

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: Inalin@unm.edu FAX: (505) 277-8975

Please call (505) 277-6025 or e-mail Inalin@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 147 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 (optional)

The certification exam for National Healthcare Association (NHA) will be scheduled no later than 2 weeks following the last day of classroom instruction. This is optional and does not affect your completion of the course. You will need to pay \$149

to the UNMCE Cashier to cover administrative costs for the exam. Please provide the UNMCE Cashier's Receipt as evidence of paying this fee.

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.

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. 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:

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

Students who experience abusive or disruptive behavior may 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 3780: Sexual Harassment Awareness

Initials _____

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

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.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature....

Examples of sexual harassment which shall not be tolerated include but are not limited to:

- suggestive or obscene letters, notes, invitations,
- derogatory comments, epithets, slurs or jokes,
- impeding or blocking movements, touching, or any physical interference with normal work,
- sexual oriented gestures, displaying sexually suggestive or derogatory objects, pictures, cartoons, or posters (the situation will be evaluated for appropriateness such as art displayed in museums versus centerfold in office setting),
- 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.

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.