Merritt College
Medical Assisting Program

STUDENT HANDBOOK
SPRING 2014

12500 Campus Drive ~ Oakland, CA 94619 ~ 510-436-2422 or 436-2611
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MEDICAL ASSISTANT PROGRAM ADMISSIONS

Merritt College offers a Certificate of Proficiency in Clinical Medical Assisting. Admission to the Medical Assisting program is by special application and evaluation of academic and personal qualifications. Completion of the program requires the student to maintain satisfactory performance (a 75% or better passing grade) in all courses and satisfactory performance in the clinical experience.

Admissions: Students must complete the admission process through the Medical Assisting Department, including 1) submitting an application and 2) scoring at acceptable levels on Merritt College’s assessment test or having shown transcripts verifying completion of coursework at acceptable Math and English levels. Students who are admitted to the Medical Assistant program will be notified in writing via email from the program director.

Prerequisites: Students must successfully complete the application process in order to enroll in the Medical Assistant program. Students must also clear any academic and/or financial holds in order to enroll in Medical Assistant courses. Students who are admitted and not able to satisfactorily meet the prerequisites will not be allowed to enroll into the Medical Assisting program.

Starting Pay: U.S. Department of Labor national average: $16–$26 per hour. The wage may be higher, depending on education and experience, i.e. Multilingual Background, and additional credentials which match employer needs.

Certification: Certificate of Proficiency will be offered upon successful completion of the coursework and clinical externship. Graduates are also qualified for optional certification offered by the California Board of Medical Assistants.

Program requirements are as follows:

Applications must have a high school diploma or GED.

Health clearances (negative TB test results) are required, and are to be submitted to The MEDAS Program Director or the Instructional Assistant, Ms. Hernandez, in order to participate in the externship.

Positive Immunity to the Hepatitis B Virus (by serum titer results) or proof of Hep B series of three vaccines received before start of clinical externships.

Medical Terminology course completion is strongly recommended but not required for admission.

All Medical Assistant courses must be completed satisfactorily with a performance grade of 75% or better before a student can enroll in the succeeding semester for externship placement.
Criminal Background Check is also required before entering into the clinical Externship (second semester), as this is now required of all clinical sites (costs $42 per student).

The clinical experience, whereby the student is required to work directly with patients, is a significant part of the program. In the interest of patient safety, repeated unsatisfactory performance in the clinical experience will subject a student to dismissal from the program.

**Readmission Policy for the Medical Assisting Program:**

1. Students who are dismissed from the Medical Assisting program or those who choose to miss a semester may not take any medical assisting courses, unless formally readmitted by the process outlined below.

2. Applicants for readmission into the medical assisting curriculum will be considered only upon submission of a letter directed to the Medical Assistant program director documenting circumstances concerning absence or removal from the program. The letter should be addressed to Dr. Murphy, Program Director of the Medical Assistant program. Letters can be mailed to Merritt College, c/o Dr. Jon Murphy, Program Director, 12500 Campus Drive, Oakland, CA, 94619. Letters can also be emailed to Dr. Murphy at jmurphy@peralta.edu. Readmission will be subject to the current admissions criteria.

3. Following the receipt of the letter, Medical Assisting faculty and the screening committee from The MEDAS Program will review all applicants for readmission. The following considerations will be used in approving readmission:
   - A. Past performance in the Medical Assistant program.
   - B. Reasons for interruption of the previous enrollment.
   - C. Successful health care provided activities pursued during separation from the curriculum with an accompanying employer recommendation.
   - D. Insight in addressing special conditions or problems related to the dismissal from the curriculum.
   - E. Academic standing at time of dismissal.

4. Once readmitted into the program, the student will maintain an overall grade point average of 2.0 or greater (75% Cut-Off for Passing)*.

*Grades and equivalents included in calculation of averages:

A 4.00 Excellent  B 3.00 Good  C 2.00 Fair (75% cut off) D 1.00 Not Passing for MA Program
F 0.00 Failing

5. Readmission into the curriculum is granted once.

6. Applicants must meet all requirements for readmission and should note that readmission is not automatic.
7. Applicants who are accepted for readmission must repeat all coursework not previously passed prior to progression into the medical assisting curriculum. The student may be asked to repeat a course previously passed if it is determined necessary by the instructor.

8. The dates for submitting the letter requesting readmission will be: a) Spring admissions: before November 30, and b) Fall admissions: before July 31st. The letter of readmission must be received by The Program Director by those deadlines.

**Additional Program Requirements:**

Students must earn at least a satisfactory score on all skills testing. In order to pass and progress onward in this program students must follow the program and course rules as outlined in the Medical Assisting Student Handbook. They must act professionally and respectfully toward fellow students, staff and faculty. Students who do not meet this course requirement will not pass this course and will be referred for further discipline if necessary.

Reading and Workbook assignment. Below you will find a class schedule. Please read the chapters prior to the date that the chapter is calendared. Please complete the study guide assignments for each chapter after you have read the chapter. Please be bringing your Study Guide with the chapters completed on each of the quiz days with the chapters completed that you will be tested on. If you do not turn in your completed study guide prior to the administration of the quiz, you will receive a 10% reduction in the credit you would have earned had the quiz been completed and submitted prior to the quiz.

Students must comply with all program policies, procedures, and rules. Please note that the student must demonstrate professional behavior at all times while on campus. This course/program incorporates observations and an externship in clinics and doctor’s office. Students must demonstrate that they have the ability to perform all the student learning outcomes (for both MEDAS 201A and MEDAS 201B) before they enter the clinical areas. Students who do not follow the policies, procedures, and rules or act unprofessionally will not be able to satisfactorily meet course objectives and will fail this program. Students who do not pass both sections cannot advance to the externship. Additionally Students who wish to return to repeat the course they did not successfully pass may be asked to repeat both 201A and 201B components successfully to advance to externship as the two courses are interconnected.

**INTRODUCTION & HISTORY**

At Merritt College we maintain a commitment to achieving excellence. Our faculty members work closely with students to help them make the most of their potential and provide the opportunity for students to develop and prepare for an allied health career.

All of the founders and key instructors of the Medical Assistant Program are registered nurses, dedicated to practicing their profession by providing excellent, skilled care and by taking the Medical Assistant student a "step above." Merritt College and The Unity Council chooses to educate and graduate exemplary students, instructed in the belief that excellent, skilled patient services must be combined with compassion and caring.
Medical Assisting is an expanding profession and qualified Medical Assistants are currently in high demand. This is due in part to the many changes in the delivery of health care in recent years, including the emphasis on ambulatory care, increased technology, increased knowledge in health and illness, health care funding, and the aging population. All of these factors have been influential in the expansion of the Medical Assistant role in health care. As we enter the twenty-first century, the Medical Assistant is expected to possess greater skills and flexibility of roles.

The Bureau of Labor Statistics predicts that job prospects for medical Assistants should be excellent between 2006 and 2016. Employment of qualified Medical Assistants is projected to grow by 35 percent over the 2006-16 decade. In the job analysis using the DACUM process for Medical Assistants, it was found that a wide range of skills and a broad understanding of ambulatory medical care are required to function effectively.

Program Description

The Medical Assisting Program was updated and revised in the fall of 2011 and spring of 2013 to expand the program and include optional training in “front office” responsibilities. Currently the program offers a Certificate of Proficiency. The Certificate of Proficiency as a Clinical Medical Assistant will be offered upon successful completion of MEDAS 201A, MEDAS 201B, COUN 207C and COPED 470F. By the end of 2013/2014 Academic Year we are proposing to offer Certificates of Proficiency as both Clinical and Administrative MA’s with optional pathway for earning an Associate Degree as a Medical Assistant which can articulate to Cal State Universities. Our graduates are also qualified for optional certification offered by the California Board of Medical Assistants if they apply separately to take the State Certification Exam within a year from program completion date.

The curriculum was also revised and updated to comply with California state law, train students to safely demonstrate entry-level competencies, satisfy industry needs, and prepare graduates for certification. The revised curriculum includes three courses, MEDAS 201A, MEDAS 201B and MEDAS 201C. Upon completion of MEDAS 201A, MEDAS 201B and COUN 207C, students are eligible for a 160-hour externship working in local medical offices and clinics. Students who complete the 160-hour externship will be eligible for employment as a “back office” / Clinical Medical Assistant. Upon completion of Medas 201A and 201B, students will be eligible for enrollment in MEDAS 201C which prepares students for “front office” / administration and receptionist responsibilities.

PHILOSOPHY

Adult education is a shared responsibility between the school, instructor and student. The current knowledge and understanding of the student is the base upon which specific allied health education can be added. Learning is the activity by which changes in knowledge, attitude and skills occur, thereby resulting in measurable behavior or change in behavior.

An atmosphere conducive to learning that encourages questioning, intellectual curiosity, critical thinking, and self-discipline is important. Each student has worth and dignity, and has the right to
be treated with respect. Mutual respect for instructors, counselors, administrators and staff is expected in return.

Education in healthcare must include moral, ethical and legal principles which will provide the basis of a code of conduct. The integration of problem-solving techniques and the use of cognitive, affective, and psychomotor components of learning complement the student learning. An atmosphere conducive to learning must be provided to encourage intellectual curiosity, critical thinking and self-discipline within the student. Each student has worth and dignity; and the right to be treated with respect.

MISSION

The mission of Merritt College and The Unity Council is to educate and prepare students for entry-level employment in the field of Medical Assisting through a program and courses designed to meet the need of employers. The faculty and staff are dedicated to providing quality education, allowing students to gain the knowledge and to develop and refine skills in the field of Medical Assisting (MA). Merritt College and The Unity Council’s 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.

MEDICAL ASSISTANT PROGRAM DIRECTORY

Merritt College Faculty:

Jon Murphy, RN, MSN, Ed.D.
Program Director/Instructor
Office: D114  (510) 436-2611 or (510) 384-4931 (Cell)
Email: jongmurphy@yahoo.com

Grace Idowu, RN, MSN
Instructor
Office: D113  (510) 436-2611 or (925) 708-1262 (Cell)
Email: graceidowu@msn.com

In this program you will learn how to assist physicians and nurses in the clinic and office settings. You will learn back office skills with some additional front office skills. The student will be instructed to take Vital Signs, perform EKG, Phlebotomy, Urinalysis, Medication Administration, and facilitate physician/patient rapport. The student will also be introduced to Administrative Skills such as Medical Coding (includes ICD-10 & CPT-4 and Patient Record Keeping) and will become knowledgeable in medical ethics. This course includes 340 hours of theory and skills lab combined instruction with certified instructors. The Course also includes 160 hours of externship after these 18 weeks of Campus Instruction.
CERTIFICATE OF COMPLETION/PROFICIENCY REQUIREMENTS
(Students must earn a 75% or higher in all coursework)

1. MEDAS 201A: Introduction to Medical Assisting
2. MEDAS 201B: Medical Assisting: Clinical Application
3. COPED 470F: Occupational Work Experience in Medical Assisting
4. COUN 207C: Career Exploration (Job Search Success)

Certification:
The Certificate of Proficiency as a Clinical Medical Assistant will be offered upon successful completion of the theory course work MEDAS 201A, MEDAS 201B (includes skills lab), and COUN 207C followed by COPED 470F (clinical externship) in the second semester. Graduates are also qualified for optional certification offered by the California Board of Medical Assistants.

COURSE DESCRIPTIONS

MEDAS 201A INTRODUCTION TO MEDICAL ASSISTING 5 UNITS
Concurrent enrollment with MEDAS 201B. This course provides an introduction to theory and foundational skills in medical assisting for the student. Content includes lecture and discussion on the role of the medical assistant, medical terminology, safety, human anatomy and physiology, screening, medical office emergencies, and patient education and communication.

MEDAS 201B MEDICAL ASSISTING: CLINICAL APPLICATION 7 UNITS
Concurrent enrollment with MEDAS 201A. The course is designed to provide preparation for entry-level positions in medical assisting: Theory and laboratory instruction in assisting the physician/practitioner in exam-room procedures, laboratory procedures, pharmacology, providing medications, minor office surgery, and nutrition. This course is one of three courses which train students for entry-level positions as medical assistants. Upon completion of MEDAS 201A, 201B, AND COUN 207C, students are eligible for a 160-hour externship working in local medical offices and clinics.

COUN 207C CAREER EXPLORATION: JOB SEARCH SUCCESS 1 UNIT
This course will provide Medical Assisting students with effective job search strategies. Through lectures and interactive group activities, students will learn about diverse strategies to obtain employment as a Medical Assistant. Special emphasis will be placed on resume and cover letter writing, job search strategies, networking and interviewing techniques. All students will develop a career portfolio, which will include a resume, cover letter, and reference list.

COPED 470F WORK EXPERIENCE IN MEDICAL EXPERIENCE 3 UNITS
Prerequisite: Hlted 11 (half unit) or current BLS/CPR certification; and health clearances and safety requirements: Current medical exam including titers and immunizations, and background checks if required by the clinical agency. Prerequisite: MEDAS 201A, MEDAS 201B, and COUN 207C. Students will complete 160 hour externship at an approved site demonstrating competencies and clinical skills set forth by the Medical Assistant faculty.

Revised 01/13/2014
EXTERNSHIP PLACEMENT REQUIREMENTS

Students are required to complete 160 hours of an externship at a site approved by the Medical Assistant Program Director in order to earn a Certificate of Completion from the Merritt College and The Unity Council Medical Assistant program. Students must ensure the following requirements are satisfied prior to externship placement:

- Complete MEDAS 201A, MEDAS 201B, and COUN 207C with a passing grade of C or better
- Submit a completed Medical Assistant Resume and Cover Letter to COUNS 207 Instructor and/or Jon Murphy, (jmurphy@peralta.edu)
- Submit all required immunization forms and documents to COUNS 207 Instructor
- Clear all academic and financial holds prior to course registration and enroll into COPED 470F

Required Textbooks (Version 1 / Edition 1 also acceptable):

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<tr>
<th>Authors</th>
<th>Title &amp; Edition</th>
<th>Publisher</th>
<th>*Publication Date</th>
</tr>
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<tbody>
<tr>
<td>ISBN: 9781455701506</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ISBN: 9781455701513</td>
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CLASS SCHEDULE

Please see the calendar from each instructor. It will lay out the lecture topics and exam schedules. While we try to maintain this schedule, it is subject to changes and adjustments as necessary to successfully meet the course objectives.

Medical Assistant Program Schedule

Mondays 9:00 AM – 11:20 AM
Tuesdays & Wednesdays 8:30 AM – 3:30 PM
Thursday 9:00 AM – 11:20 AM
(From 1/23/14 to 3/20/13) 1:30 PM – 2:20 PM

Course Lecture

Mondays 9:00 AM to 11:20 AM
12:00 PM – 1:50 PM
Tuesdays & Wednesdays: 8:30 AM to 10:20 AM
Thursday 9:00 AM – 11:20 AM
(From 1/23/14 to 3/20/13) 1:30 PM – 2:20 PM

Revised 01/13/2014
**Clinical Skills Lab**
Tuesday & Wednesday: 10:30 to 12:20 & 1:00 to 3:20 PM
Learning Resources (Often in Computer Lab)

**Externship (Summer Semester)**
Monday – Friday
The schedule may be as short as 40 hours per week times 4 weeks to equal 160 hours. However schedules may vary widely depending on facilities’ accommodations and needs. For example the externship may also be 8 weeks of 20 hours per week or 10 weeks of 16 hours per week. Students must be flexible with variable schedules.

201A and 201B Chapter Reading Assignments: will be announced in the syllabus for each of these courses and will be explained by respective instructors.

**MEDICAL ASSISTANT CURRICULUM DESIGN**

**Medical Assistant Theory Objectives**

The student will be able to:

1. Spell and define key terms.

2. Explain why early innovations in science and medicine were initially rejected or labeled as quackery.

3. Identify significant medical advances during the past 400 years that provided the foundation for today’s orthodox health care practices.

4. Discuss forms of holistic medicine.

5. Discuss the growth and history of the medical assisting profession.

6. Identify members of the health care team.

7. Define the general term “doctor” and list three types of professional doctors.

8. List and define the main functions of at least three types of health care.

9. Identify the scope of practice for the medical assistant in the State of California.

10. List the professional organizations for medical assistant and their purpose.

11. Define the professional qualifications and duties of the Medical Assistant.

Revised 01/13/2014
12. Identify desirable character or personality traits needed to become a successful Medical Assistant.

13. Demonstrate proper professional appearance.

14. Determine the general requirements for obtaining and maintaining a license to practice medicine.

15. Explain how the physician-patient contract is created.

16. Describe the legal obligations of each party once a contract is created.

17. Outline the circumstances under which a physician may be held liable in a malpractice suit.

18. Explain the legal aspects of medical records.

19. Describe the physician and patient’s bill of rights.

20. Specify an example of the principles of medical ethics for physicians and Medical Assistants.

21. Identify ways to decrease your chances of being sued.

22. List three essential components of communications.

23. Discuss three sources of communication breakdown.

24. Give various examples of verbal and nonverbal communication.

25. State three factors that influence receipt of a message.

26. Identify each of the five levels of Maslow’s Hierarchy of Needs.

27. Identify defense mechanisms.

28. Describe the types of telephone communication and special features.

29. Describe techniques used for effective telephone communications.

30. List nine factors that will enhance customer service and discuss the issue of perception in multiculturalism.

31. Discuss issues related to multicultural personal contact.

32. Identify the dynamics of prejudice.

33. Explain why cultural bias (stereotyping) affects the quality of patient care.
34. Know and understand the cultural factors that may affect patient care.

35. Identify the major responsibilities of the medical assistant student.

36. Discuss the value of high standards for the medical assistant student.

37. Describe the relationship between achievement standards as a student and future standards as a Medical Assistant.

38. Outline effective study habits that improve student learning.

39. Develop power reading skills that will lead to better methods of memorizing material for long-term recall.

40. Discuss attitudes toward studying and current study skills habits.

41. Identify learning styles.

42. Demonstrate calculation skills.

43. Calculate a correct sum when adding whole numbers.

44. Calculate a correct difference when using subtraction of whole numbers.

45. Calculate a correct product when using multiplication of whole numbers.

46. Calculate a correct quotient when using division of whole numbers.

47. Demonstrate competency in obtaining correct answers when working with decimals.

48. Define symbols and terms.

49. Act professionally and respectively towards faculty, staff, clinical agency staff, clients/patients, and other students at all times. (Please refer to The Medical Assisting Student Handbook for specific information regarding class rules, behavior, attendance and tardiness policies, and other mandatory classroom, lab and clinical externship and observation requirements.)

METHODS OF INSTRUCTION

- Lecture and discussion
- PowerPoint and video presentations
- Small group presentations and discussion
- Computer-based tutorials and interactive training
- Guest lecturers
• Student projects
• Role play
• Worksheets
• Out of Class Assignments

In addition to the 6 units of lecture (6 hours a week) students must devote at least 12 hours/week on assignments, including but limited to the following:

Assigned text readings and related health articles.
• Workbook assignments.
• Computer tutorials.
• Practice exams.
• Project Preparation
• Report Preparation
• Written Assignments
• Study

SCHOLASTIC STANDARDS

Grading:
A grade of “C” or 75% or better in all courses must be attained in order to progress to the next semester of externship, COPED 470F.

A student who has withdrawn or failed a semester should contact the Program Director if he/she is interested in returning. The student is not re-accepted automatically into the program without re-evaluation, faculty approval, and space available for repeating students. Please refer to the “Readmission Policy” in the Medical Assistant Student Handbook.

A theory examination schedule will be given to the student at the beginning of the semester. An instructor may choose to add short written quizzes, written papers, student presentation, etc. and assign points to them. Theory grades are calculated on a point system and converted to a percent score.

\[
\text{Your Total Points Earned} = \frac{\text{Your percentage}}{\text{Set Total Points Possible}}
\]

EXAMPLE: \[
\text{Your total points 653} = \frac{0.816}{.82} = 82\% = B \text{ (Overall Grade)}
\]

Total points poss. 800

To calculate each exam you divide your points scored correctly by the total points possible: for example if 40 points is the # of points you answered correctly and the possible maximum score is 50 points. This 40 is divided by 50 then your grade is 40/50 or 0.80 which translates to 80% which would be a B.
Important: The MA program maintains strict scholastic standards. The grading standard of the MA program is on an ABSOLUTE SCALE as follows:

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<tr>
<th>Theory</th>
<th>Clinical/Skills Lab</th>
<th>Grade</th>
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<tr>
<td>100 – 90</td>
<td>Satisfactory</td>
<td>A</td>
</tr>
<tr>
<td>89 – 80</td>
<td>Satisfactory</td>
<td>B</td>
</tr>
<tr>
<td>79 – 75</td>
<td>Satisfactory</td>
<td>C</td>
</tr>
<tr>
<td>74 - 60</td>
<td>Unsatisfactory</td>
<td>D</td>
</tr>
<tr>
<td>59 - below</td>
<td>Unsatisfactory</td>
<td>F</td>
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A grade of “C” or better is necessary to pass any given course. At the midterm, a student doing less than "C" work in theory will be given notification of academic deficiency. A student whose clinical performance is not satisfactory may be given a remediation plan noting areas needing improvement and by what date the improvement must be made.

MEDAS 201A, MEDAS 201B, and COUN 207C Courses must be completed with a minimum of a 75% grade in each component, before and in order to attend the externship rotation.

Any failure to pass one of the theory components of the MA program prevents the student from participating in that component’s clinical externship. Therefore, the student will receive a D or an F for the Theory Portion. Students who receive an “Unsatisfactory”, “D”, or below in any component of a Medical Assisting course may not progress in the MA sequence. If 201A and/or 201B are not successfully passed with a minimal C- Grade (equated to 75% or above) that student must repeat both portions successfully before they can be advanced to the externship portion of the curriculum.

Important: MEDAS 201A and 201B and COUN 207C are taken simultaneously because the theory and clinical components of each reinforce each other. All components must be passed with a "C" or better before continuing with the next segment of MA Program, which would be the Externship (COPED). Therefore, the student will not be able to attend clinical and will receive a "D" for the course and will not be able to enroll in COPED 470F, the Externship.

Students must meet all clinical laboratory objectives and requirements in the clinical lab component in order to satisfactorily complete this course and progress to the internship component of the Medical Assisting program. If the student does not perform at a satisfactory level in the laboratory component of the course, the student will receive an unsatisfactory grade and fail the course. If the student does perform at a satisfactory level in the laboratory component of this course, student’s grades will be calculated based upon the theory grade.

**Late Work:**

All assignments (including but not limited to Clinical Skills Laboratory, projects, study guides, and workbook) must be completed and submitted on time. If assignments are not submitted on the day and time specified, it may reflect on the student’s grade or the student’s ability to meet course requirements. This applies to both clinical and theory and computer assignments. Students should refer to each course syllabus for specific assignments and policies.
Late Exams:

All students are expected to take exams at the scheduled time. It is the student’s responsibility to be in attendance for all scheduled exams. If a student does not take the exam as scheduled, points may be deducted from the examination by the instructor. Students should refer to each course syllabus for specific policies. If a student is absent from any quiz or midterm, they will be expected to take the examination within one week. IT IS THE STUDENT’S RESPONSIBILITY to make contact with the instructor on or before the day of the exam to reschedule another date: otherwise no examination will be rescheduled. Any student who fails to contact the instructor to reschedule an exam within 7 days after or before the original test date will receive a zero on the examination. All tests must be made up within 7 days of the original test date. Ten percent will be deducted from the point score for any late test (a test taken after the hour or the date originally scheduled). Only one late exam is allowed per course. If a student does not take an exam or quiz at the scheduled time and make up is required, 10% will be the points will be deducted from the student’s grade. Only one exam can be a make-up for absence. If any additional exam is not taken at the same time as the cohort scheduled time a zero score will be recorded for that exam. Students should refer to each course syllabus for specific policies.

Example: 
50 points exam  
-5 points (10%) late penalty  
-----  
-3 points for 3 wrong answers  
-----  
42 points (divided by 50 possible) = .84 or 84%

Retests will be the equivalent of the exam given during the scheduled exam but not necessarily the same exam. Any student failing to appear for the scheduled make up exam will receive a “0.” Comprehensive exams at the end of semester may not be taken late except under extreme circumstances.

Cheating:

Any student found cheating on an exam will receive a grade of “0” on the assignment. Any student found cheating a 2nd time will be dismissed from the program.

Academic Policy:

Students must pass the course with a “C” or better in all theory components of the medical assistant curriculum and all clinical components must be passed with a grade of “Satisfactory” in order to complete course work and advance to the externship component of the curriculum.

Academic Counseling:

When the instructor or program director becomes aware that a student is performing at less than a “Satisfactory” or “C” level, the instructor or Program Director will counsel the student and
develop a Remediation Plan. In order to maintain confidentiality when meeting with the student regarding academic or performance issues, the student may not bring anyone with them to the meeting. The student is also expected to recognize his/her progress and to seek assistance.

Faculty & Grade Determination:

By law faculty has the exclusive right and responsibility to determine grades based upon their professional judgment. When grades are given for any course of instruction, the grade given to each student shall be the grade determined by the instructor of the course. Pursuant of the California Education Code, the determination of the student’s grade by the instructor, in the absence of mistakes, incompetence, fraud or bad faith shall be final.

Syllabus – Tests, Dates, & Assignments:

The Medical Assisting student is expected to read each course syllabus carefully to determine course requirements, reading assignments, dates of tests and quizzes, required projects and deadlines.

STUDENT ATTENDANCE AND PUNCTUALITY

Attendance is expected in all class sessions and clinical laboratory sessions. Students must be prepared for class and in their seats during all scheduled class or lab times. If you come to class more than 30 minutes late, you will be marked absent. If you leave class than 30 minutes early, you will be marked absent.

Students may NOT miss more than 3 days in any of the Medical Assistant courses. If a student is absent more than 3 days, s/he will be automatically placed on academic probation and/or dismissed from the program. The decision to dismiss or remediate on probation if more than 3 days are missed will be determined by the entire faculty based on overall student performance. Please do not make requests to leave early or be late. All absences will be tracked by instructors as they are California State Mandated in order to meet learning objectives.

Students must attend all class exam dates. All exams taken late will automatically reflect a 10% grade reduction per policy above.

Any student who has a poor attendance record in terms of frequent lateness, requests to leave early, or absences will be evaluated to determine ability to meet objectives and eligibility to continue in the Medical Assisting program. Tardiness and absenteeism will affect the student’s ability to satisfactorily meet course requirements. Make-up work may be required for any or all absences. In case of illness, a clinical facility may require a specific clearance for return to the clinical area. It is also the prerogative of the Medical Assisting program to require a doctor’s clearance, if it is deemed necessary.

Merritt College and The Unity Council Medical Assistant Program policy stipulates that NO ONE may audit classes. Consistent with this policy, students are not to bring visitors, children, or pets to class or the clinical area.
REASONABLE ACCOMMODATION

Students with a certified disability which requires accommodation including, extra time for test taking, taping of class lectures or other accommodations must provide the instructor with documentation of the specific accommodation needed at least one week in advance of the test. If a student requires special testing accommodation please provide the documentation and special envelope from DSPS.

Exam Procedures:

Tests will be monitored by one or two instructors. Chairs will be arranged to allow as much space as possible between students and they should not be moved by the students until the test is over. Always bring two #2 pencils and a good eraser, a 100 question Scan Tron sheet (to key in answers), as well as a blue or black pen. There is no talking during exams. If a student needs to ask a question he/she should raise a hand and wait for the instructor to approach. Do not get up and walk to the desk, the pencil sharpener, etc... while the test is taking place. When a student finishes the test he/she may turn in the exam and leave quietly from the classroom. When the student has completed the exam and leaves the room he/she will not be readmitted until the exam is over. In pleasant weather it is recommended that students move outside the building to reduce noise in the hallways while classes are in session. In cold or rainy weather it is suggested that students move quietly to the center section of the building as far away from classroom(s) as possible.
The Student Learning Objectives for both Courses are outlined below.

<table>
<thead>
<tr>
<th>COURSE LEVEL</th>
<th>STUDENT LEARNING OUTCOMES</th>
<th>ASSESSMENT METHODS</th>
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<tbody>
<tr>
<td>Communication Skills:</td>
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<tr>
<td>Listen actively and respectfully to analyze the substance of others comments.</td>
<td>Group discussion.</td>
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<tr>
<td>Speak in an understandable and organized fashion to explain their ideas, express their feelings, or support a conclusion.</td>
<td>Classroom observation of profession behavior.</td>
<td></td>
</tr>
<tr>
<td>Utilize therapeutic communication when interacting with clients.</td>
<td>Essay exam and written projects.</td>
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<tr>
<td>Maintain confidentiality and privacy of clients in all communication.</td>
<td>Participation in class discussions and response to questions.</td>
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<tr>
<td>Write in an organized and grammatically correct fashion utilizing principles of health care documentation.</td>
<td>Response to interactive computer situational simulations.</td>
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<tr>
<td>Thinking and Reasoning:</td>
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<td></td>
<td></td>
<td>Role playing.</td>
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<tr>
<td>Information Competency:</td>
<td>Group discussion.</td>
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<tr>
<td>Use technology effectively and responsibly at a level that is necessary to achieve personal, professional and educational success.</td>
<td>Classroom observation of profession behavior.</td>
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<tr>
<td>Maintain confidentiality and privacy of patient records, both hard copy and electronic.</td>
<td>Essay exam and written projects.</td>
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<td></td>
<td>Participation in class discussions and response to questions.</td>
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<td></td>
<td>Response to interactive computer situational simulations.</td>
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<td></td>
<td>Role playing.</td>
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<td></td>
<td>Computer assignments relating to health care informatics.</td>
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<tr>
<th>Diversity:</th>
<th>Group discussion.</th>
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<tr>
<td>Demonstrate individual responsibility, personal integrity, and respect for diverse peoples and cultures including those with different cultural and linguistic backgrounds and different abilities.</td>
<td>Classroom observation of profession behavior.</td>
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<td></td>
<td>Essay exam and written projects.</td>
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<td></td>
<td>Participation in class discussions and response to questions.</td>
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<td></td>
<td>Response to interactive computer situational simulations.</td>
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<td>Role playing.</td>
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<tr>
<td>Civic Responsibility:</td>
<td>Group discussion.</td>
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<tr>
<td>Show accountability for making ethical and legal decisions as they relate to the delivery of care in the medical assistant role.</td>
<td>Classroom observation of profession behavior.</td>
</tr>
<tr>
<td>Demonstrate personal integrity and professional accountability.</td>
<td>Essay exam and written projects.</td>
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<td></td>
<td>Participation in class discussions and response to questions.</td>
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<td>Response to interactive computer situational simulations.</td>
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<td>Role playing.</td>
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<tr>
<th>Life Skills:</th>
<th>Group discussion.</th>
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<tr>
<td>Work effectively in a group.</td>
<td>Classroom observation of profession behavior.</td>
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<tr>
<td>Demonstrate time management and organizational skills.</td>
<td>Essay exam and written projects.</td>
</tr>
<tr>
<td>Demonstrate work ethic and customer service skills.</td>
<td>Participation in class discussions and response to questions.</td>
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<td></td>
<td>Response to interactive computer situational simulations.</td>
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<td>Role playing.</td>
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<tr>
<th>Career Development:</th>
<th>Group discussion.</th>
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<tr>
<td>Develop commitment to lifelong learning.</td>
<td>Classroom observation of profession behavior.</td>
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<td></td>
<td>Essay exam and written projects.</td>
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<td></td>
<td>Participation in class discussions and response to questions.</td>
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<td>Response to interactive computer situational simulations.</td>
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<td>Role playing.</td>
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</table>
BACKGROUND CHECKS

Most clinical agencies that the Merritt College Medical Assistant Program contracts with require background checks of students who are assigned to their clinical agency. Because Merritt College Medical Assisting students rotate to many different clinical agencies, students are required to obtain background checks. After reviewing the services and costs of various agencies, the program has decided to use https://www.certifiedbackground.com/. The cost of using this service is approximately $42.

STUDENT CLINICAL PLACEMENT

The clinical agencies that the Merritt College and The Unity Council Medical Assistant Program contract with for student placement have the right to refuse or allow any student admission into the facility for clinical experience (with or without cause). The agencies have the right to remove students that violate agency or program requirements or rules. Failure to comply with the requirements, rules of the clinical agency or the program can result in disqualification or dismissal from the program.

MEDICAL ASSISTANT PROGRAM CODE OF CONDUCT

All students enrolled in the Merritt College Medical Assistant Program are expected to strictly adhere to the Merritt Student and Due Process Policy and the Student Rules for Student Conduct.

In addition, students who are enrolled in the Merritt College Medical Assistant Program must adhere to a strict code of conduct because of the professional nature of the program of study. Students who are seeking to become health care professionals must demonstrate behavior consistent with that of a professional medical assistant. As such, all students enrolled in the Merritt College Medical Assistant Program are expected to conduct themselves at all times as professionals while in the classroom, the simulated clinical skills and computer laboratories, the hospitals/clinical agencies with which the program has an affiliation, and in the allied health and instructors’ offices.

Students are expected to display courteous and respectful behavior when interacting with each other, allied health instructors, the program director and staff, employees of affiliated hospitals/clinical agencies and other members of the health team. All students are expected to conduct themselves in a manner that demonstrates respect for the rights and responsibilities of other students, instructors, counselors, administrators, clerical staff, hospital/clinical agency administrators and employees, other members of the health care team and clients/patients and their families and visitors.

Students must adhere to rules and regulations of Merritt College Medical Assisting Program, each of the MA courses, MA faculty, the affiliated hospitals/clinical agencies and units, the simulated skills laboratory and the computer laboratory. Students are required to follow the instructions and directions of the program instructors, the program director and the college administrators, staff, and the hospital/clinical agency administrators and staff, counselors,
physicians and other members of the health team when acting in the performance of their duties and responsibilities.

Failure to abide by the Merritt College Medical Assistant Program’s Code of Conduct will result in disciplinary action up to and including dismissal from the Merritt College and The Unity Council Medical Assisting program.

PROFESSIONALISM IN THE CLASSROOM

Students must behave in a professional manner at ALL times; this includes during lecture and laboratory sessions. Students must keep in mind their behavior is also being evaluated as they are working toward being part of the medical profession. Violation of any of the following rules will result in discipline up to and including dismissal from the program. Students who violate rules that demonstrate unprofessional, unethical, illegal, or abusive behavior will not have achieved course or program objectives and the student will not pass the course. The rules students must follow include but are not limited to the following:

CLASSROOM RULES & EXPECTATIONS

1. Students must be in class on time. If late, students should make a quiet entrance and should not disrupt the class. (Please read Attendance Policy and understand the consequences of frequent tardiness or absences.)

2. NO electronic listening devices (tape recorders) are allowed except for students with a certified disability.

3. Students must attend full lecture and laboratory sessions. Leaving a lecture or laboratory session will be noted in student’s file and counted as an absence. Please keep in mind arriving late or leaving early from lecture or laboratory sessions will affect your overall grade. After the student has arrived in the clinical area and received an assignment, leaving the clinical area without authorization will constitute patient abandonment and will result in dismissal from the program.

4. Students must ask instructor for permission before leaving the classroom during lecture or laboratory hours.

5. Students must raise their hands at all times before speaking. Students must wait to get the instructor’s permission to speak. Keep in the instructor has a lesson plan he/she is to cover, and there are other students in the class who may also have questions. Students are to be aware and respectful of others at all times.

6. Understand there is a lot of material which must be covered. It is to your benefit to understand all material covered in order to work effectively as an extern or Medical Assistant. Please keep this in mind while asking questions. Keep questions related to the subjects the instructor is covering.
7. ALL personal & social matters, are personal, and must be kept out of the classroom, and laboratory sessions. You may discuss any personal & social matters with your fellow students on your own “personal” time, NOT during lecture or laboratory sessions.

8. NO cell phones. ALL cell phones must be OFF during lecture and laboratory hours. We understand you may have other responsibilities (children, family, work, pets, etc.); you may check your voicemail during your breaks. There is absolutely NO texting during class and laboratory hours.

9. Theft of MA program, Merritt College, bookstore, student, faculty, staff, or Hospital/Clinical Agency property will result in dismissal from the program for unprofessional behavior.

10. Violation of patient/client confidentiality (HIPPA) will result in discipline up to dismissal from the program.

11. Leaving the clinical lab without reporting off as instructed is considered abandonment of patients and will result in discipline up to dismissal from the program.

12. Cheating, plagiarism, alteration, or misuse of college or hospital/clinical agency documents, records, equipment or computer data in violation of HIPPA will result in discipline up to dismissal from the program.

13. Tape recording, using electronic listening devices, copying, or other data collection devices to record medical information about clients/patients or their families, improper use of information including information contained in hand written notes, PDA’s, or other data collection methods obtained for use to prepare or care for assigned patients is prohibited and will result in discipline up to dismissal from the program.

14. Photocopying any document containing patient information obtained while assigned to a hospital or clinical agency is prohibited and will result in discipline up to dismissal from the program.

15. Tape recording or using an electronic listening device of an instructor without her/his knowledge or consent in the classroom, clinical areas, clinical or computer laboratory or in the allied health department or faculty offices is prohibited unless the student has a qualifying certified disability for tape recording or listening devices.

16. Improper use of tape recordings or other electronic listening or recording device permitted because of a documented disability requiring the use of tape recorders or electronic devices is prohibited.

17. Physical or verbal insults, threats, profanity, ethnic or racial slurs, or unprofessional interactions or comments with other students, faculty, staff, clients/patients or their families, and/or employees of affiliated hospitals/clinical agencies at hospital/clinical agencies, the simulated clinical laboratory, computer laboratory, classrooms, or in the
program or faculty offices is prohibited and will result in discipline up to dismissal from the program.

18. Violation of the substance abuse and/or drug testing policy, background-check policy will result in dismissal from the program.

19. Verbal or physical behavior which obstructs or disrupts teaching, learning, patient/client care, or the administration of the medical assisting program will result in discipline up to dismissal from the program.

20. Furnishing false or misleading or altered information or documents to the Merritt College Medical Assisting Program, program director, assistant director, instructors and/or affiliated clinical agencies will result in dismissal from the program.

21. Communication with an employee/administrator of an affiliated hospital/clinical agency without the approval of the instructor (including but not limited to requests to use equipment, supplies, copy machines, telephones, hospital parking, or other special, services or privileges) is prohibited.

22. Making a false or misleading allegation against another student, a faculty member, the program director or staff including allegations made in letters, telephone, including anonymous communications will result in discipline up to dismissal from the program.

23. Attend to personal needs before coming to class or after class, unless you have a true emergency.

24. Remain in your assigned seat unless you have permission to get up.

25. Please keep your desk area tidy and clean up before you leave class.

26. Do not eat candy or other food in class unless you have been given special permission.

27. Bring required materials to class every day unless you are otherwise directed by you instructor.

28. Talk only when permitted. Be aware of the situation since quiet talking is allowed in some situations and speaking to the entire group without raising your hand may be allowed in others. Instructors will remind you once and expect compliance.

29. Use polite speech and body language. Unkind teasing and impolite behavior is unacceptable and will result in discipline up to dismissal from the program.

30. Cheating or plagiarism of any kind is strictly prohibited and will result in discipline up to dismissal from the program. A grade of “0” will be entered for the exam/assignment involved. Any student caught cheating a second time will be dismissed from the program.
31. Follow the instructor’s directions at all times. Failure to do so will result in discipline up to dismissal from the program.

**SUBSTANCE ABUSE**

The use of, or being impaired by, alcoholic beverages and/or illegal drugs by a student at either Merritt College or in the clinical setting is prohibited. The use of, or being impaired by, legally prescribed drugs which modifies the behavior of a student sufficiently to result in unsafe patient care is prohibited. A student, who is impaired by alcoholic beverages, and/or legal or illegal drugs, compromises his/her position as a student of Merritt College and The Unity Council Medical Assisting Program. The student may be subject to disciplinary measures from Merritt College, including dismissal from the Medical Assisting program.

**IT IS THE STUDENT’S OBLIGATION TO INFORM OF THE USE OF CHEMICAL AGENTS OR A MEDICAL CONDITION WHICH HAS THE POTENTIAL TO IMPAIR THINKING, BEHAVIOR OR FUNCTIONING.**

While enrolled in the Merritt College and The Unity Council Medical Assistant Program, all students are expected to abstain from the use of drugs or alcohol that has the potential to impair function, thinking, understanding or behavior. It is the obligation of all students to inform their clinical instructor or the MA Program Director if they have a medical condition or an addiction or are under the influence of drugs or alcohol which has the potential to impair behavior or functioning, thinking or understanding. Students must be free of the influences of drugs or alcohol which have the potential to impair functioning while in the Merritt College and The Unity Council Medical Assistant Program offices, classrooms, Skills Laboratories, Computer Laboratories, and in the affiliated clinical agencies.

**HONOR SYSTEM**

The students of Merritt College Medical Assisting program have a profound responsibility to themselves, to the public and to the health care profession. The honor system is based on personal honesty and trust. It is an integral part of the Medical Assisting program. Every enrolled student is expected to support the system. Cheating is cause for dismissal. Every MA student will understand that the basis for this policy is the Medical Assisting and Merritt College’s responsibility for protecting the lives of patients and safeguarding the public.

**UNSAFE PERFORMANCE / PATIENT ENDANGERMENT**

In the clinical laboratory class, the Medical Assisting student practices under the immediate supervision of his or her instructor. During the externship component of the program the student practices under the supervision of a qualified employee of the agency. The student is directly responsible to the clinical instructor/clinic employee or clinic manager. The clinical instructor and the clinical agency have the responsibility and authority to remove a student from the clinical laboratory class and dismiss a student from the Medical Assisting program when in the instructor’s or director’s professional judgment, the instructor or program director have determined that the student’s clinical behavior falls below the acceptable standard of care for a
patient/client and poses a substantial danger to the health and welfare of a patient/client. A student who is dismissed from the program for unsafe performance/patient endangerment will not be readmitted into the program unless he or she meets the readmission requirements.

A student who exhibits behavior that may be due to impairment by alcohol or drug abuse or emotional / mental illness may also be removed from the clinical laboratory setting and dismissed from the program for unsafe performance/patient endangerment. The student will not be readmitted into the program unless there is evidence that the student has had treatment or rehabilitation to correct the illness. Readmission will be pursuant to the Readmission Policy and Procedure.

**HEALTH REQUIREMENTS**

For reasons of safety and an ethical concern for the health of students, patients, and instructors, the Medical Assisting program requires that all students obtain a medical clearance before they enter the assigned office or clinic for observation and externship. All students are urged to take flu shots when available to protect themselves and their families from exposure. All completed health forms are required by the deadline stated in orientation.

In order to complete the required clinical instruction students are assigned to affiliated clinical agencies. All students must comply with the health requirements of the affiliated clinical agencies. On occasion, based on recommendations of the DHS, JACHO, the CDC, other local, Federal or State agencies, the agencies risk management and infection control departments and/or the Merritt College Risk Management, the health requirements for students may be revised or changed. Students are responsible for complying with any such changes.

Students will not be admitted into the clinical agency until all health requirements are met.

**DRESS CODE REQUIREMENTS FOR CLINICAL FACILITIES**

- Students in the Medical Assisting program are required to wear a specific style of uniform designated by the MA program. The uniform is to be worn to class daily as part of preparing students for the office work setting. Wearing the proper uniform four days per week is mandatory as evaluative criteria of professional appearance. Uniform compliance demonstrates students can adhere to organizational policy. This helps to determine clinical placement or not, after the coursework is complete.

- Each student is responsible for purchasing enough uniforms to allow for a clean uniform each day.

- Students are expected to know what is appropriate and acceptable attire and grooming.

- Students are advised to avoid extremes in clothing or grooming that is not suitable for clinics or offices.
• Each student is required to use personal discretion regarding appropriate dress in the interest of good grooming and personal safety.

• Students shall adhere to the “Dress Code Requirements for Clinical Facilities”.

• Failure to adhere to these requirements can result in dismissal from the clinical agency and the Medical Assisting Program.

Uniform:
• Ciel Blue scrub tops and slacks.
• Clothing and shoes must be clean, in good order and neat at all times.
• Merritt name pin must be worn.
• When purchasing blue pants, be sure the fabric is not translucent or allows shadows displaying under garments.

Hose or stockings:
• White or skin shade.
• Textured or embroidered hose are not to be worn.
• Full-length hose are to be worn with a skirt.
• Full-length hose or knee length stockings may be worn with pants.

Shoes:
• Medium, flat or wedged heel
• All white leather shoes, with soft sole to control noise.
• Tennis or running shoes (made of cloth).
• Clogs, sandals, moccasins, or boots may not be worn.

Jewelry:
• Restricted to a wrist watch or pendant watch; engagement and wedding ring or small ring.
• Button type earrings for pierced ears (no dangling loops etc.).
• Jewelry is to be limited in the interest of good grooming and personal safety.

Grooming:
• Students should come to class groomed and dressed as if reporting to work
• Students are allowed to wear daytime make-up – no false eyelashes allowed
• Hair must be clean and neatly combed; students hair should not have any flamboyant colorings or dyes; hats or beanies are not permitted
• Long hair must be controlled in such a manner as to prevent it from falling forward or into the face when bending or stooping.
• If hair is not properly controlled, hairnets will be required in the interest of personal grooming, safety, and hygiene.
• No tongue or facial piercings allowed
HANDWASHING AND FINGER NAIL POLICY

Hand washing is the single most important procedure for preventing health-care acquired infections. Hand washing results in a reduction in the transmission of potential pathogens on the hands and reduces patient morbidity and mortality from health care acquired infections. Artificial nails and nail tips are more likely than natural nails to harbor pathogens that can lead to health acquired infections.

Merritt College and The Unity Council Medical Assistant Program has adopted the following mandatory policy for all students in the MA Program.

All students shall wash their hands at the following times when in the clinical setting:

A. At the start of the tour of duty

B. Before and after direct contact with patients, blood or body fluids, mucous membranes, non-intact skin, or objects likely to be contaminated.

C. Before and after eating, drinking, smoking.

D. After using the rest room.

E. After coughing and sneezing.

F. After removing gloves.

The choice of plain soap, antimicrobial soap, alcohol-based hand rub, or surgical hand scrub should be based on the degree of hand contamination and whether it is important to reduce and maintain minimal counts of resident flora, as well as to mechanically remove transient flora on the hands of health care personnel. Soap from wall mounted dispensers is to be used for routine hand washing. Bar soap is not acceptable.

The natural nails of students are to be kept short, i.e. not extending beyond the tips of the fingers. Artificial nails and nail tips are prohibited.

MA students shall follow the specific hand washing policy and procedures of the clinical agency to which they are assigned in addition to, not as a substitute for, the Merritt Rules stated above.

Students who fail to comply with this policy will immediately be removed from the clinical or laboratory setting until the student is in compliance with the policy. The student will receive an unsatisfactory evaluation for the period of time missed from the clinical rotation. The student will also be subject to the Student Attendance and Punctuality Policy and the Unsafe Performance / Patient Endangerment Policy found in the Medical Assistant Student Handbook.
UNIVERSAL PRECAUTIONS

Merritt College Medical Assistant Program will follow the accepted standards of care affiliated institutions with regards to Universal Precautions. Therefore, Medical Assistants must use precautions with blood and body fluids from all patients to protect themselves from exposure to the HIV virus. These precautions also protect against infectious organisms.

- Handle the blood of all patients as potentially infectious.
- Wash hands before and after all patient and specimen contact.
- Wear gloves for potential contact with blood and body fluids.
- Wear gowns when splash with blood or body fluids is anticipated.
- Wear mask for TB and other respiratory organisms. (HIV is not airborne).
- Wear protective eyewear and mask if splattered blood or fluids is possible (e.g. bronchoscope, oral surgery).
- Place used syringes immediately in nearby impermeable container, do NOT recap or manipulate needle in any way.
- Treat all linen soiled with blood and/or body secretions as infectious.
- Process all laboratory specimens as potentially infectious.
- Place resuscitation equipment where respiratory arrest is predictable.

MERRITT COLLEGE LIBRARY

The library offers books, periodicals, and journals. Nursing texts can be found in the library stack collections and on “RESERVE”. Reserve books may be taken out overnight and on weekends if there is more than one available and the student has the instructor’s written approval.

COMPUTER ASSISTED LABORATORY

The computer assisted laboratory is open to all Medical Assistant students. A variety of computer programs are available to enhance the students’ learning.

DEDICATED ALLIED HEALTH COMPUTER LABORATORY

The Allied Health Computer Laboratory provides an opportunity for students enrolled in the Merritt/Unity Council Medical Assistant Program to learn and practice skills using software designed to provide simulated learning experiences. This software allows the students to learn
specific procedures and the rationales for these procedures. The simulated computer laboratory is a component of the required clinical skills laboratory.

**TUTORIAL SERVICES**

The Learning Center is located in D187 and is open during the day and evening hours. Qualified student tutors are available to assist students who need individualized help in a course. In addition, nursing students are selected by the department to assist with specific tutorial projects. Faculty is also available during office hours and by appointment to help students. It is suggested that you make arrangements in advance if you would like extra help from instructors.

**DEPARTMENTAL COMMUNICATIONS**

In order to establish a communications network, all students MUST keep a current telephone number and email address on file with Merritt College faculty. Additionally, the clinical agencies with which the Merritt College have affiliations require contact information on all students who have a clinical placement in their agency. Students must agree to the release of this information to the clinical agencies.

**STUDENT CONCERNS ABOUT A SPECIFIC COURSE OR FACULTY MEMBER**

If an individual student or a group of students have a problem or complaint about a faculty member or course requirements, it should be discussed with the involved faculty member and/or the coordinator for the course, and/or the Program Director. Students are advised that if a student has an issue with the faculty member involving the clinical or academic performance of the student, the faculty cannot discuss this with anyone other than the involved student. Concerns or complaints regarding an academic grade should be brought directly to the instructor who issued the grade. By law, the grade given by the instructor is final and cannot be changed, unless there was fraud, mistake, bad faith or incompetence. The student has the burden of proving fraud, mistake, bad faith or incompetence. Students who make false allegations will be subject to the Merritt Medical Assistant Program’s Code of Conduct.

**STUDENT GRIEVANCE AND DUE PROCESS PROCEDURE**

The Faculty Committee, with student input, has suggested the following steps for resolving problems, complaints or concerns involving the Medical Assistant program:

Conference with the involved parties.

Conference with the course instructor.

Conference with the Program Director, Jon Murphy.

Conference with the Vice President of Instruction.
Concerns or complaints regarding an academic grade should be brought directly to the instructor who issued the grade. By law, the grade given by the instructor is final and cannot be changed, unless there was fraud, mistake, bad faith or incompetence.

Students may appeal their academic grades through the Student Academic Grievance Hearing Procedure. However, pursuant to the California Education Code - Section 76224, the grade given by the instructor is final except in the case of fraud, mistake, bad faith, or incompetence. The student has the burden of proving fraud, mistake, bad faith or incompetence.

Students who are found to make false allegations shall be subject to discipline for violation of the Merritt College and The Unity Council Medical Assistant Program’s Code of Conduct.

**POLICY**

Merritt College has developed the following policy and procedures to address student grievances and to assure due process. A grievance is any complaint of any student involving the interpretation, application, or alleged violation of Merritt College policies and procedures. Grievance action may be initiated by a student against another student, an instructor, an administrator, or a member of the classified staff.

The following actions are grounds for student grievance:

- Violation of student rights that a student is entitled to by law or Merritt College, including rules for student conduct, admission, probation, suspension or dismissal policies. (The Clinical Dismissal and Grievance Policy should be followed for a complaint related to the clinical dismissal of a student.)

- Act or threat of physical aggression.

- Act or threat of intimidation or harassment.

- Board Policy 4.43A, the Student Academic Grievance Procedure should be followed for a complaint alleging mistake, fraud, bad faith or incompetence in the academic evaluation of student performance. Students alleging discrimination and/or sexual harassment should file a complaint directly to the Merritt College Affirmative Action Office.

**PROCEDURES**

**Step 1: Informal Resolution**

A student who has a complaint may, within thirty (30) academic calendar days of the allegation, request a meeting to resolve the complaint informally with (a) the person against whom he/she has a grievance; (b) the supervisor of the person against whom he/she has a grievance; or (c) the Dean of Student Services. Regardless of whether a student has attempted informal resolution, he/she may precede to step two by filing a formal complaint.
Step 2: The Formal Complaint Procedure

A formal complaint must be filed by a student within ninety (90) academic calendar days of the alleged violation of the time when he/she knew or should have known of the alleged violation. Failure to file a formal complaint within such ninety (90) day period constitutes waiver of the student’s right to appeal.

A complaint must be filed on an approved complaint form, available from the Dean of Student Services, and must include the following:

The exact nature of the complaint (grounds).

The specific details of the complaint (e.g. chronology of the event and an explicit description of the alleged violation).

A description of the informal meeting and attempted resolution, if any.

The specific resolution/remedy sought.

The complaint form should be filed with the Dean of Student Services.

The Dean of Student Services shall provide the person against whom the grievance has been filed with a copy of the grievance and a copy of the procedure.

The Dean of Student Services shall make a request for records and documents from the student filing the complaint and the party against whom the complaint has been filed, and forward copies of all documents pertinent to the alleged violation to the College Grievance Committee and the parties. Documents or accusations not specifically related to the alleged violations shall not be forwarded to the committee or the parties.

The following College Grievance Committee members shall be appointed for a term of one year as follows:

The Vice President of Instruction who shall chair the committee.

One faculty member, and one alternate, jointly appointed by the PFT and the Faculty Senate.

One classified employee, and one alternate, appointed by Local 790 and the classified senate.

One administrator, and one alternate, appointed by the College President.

One student, and one alternate, appointed by the Student Government President.
Step 3: The Formal Hearing

Four-fifths of the members of the committee shall be present in order for the committee to act. Committee members shall be give five (5) working days notice of the hearing. In the event a member of the committee cannot attend, or is disqualified because of conflict of interest, the alternate shall serve. The votes of the majority of the members present (at least three (3) votes) are necessary in order for the committee to make a recommendation.

The chairperson of the committee shall notify the Dean of Student Services of the committee’s recommendation within three (3) working days. The Dean of Student Services shall, within five (5) working days, notify the parties of the committee’s recommendation and the appeal procedure. Any decision to reject findings of the committee must be supported by a summary of findings of fact.

STUDENTS RIGHTS

At all steps of the process, both the student filing and the other party have the right to be accompanied, advised and represented by a person of their choosing.

Written notice, including the date, time, and place of the hearing shall be delivered to both parties at least ten (10) working days prior to the hearing. The notice shall be hand delivered or sent by certified mail and shall include a copy of the complaint.

In so far as is consistent with privacy laws, both parties (and their representatives) shall receive copies of all documents developed or utilized during the review by the committee of the complaint. This shall include documents added to the file.

Both parties shall be given adequate time (at least five (5) working days) to read and review all documents. This right may be waived by the respondent.

Both parties shall be informed that all relevant evidence presented to the hearing committee, whether written or oral, may be used against them in this or any other proceeding unless otherwise prohibited by law. The written notice shall inform the parties of this fact. The chairperson of the committee shall inform both parties orally of this fact at the commencement of the hearing.

The chairperson of the committee shall provide the involved complainant with a written summary of the rights they may be entitled to by law or contract at least five (5) days before the hearing.

In accordance with Ed Code Section 76234, the results of any disciplinary action or appeal in connection with any alleged sexual assault, physical abuse or threat of the same shall be made available within three (3) days of the result, to the alleged victim, who shall keep such information.
GUIDELINES

Evidence: The hearing shall be conducted so as to bring all the relevant information and evidence to the members of the committee in an orderly and intelligible form. The strict rules of evidence shall not apply. Any relevant evidence shall be admitted if it is the sort of evidence on which responsible persons are accustomed to rely in the conduct of serious affairs. Accusations not specifically related to the alleged violation shall not be considered relevant. The rules of privilege shall apply to the same extent that they are recognized in civil actions.

If the respondent or his/her representative, or both, are absent from all or part of the hearing, the committee shall make its recommendations on the basis of whatever evidence is submitted before the hearing and on whatever evidence and testimony is presented to the committee during the hearing.

The chairperson of the committee shall conduct the hearing. The chairperson may do whatever is necessary, so long as it is legally permissible, to insuire that the hearing is conducted in a fair, dignified orderly manner.

The hearing shall be open to persons directly involved in the matters to be heard. The bargaining agent representing the respondent may send an observer to any hearing. All information derived from the complaint is confidential. Information may not be made public nor discussed with anyone except those with a legitimate need to know.

The chairperson of the committee may exclude a witness from the hearing when the witness is not giving testimony.

Anyone who disrupts the proceedings or interferes shall be excluded from the proceedings. Any member of the committee may ask questions of any witness. The committee may call in “expert witnesses” if the subject of the grievance is beyond their expertise. The committee shall inform the witnesses (other than the accused) in writing that they are sought for interview purposes and their participation in the process is requested by the committee. Witnesses shall also be informed as to the purpose of the interview, the general subject of the interview, and their right to request representation by anyone of their choosing prior to and during said interview.

The grievance committee shall make all evidence, written and oral, part of the record. The hearing date may be postponed or continued at the discretion of the chairperson of the committee. Both parties shall be given written notice of the new or continued hearing date.

A committee member shall withdraw from participation in the hearing if a conflict of interest is anticipated; in which case the alternate committee member shall serve.
STUDENT APPEAL OF DISMISSAL FOR CLINICAL PERFORMANCE

Policy: The clinical laboratory instructor(s) of the Merritt College Allied Health Department has the responsibility and authority to evaluate, assess, and grade the academic performance of a student consistent with clinical standards defined in the program.

The instructor has the responsibility and authority to remove a student from the clinical laboratory class and dismiss a student from the program for cause. For purposes of this policy, “cause” is defined as where, in the instructor’s professional judgment, the instructor has determined that the student’s clinical performance fall below the acceptable standard of care for the patient as outlined in the program objective and evaluation requirements and poses a substantial danger to the health and welfare of the patient.

An instructor may immediately remove a student under this policy where the student’s performance poses an immediate and substantial danger to the health and welfare of the patient and where pre-removal written notice is impracticable. In that situation, and where practicable, the instructor should provide the student with an oral explanation of the reasons for the removal and complete the written notice within two days.

In the situation where the instructor concludes that cause exists for removal and dismissal from the program, where prior counseling has not led to improvement in the student’s clinical performance, and where there is substantial but not immediate danger to the patient, the instructor may remove the student upon providing the student with written notice of intent to dismiss.

This policy and its procedures are not to be used when a student’s clinical performance is unsatisfactory and does not pose a substantial danger to the health and welfare of patients. Where the instructor removes the student without advance written notice of intent to dismiss, the Assistant Dean of Student Services shall provide the student with a written notice within three days of removal.

The written notice of intent to dismiss shall set forth the facts giving rise to the decision to remove the student, the reasons for the dismissal and summarize any prior counseling given to the student. The notice shall be hand delivered to the student or mailed by certified mail, return receipt requested.

Upon receipt of the notice of intent to dismiss, the student may request an immediate hearing under Section 11 of the procedures of this policy, if such request is made in writing within three days of receipt of the notice. Alternatively, the student may elect to appeal the removal and intent to dismiss through the District’s Student Academic Grievance Hearing Procedure”, as provided in Section 11 of the procedure of this policy.

A student who requests an immediate hearing under Section 11 of this procedure will be allowed to attend all classes except clinical laboratory classes until a finding is made by the Allied Health Student Grievance Committee. If the Committee’s finding recommends that the instructor’s decision be upheld, and this finding is accepted by the Dean of Student Services, the student may
continue the appeal procedures under this Policy but shall not be allowed to attend further classes. If the Committee finds that the instructor’s decision was without cause as defined above or based on mistake, fraud, bad faith, or incompetence, and this finding is accepted by the Dean of Student Services, the student may continue to attend classes except for clinical laboratory classes, pending any appeal made by the instructor.

A student who successfully appeals the removal and dismissal decision shall be reinstated into the program and his/her academic record will be expunged of references to the decision. The college shall provide the student with assistance in making up any clinical training lost during the appeals process.

A student who is dismissed from the program may apply for re-admission pursuant to program policy which may require evidence of remediation.

DEFINITIONS

“Days” shall mean working days of the District. Where the procedure refers to action participation by the district administrator, such as the Dean of Student Services, that reference also includes any person appointed as designee.

“Cause” is defined in Board Policy 4.44

“Mistake,” “fraud,” “bad faith,” or “incompetence” shall be as interpreted under Education Code Section 76224.

ALLIED HEALTH STUDENT GRIEVANCE HEARING

Student Rights
A student who has been removed by an instructor for cause under this policy has the right to an Allied Health Student Grievance Hearing under the following conditions:
   The student requests an immediate hearing within three days of receipt of the notice of intent to dismiss.
   The request is submitted in writing to the Dean of Student Services.
   The student submits an approved complaint form as described in the District’s “Student Academic Grievance Hearing Procedure.” Section B. 2 within three days of receipt of the notice of intent to dismiss.

Dean of Student Services
The Dean of Student Services may accept, reject, or return the recommendations to the committee for further action. The Dean of Student Services shall notify the student, instructor, and committee of his/her decision based upon the findings of fact of the committee.

Appeal the Decision of the Dean of Student Services
The “Appeal Process” described in the “Student Academic Grievance Hearing Procedure” shall be used to appeal the decision by the Dean of Student Services, as appropriate and applicable.
REMOVAL OF STUDENT BY CLINICAL AGENCY

Students must abide by the policies, procedures, and standards set by the clinical agency where they receive their clinical training. If an agency removes a student from the clinical area after making a determination that while in the course of his or her clinical rotation, the student has acted or failed to act so as to violate the policies, procedures, or standards of care set by the agency, the student will immediately be requested to leave the clinical agency by the clinical instructor or program director.

The instructor will make an assessment of the facts and determine whether cause exists to remove the student from the clinical area and dismiss him or her from the Merritt College Medical Assistant Program.

If it is the professional judgment of the clinical instructor that the student’s performance falls below the acceptable standards of care as outlined in the program objectives and evaluation requirements and/or course objectives and requirements, the student will be dismissed from the program because the student’s performance posed a substantial danger to the health and welfare of patients. The policy and procedure for removing a student from the program for cause shall apply.

If it is the professional judgment of the clinical instructor that the student has violated college, program, course or clinical agency requirements or policies, the policy and procedure for violation of the college and/or program’s policies shall apply.

If it is the professional judgment of the clinical instructor that the student’s performance does not fall below the acceptable standard of care as outlined in the program objectives and evaluation requirements and/or course objectives and requirements or violate or violate the college or program’s policies to warrant dismissal, the program shall make a good faith effort to find an alternative clinical agency that the program has an agreement with in order for the student to complete course and clinical objectives and requirements. If the program cannot find an alternative placement for the student, the student will be placed on leave. It shall be the responsibility to locate an alternative clinical course that is equivalent to the course from which the student was dismissed. While the program may assist the student in locating an equivalent course/clinical placement, in this rare and unusual circumstance, the program cannot guarantee that an alternate equivalent placement can be provided.

DISCLAIMER

Merritt College Medical Assistant Program has made every reasonable effort to ensure that information contained in this brochure is accurate and current. To adhere to and implement state regulation and requirements with affiliated agencies, information and requirements are subject to change without notice. Therefore, the College and the Department reserve the right to add, amend, or repeal any of their rules, regulations, policies and procedures to comply with state or district regulations or recommendations and/or requirements of affiliated agencies.

Revised 01/13/2014
Local Resources for TB (PPD) tests, vaccines & titers

STUDENTS WILL BE REQUIRED TO HAVE THE FOLLOWING IMMUNIZATIONS or show proof of immunity through a titer blood test:

- **MMR (measles, mumps, & rubella)**, 2 vaccines or Positive Serum Titer result
- **Varicella (chicken pox)** (You must get a titer if you’ve had chicken pox but not the varicella vaccine)
- **Hepatitis B series (HBV)**: The second shot must be given one month after the first. The third shot must be given five months after the second. You will need a total of 6 months
- **Tdap (tetanus, diphtheria and pertussis (whopping cough) boosters given** after 7/2003.
- **TB test with negative results** after 7/12: PPD skin test OR Quantiferon TB-Gold In- Tube (QFT) blood test OR CXR (chest x-ray) as recommended by your physician.
- **Flu shots** are optional but recommended for most students. However Highland externs are required to get a flu shot. Kaiser externs will be required to get a flu shot unless they want to wear a surgical mask during their externship.
- **Physical Exams** are required by AHS externs.

Local Resources

Please double check the accuracy of this list by calling the clinics listed before going for services. They may have changed their hours after this was published. This list is only a reference. You are welcome to use the medical facility of your choice

The Peralta Wellness Center at Laney College is open for full-time Peralta College students. Show student ID with current semester’s sticker.

It is in the Laney College Student Center, Room SC410 (on the fourth floor, above the cafeteria). 900 Fallon St., Oakland, CA 94607 [http://web.peralta.edu/health-services/](http://web.peralta.edu/health-services/) or [http://web.peralta.edu/health-services/what-your-18-pays-for/](http://web.peralta.edu/health-services/what-your-18-pays-for/)

To schedule an appointment, please call (510) 464-3134.

Hours: The medical clinic is open on Mondays and Wednesdays from 9-5. Closed between 12 and 1 PM. **On the fourth and fifth Wednesday of each month, the clinic hours are from 1-7 p.m.**

Free Physical Exams and seasonal Flu shots are available.

TB Tests given Mondays and read Wednesdays.

Free immunization clinics for adults and children for a complete list, see this link. I also provided you with a printout at orientation. [http://www.acphd.org/media/107585/iap_free_iz_sites_eng.pdf](http://www.acphd.org/media/107585/iap_free_iz_sites_eng.pdf)
The Alameda County Public Health Center provides free immunizations Thursdays from 1-4 PM (except Dec 27).
(You do not need to be a victim of crime or abuse to get their services.)

The Hep B Project Free HBV vaccines and screenings [www.hepbproject.org](http://www.hepbproject.org)
Wednesdays 1:30-4 PM at 2501 International Blvd Oakland 94601
Saturdays 10-11:20 AM inside Asian Health Services 818 Webster St, Oakland, CA 510 859-4372

The Berkeley Free Clinic
(510) 548-4811 or (800) 6-CLINIC
[http://www.berkeleyfreeclinic.org/](http://www.berkeleyfreeclinic.org/)
2339 Durant Ave between Dana and Ellsworth, Berkeley

The Berkeley Free Clinic is open for medical services in the evenings Monday thru Friday.
Please note that the only Medical Service offered on Tuesdays is Tuberculosis (TB) Testing.
Medical services, including TB testing will be provided on all other weeknights (Mon, Wed, Thrus, Fri)

Phone hours:
Monday- Friday 3 PM – 9 PM
Saturday 11 AM – 3 PM
Sunday 4 PM – 8 PM

Seasonal Flu vaccines (both nasal and injection) and Tetanus boosters are available. Call in Monday through Fridays at 5:45 to make an appointment.

Free TB testing by appointment. (Donations are accepted). Appointments start at 7:00pm Monday through Friday. Call at 5:45 PM to arrange a same-evening appointment,

Hepatitis B (HPV) testing and vaccination are on Saturdays from 3-5 PM by appointment only. Call between 1 – 2:30 PM for same day HBV appt.

Berkeley Public Health Clinic
830 University Avenue
Berkeley, CA 94704
(510) 981-5350 NO APPOINTMENT IS NECESSARY

HBV shots $68 are given at both the family planning clinics and the STI clinics call for appt Mon 8:30-11am.drop in 1-3 pm Tues call for appt 8:30-11am.or 1-3 pm Thurs appt only 1-5 pm
MMR shots (not titer) offered at $17  
TDaP $17  
Flu free  
Rapid Clinic (walk in)  
Thursdays 5:00 – 6 pm  
Note: If you are getting live vaccine MMR or Varicella, have your TB skin 30 days after 
that, or get TB test before vaccine.  
TB PPD Tues 9-11 and 1-4 pm. Injection  
read 1-4 Thursday $9 –137 depending on income. Takes MediCal  
Bring immunization records  
All vaccination  
Mon and Tues 9-11 am and 1-4 pm.  
Thurs 1-4 pm  

Tdap booster is recommended (2005 is when Tdap came out) $17 Flu shot (H1N1 is 
included) is free  

Alameda County Medical Center Clinics and Hospitals:  
Highland Hospital, Fairmont Hospital and John George Psychiatric Pavilion  As well as 3 
free standing clinics; Eastmont Wellness Center, Winton Wellness Center & Newark 
Health Center.  
You need to get a CMSB Alameda County Insurance Card if you have no insurance.  
You can get this at the Eastmont Wellness clinic registering in finance dept.  
room 500 (1st floor) and at Highland on your first visit with your medical provider.  
Highland Hospital  
Primary Care  
1411 E. 31st St., Oakland  
Koret Building, 6th floor  
437-4800 main number  
You must be an established patient with a primary care provider to get immunization and 
titer appointments.  

Eastmont Wellness Center (Eastmont Mall)  [map]  
http://www.acmedctr.org/eastmont.cfm?M1=1&M2=4&M3=0&P=130  
6955 Foothill Blvd. Oakland  
(510) 567-5700 call 7AM – 7 PM 
(Drop in only for TB tests. All titers and immunizations require an appointment)  
Drop in 8:15 am and 12:45 PM. Only the first 10 people in line will be helped, so get there at 
least ½ hour early.  

Chest Clinic: Chest X rays for Positive TB skin tests  
Tuesday, Wednesday, 8:45 am - 5:00 pm  
Thursday, 8:45 am – 12:00 noon  
Clinic services are closed from 12:00 noon -1:00 pm.
All services are by appointment. The availability of services and hours of operation may change from time to time without notice. Please contact the Clinic to confirm the information.

Adult Medical Clinic
Monday-Friday, 8:45 am – 5:00 pm
Saturday, 8:30 am – 4:30 pm

Also offer flu, HPV, Varicella, Tetanus/TDaP—must have a primary care doctor.
Titers are available for MMR, Rubiola and Hep B
All immunizations are available

For all immunizations and titers as well as TB by appt only. Appointments may take 2 weeks or more, so make them ASAP
Monday-Friday, 8:30 am –12:00 noon, 1:00 pm - 5:00 pm
$10 - $15 co-pay

Winton Wellness Center
24100 Amador St., Suite 250
Hayward, CA 94544
[map and directions]
http://www.acmedctr.org/winton.cfm?M1=1&M2=4&M3=0&P=140
Patient Information: (510) 266-1700
Adult Medical Clinic closed from 12:00 noon – 1:00 pm. All services are by appointment.

Monday, 1:00 pm – 5:00 pm
Tuesday, Wednesday, Friday, 8:30 am – 5:00 pm
Thursday, 8:30 am – 12:00 noon
Chest Clinic
Tuesday, 1:00 pm – 5:00 pm
Health Maintenance
This clinic offers immunizations Monday through Friday*, 8:30 am – 5:00 pm by appointment only.
* TB skin testing is not available on Thursdays

Adult Immunization & Travel Clinic San Francisco
AITC is a non-profit, fee-for-service clinic that is part of the San Francisco Department of Public Health.
Titers and immunizations available
Appointments & General Information: (415) 554-2625
101 Grove Street (corner Polk) Room 102
San Francisco, CA 94102
http://travelclinicsf.org or http://www.sfcdcp.org/aitcservices.html
They have low income price ($35) for varicella
Located at the southwest corner of Civic Center Plaza, near City Hall.
BART/MUNI stop = Civic Center, then walk 2 blocks west on Grove Street. Mon, Wed, Thurs, Fri 9:00 am - 4:00 pm
Tues 9:00 am - 3:00 pm
Titers:
Phlebotomy (blood drawing) fee $27
plus
MMR Immunity Panel (measles, mumps, and rubella immunity) $97
Varicella (chickenpox) Immunity $47
Hep B $47
Vaccines
Measles-Mumps-Rubella (MMR) vaccine $ 86
Tetanus: Tdap with whooping cough booster $73 TdaP and $55 Td (no whooping cough (pertussis) protection)
Chickenpox [Varicella] vaccine $35 for low income
Hepatitis B vaccine $ 78 per shot
TB Test $40

*TB Tests not on Thursdays or Fridays, but will take on Mon, Tues, Wed

Drop ins allowed for all vaccines. Cut off at 3:30pm Mon. and Wed-Fri. Cut off at 2:30pm Tues. Personal checks and American Express cards not accepted.

Physical Exams at Concentra Urgent Care in Jack London Square
Same day exams on walk-in basis
384 Embarcadero West
Oakland, CA 94607
Ph:510-465-9565
http://gourgentcare.practicevelocity.com/Oakland_CA_556.htm
## Immunizations Required for MA15 cohort, Class of 2014

*Student Name*

*Keep this for your records*

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<tr>
<th>Immunization</th>
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<th>Date #2</th>
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<td>DPT, Tdap or Td after 2004 (Tetanus &amp; Pertussis)</td>
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<td>MMR (2 vaccines)</td>
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<td>Hepatitis B (HBV) 3 vaccines</td>
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<td>Varicella (VZV)</td>
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<td>TB (PPD) (2 tests)</td>
<td>after 2/13</td>
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<td>CXR</td>
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<td>Seasonal Flu Vaccine</td>
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HANDBOOK SIGNATORY SHEET

Date________________

I have received a copy of the Merritt College and The Unity Council Medical Assistant Student Handbook. I have read and understand the *Merritt College and The Unity Council Medical Assistant Student Handbook*.

Student’s Name (Printed) ________________________________

Student’s Signature_____________________________________

Revised 01/13/2014
HEALTH INFORMATION WAIVER

Date: ______________

I authorize the Merritt College Allied Health Programs to share information regarding my health data (including but not limited to immunization status, immunity titers, and/or testing for x-rays for tuberculosis) that is requested by clinical agencies in which I am a student.

Student Name (Printed) _____________________________________________

Student Signature _________________________________________________
Immunization quiz for MA 16 Fall 2013  

Name___________________________

1. How many vaccines (shots) do you need for Hepatitis B (HBV)? __________

2. What is the time sequence for these shots?____________________________________
________________________________________________________________________

3. Should you get a titer if
   _____ you had a vaccine in the past but can’t find the paperwork
   _____ right after you get a vaccine

4. Should you get a VZV (varicella) titer if you had chicken pox but not the varicella vaccine? ___

5. How many MMR shots should you have? ______

6. What is the earliest year that your Tdap (tetanus and diphtheria) vaccine is valid? ______

7. What is the earliest date that you should have the first TB (PPD) test? _____________

8. What is the earliest date that you should have the 2nd TB (PPD) test? _____________

9.  **Bonus question:** Is HPV the same as HBV? If not, what is the difference?______________