



## **Medical Assisting**

### **Program Information Packet**



The Medical Assisting Program is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) upon the recommendation of the Medical Assisting Education Review Board (MAERB).

Commission on Accreditation of Allied Health Education Programs-CAAHEP  
9355 – 113th St. N, #7709, Seminole, FL 33775  
Telephone (727) 210-2350  
[www.caahep.org](http://www.caahep.org)

Medical Assisting Education Review Board (MAERB)  
2020 N. California Avenue, #213, Suite 7, Chicago IL 60647  
Telephone (800) 228-2262  
[www.maerb.org](http://www.maerb.org)

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## Medical Assisting Program Mission Statement

Pensacola State College Medical Assisting program is committed to providing the medical assistant professional with education, certification, credential acknowledgment, networking opportunities, scope-of-practice protection, and advocacy for quality patient-centered health care.

## Medical Assisting Program Goals and Student Learning Outcomes

<b>Program Goal #1:</b>	<b>The student will be clinically competent.</b>
Student Learning Outcome:	<ol style="list-style-type: none"> <li>1. Demonstrate an understanding of human anatomy and physiology and appropriate medical terminology.</li> <li>2. Perform clinical procedures required in an ambulatory healthcare office.</li> </ol>
<b>Program Goal #2:</b>	<b>The student will demonstrate communication skills.</b>
Student Learning Outcome:	<ol style="list-style-type: none"> <li>3. Communicate appropriately with patients and coworkers in an ambulatory healthcare setting.</li> </ol>
<b>Program Goal #3:</b>	<b>The student will develop critical thinking skills.</b>
Student Learning Outcome:	<ol style="list-style-type: none"> <li>4. Use clerical and administrative skills.</li> <li>5. Demonstrate an understanding of legal guidelines and medical ethics.</li> </ol>
<b>Program Goal #4:</b>	<b>The student will model professionalism.</b>
Student Learning Outcome:	<ol style="list-style-type: none"> <li>6. Demonstrate professional competencies in an ambulatory healthcare setting.</li> </ol>

The minimum expectation of the program is to prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.

## General Information

The Medical Assisting program is designed to provide students with the theoretical, practical, and clinical skills needed in the operation of a Medical Assisting. The Medical Assisting program is a three (3) semester (1-year) program and accepts a new cohort in the fall semester. The program is limited access, meaning the student must meet admission criteria and then is ranked by date of meeting admission criteria to determine acceptance into the program. Graduates of this program will work under the direct supervision of a licensed physician to perform tasks such as gather information on patients' medical histories and health issues, providing direct patient care, provide patients with information and instructions regarding treatment, prepare rooms, patients, and instruments for the physician, as well as offer basic support during procedures, administration at the front desk and keep records current and organized, schedule appointments, file insurance claims, answer phones, schedule appointments; maintaining inventory; using computer systems to enter and update patient profile information and accounts; and performing clerical duties necessary to the systematic operation of the medical office.

The program consists of online, classroom, laboratory and clinical experiences. During the final term, the student will complete a clinical rotation in a medical office setting. Program policy requires that all general education and technical courses required be completed with a grade of "C" or better. Upon completion of this 1300 clock hour program, the successful graduate will be eligible to apply for the CMA (AAMA) exam. All certified Medical Assistants are required to complete continuing education and recertify every five years and maintain the CMA (AAMA) certification.

### Occupational Outlook

Medical Assistants can work in a variety of settings and command a varying salary based upon the employment setting. For the latest information regarding these statistics visit the Bureau of Labor and Statistics website for Medical Assisting.

<https://www.bls.gov/ooh/healthcare/medical-assistants.htm>

The outlook for Medical Assisting can also be found in the Pensacola State College catalog located at:

[https://catalog.pensacolastate.edu/preview\\_program.php?catoid=2&poid=290&returnto=54](https://catalog.pensacolastate.edu/preview_program.php?catoid=2&poid=290&returnto=54)

### ADMISSION CRITERIA

- High School Diploma or GED
  - College Application
- When the student has met the program admission requirements, the student's application is evaluated by the Office of Admissions and ranked according to the date on which the student completed the final requirement. Students are selected in that rank order.

### PROGRESSION REQUIREMENTS

- A grade of C or higher in courses in the curriculum.
- Satisfactory completion of clinical requirements which include the following:
  - Level II FDLE background screen;
  - Urine drug screen;
  - Current American Heart Association Basic Life Support for Healthcare Providers Certification or American Red Cross Basic Life Support/CPR for Healthcare Providers Certification; and
  - Immunizations/vaccines:
- Basic Skills Requirement
  - State Board of Education Rule 6A-10.040 Florida Administrative Code (F.A.C.) requires non-exempt students who enroll in a career certificate offered for career credit of 450 clock hours or more to complete an entry-level examination within the first six weeks after admission into the program.

### COMPLETION REQUIREMENTS

- Earn a cumulative grade point average of 2.0 or better in all courses applicable to the program of study.
- Meet the academic residence requirement of completing at least 25% of the program with classes at Pensacola State College.

### Positive Drug Screen Policy

Applicants who test positive on the required drug screen and cannot provide appropriate documentation to the Medical Review Officer explaining the positive result will result will not be able to attend clinic.

### Performance Standards

The Medical Assisting program applicant should possess the following capabilities:

1. Be of sound mind and body to perform the professional duties of a medical assisting student without becoming injurious to self or others.
2. Sufficient physical, motor, sensory, intellectual, emotional, and social/ communication skills to provide safe patient care utilizing a variety of equipment in different health care environments.

Mental and Technical Standards, Physical Abilities and Skills	Standard	Examples
Mental	Sufficient intellectual and emotional functions to plan and implement assigned duties in a responsible manner.	Function safely, responsibly and effectively under stressful situations. Remain alert to surroundings and potential emergencies. Interact effectively and appropriately with patients, families and coworkers. Display attitudes and actions consistent with ethical standards of medical assisting. Maintain composure while managing and prioritizing multiple tasks. Communicate an understanding of the principles of confidentiality, respect, tact, politeness, collaboration, teamwork and discretion. Handle difficult interpersonal situations in a calm and tactful manner. Remain calm, rational, decisive, and in control at all times, especially during emergency situations.
Mobility	Physical abilities sufficient to move independently from room to room, walk in hallways, maneuver in small places such as patient rooms, medication rooms, etc.	Walk independently with patients from department to department, around the patient room, down the corridor, from one patient room to another to take care of all patients on a team and to assist in the transport of all patients from bed to bed and bed to chair; walk; stand; sit for long periods of time; stoop; lift patients weighing; squat; reach; twist; bend; push; pull; drag; and climb Lifting Requirements: 50 pounds. Lift and carry equipment and patients up to 50 pounds. Support and assist patients in and out of a wheelchair, and on and off an examination table. Frequency of the lifting requirement is 0-25% of the time.
Motor Skills	Gross and fine motor skills to practice safe and efficient patient care; sufficient manual dexterity to manipulate equipment in the patient care setting.	Manual dexterity to perform patient care procedures and apply principles of infection control
Auditory	Auditory ability sufficient to monitor and assess health needs	Hear alarms, call bells, and telephones in patient care; converse with patients, family, and staff from varying distances with varying audible sounds. Hear over the telephone, paging systems or intercom in order to communicate with patients and other members of the health care team. All the above with or without corrective devices.
Visual	Visual ability sufficient for observation and assessment necessary to provide safe patient care.	Read accurately numbers, letters, and cursive writing on instruments, equipment, computer screens and paper. Read patient charts, flow sheets, monitors, etc.; assess patient skin tones; read thermometers; assess wound status and non-verbal behaviors. All the above with or without corrective devices. Hear heart sounds, blood pressure sounds, patient distress sounds to assess health needs of patients. Hear over the telephone, paging systems or intercom to communicate with patients and other members of the health care team. All the above with or without corrective devices.

Mental and Technical Standards, Physical Abilities and Skills	Standard	Examples
Tactile	Tactile ability sufficient for physical assessment and to provide safe patient care	Perform and assist with patient care activities Palpate pulses, muscle contractions, bony landmarks and edema. Differentiate between temperature and pressure variations.
Communication	Communication abilities sufficient for interaction with others in coherent and concise oral and written form	Adequate communication skills (verbal, nonverbal, and written) to interact effectively with individuals. Speak in the English language in clear, concise manner to communicate with patients (such as interviewing and taking patient history, obtaining chief complaint, and providing patient education regarding treatment plans, disease prevention, or health maintenance), families, healthcare providers, other members of the healthcare team and the community. Comprehend oral and written language including medical terminology to communicate with patients, families, healthcare providers, other members of the healthcare team and the community. Write in English clearly, legibly, for documentation in the medical record, completion of forms, and to initiate written communication.
Inter-personal	Interpersonal skills sufficient for interaction with patients, families and groups from diverse backgrounds (cultural, emotional, intellectual) in a variety of health care settings	Converse effectively with patients, families, and groups and in stressful patient care situations such as emergencies, etc.
Critical Thinking	Critical thinking sufficient for clinical decision-making	Readily respond with appropriate nursing/medical interventions and treatment plans

### Occupational Risks for the Medical Assistant Program

Medical Assisting is a profession with many rewards, as practitioners can perform administrative, clinical and laboratory services, filling several roles in a variety of healthcare environments. The Bureau of Labor Statistics clearly outlines that it is a growth field, with an anticipated 18% growth from 2020 to 2030.

Medical Assistants work directly with providers and patients, with the goal of providing healthcare and ensuring patient safety. It is a position with a great deal of responsibility.

#### Occupational Risks

As with any healthcare position, there are certain occupational risks that come into play with being a medical assistant, and those hazards include the following:

- **Exposure to Infectious Diseases:** Medical assistants may come into contact with infectious diseases while providing patient care or handling medical equipment and specimens.
- **Sharps Injuries:** Accidental needlestick injuries while handling needles, syringes, or other sharp medical instruments can pose a significant risk.
- **Bloodborne Pathogens and Biological Hazards:** Medical assistants may be exposed to bloodborne pathogens and biological hazards, including handling bodily fluids and tissues.
- **Chemical and Drug Exposure:** Exposure to hazardous chemicals and medications can occur while preparing and administering treatments.
- **Ergonomic Hazards:** Lifting, sitting for extended periods, and repetitive tasks can lead to ergonomic hazards, resulting in musculoskeletal injuries.
- **Latex Allergies:** Some medical assistants may develop latex allergies due to prolonged exposure to latex-containing medical gloves and equipment.
- **Stress:** The high-pressure healthcare environment can lead to stress and burnout among medical assistants.

At the same time, there are protections set up with the Occupational Safety and Health Act (OSHA), and those protections are particularly important within a healthcare environment. OSHA has a series of standards that protect the safety of healthcare workers and patients.

Accredited medical assisting programs are required to teach students about the hazards that they face on the job and the protocols that can be put into place to ensure a workplace culture that prioritizes safety.

**Medical Assisting Program Curriculum****Semester 1 (490ch)**

<b>Course Number</b>	<b>Course Name</b>	<b>Credit Hours (ch)</b>
HSC0003C	Basic Healthcare Worker	90ch
MEA0002C	Introduction to Medical Assisting	250ch
MEA0501C	Medical Office Procedures	75ch
MEA0521C	Phlebotomist, MA	75ch

**Semester 2 (520ch)**

<b>Course Number</b>	<b>Course Name</b>	<b>Credit Hours (ch)</b>
MEA0543C	EKG Aide, MA	75ch
MEA0530C	Pharmacology for Medical Assisting	90ch
MEA0573C	Laboratory Procedures	125ch
MEA0581C	Clinical Assisting	230ch

**Semester 3 (290ch)**

<b>Course Number</b>	<b>Course Name</b>	<b>Credit Hours (ch)</b>
MEA0506C	Administrative Office Procedures	90ch
MEA0942L	Practicum Experience	200ch

**Total Clock Hours: 1300**

Each class must be completed in sequence. The exception to this would be if you were enrolled in a medical assisting program at another CAAHEP accredited college, and the successfully completed classes are able to articulate to Pensacola State College for vocational credit. Vocational credit for medical assisting courses is not awarded for experiential learning.

### Who Can I Call If I Have Questions About the Program or The Application Process?

Department	Telephone #
Allied Health Department Head Dr. Mitzie Sowell .....	484-2301 <a href="mailto:msowell@pensacolastate.edu">msowell@pensacolastate.edu</a>
Academic Administrative Assistant Pam Flanagan.....	484-2308 <a href="mailto:pflanagan@pensacolastate.edu">pflanagan@pensacolastate.edu</a>
Program Director Ms. Sandy Moore.....	484-2303 <a href="mailto:smoore@pensacolastate.edu">smoore@pensacolastate.edu</a>
Academic Advising Offices Warrington Campus .....	484-2270
Pensacola Campus.....	484-1630
Milton Campus .....	484-4410
South Santa Rosa Center .....	471-4630
Century Center .....	471-4622
Admissions Warrington Campus.....	484-2270
Pensacola Campus.....	484-2544
Milton Campus .....	484-4410
South Santa Rosa Center .....	471-4630
Century Center .....	471-4622
	<a href="mailto:healthprograms@pensacolastate.edu">healthprograms@pensacolastate.edu</a>
Financial Aid/Veteran Affairs/Scholarships Pensacola Campus.....	484-1680
Warrington Campus .....	484-2349
Milton Campus .....	484-4410

### Estimated Cost of Program

Expenses	In-State	Alabama Residents	Out of State
Pensacola State College Matriculation Fee (first time students)	\$30.00	\$30.00	\$30.00
Tuition – (\$104.58/credit hour FL resident) (\$114.58/credit hour AL resident) (\$419.76/credit hour Out-of-State) Conversion: 1300 clock hours/30 conversion factor = 43.3 college credit hours x fee	\$4,532	\$4,962	\$18,176
Lab Fees	\$724	\$724	\$724
Books, memberships, certification exams	\$1,000	\$1,000	\$1,000
Clinical Requirements, Immunizations, Vaccines	\$500	\$500	\$500
Uniforms and Supplies	\$500	\$500	\$500
<b>Estimated Program Total</b>	<b>\$7,286.00</b>	<b>\$7,716.00</b>	<b>\$20,930.00</b>

For information about program costs visit the Department of Financial Aid and Student Financial Services at <https://financialaid.pensacolastate.edu/cost-to-attend/>