Assessments

The WorkKeys assessment system is used to determine those skill levels. The ability to learn, listen, communicate, work in teams, and solve problems are what employers expect. WorkKeys assessments measure these abilities in two key areas:

- Reading for Information— measures the skill people use when they read and use written text in order to do a job. The written texts include memos, letters, directions, signs, notices, bulletins, policies, and regulations. It is often the case that workplace communications are not necessarily well-written or targeted to the appropriate audience.
- Applied Mathematics— measures the skill people use when they apply mathematical reasoning, critical thinking, and problem-solving techniques to work-related problems. The test questions require the examinee to set up and solve the types of problems and do the types of calculations that actually occur in the workplace.

Verification of this assessment is required for the Phlebotomy certificate program.

- Each WorkKeys assessment has a score level range. WorkKeys scores indicate your ability to perform more complex skills as the score levels increase.
- The assessments take about 45 to 55 minutes each.
- This requirement is waived for those with an Associate degree or higher or with prior medical experience; military media, EMT, allied health fields.

Stick Insurance

Stick insurance will be provided as part of the tuition for all students. This insurance will cover any needle stick by a contaminated needle during lab. Those choosing to do a clinical externship will be re-enrolled for that section separately. Please follow the procedures outlined by instructors if this should occur. Report immediately.

Clinical Externship (optional)

An externship opportunity is available to all students who pass the 143 training course at 70% or higher on the final exams. CCI will contact you to explain the opportunities and requirements. This is an optional training section but there is no additional tuition charged. You will however need to have NM Background check by the Department of Health. You will need to be enrolled in Stick

insurance for the fee of \$30 to be paid to the UNMCE cashier no later than two weeks prior the start date of your clinical assignment.

Immunizations (as needed)

Copies of immunizations records will be submitted to the Externship Coordinator if requested. This is only necessary if there is a clinical externship requested and a placement found.

Required Immunizations
Flu Shot for 2017 (Nov. – Mar.)
Measles/Mumps/Rubella (MMR) (titer and/or vaccine)
Hepatitis B (must complete first of the series of 3)
Tuberculosis Test (within past 6 months)
Varicella (titer and/or vaccine)



Background Check Fingerprinting (as needed)

If a clinical externship placement is arranged a state background check may be required. Your personal information and history will be submitted for a state/national background screening for healthcare workers. The Externship Coordinator will give you information on when and how to submit electronic fingerprints. This clearance will be effective for 12 month from date of clearance.

Certification Exam (included in tuition upon successful completion)

The certification exam for National Healthcare Association (NHA) will be scheduled no later than 2 weeks following the last day of classroom instruction. You must complete This is

optional and does not affect your completion of the course.

Human Subjects Policies

Permission for blood draws by students

Initials _____

The need for practice of correct procedures and skills is critical for success. Permission to draw from and be drawn by all class members is necessary. The instructor will determine if it is necessary to accommodate a unique situation. All draws of blood are strictly supervised by instructors. Any difficulties or pain should be reported immediately.

Assumption Of Risk and Consent to Procedures*

Initials _____

You will be participating in laboratory activities in which learning by students requires the use of human subjects as part of the training. As a part of these learning activities you will be asked to perform specific skills as well as be the subject of specific skills practiced by students. These learning activities will be conducted under the supervision of the course instructor.

Bloodborne Pathogen Exposure

It is important that you be aware that blood and other body fluids have been implicated in the transmission of certain pathogens, particularly Hepatitis B Virus (HBV) and Human Immunodeficiency Virus (HIV), the virus responsible for Acquired Immune Deficiency Syndrome (AIDS). In order to minimize risk of exposure to bloodborne pathogens, the student must agree to follow Standard Precautions guidelines as well as comply with regulations outlined in the OSHA Bloodborne Pathogen Standard.

Risks/Discomforts

Participation may create some anxiety or embarrassment for you. Some procedures may create minor physical or psychological discomfort.

Learning Activity	Specific Benefit	Risks/Discomfort
Venipuncture using both evacuated tube system (ETS) and syringe system	Student gains experience needed prior to performing procedures on actual patients	Possibility of hematoma or bruising; slight, temporary pain with procedure; slight risk of temporary nerve inflammation
Skin puncture of the finger tip	Same as above	Slight, temporary pain upon puncture; minimal possibility of infection, provided area is kept clean
Optional Learning Activity	Specific Benefit	Risks/Discomfort
Skin puncture of the forearm for Bleeding Time Test (BTT)	Same as other activities listed above	Same skin puncture activity listed above, plus possibility of a small scar at incision site

Your Rights

You have the right to withhold consent and to withdraw consent after it has been given. You may ask questions and expect explanation of any point that is unclear.

I have read the above Human Subjects Document. I acknowledge my understanding of the risks and benefits described. My questions have been answered. I agree to participate as a subject in the learning activities listed above.

Printed Name _____

Signature _____ Date _____

Requirements for Success

Attendance

Initials _____

Students are expected to attend all **Clinical Procedures, EKG and Phlebotomy classes** as scheduled. Arriving late or leaving early is strongly discouraged. Students are expected to notify their instructor(s) ahead of time if they know they must miss class. A student who misses two classes without approval will meet with the Program Supervisor to review the course expectations. Probation or withdraw from the program are possible consequences. This is an intense training

and it is difficult to keep up after missing class. Students are also expected to let their instructor know when they miss class due to illness. The provided sign-in sheets are the official record of attendance. Students will sign for the morning and afternoon sessions; signing for another student is unacceptable and a violation of the Student Code of Conduct.

Studying and Grades

Initials _____

Students are expected to come to class prepared to take notes, to spend time studying every day, to actively participate in class, and to pass regular quizzes and exams with a grade of 70% or higher. Final exam **MUST** have a score of 70% or higher to pass and be considered for the externship positions.

Students will also need to complete clinical requirements as determined by their instructor/supervisor. Students may be delayed or removed from a clinical site for unprofessional behavior, failing to follow procedures or not meeting any requirements set by the instructor or the clinical site.

Professionalism in Healthcare Fields

Professionals in healthcare are highly regarded as committed to quality care with compassion, well-trained in their job and provide confidentially for their patients and clients. Workplace readiness demand that your attitudes and actions demonstrate this level of professionalism. Understanding the role and responsibilities of your position builds the trust of those in your care.

Attitudes and skills in these areas will be part of your training

- Mature responsibility and show a passion for your work
- Interpersonal and business communication
- Problem solving and critical thinking
- Working productively in a team
- Give appropriate, timely feedback to classmates and instructors
- Be friendly and a team player
- Assisting customers effectively
- Developing good and safe work habits and workplace discipline
- Show a willingness to learn and volunteer for new tasks

The HIPAA Privacy Rule from HHS.gov

<http://www.hhs.gov/hipaa/for-professionals/index.html>

Understanding and abiding the HIPAA Privacy Rule will be held to the highest standard as a student and in your future workplace. The rules apply to you and for you throughout this course.

These national standards are established to protect individuals' medical records and other personal health information and applies to health plans, health care clearinghouses, and those health care providers that conduct certain health care transactions electronically. The Rule requires appropriate safeguards to protect the privacy of personal health information, and sets limits and conditions on the uses and disclosures that may be made of such information without patient authorization. The Rule also gives patient's rights over their health

information, including rights to examine and obtain a copy of their health records, and to request corrections.

The Privacy Rule is located at 45 CFR Part 160 and Subparts A and E of Part 164.

The HIPAA Security Rule establishes national standards to protect individuals' electronic personal health information that is created, received, used, or maintained by a covered entity. The Security Rule requires appropriate administrative, physical and technical safeguards to ensure the confidentiality, integrity, and security of electronic protected health information.

Personal accountability and obligations matter. Conduct yourself in a professional manner before, during and after classes. Report any behavior, activities or situations that would be considered less than professional to your Program Supervisor.

Student Code of Conduct

Initials _____

It is important for all students to be aware of conduct that is required by UNMCE in order to participate in UNMCE programs and services. Violations or disruptions to the classroom environment will be dealt with swiftly with consequences including withdrawal from the program. A detailed Student Code of Conduct policy is available in the UNMCE Registration Office or on the web at: <http://ce.unm.edu/registration/policies.html>.

The UNM Continuing Education campus is a tobacco-free campus. A designated smoking area is available on the north side of the Conference Center.

Student sanctions or disciplinary procedures maybe invoked under the Student Code of Conduct policy. Any conduct considered to adversely affect UNMCE's educational function, to disrupt the community on campus, to interfere with the rights of others to pursue their education or to conduct their University duties and responsibilities, or to participate in University activities, may result in student sanctions or disciplinary actions that may include disenrollment. UNMCE may take disciplinary action for an offense against the Code of Conduct when the offense occurs on UNMCE premises or at any UNMCE-sponsored events, including trips, lectures, conferences or UNMCE activities held at other facilities. When matters are in dispute, UNMCE follows all University policies on due process.

University policy states that students are expected to conduct themselves professionally and to refrain from disruptive behavior. Examples of disruptive student behavior include, but are not limited to:

- Consistently being late to class or leaving class early
- Verbally abusing another student, the instructor, or staff
- Inappropriate remarks, obscene or offensive language
- Aggressive, bullying or angry behavior
- Taking over the lecture or making remarks out of turn
- Dominating classroom discussion
- Bringing non-students to class, including children and pets
- Refusing to participate in class activities
- Physically confronting another person
- Coming to class under the influence of alcohol and/or drugs.

Students who experience abusive or disruptive behavior should report the incident to the course instructor and/or the Program Supervisor.

Dishonesty in Academic Matters

Initials _____

According to the *University of New Mexico* web site <http://dos.unm.edu/student-conduct/academic-integrityhonesty.html>

Academic dishonesty is a violation of UNM's Student Code of Conduct. Academic dishonesty as defined by that Code, includes, but is not limited to:

"dishonesty in quizzes, tests or assignments; claiming credit for work not done or done by others; hindering the academic work of other students; misrepresenting academic or professional qualifications within or without the University; and nondisclosure or misrepresentation in filling out applications or other University records."

UNM Policy 2240: Respectful Campus Initials _____

The University is committed to creating and maintaining a community in which students and employees can learn and work together in an atmosphere:

- that enhances productivity and draws on the diversity of its members; and
- is free from all forms of disrespectful conduct, harassment, exploitation or intimidation, including sexual.

"The University of New Mexico promotes a working, learning, and social environment where all members of the UNM community, including but not limited to the Board of Regents, administrators, faculty, staff, students, and volunteers work together in a mutually respectful, psychologically-healthy environment."

The purpose of this policy is to foster a dialogue on positive and effective intergender communication and interaction but also to take whatever action may be needed to prevent, correct and, when necessary, to discipline behavior which violates this policy.

Behavior that is inconsistent with the UNM Respectful Campus Policy 2240; shall not be tolerated includes but are not limited to:

- disruptions during class such as interrupting the lecture,
- rude or disrespectful comments toward any participants,
- challenging the content as being incorrect or unrelated discussions to the material covered
- lack of preparation for class by not having books, notes, supplies or needing other assistance impacts the working classroom environment.
- suggestive or obscene letters, notes, invitations,
- derogatory comments, epithets, slurs or jokes,
- impeding or blocking movements, touching, or any physical interference with normal work,

- threats or insinuations that lack of sexual favors will result in reprisals, withholding support for appointments, promotions or transfers, change of assignments, or poor performance reviews.

Equipment and Materials

Tuition covers textbook, course manual, lab materials & supplies and required needle stick insurance. Students will be using a variety of phlebotomy and other laboratory and medical equipment and materials in class from practice arms and needles to medical equipment for vital signs and EKG machines. Students will be trained in the proper and safe use of equipment and supplies, and are expected to use and take care of equipment and dispose of supplies properly. Upon successful completion of the course, the certification exam will be scheduled within two weeks of the course ending.

I confirm that the information I submit for acceptance into the Clinical Medical Assistant Program at UNM Continuing Education is accurate and that I have read and understand the above information.

Printed Name _____

Signature _____ Date _____

*Course Curriculum is developed and provided by CCI – Condensed Curriculum International. Content and standards will be maintained according to CCI approval and on course content matter CCI has final approval.