

VANDERBILT  UNIVERSITY

MEDICAL CENTER

**Center for Programs in
Allied Health**



MEDICAL ASSISTANT PROGRAM Program

Handbook

2022-2023

INTRODUCTION TO PROGRAM HANDBOOK

This Program Handbook serves as a reference and resource for the students in the Medical Assistant program in the VUMC Center for Programs in Allied Health (CPiAH). The Program Handbook is one of the documents that provides operational guidance to students to assist them in their successful progression through their program. Key documents with policy and procedure information important to students include:

- **Catalog of the VUMC Center for Programs in Allied Health** – Source of important policies and other information related to VUMC, the CPiAH, and each program. The catalog is available on the VUMC CPiAH website.
- **Program Handbook** – Each CPiAH program provides students its own Program Handbook. The policies and procedures in the Program Handbook are aligned with VUMC, CPiAH, and program policies that appear in the Catalog, as well as other locations. The purpose of the Program Handbook is to provide more specific details about each program, with a particular focus on operational information and procedures.
- **VUMC CPiAH website and Program Website** – The Center for Programs in Allied Health has its own website, and that website houses a website for each program within the CPiAH. Students will find important information regarding both the institution and the programs on these sites.

IMPORTANT NOTICE TO STUDENTS:

All students enrolled in VUMC Center for Programs in Allied Health (CPiAH) programs are bound by all VUMC, CPiAH and Program policies. By enrolling in a CPiAH program, every student acknowledges his or her responsibility to abide by and adhere to all institutional and programmatic policies and procedures. Students, therefore, have the responsibility of being familiar with the policies and procedures described in the Program Handbook, in the Catalog of the Center for Programs in Allied Health, and on the CPiAH and respective program's websites.

CENTER FOR PROGRAMS IN ALLIED HEALTH - PROGRAM INFORMATION

The Catalog of the Center for Programs in Allied Health (CPiAH) contains information about Vanderbilt University Medical Center, the Center for Programs in Allied Health, and this program specifically. Students are advised to refer to the CPiAH Catalog to obtain the following information about this program:

- Mission, Credo and Goals
- Program Description
- Certification Information
- Staff and Faculty
- Program Advisory Committee
- Admission Information
- Academic Program
- Course List & Descriptions
- Graduation Requirements
- Professional Code of Ethic

MISSION

MA Program prepares students for entry-level employment in the health care setting. The MA Program adheres to this mission by training students to become thinking, knowledgeable Medical Assistants, who are always learning.

OUR VALUES

Patient-focused service: We demonstrate care and compassion for our patients.

Professionalism: We act with respect, commitment, and integrity, and value each of our colleagues.

Safety: We promote a culture of patient and employee safety.

Quality: We are committed to accuracy, reliability, and continuous process improvement.

Growth and advancement: We advance healthcare through education, discovery, and innovation.

OUR CREDO AND BEHAVIORS

We provide excellence in healthcare, research and education. We treat others as we wish to be treated. We continuously evaluate and improve our performance.

- I make those I serve my highest priority
- I respect privacy and confidentiality
- I communicate effectively
- I conduct myself professionally
- I have a sense of ownership
- I am committed to my colleagues

MA Program Welcome:

We want to welcome you to the VUMC Medical Assistant program in partnership with Nashville State Community College (NSCC). We are excited you are in this program and want to provide coaching and support for your success! Here are a few items that have proven helpful to others in successful completion of the program:

1. You are accountable and responsible for your education and ultimate successful completion of this program. . The Medical Assistant Trainee Student Handbook is an important resource, and we highly suggest reading it as you accept this opportunity into the program. You may find it helpful to underline important sections.
2. Organize your time and tasks. Time management is important in this program and as a Medical Assistant in the clinical environment. It would be suggested to utilize a consistent scheduling/calendar method to write down classes, work schedules, study time, and free time on a schedule.
3. The expectation is that you will fully complete all of the MA Training program, inclusive of all classrooms, virtual and clinical time. This includes: 4 Weeks @ Nashville State Community College 8-4:30 with a 30-minute lunch) Clinical Hours are the same 8-4:30 Monday – Thursday 32 hours total a week.
4. It may be useful to get the name, email address and telephone number of another student in the class for purposes of sharing class information, notes, questions or study information
5. Consider taking notes. It is proven that note taking helps you to stay focused and pay attention, including active engagement and better retention. Reviewing your notes as soon after class as possible assists with the retention and the ability to fill in any gaps. These will be a great study tool and reference as you progress.
6. If possible, study at least one hour for every day in class. Consider joining or forming a study group. That is also a good way to meet people, have fun learning, and make new friends. Studying as you go along also helps with retention!
7. Create a good study environment, Quiet is good as well as few distractions.
8. Use your textbooks; they are written for students. Highlighting key terms and concepts will save time later when studying for the test.
9. Seek additional help from instructors, fellow students, or the Program and Unit Managers. We are here to support and guide you through the program!

PROGRAM DESCRIPTION

The Medical Assistant Program is a partnership between Nashville State Community College (NSCC) and Vanderbilt University Medical Center, in the Center for Programs in Allied Health. This program provides a unique opportunity for students to pursue a health career that is in high demand and provides the opportunity to work as a Medical Assistant at Vanderbilt University Medical Center.

Enrolled students complete a rigorous didactic curriculum at NSCC with courses in medical terminology, anatomy and physiology, clinical procedures, and administrative management. Course work is reinforced through hands-on clinical application of content learned at VUMC medical clinics and under the supervision of clinical preceptors. Students gain skills in communications, taking vital signs, assisting with clinical examinations, and performing certain medical laboratory procedures.

PROGRAM CURRICULUM

- 12 weeks to completion
- Pipeline to a career as a Medical Assistant at VUMC
- 4 weeks classroom instruction at NSCC
 - Two (2) online courses: basic A&P, medical terminology
- 8 weeks clinical experience various VUMC clinical departments
- Certification test preparation
- Online support modules
 - NHA certification test prep
- Weekly cohort collaboration
- Preceptor Model – VUMC MAs and nurses supervise MA students

TOTAL Didactic Hours = 128

Clinical Hours = 256 Total hours = 384

Online medical terminology course to be offered and completed during program instruction

Online basic anatomy and physiology course to be offered and completed during program instruction

VUMC MEDICAL ASSISTANT FRONT OFFICE
WEEK ONE LEARNING OBJECTIVES

MONDAY: INTRODUCTION TO THE ROLE OF A MEDICAL ASSISTANT

CHAPTERS 1 AND 2

1. Describe the role of the medical office in the health care system.
2. Describe the evolution and relationship between health insurance and patient care.
3. Explain the flow of activity in ambulatory care.
4. Identify members of health care team and associated job responsibilities.
5. Describe the components of the medical office.
6. Explain the difference in the various types of medical specialties.
7. Identify types of medical practice.
8. Describe role and characteristics of effective medical assistants.
9. Identify the clinical and administrative responsibilities of the medical assistant.
10. Define the scope of practice for medical assistants in the state of Tennessee.

TUESDAY: ADMINISTRATIVE/CLERICAL ROLE OF A MEDICAL ASSISTANT

CHAPTERS 39, 41, 42

1. Explain tasks required to open and close the medical office.
2. Identify components of new patient onboarding process.
3. Describe procedure for patient check-in.
4. Discuss procedures to process payment for provision of services.
5. Identify information that must be made available to patients.
6. Demonstrate effective telephone techniques.
7. Discuss guidelines for appointment scheduling.
8. Describe variations in scheduling types and reasons for variation.
9. Identify guidelines for scheduling.
10. Explain process for scheduling referrals, diagnostic tests, and hospital admissions.

WEDNESDAY: MEDICAL RECORD MANAGEMENT BY A MEDICAL ASSISTANT

CHAPTERS 38 AND 43

1. Differentiate between types of medical records.
2. Describe the organizational format of the medical record.
3. Describe the components of the medical record.
4. Discuss the role of HIPAA in the assembly of the medical record.
5. Describe guidelines to follow to ensure accurate documentation in the medical record.
6. Describe guidelines to follow to ensure accurate storage/disposal of the medical record.
7. Discuss different types of filing systems.

8. List principles of alphabetic and numeric filing.

**THURSDAY: INTERACTIVE ACTIVITIES AND PERFORMANCE OF FRONT OFFICE SKILLS ASSOCIATED WITH THE ROLE OF THE MEDICAL ASSISTANT
REVIEW CHAPTERS 1, 2, 38, 39, 41, 42, 43**

**VUMC MEDICAL ASSISTANT BACK OFFICE
WEEK TWO LEARNING OBJECTIVES**

MONDAY: ETHICS AND LAW FOR THE MEDICAL

OFFICE CHAPTER 3

1. Identify specific rights that patients have in relation to health care.
2. Describe ethical issues that may arise in the delivery of patient care.
3. State rights and duties of each party in the physician-patient relationship.
4. Incorporate Patient Bill of Rights into professional practice.
5. Demonstrate knowledge of following legal terms:
 - a. Negligence
 - b. Standard of care
 - c. Informed consent
 - d. Liability insurance
 - e. Malpractice
 - f. Fraud
 - g. Abuse
6. Describe laws regulating controlled substances and prescription medications
7. Describe how provisions of HIPAA affect the medical office.
8. Differentiate between licensing requirements by the state, federal government, and external accreditation organizations.

TUESDAY: PAYMENT FOR SERVICES RENDERED IN MEDICAL

OFFICE CHAPTERS 45, 46, AND 48

1. Identify information contained in a fee schedule.
2. Differentiate between accounts payable and accounts receivable.
3. Describe process for billing and collections and how to inform patients about payment.
 - a. Aging
 - b. Adjustments
 - c. Cycle Billing
4. Explain the revenue cycle
5. Define the following codes, when they should be used, and how to select the accurate code:
 - a. HCPCS
 - b. CPT
 - c. ICD-10
6. Define RVUs and their relationship to RBRVS.
7. Define the Global Policy
8. Explain how procedure and diagnosis coding are used by third-party payors to validate medical necessity

WEDNESDAY: REVIEW OF HEALTH

INSURANCE CHAPTER 47

1. Describe different types of insurance:
 - a. Fee-for-service
 - b. Managed Care
 - i. HMO
 - ii. PPO
 - iii. POS
 - c. Tricare
 - d. Workers Compensation
 - e. Medicare
 - f. Medicaid
2. Explain the information found on insurance cards
3. Describe the process for submission and payment of a health insurance claim.
4. Explain assignment, participating and non participating
5. Explain the elements on an EOB and RA

**THURSDAY: INTERACTIVE ACTIVITIES AND PERFORMANCE OF FRONT OFFICE SKILLS ASSOCIATED WITH THE ROLE OF THE MEDICAL ASSISTANT
REVIEW CHAPTERS 3, 45, 46, 47, 48**

VUMC MEDICAL ASSISTANT
WEEK THREE LEARNING OBJECTIVES

MONDAY: MEDICAL ASEPSIS

CHAPTERS 17 AND 18

1. Define medical asepsis.
2. List requirements for growth and multiplication of microorganisms.
3. Outline infection process cycle.
4. Explain how proper handwashing helps to prevent transmission of microorganisms.
5. Identify medical aseptic practices that should be followed in the medical office.
6. Define terms related to OSHA Bloodborne Pathogens Standard.
7. Discuss proper use of biohazard materials.
8. Explain proper use of PPE.
9. Describe difference between sanitization, disinfection, and sterilization.
10. Discuss use of safety data sheets (SDS).

TUESDAY: MEDICATION ADMINISTRATION

CHAPTER 26

1. State common routes for administering medication.
2. Describe categories of information in a drug package insert.
3. Classify drugs according to preparation and action.
4. Describe schedules for controlled drugs.
5. Define parts of a prescription and guidelines for completing prescription form.
6. Describe factors that affect action of drugs in the body.
7. Discuss components of parenteral administration including:
 - a. Needles
 - b. Syringes
 - c. Containers
 - d. Injection sites
 - e. Types of testing

WEDNESDAY: COLLECTION OF LABORATORY SPECIMENS

CHAPTER 29 AND 31

1. Explain general purpose of a laboratory test
2. List the components of a laboratory request and report forms.
3. Identify the components of commonly used laboratory profiles.
4. Describe processes for collecting, handling, and transporting specimens
5. List and describe guidelines when performing a venipuncture.

THURSDAY: LABORATORY SPECIMENS

CHAPTERS 30, 32, 33, AND 34

Identify guidelines, reasons, and methods for obtaining following specimens:

- a. Urinalysis
- b. Hematology
- c. Blood Chemistry

d. Microbiology

VUMC MEDICAL ASSISTANT

WEEK FOUR LEARNING OBJECTIVES

MONDAY: PATIENT COMMUNICATION

CHAPTER 4

1. Describe the steps in the communication process.
2. Differentiate between verbal and nonverbal communication.
3. List several types of nonverbal communication.
4. Identify and describe factors that can interfere with effective communication.
5. Explain the elements of active listening.
6. Describe the effect of assertive, aggressive, and passive behaviors on communication.
7. Describe how eye contact can have different meanings based on cultural background.
8. Give examples of techniques that encourage a patient to continue speaking.
9. Explain how to overcome sensory and language barriers to communication.
10. Describe ways to evaluate if communication has been effective.

TUESDAY: VITAL SIGNS

CHAPTER 19

1. Define a vital sign.
2. Explain the reasons for taking vital signs.
3. State the normal body temperature range and the average body temperature.
4. List the sites for taking body temperature, and explain why these sites are used.
5. State the normal range of pulse rate for each age group.
6. Identify the eight specific pulse sites.
7. List and explain the factors that affect the pulse rate.
8. State the normal respiratory rate for each age group.
9. List and explain the factors that affect the respiratory rate.
10. Explain the purpose of pulse oximetry.
11. State the normal oxygen saturation level of a healthy individual.
12. Define blood pressure.
13. State the normal range of blood pressure for an adult.
14. List and describe factors that affect the blood pressure.

WEDNESDAY: PHYSICAL EXAMINATION

CHAPTER 20

1. Identify the three components of a complete patient examination.
2. Identify equipment and instruments used during the physical examination.
3. Explain the importance of using proper body mechanics.
4. State the basic principles related to proper body mechanics.
5. Explain the purposes of positioning and draping.
6. List the use of each patient position.

THURSDAY: REVIEW DAY

EXPLANATION OF PROGRAM:

Medical Assisting is a multi-skilled allied health profession; practitioners work primarily in ambulatory settings such as medical offices and clinics. Medical Assistants function as members of the health care delivery team and perform administrative and clinical procedures under the supervision of a Physician, Physician Assistant, Nurse Practitioner or licensed nurse. The Medical Assisting Program curriculum is designed to prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains. Administrative duties include basic clerical functions, scheduling and receiving patients, preparing and maintaining medical records, handling telephone communication, processing and writing correspondence, and servicing as a liaison between the physician and other individuals.

Clinical duties include asepsis and infection control, taking patient histories and vital signs, performing first aid and CPR, preparing patients for procedures, assisting the physician with examinations and treatments, collecting, and processing specimens, performing selected diagnostic tests and preparing and administering medications as directed by the Physician, Physician Assistant, Nurse Practitioner, or Licensed Nurse.

Dealing with the public and having a heart for service are requirements in the field of Medical Assisting.

The growth of the population and the move of health care delivery from acute care settings to outpatient settings such as physician's offices and clinics have created an expanded job market for health care workers. This growth is expected to continue well into the twenty-first century.

Graduates of this program will be expected to take the National Health career Association (NHA) certification examination upon graduation or within the first 120 days of graduation. The examination is through CPIAH, and to be upon completion of program.

STUDENT CONDUCT

All students are bound by several standards of conduct, as outlined in the CPiAH Catalog, including:

- VUMC Code of Conduct
- VUMC Center for Programs in Allied Health Honor Code (see p. 11-12)

Students should refer to these codes and their related policies to ensure clear understanding of expected standards of professionalism and conduct.

STUDENT EMPLOYMENT WHILE ENROLLED AT VUMC

1. During the clinical training, employees will be assigned to the unit where they will be placed, and ideally, their preceptor would also work.
2. Employee expected to work for VUMC for 1 year after completing a training program.
3. Upon completion of the 12-week program, employees are expected to take and pass the certification examination within 120 days. Work as an MA Trainee until certification is in place. If certification is not achieved within 120 days, the employee may work as PCT.

NEW HIRE ORIENTATION PERIOD

An employee, within his/her Orientation period, who has two occurrences should receive a Written Warning; if the employee has greater than two occurrences within the Orientation period, employment may be terminated; should the Orientation period be extended, this rule still applies. <https://hr.vanderbilt.edu/policies/attendance-punctuality.php>

INCLEMENT WEATHER

If inclement weather occurs, the Center for Programs in Allied Health director will determine if classes and clinical rotations will be canceled. Additionally, clinical instructors may request that students do not attend clinical rotations if the inclement weather interferes with staffing in the assigned clinic. If the student cannot safely report to VUMC, s/he must follow the notification procedure in the unplanned absence policy.