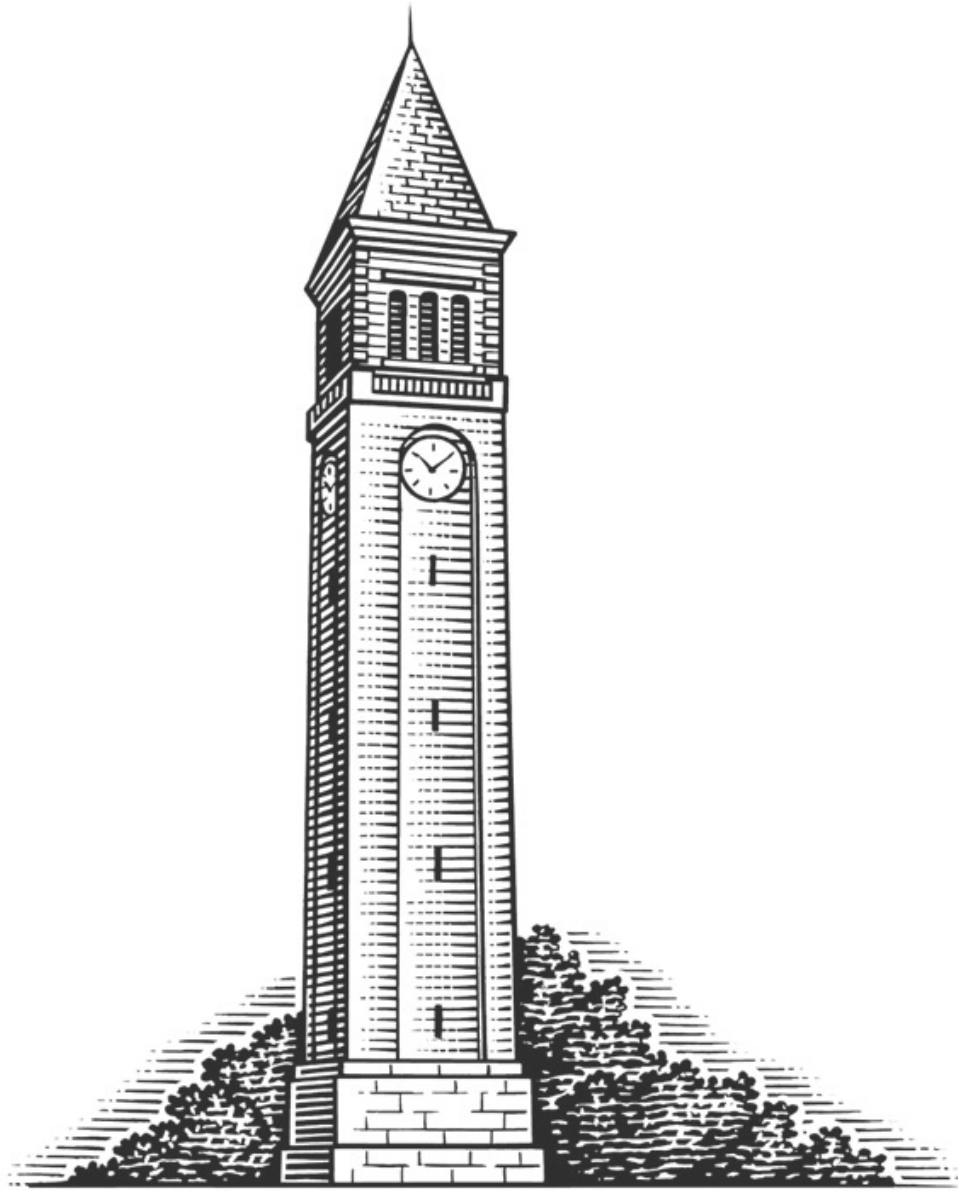


BOSTON REED COLLEGE

Clinical Medical Assistant Training Program



BOSTON REED COLLEGE

Information for Externship Sites

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BOSTON REED COLLEGE
Clinical Medical Assistant Training Program
Policy Statement

Philosophy & Goals of Clinical Experience

It is the goal of the Boston Reed to provide a Clinical Medical Assistant Training Program that meets the requirements set forth by the California Medical Board's requirements and entitles graduates to their certificate as a Clinical Medical Assistant per the guidelines set forth in section 1366 of the California Code of Regulations.

In addition to meeting the training requirements specified by the State of California, the program has been approved by the California Medical Assistant Association (CMAA) entitling graduates to qualify for the CMAA's certification examination.

The goal of the externship experience is to enhance the learning process and ensure opportunities for the participant to observe and demonstrate knowledge in the role of the Clinical Medical Assistant. The clinical skills checklist provided outlines the types of skills the student should be demonstrating. We realize that patient acuity will play a part in which skills will be available to the student.

Role of the Boston Reed

The Boston Reed will provide for the overall learning experience of the student. This includes classroom and clinical training.

Boston Reed will provide to the cooperating facility:

- X Proof of current physical / TB screening for each student
- X Proof of a valid CPR card for each student
- X Externship requests
- X Finalized Externship assignments
- X Access to and support from an Externship Supervisor
- X Proof of liability insurance
- X If necessary, proof of contract

Role of the Cooperating Facility

The cooperating facility will assist in providing the externship learning experience for the student. This is not limited to, but should include the location, a preceptor based upon the included guidelines and an environment conducive to learning. The cooperating facility will also keep staff informed of the days and times the student is to be expected.

Role of the Student

The student has made a commitment to an agreed upon externship schedule, to be courteous and respectful at all times, to demonstrate punctuality, to give advance notice to Boston Reed, as well as the cooperating facility of any absence and to seek out learning opportunities throughout the externship experience.

BOSTON REED COLLEGE
Clinical Medical Assistant Training Program
Course Description

Title: Clinical Medical Assistant Course

Course Fee: \$1,685 which includes text and workbook and all medical equipment and supplies.

Certification and Job Title: Upon the successful completion of the program, each graduate will be certified as having met all the training requirements of the State of California as set forth in Section 1366 of the California Code of Regulations and have earned the job title of Clinical Medical Assistant. Graduates will also be qualified to take the optional California Medical Assistant Association's certifying examination.

Instructional Method: Students will receive comprehensive instruction in clinical medical assisting. The course combines theory and practical instruction over 20 weeks. Competency will be measured by written and practical examinations. Practical material will be presented and graded in a competency-based fashion under the direction and supervision of a qualified instructor.

Course Summary and Educational Objectives: This program was designed to provide, thorough didactic and clinical instruction, a basic systems overview. Didactic lectures cover the theory, anatomy and terminology pertaining to each system. Clinical instruction provides hands-on training in the listed procedures verified through a skills check-off system.

Class and Externship Schedule: The program consists of 134 hours of classroom lecture and lab followed by a 160 hour externship rotation hosted by a local medical facility. The classroom portion meets seven hours a week for 20 weeks. To assist students who have work, family and other time-limiting commitments, all students will have 12 months from the start of class to complete their externship requirements.

Lecture Topics: The Health Care Team History, Practice, Ethics, Law; Basic Concepts of Asepsis and Sterile Technique; Medical Terminology; Infection Control; AIDS: Transmission and Prevention; Vital Signs and Anthropometric Measurements; Assisting with Routine Examinations; Specialty Examination; Electrocardiography; Microbiology in the Physician's Office; Urinalysis; Principles of Hematology and Phlebotomy; Assisting in Orthopedics; Nutrition and Diet Modification; Introduction to Minor Surgery; Assisting with Minor Surgery; Introduction to Clinical Pharmacology; Administration of Medications; Medical Emergencies

Clinical Procedures: Hand Washing; Gloving; Measuring Height and Weight; Determining Radial Pulse and Respiration Rate; Determining Apical Pulse Rate; Determining Blood Pressure; Determining Tympanic Temperature; Determining Patient Visual Acuity; Measuring Infant Weight and Length; Measuring the Circumference of an Infant's Head; Placement of Patient on a Cardiac Monitor; Obtaining an Electrocardiogram (EKG or ECG); Positioning and Draping for Examinations: Supine Position, Sims Position, Prone Position, Lithotomy Position, Knee-Chest Position, Dorsal Recumbent Position, Fowler and Semi-Fowler Position; Processing Used Equipment; Cold Sterilization; Adult Ear Wash; Suture and Staple Removal; Dressing Change - Uncomplicated; Volume Capacity Spirometric Test; Urine Chemical Analysis - Dip Stick Method; Blood Glucose Level Testing; Injection Certification; Medication Administration.

BOSTON REED COLLEGE
Clinical Medical Assistant Training Program
Preceptor Guidelines

Preceptors are employees who are chosen on the basis of competency in professional duties and willingness to work with a student medical assistant during the education and training program. Each student will come with a list of skills that the participant should be observing and / or performing. Please try to expose the student medical assistant to as many situations as possible.

The role of the preceptor is to enhance the learning process and ensure opportunities for the participant to observe and demonstrate knowledge in the role of the medical assistant in the assigned areas. The participant should be supervised at all times but may perform skills independently once the preceptor has observed competency in an area.

The preceptor should record time spent in the externship on the sign-in log for each experience attended. As skills are demonstrated the preceptor will sign the student's clinical skills checklist, the goal being to have as many of the listed skills as possible completed in the clinical area. Also provided is an externship evaluation form for the participant. The evaluation should be completed and shared with the participant, who will then forward it onto the Boston Reed. Please use these tools to facilitate the learning process during the externship experience.

Preceptors are encouraged to maintain open lines of communication with the participant, department manager and Boston Reed CMA Externship Coordinator. Every effort will be made to ensure compatible placements of externs.

The first day should incorporate an introduction to the unit and how the workflow is accomplished by the current staff. Allow the student to observe for a couple hours by shadowing your routine. Explaining the rationale for your actions allows the student to see critical thinking in action and helps their memory. Ask the student what skills they feel comfortable with and start allowing brief patient interaction. This might be simple vital signs or taking a history. Every student will be at different stages of comfort.

The student will be in your department for an agreed upon period of time. As time goes on, you will find the student will be able to perform more and more tasks. Encourage this while maintaining supervision. Feedback is always important and should be given at each point throughout the externship. If you see a student that might need some remedial training in a certain area, please contact Boston Reed so we can alert the instructor to this need.

Remember that this is a great opportunity to help each other and guide the future of your practice.

Thank you for your participation.

BOSTON REED COLLEGE

Clinical Medical Assistant Training Program

Performance Standards for Boston Reed Students

Thank you for participating in our externship program. We appreciate the opportunity for our students to expand on their experience by assisting in your medical facility. Each student is required to successfully complete a 160-hour externship in a back office setting prior to receiving his or her certificate of completion.

We maintain statistics on the success of our students who have completed their required externship by compiling the preceptor's evaluations, which have shown a 98 percent success rate. Of that 98 percent who have completed their externship, the preceptor's final evaluations indicate that the Boston Reed students have performed at the following levels: Outstanding 60 percent; Above average 31 percent; and Average 9 percent.

Although the majority of our students perform admirably, and are quite dependable, unfortunately there is a rare student who performs poorly when at the externship site.

Boston Reed offers the following suggestions when a student is not performing to the facility standards, or if the student has proven himself or herself to be unreliable in any area.

Please do not feel that you must retrain a student in the area of basic skills. With the exception of orientation to your specific equipment, clinic policies, and clinic routine, each student should be able to demonstrate within the first week an acceptable knowledgebase of basic skills. Should a student not be performing at an acceptable level we request that the facility contact Boston Reed immediately so that we may intervene. This may take the form of pulling a student temporarily for evaluation, or we may opt to remove the student permanently from your site if the situation calls for it.

Your facility may request at any time to terminate a student's externship. Boston Reed would much rather remove an unsuccessful student than to lose the opportunity for other students to be hosted by your facility.

We ask that you inform us of any difficulties with regards to student attendance, punctuality, initiative, or performance at the earliest opportunity so that we may assist in resolving the problem.

Thank you for taking the time to host our students. We appreciate the opportunities that your facility can offer to the students. You may contact us at any time at (800) 201-1141.

Externship Coordinator
Boston Reed

BOSTON REED COLLEGE
Clinical Medical Assistant Training Program
Dress Code

Appropriate dress standards have been established in order to present and maintain, at all times, a professional appearance to patients, employees and visitors. The standards allow for comfortable performance of duties, promotion of safety and prevention of the spread of infectious organisms.

All medical assistant students are expected to keep themselves neat, clean and well groomed at all times. The appearance of a Boston Reed student is an important part of public relations.

Anyone not conforming to this policy will be appropriately counseled and may face disciplinary action.

- ID Badge:** Identification badge is to be worn at all times above the waist, with name visible.
- Hair:** Should have a clean and neat appearance; hair that is shoulder length or longer will be pulled back. Facial hair must be clean, neat and well groomed.
- Headwear:** Religious head covers may be worn; baseball-type caps are inappropriate.
- Jewelry:** Should be appropriate to professional wear and not present a safety hazard when working with patients or equipment.
- Tops/Blouses/Shirts:** White, solid-colored or print tops with sleeves. Colors must be non-fluorescent. Pullover blouses and collared polo style shirts, or scrub tops may be worn.

NO turtle necks, denim attire, tank tops, halter tops, sweatshirts, low cut necklines, transparent garments, tops exposing bare midriff, back or chest. Absolutely NO sweatshirts or T-shirts with cartoons, graffiti, advertising or offensive pictures.
- Skirts/Dresses:** White uniform skirts, dresses or jumpers worn are to be clean, neat and allow for the performance of the job without restrictions. Mini dresses/skirts or long skirts that might interfere with safety are not acceptable.
- Slacks/Pants:** White uniform pants or white scrub pants may be worn. NO sweat pants, jogging pants, overalls, torn or patched pants, tight clothing (bike shorts, leotards, shorts or leggings).
- Hose:** White or neutral shades must be worn.
- Footwear:** Clean, white, closed-toed shoes will be worn. Clean, neat, while athletic shoes are acceptable.
- Grooming:** Fragrances: Do not wear any perfume or cologne as they can cause allergic reactions for some. Fingernails should be clean and appropriate in length.

BOSTON REED COLLEGE
Clinical Medical Assistant Training Program

Externship Sign-In Log

Student Name: _____

	Date	Location	Preceptor Signature	Hours Spent
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
15.				
16.				
17.				
18.				
19.				
20.				

BOSTON REED COLLEGE
Clinical Medical Assistant Training Program
Externship Skills Checklist

Student Name: _____

Note: The externship skills check list is for use in the classroom and externship settings. The student should strive to have as many skills as possible signed off during the externship, having all skills signed off during the clinical externship is not a requirement.

Skill	Initials	Initials	Initials
Hand washing			
Interview patient to determine chief complaint			
Measure weight upright scale			
Measure height upright scale			
Weigh infant			
Measure recumbent length of infant			
Measure head circumference			
Measure infant's chest			
Measure oral temperature electronically			
Measure temperature with tympanic			
Assist patient to prone position			
Measure infant's rectal temperature electronically			
Measure oral temperature using disposable strip			
Measure radial pulse			
Measure respirations			
Measure blood pressure manually			
Measure blood pressure electronically			
Putting on and removing: mask, gown and			
Surgical Scrub			
Maintain Sterile Field			
Put on sterile gloves			
Clean wound areas			
Uncomplicated dressing change			
Wrap items for autoclave			
Prepare skin for minor surgery			
Assist with minor surgery			

BOSTON REED COLLEGE
Clinical Medical Assistant Training Program
Externship Skills Checklist

Student Name: _____

Skill	Initials	Initials	Initials
Assisting with suturing a laceration			
Remove sutures			
Remove staples			
Instruct patient in peak flow use			
Nebulizer treatment			
Instruct patient in use of inhaler			
Instruct patient to collect sputum specimen			
Obtain throat culture			
Pulse oximetry			
Application of elastic bandage			
Application of sling			
Instruct patient in crutch walking			
Instruct patient in use of cane			
Assist patient to and from exam table			
Assist patient to horizontal recumbent position			
Instruct patient in collection of stool specimen			
Perform Hemocult Sensa test			
Assist patient to knee-chest position			
Assist patient to Sim's position			
Assist with sigmoidoscopy			
Obtain and administer oral medications			
Withdraw medication from an ampule			
Withdraw medication from a vial			
Administer intramuscular injection			
Administer subcutaneous injection			
Administer intradermal injection			
Measure apical pulse			
Prepare patient for exercise electrocardiography			

BOSTON REED COLLEGE
Clinical Medical Assistant Training Program
Externship Skills Checklist

Student Name: _____

Skill	Initials	Initials	Initials
Obtain 12-lead electrocardiogram			
Prepare patient for blood transfusion			
Prepare patient for bone marrow biopsy			
Instruct patient in obtaining a clean-catch urine			
Test urine with Multistix			
Prepare patient for vasectomy			
Prepare patient for cystoscopy			
Instruct patient in testicular exam			
Assist patient to lithotomy position			
Assist physician with gynecological examination			
Instruct patient in self-breast exam			
Assist physician to perform neurological			
Prepare patient for lumbar puncture			
Prepare patient for electroencephalogram			
Instruct patient in use of exchange diet			
Puncture skin with sterile lancet			
Screen blood glucose level			
Instruct patient to administer insulin			
Screen visual acuity with Snellen chart			
Determine color vision by Ishihara method			
Irrigate the eye			
Instill eye drops			
Irrigate the ear			
Instill eardrops			

BOSTON REED COLLEGE
Clinical Medical Assistant Training Program

Student Evaluation Form – Clinical Externship

Student: _____ Clinical Area: _____

Date Started: _____ Date Ended: _____

Please evaluate the above named student on the following questions. The guidelines are as follows:

1 = needs improvement 2 = average 3 = above average 4 = excellent

PERFORMANCE

The student demonstrates:

Ability to Learn and Retain Information	4	3	2	1	N/A
Correct Techniques in Paperwork Procedures	4	3	2	1	N/A
Knowledge of collection/preparation of specimens	4	3	2	1	N/A
Competence in Taking Appropriate Vital Signs	4	3	2	1	N/A
Competence in Charting of Clinical Procedures	4	3	2	1	N/A
Set-up and Clean-up of Patient Care Areas	4	3	2	1	N/A
Sufficient Speed in Completing Tasks	4	3	2	1	N/A
Care of Instruments and Equipment	4	3	2	1	N/A

ATTITUDE

The student demonstrates:

Interest in Improving Self	4	3	2	1	N/A
Ability to Adapt to New Procedures	4	3	2	1	N/A
Punctuality	4	3	2	1	N/A

INITIATIVE

The student demonstrates:

Completion of Tasks	4	3	2	1	N/A
Undertaking of Appropriate Additional Duties	4	3	2	1	N/A
Anticipation of Doctor's / Co-workers Needs	4	3	2	1	N/A

NEATNESS

The student demonstrates:

Neatness in Accomplishing Work	4	3	2	1	N/A
Professionalism in Personal Appearance	4	3	2	1	N/A

BOSTON REED COLLEGE
Clinical Medical Assistant Training Program
Student Evaluation Form – Continued

PATIENT/STAFF RELATIONS

The student demonstrates:

Ability to Put Others at Ease	4	3	2	1	N/A
Cooperation with Staff	4	3	2	1	N/A
Diplomacy and Tact with Staff	4	3	2	1	N/A
Emotional Maturity to Function Under Stress	4	3	2	1	N/A
Appropriate Conversation with Staff/Patients	4	3	2	1	N/A
Use of Correct Terminology	4	3	2	1	N/A
Sensitivity to Patient Comfort	4	3	2	1	N/A

Student appears to show strength in these areas:

Student could profit from suggestions for improvement in these areas:

The overall appraisal of the student:

Outstanding _____ Above Average _____ Average _____ Unsatisfactory _____

Signature: _____

Title: _____ Date: _____

BOSTON REED COLLEGE
Clinical Medical Assistant Training Program

Incident Report
Externship Site

Date of incident _____ Time of incident _____

Place of incident _____

Name(s) of student(s) involved _____

Name(s) of staff present _____

Name and phone # of personal M.D. or city in which student(s) live:

Describe incident in detail and action taken by staff:

CONTINUE ON REVERSE SIDE
(If needed)

Site Supervisor

Date

Send or Fax to Boston Reed within 24 hours of incident.
2799 Napa Valley Corporate Drive, Napa, CA 94558 – Fax: (707)307-5017