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Section 1: Welcome and Introduction

Welcome Letter from the Program Coordinator

Dear Medical Assisting Student,

Welcome to the Medical Assisting Program! We are delighted that you have chosen to pursue a career in this rewarding and growing healthcare profession.

Medical assistants are essential members of the healthcare team, providing both clinical and administrative support. Throughout the program, you will develop the knowledge, technical skills, professionalism, and communication skills needed to provide safe and high-quality patient care.

Your education will include classroom instruction, laboratory practice, and a supervised clinical externship, giving you the opportunity to apply your skills in a real healthcare environment.

Success in the program requires commitment, responsibility, regular attendance, and active participation. Your instructors are here to support you, so we encourage you to ask questions and seek assistance whenever needed.

We are pleased to be part of your educational journey and look forward to seeing you grow into a competent and compassionate healthcare professional.

Welcome to the Medical Assisting Program, and we wish you success in your studies and future career.

Sincerely,

Cesar Pomajulca
Program Coordinator, Medical Assisting Program
College of Marin

Purpose of the Handbook

This Student Handbook serves as your guide throughout the program. It outlines important policies, procedures, academic requirements, clinical expectations, and available

resources. Please read it carefully and refer to it throughout your time in the program. Familiarity with the information in this handbook will help you understand your responsibilities and contribute to your success.

How to Use This Handbook

Students are responsible for reading and understanding the information contained in this handbook. It should be used in conjunction with the College Catalog and College information posted on the College website, the course syllabi, and other official college policies. If there is a conflict between this handbook and official College of Marin policies, the college policies will take precedence.

Policies and procedures may be revised as needed to reflect changes in college policies, accreditation standards, healthcare regulations, or clinical site requirements. Students will be notified of significant updates through official college communication channels, including Canvas, college email, or announcements from the Medical Assisting Program faculty.

If you have questions or need clarification about any policy or procedure described in this handbook, contact your course instructor or the Medical Assisting Program Coordinator

Section 2: Program Overview

Program Mission

The Medical Assisting Program is committed to preparing competent, compassionate, and ethical entry-level medical assistants who are equipped with the knowledge, clinical skills, and professional behaviors necessary to provide high-quality patient care in a variety of healthcare settings.

Vision

Our program strives to be a leader in allied health education by inspiring and preparing the next generation of compassionate, skilled, and ethical medical assistants. The program is committed to academic excellence, innovation, skills development, and strong partnerships with healthcare organizations and the communities we serve. We also seek to engage and inspire high school students to explore careers in healthcare by creating educational pathways (articulations) that support their transition into medical assisting and other allied health professions.

Philosophy

We believe that quality healthcare begins with well-prepared, compassionate, and ethical healthcare professionals. We are committed to providing a student-centered learning environment that promotes academic excellence, professionalism, critical thinking, cultural open mindset, and lifelong learning.

We certainly believe that every student has the potential to succeed when provided with high-quality instruction, meaningful learning opportunities, and the support needed to achieve their educational and career goals.

Program Goals

1. Prepare competent entry-level medical assistants who possess the knowledge, technical skills, and professional behaviors required to perform administrative and/or clinical responsibilities in a variety of healthcare settings.
2. Provide a comprehensive curriculum that integrates classroom instruction, laboratory practice, and supervised clinical experiences to promote safe, effective, and patient-centered care.
3. Foster professionalism, ethical decision-making, accountability, cultural responsiveness, and respect for diversity in accordance with the standards of the medical assisting profession.
4. Develop students' critical thinking, problem-solving, communication, and teamwork skills to prepare them for the dynamic and collaborative healthcare environment.
5. Promote lifelong learning, professional development, and continued education, including preparation for state/national certifications and career advancement.
6. Establish and maintain strong partnerships with community healthcare providers and industry leaders to provide meaningful clinical experience and workforce opportunities.

7. Engage with local high schools and community partners to increase awareness of healthcare careers and create educational pathways that encourage students to pursue medical assisting and other allied health professions.
8. Support student success through academic advising, mentorship, and student-centered learning that encourages persistence, completion and goals achievement.
9. Continuously evaluate and improve the program through feedback and collaboration with faculty, administrative staff, students, employers and advisory committee members to ensure the curriculum remains current and responsive to the evolving needs of healthcare.
10. Graduate competent, compassionate, and ethical medical assistants who contribute positively to the health and well-being of the diverse communities they serve.

Student Learning Outcomes

Administrative and Clinical Option

The Program Student Learning Outcomes for the Administrative and Clinical Options reads as follows:

1. Perform in the role of an entry-level administrative and clinical medical assistant in a medical office or clinic setting.
2. Implement skills required for front and back-office management of a medical office or clinic.
3. Demonstrate knowledge, skills and abilities required for safe and confidential care of patients in a medical office or clinic setting.
4. Demonstrate professionalism in communication with health team members and patients.

Administrative Option

1. Perform in the role of an entry-level administrative medical assistant in a medical office or clinic setting.
2. Implement skills required for front office management of a medical office or clinic.
3. Demonstrate professionalism in communication with health team members and patients.
4. Demonstrate knowledge, skills and abilities required for safe and confidential care of patients in a medical office or clinic setting.

Clinical Option

1. Perform in the role of an entry-level clinical medical assistant in a medical office or clinic setting.
2. Implement skills required for back office management of a medical office or clinic.
3. Demonstrate professionalism in communication with health team members and patients.
4. Demonstrate knowledge, skills and abilities required for safe and confidential care of patients in a medical office or clinic setting

Accreditation Status

College of Marin is accredited by the Accrediting Commission for Community and Junior Colleges, Western Association of Schools and Colleges; however, the College of Marin Medical Assisting Program is not programmatically accredited by the Accrediting Bureau of Health Education Schools (ABHES) or the Commission on Accreditation of Allied Health Education Programs (CAAHEP)

Historically, certain Medical Assisting professional organizations, including the American Association of Medical Assistants (AAMA) and American Medical Technologists (AMT), have established eligibility requirements for their certification examinations that may include graduation from a Medical Assisting program accredited by a recognized programmatic accrediting organization, such as ABHES or CAAHEP. Students should review the specific eligibility requirements of the certifying organization and examination they intend to pursue, as requirements may vary and are subject to change.

In recent years, the Medical Assisting certification landscape has expanded, providing graduates from different institutions with additional pathways to obtain nationally recognized professional certification. As a result, graduates of the College of Marin Medical Assisting Program currently have opportunities to qualify for certification examinations offered by Medical Assisting professional organizations whose eligibility requirements recognize graduates from programs such as ours.

Students are encouraged to review the current eligibility requirements of the specific certification organization before selecting a certification examination.

Medical Assisting Profession Overview

Medical assistants are unlicensed individuals who perform non-invasive routine technical support services under the supervision of a licensed physician and surgeon, podiatrist, physician assistant, nurse practitioner, or nurse midwife in a medical office or clinic setting without the need of receiving a certification. The supervisor must be on the premises in

order for the medical assistant to perform non-invasive technical support services. *Source: Medical Board of California*

Section 3: Program Faculty and Staff

Administrative Staff

Name	Title	E mail	Phone
Alina Varona	Dean of Workforce Development & Career Technical Education	arvarona@marin.edu	Ext 8171
Angela Olmanson	Director of Allied Health	aolmanson@marin.edu	Ext 7667

Rebecca Bugas	Administrative Assistant II	rbugas@marin.edu	Ext 8206

Faculty Directory

Name	Title	E mail	Phone
Cesar Pomajulca	Program Coordinator/Instructor	cpomajulca@marin.edu	628-234-8536
Julie Miller	Part Time Instructor	jmiller@marin.edu	628-234-8534

Tutoring

Name	Title	E mail	Phone
Ana Flavia Wiltey	Instructional Specialist	fwiltey@marin.edu	Ext 8535

Office Hours

Please check with your instructors regarding their office hours. Office hours are typically discussed on the first day of class and are also listed in each course syllabus.

SECTION 4: Program Curriculum

Degree and Certificate Requirements

The College of Marin Medical Assisting Program offers the following Certificates of Achievement and Associate of Science (A.S.) degrees:

Associate of Science Degrees

- A.S. in Medical Assisting: Administrative & Clinical Option, Occupational
- A.S. in Medical Assisting: Administrative Option, Occupational

- A.S. in Medical Assisting: Clinical Option, Occupational

Certificates of Achievement

- Certificate of Achievement in Medical Assisting: Administrative & Clinical Option, Occupational (32.5 units)
- Certificate of Achievement in Medical Assisting: Administrative Option, Occupational (21 units)
- Certificate of Achievement in Medical Assisting: Clinical Option, Occupational (26.5 units)

To earn a Certificate of Achievement, students must successfully complete the required Medical Assisting core courses for their selected option, as well as 3 units of approved computer coursework. Students may choose any College of Marin computer course that satisfies this requirement.

To earn an Associate of Science (A.S.) degree, students must complete all of the requirements for the corresponding Certificate of Achievement, in addition to the College's General Education and graduation requirements. Students are encouraged to consult with a College of Marin counselor to develop an educational plan and ensure all degree requirements are met.

For a complete list of required courses for each certificate and degree option, please visit the College of Marin website and navigate to Academic Programs > Medical Assisting > Program and Course Descriptions.

Course Sequence

The College of Marin Medical Assisting Program is not a cohort-based program and does not require a separate application for admission. Students register for courses based on their availability and academic goals. Because the program offers flexibility in scheduling, students are strongly encouraged to meet with a College of Marin counselor to develop an individualized educational plan that supports timely completion of their certificate or degree.

When planning their course sequence, students should consider the following:

- Some courses have prerequisite requirements that must be completed before enrollment.
- Medical Assisting courses are offered on a planned rotation by semester.

    - While some courses are offered every Fall and Spring semester, others are offered only once each academic year.
    - Medical Assisting courses are not offered during the summer term.
    - The Medical Assisting Externship is offered only during the Spring semester. Students must successfully complete all required prerequisite courses before beginning the externship.
- The Medical Assisting Program has a Recency Policy. Core Medical Assisting courses completed more than five (5) years before program completion must be repeated to ensure students have current knowledge and skills.

Recommended Course Sequence

The recommended sequence of courses depends on each student's educational goals, start date, and the number of units they can realistically complete each semester.

Students should consider the following when developing their educational plan:

- Program Start Term
    - Students who begin the program in the Fall semester may complete the program in approximately 2 or 4 semesters, depending on their course load.
    - Students who begin the program in the Spring semester may complete the program in approximately 3 or 5 semesters, depending on their course load.
- Time to Completion
    - Most students can complete the program requirements within one to two years, depending on their enrollment status.
    - Students may take additional time to complete the program if needed; however, the program strongly recommends completing the core Medical Assisting courses as efficiently as possible to maintain continuity of knowledge and clinical skills.
- Certificate Selection
    - The Medical Assisting Program offers three certificate options:
        - Administrative
        - Clinical
        - Administrative & Clinical
    - The program recommends the Administrative & Clinical Certificate of Achievement because it provides comprehensive preparation in both administrative and clinical competencies. Graduates of this option are qualified for a broader range of medical assisting positions and generally have greater employment opportunities than graduates who complete only one specialization.

Core Courses

The Medical Assisting Program has the following list of core courses:

- MEDA160 - Introduction to Medical Assisting Careers, 2 units
- MEDA161 - Administrative Medical Office Procedures, 2 units
- MEDA162 - Medical Office Financial Procedures, 1.5 units
- MEDA163 - Computers: MediSoft, 2 units
- MEDA163L - Computers - MediSoft Lab, 0.5 units
- MEDA164 - The Electronic Health Record, 2 units
- MEDA164L - The Electronic Health Record Laboratory, 0.5 units
- MEDA165 - Medical Terminology I, 2 units
- MEDA166 - Medical Terminology II, 2 units
- MEDA170 - Clinical Procedures I, 2 units
- MEDA170L - Clinical Procedures I Laboratory, 1 unit
- MEDA171 - Medical Laboratory Procedures, 2.5 units
- MEDA171L - Medical Laboratory Procedures Laboratory, 1 unit
- MEDA172 - Understanding Human Diseases, 3 units
- MEDA173 - Pharmacology for Medical Assistants, 2 units
- MEDA 174LA - Medical Assisting Externship: Administrative, 3.5 units
- MEDA 174LB - Medical Assisting Externship: Clinical, 3,5 units
- MEDA174LC - Medical Assisting Externship: Administrative and Clinical, 3.5 units

Recommended Course Load

Your recommended course load will depend on your target graduation year and your personal, work, and other non-academic responsibilities. Students are encouraged to plan their schedules carefully and meet with a counselor or the Medical Assisting Program Coordinator as needed.

If you are planning to graduate in a Spring semester, please make sure you have completed or are registered for the following courses by the preceding Fall semester:

- MEDA 161
- MEDA 162
- MEDA 164 and MEDA 164L
- MEDA 170 and MEDA 170L
- MEDA 172

Important: These courses are not offered during the Spring semester. If they are not completed by the Fall semester prior to your planned graduation, your graduation may be delayed until the following year.

Plan ahead and keep your target graduation date in mind when selecting your courses each semester.

Section 5: Program Academic Policies

Attendance and Tardiness Policy

Regular attendance is essential for academic success and the development of the knowledge, skills, and professional behaviors expected of medical assistants. Because our program includes lectures, laboratory instruction, and clinical experiences (externship),

students are expected to attend all scheduled classes, laboratories, and clinical assignments, arrive on time, and remain for the entire class session.

Students are responsible for all course content, assignments, examinations, laboratory activities, and announcements presented during classes. An absence does not excuse a student from meeting course requirements or assignment deadlines unless otherwise approved by the instructor.

If a student must be absent or arrive late, the student is expected to notify the instructor as soon as possible, preferably before the scheduled class or clinical experience.

Repeated absences, excessive tardiness, or early departures may negatively affect a student's academic performance, participation grade, laboratory competency, or ability to meet course learning outcomes.

Students are expected to demonstrate the same level of professionalism and dependability required in healthcare settings. Consistent attendance, punctuality, and active participation are essential components of professional conduct and are evaluated throughout the program.

Students who fail to attend class may be dropped from a course. In general, faculty may remove students from the course roster if they miss 30% or more of the scheduled course meetings or activities. Attendance requirements and any course-specific policies are outlined in each course syllabus. Students are responsible for reviewing and complying with the attendance policy established by each instructor.

Participation

Participation is an important component of student success in the Medical Assisting Program. Participation expectations and grading criteria are outlined in each course syllabus and may vary by instructor.

In general, participation may be assessed using the following criteria:

1. Active participation in class activities and discussions
2. Attentiveness during lectures, demonstrations, and laboratory sessions
3. Demonstration of respect toward the instructor and fellow students
4. Asking appropriate and relevant questions that support learning
5. Completion of pop-up quizzes and in-class learning activities

Grading Policy

All graded activities, including assignments, discussions, quizzes, midterm examinations, and final examinations, have assigned specific due dates. No extensions or changes to due dates will be granted unless otherwise stated in the course syllabus or approved by the instructor. Specific graded activities may vary among instructors and will be outlined in each course syllabus.

Quizzes, midterm examinations, and final examinations may be administered using remote proctoring software (Proctorio) or other approved proctoring tools as designated by the instructor and/or institution. Students are responsible for ensuring they have access to the required technology and a suitable testing environment to complete assessments successfully.

Grading Scale

In general, grades are assigned based on the percentage of total points earned as follows:

Percentage of total points	Grade
93-100	A
90-92	A-
87-89	B+
83-86	B
80-82	B-
75-79	C+
70-74	C
67-69	D+
63-66	D
60-62	D-
55-59	F+

Minimum Passing Grade

Please note that all Medical Assisting Program courses must be completed with a grade of “C” or better to meet program requirements and progress through the curriculum. Students who do not achieve a minimum grade of “C” may be required to repeat the course in accordance with College and program policies.

Make-up Exams and Late Assignments

Due to the structure of the Medical Assisting Program and the importance of maintaining course integrity and consistency, make-up examinations are generally not permitted.

Midterm and final examinations must be completed on the scheduled date and time as outlined in the course syllabus. Any exceptions are at the discretion of the instructor and must comply with College policy.

Late assignments are also generally not accepted. All coursework, including assignments, discussions, quizzes, and other graded activities, must be submitted by the established due dates. Instructors may, at their discretion, establish specific late work guidelines, grading or exceptions, which will be clearly outlined in the course syllabus.

Students are responsible for reviewing and following the specific policies provided in each course syllabus, as expectations may vary by instructors.

Recency Statement

Medical Assisting courses must be completed no longer than five years before departmental certification is awarded. Courses taken greater than five years before certification award must be repeated, or the student can pursue credit by examination.

Academic Integrity

The Medical Assisting Program is committed to maintaining the highest standards of academic integrity and professional ethics. Students are expected to demonstrate honesty, responsibility, and accountability in all academic work and clinical practice.

Violations of academic integrity will be addressed in accordance with College policies and may result in disciplinary action, which may include a failing grade on the assignment or course, and referral to appropriate College authorities.

Below is Item 14 of the College Board Policy on Student Conduct referring to academic dishonesty:

Cheating, plagiarism (including plagiarism in a student publication), or knowingly engaging in other forms of academic dishonesty, including, but not limited to:

1. Copying, in part or whole, from someone else's quiz, examination, or work. For purpose of this item, "examination" includes quizzes, tests, and other graded or evaluated exercise.
2. Submitting work presented previously in another course, if contrary to the rules of either course.
3. Altering or interfering with grading.
4. Using or consulting any sources or materials, including electronic devices, not authorized by the professor during an examination.
5. Committing other acts which defraud or misrepresent one's own academic work.

6. Incorporating sentences, paragraphs, or parts of another person's writing, without giving appropriate credit, and representing the product as one's own work.
7. Representing another's artistic/scholarly works (such as musical compositions, computer programs, photographs, paintings, drawings, or sculptures) as one's own.
8. Submitting an academic assignment purchased from a research/term paper service, or written by another individual; or work obtained electronically (e.g. via the internet or Artificial Intelligence) and representing it as one's own work.
9. Purposefully allowing another student to copy from your paper during an examination.
10. Giving your homework, term paper, or other academic work to another student to plagiarize.
11. Having another person fraudulently submit any work in your name.
12. Lying to an instructor or District official to improve your grade.
13. Allowing other persons to misrepresent themselves as the student for any purpose, including interacting with any District employees, submission of work, attendance, or taking examinations.
14. Misrepresenting circumstances in an effort to improve a grade.
15. Altering graded work after it has been returned and then submitting the work for re-grading without the instructor's permission.
16. Removing tests or examinations from the classroom or other area without the approval of the instructor.
17. Stealing or being an accomplice to stealing tests or examinations.
18. Forging signatures on drop/add slips or altering other District documents.

Artificial Intelligence Use

The use of artificial intelligence (AI) tools, including generative AI applications, must support learning and academic development while maintaining academic integrity and professional standards.

Students may use AI tools for appropriate educational purposes, such as brainstorming ideas, reviewing concepts, studying content, or improving grammar and writing clarity, only when explicitly permitted by the instructor. However, AI tools must not be used to complete graded assignments, quizzes, examinations, or any other work unless the instructor has provided clear authorization.

All submitted work must represent the student's own understanding, writing, and critical thinking. Misrepresentation of AI-generated content as original work is considered a violation of the Academic Integrity Policy and may result in disciplinary action in accordance with College policy.

Because medical assisting is a healthcare profession that requires accuracy, ethical judgment, and professional responsibility, students are expected to use AI tools responsibly and in a manner consistent with these standards.

Individual instructors may establish additional or more specific guidelines regarding AI use, which will be outlined in each course syllabus. Students are responsible for following the AI expectations set by each instructor.

Student Conduct

To promote the general welfare of the college community, the College of Marin upholds the Standards of Conduct (BP 5500), which all students are expected to follow. The College is committed to fostering a safe, healthy, and inclusive environment where individuals can learn, work, and engage as members of a community grounded in mutual respect, courtesy, and dignity.

Students are expected to act with accountability and take responsibility for their behavior. Violations of the Standards of Conduct may result in proceedings under the Student Discipline and Due Process (AP 5520). The College regards this process as an educational opportunity - one that encourages personal growth, self-reflection, and a deeper understanding of the rights and responsibilities that come with membership in the college community. The process will be carried out with fairness and equity and will not be used for retaliatory purposes.

For a complete description of the Standards of Student Conduct see BP 5500.

For a complete description of the Student Discipline and Due Process see AP 5520.

Please refer to https://ss.marin.edu/studentconduct

Section 6: Laboratory Policies

Laboratory Safety

Safety in the laboratory is essential to protecting students and faculty, as well as ensuring a professional healthcare learning environment. All students enrolled in the Medical

Assisting Program are required to follow established laboratory safety guidelines at all times.

Students must adhere to all safety instructions provided by the instructor before, during, and after laboratory activities. This includes the proper use of personal protective equipment (PPE), safe handling of equipment and supplies, and adherence to infection control and standard precautions at all times.

Students must maintain a clean, organized, and safe workspace and immediately report any accidents, injuries, or unsafe conditions to the instructor.

Food, drinks, and unauthorized personal items are not permitted in the laboratory at any time. Students must not engage in horseplay or any behavior that may compromise safety.

Failure to comply with laboratory safety procedures may result in removal from the laboratory setting, disciplinary action, and/or academic consequences in accordance with College and program policies.

Specific laboratory safety requirements may vary by course and will be outlined in each course syllabus. Students are responsible for reviewing and following all instructor-specific safety instructions.

Dress Code

Appropriate attire is required in the laboratory setting, including wearing scrubs, closed-toe shoes and any additional protective clothing as directed by the instructor.

Infection Control

The Medical Assisting Program is committed to maintaining a safe and healthy learning environment through strict adherence to infection control practices consistent with healthcare industry standards.

All students are required to follow standard precautions at all times during laboratory and clinical activities. This includes proper hand hygiene, appropriate use of personal protective equipment (PPE), safe handling and disposal of contaminated materials, and adherence to established protocols for preventing the transmission of infectious agents.

Students must follow all instructor directions regarding infection control procedures and comply with Occupational Safety and Health Administration (OSHA) guidelines and applicable clinical site requirements. This includes, but is not limited to, Bloodborne Pathogens standards and exposure control procedures.

Any exposure incidents, including needlesticks, body fluid exposure, or contamination events, must be reported immediately to the instructor or clinical supervisor. Students are required to follow post-exposure protocols as outlined by the program and clinical site.

Standard Precautions

Standard Precautions are infection prevention practices that apply to all patients and all situations, regardless of suspected or confirmed infection status.

Students must treat all blood, body fluids, non-intact skin, and mucous membranes as potentially infectious. Required practices include, but are not limited to, proper hand hygiene before and after all patient contact, appropriate use of personal protective equipment (PPE), safe handling and disposal of sharps and contaminated materials, and proper cleaning and disinfection of equipment and work surfaces.

Students are expected to follow all OSHA guidelines, clinical site requirements, and instructor directions related to infection prevention and control. Compliance with Standard Precautions is mandatory in all laboratory and clinical settings.

OSHA Requirements

The Medical Assisting Program is committed to maintaining a safe learning and clinical environment in compliance with the Occupational Safety and Health Administration (OSHA) standards, including the Bloodborne Pathogens Standard and other applicable workplace safety regulations.

All students are required to complete OSHA-related training topics as part of the first two weeks of MEDA 170 and MEDA 170L courses. This includes, but is not limited to, adherence to Standard Precautions, proper use of personal protective equipment (PPE), safe handling and disposal of biohazardous materials, and appropriate response to exposure incidents.

Equipment Use

Proper use of laboratory equipment is essential to ensure student safety, maintain equipment integrity, and support effective skill development.

Students are expected to use all laboratory equipment only as directed by the instructor and in accordance with established procedures and safety guidelines. Equipment must be handled with care, and responsibility at all times.

Unauthorized use, removal, or misuse of laboratory equipment is strictly prohibited. Students may not operate equipment without prior instruction or supervision. Any

damaged, malfunctioning, or unsafe equipment must be reported immediately to the instructor.

Skills Checkoffs

Skills check-offs are used in the Medical Assisting Program to evaluate student competency in essential clinical and administrative procedures. These assessments ensure that students demonstrate the knowledge, accuracy, safety, and professionalism required for entry-level medical assisting practice.

Students are required to successfully complete all assigned skills check-offs in accordance with course requirements. Each skill must be demonstrated following established procedures, safety guidelines, and instructor expectations.

Skills check-offs will be conducted in the laboratory setting and are graded as part of the course requirements. Specific requirements, grading criteria, and timelines for completion will be outlined in each course syllabus and may vary by instructor.

Successful completion of all required skills check-offs is necessary for progression within the program.

Sharps Safety

The Medical Assisting Program is committed to maintaining a safe learning and clinical environment through strict adherence to sharps safety practices in accordance with OSHA regulations and standard healthcare guidelines.

Sharps, including needles, lancets, scalpel blades, and other sharp instruments, must be handled with extreme caution at all times. Students must follow instructor directions for the safe use, handling, and disposal of all sharps during laboratory and clinical activities.

Needle recapping is strictly prohibited and must be performed using a one-handed technique with as intended with safety devices. Used sharps must be disposed of immediately in approved, puncture-resistant sharps containers.

Students must never attempt to retrieve items from sharps containers or overfill disposal containers. Any sharps injury or exposure incident must be reported immediately to the instructor or clinical supervisor, followed by completion of established exposure protocols.

Failure to follow sharps safety procedures may result in removal from laboratory or clinical activities and may lead to disciplinary action in accordance with College and program policies.

Students are responsible for following all safety instructions provided by faculty and clinical supervisors.

Bloodborne Pathogen Policy

The Medical Assisting Program is committed to providing a safe learning environment in compliance with Occupational Safety and Health Administration (OSHA) Bloodborne Pathogens Standard

All students participating in laboratory and clinical activities with potential exposure to blood or other potentially infectious materials are required to follow established exposure control procedures. This includes adherence to Standard Precautions at all times, proper use of personal protective equipment (PPE), safe handling and disposal of sharps and contaminated materials, and appropriate hand hygiene practices.

Students will receive a bloodborne pathogens instruction as part of MEDA 170 and MEDA 170 L courses.

Compliance with bloodborne pathogens protocols is mandatory. Failure to adhere to these requirements may result in removal from laboratory or clinical activities and may lead to disciplinary action in accordance with college and program policies.

Incident Reporting

The Medical Assisting Program is committed to maintaining a safe learning and clinical environment. All incidents, accidents, injuries, exposure events, or unsafe conditions must be reported promptly and accurately to ensure appropriate response and prevention of future occurrences.

An incident includes, but is not limited to, student injuries, needlestick or sharps injuries, exposure to blood or body fluids, equipment malfunction, laboratory accidents, or any situation that may compromise the safety of students, faculty, or patients.

Students are required to immediately report any incident to the instructor or clinical supervisor at the time it occurs.

Following verbal notification, students may be required to complete an official incident report in accordance with College and clinical site procedures. Documentation must be accurate, factual, and completed as soon as possible after the incident.

Failure to report incidents in a timely manner may result in disciplinary action in accordance with College and program policies.

Specific reporting procedures may vary by course or clinical site and will be outlined in each course syllabus. Students are responsible for understanding and following all applicable reporting requirements.

College of Marin Student Accident and Injury Procedures reads as follows

- *Students should be aware that if they sustain an injury while in class or participat-ing in a school-sponsored activity, they must report it immediately to their instructor or supervising authority. The student and the supervising authority must fill out the Student Accident and Injury Report Form and submit a hard copy to the Student Health Services Center within ten days of the injury in order to be properly covered for reimbursable expenses in accordance with policy coverage.*
- *Note: The student accident insurance policy is supplementary to the student's own personal medical insurance and does not guarantee full coverage.*

Section 7: Externship MEDA 174L

The Medical Assisting externship at College of Marin provides students with 160 hours of clinical experience at participating clinics and medical offices throughout Marin and Sonoma Counties.

Students must successfully complete all required coursework and meet all externship eligibility requirements before beginning their placement.

Students planning to participate in the Spring externship will receive a notification by October outlining all externship requirements, submission instructions, and the contact information for the administrative assistant responsible for collecting and verifying student documentation. The usual deadline for completing and submitting all externship requirements is the second week of February. Students are responsible for monitoring their College communications and ensuring that all required documentation is submitted by the established deadline.

The externship is offered during the Spring semester as a late-start course, typically beginning during the last week of April. The externship lasts approximately four weeks and is generally scheduled Monday through Friday, from 9:00 a.m. to 5:00 p.m.

Students are required to complete the full 160 externship hours. If a student misses any scheduled externship hours, those hours must be made up. Make-up arrangements must be coordinated with the clinical site office manager and the Medical Assisting Program Coordinator.

Students should plan accordingly and make arrangements for work, transportation, childcare, and other personal responsibilities before the externship begins, as consistent attendance and availability during the four-week externship period are essential for successful completion of the program.

Purpose of the Externship

The externship is a required, supervised learning experience designed to provide students with hands-on application of knowledge and skills acquired throughout the Medical Assisting Program. It serves as a bridge between classroom/laboratory instruction and real-world clinical practice.

The purpose of the externship is to allow students to develop and demonstrate entry-level competency in both clinical and administrative medical assisting duties under the supervision of qualified healthcare professionals. Students will gain practical experience in patient care, medical office procedures, communication, professionalism, and workplace expectations within a healthcare setting.

The externship also promotes the development of professional behaviors such as reliability, accountability, ethical practice, teamwork, and cultural competence. It prepares students for employment in the healthcare field by providing exposure to the daily operations of medical facilities and reinforcing industry standards.

Successful completion of the externship is required for program completion and graduation.

Eligibility Requirements

Students will be allowed to participate in the externship only after successful completion of all required course prerequisites and submission of all required health clearance information and program documentation forms.

Students may register for the course using their assigned priority registration date only if all course requirements are completed by the established deadline. Students who do not complete all requirements by the deadline will be removed from the course roster and will not be re-added until all requirements have been satisfied and space is available. No student will be permitted to enroll in the course after the start date.

Course Requirements

1. MEDA 174L-A: Administrative Option (A)
    a. Prerequisites: MEDA 160, MEDA 161, MEDA 162, MEDA 164, MEDA 164L, and MEDA 165 or MEDA 166

2. MEDA 174L-B: Clinical Option (B)
    a. Prerequisites: MEDA 160, MEDA 164, MEDA 164L, and MEDA 165 or MEDA 166, MEDA 170, MEDA 170L, MEDA 172
    b. Prerequisite or concurrent enrollment required: MEDA 171, MEDA 171L, and MEDA 173
3. MEDA 174L-C: Administrative and Clinical Option (C)
    a. Prerequisites: MEDA 160, MEDA 161, MEDA 162, MEDA 164, MEDA 164L, and MEDA 165 or MEDA 166, MEDA 170, MEDA 170L, and MEDA 172
    b. Prerequisite or concurrent enrollment required: MEDA 171, MEDA 171L, and MEDA 173

Health and Safety Requirements

Students must submit documentation of the following requirements prior to participation in clinical and/or externship experiences:

1. A current CPR certification card at the level of Professional Rescuer or Healthcare Provider (BLS)
2. A current First Aid certification card
3. Completed physical examination clearance form signed by a licensed healthcare provider
4. Proof of TB screening and required immunizations submitted to our administrative assistant

All documentation must be current, valid, and submitted by the established program deadline. Students who do not meet these requirements will not be permitted to participate in clinical or externship experiences until all requirements are completed and approved.

Immunization Requirements

Students participating in the Medical Assisting Program must provide documentation of the required immunizations:

All students are required to provide proof of immunity to Measles, Mumps, and Rubella (MMR) and Varicella (Chickenpox) by submitting either vaccination records showing two documented doses or positive titer results.

The following immunizations are recommended but not required: Tdap (Tetanus, Diphtheria, and Pertussis) within the past 10 years, Hepatitis B (three documented doses or a positive titer), and the seasonal influenza vaccine during flu season (October through April).

The COVID-19 vaccine (initial series, including a second dose when applicable) is also recommended but remains optional unless otherwise required by an assigned clinical site.

Tuberculosis Screening

All students are required to submit documentation of a negative QuantiFERON-TB Gold blood test completed within three (3) months prior to the start date of their externship. Students who do not provide proof of a negative TB test by the required deadline may not be permitted to participate in their clinical externship until this requirement has been satisfied.

CPR and First Aid Certification

All students are required to maintain current Cardiopulmonary Resuscitation (CPR) and First Aid certification throughout their clinical training. CPR certification must be at the Basic Life Support (BLS) for Healthcare Providers level and must be obtained through a nationally recognized organization, such as the American Heart Association (AHA) or an equivalent provider accepted by the Medical Assisting Program. Students are responsible for ensuring that their certifications remain valid for the duration of their externship and must submit proof of current certification before beginning any clinical placement.

Physical Examination

All students are required to submit a Medical Clearance Form completed and signed by a licensed healthcare provider prior to the start of their clinical externship. The medical provider must verify that the student is physically able to safely participate in clinical activities and perform the essential functions of a medical assistant, with or without reasonable accommodations. Medical clearance documentation must be submitted by the established deadline. Students who fail to provide the required medical clearance may not be permitted to begin or continue their clinical externship until the requirement has been met.

Drug Screening and Background Check

Only students assigned to Kaiser Permanente (KP) for their externship are required to complete a background check and 10-panel drug screening before beginning their placement. Other clinical sites do not require these screenings.

If you are interested in being assigned to KP, please be aware that completing the background check and drug screening is a mandatory part of the Kaiser Permanente onboarding process and must be completed before you can begin your externship.

Health Insurance

Students enrolled in the Medical Assisting Program and participating in approved clinical externships are covered under the College of Marin's professional liability insurance while performing assigned clinical duties as part of the program. This coverage applies only to activities that are within the scope of the educational program and are performed under the supervision of authorized clinical personnel and in accordance with College of Marin and clinical site policies. The liability insurance provided by the College does not extend to activities outside of scheduled program requirements or to unauthorized clinical practice.

Clinical Placement Process

The clinical placement process begins with the Medical Assisting externship instructor contacting only those clinical facilities with which College of Marin has established contractual agreements. Not all contracted sites are able to accept Medical Assisting extern students each year, as placement availability depends on staffing capacity and the ability to provide appropriate one-to-one supervision.

It is essential that students complete all academic and clinical requirements and confirm their externship registration by the established deadline. Timely completion allows the

externship instructor to coordinate the appropriate number of clinical placements with our healthcare partners.

The program maintains clinical placement agreements with a variety of healthcare organizations, including Kaiser Permanente, MarinHealth, Marin Community Clinics, and other medical offices throughout Marin County. Under exceptional circumstances, the externship instructor may arrange placements outside of Marin County with approved health care partners to accommodate student residency needs.

Once clinical sites are confirmed, the externship instructor will assign students to placement sites. Site assignments are made at the discretion of the externship instructor to ensure an optimal learning experience for both the student and the clinical site.

While students may submit requests for specific clinical sites, placement at a requested site is not guaranteed.

Student Responsibilities

During the externship experience, students are expected to demonstrate professional behavior and perform in a manner consistent with entry-level medical assistant standards in a healthcare setting.

Students are responsible for the following:

1. Maintaining professional conduct at all times, including appropriate communication, attitude, and behavior with patients, staff, and supervisors
2. Adhering to all policies and procedures of the clinical site and the Medical Assisting Program
3. Reporting to the assigned clinical site on time, fully prepared, and in appropriate attire as required by the site
4. Completing all assigned duties, tasks, and learning activities as directed by the clinical preceptor or externship instructor
5. Maintaining patient confidentiality in accordance with HIPAA regulations and clinical site policies
6. Following all safety guidelines, including Standard Precautions, infection control procedures, and OSHA requirements
7. Promptly notifying the clinical site and externship instructor of any absences, tardiness, or issues affecting attendance or performance
8. Accurately documenting clinical hours, competencies, and required paperwork as specified by the program

9. Seeking guidance and clarification when needed to ensure safe and effective practice

Students are representatives of the Medical Assisting Program and are expected to uphold the highest standards of professionalism, ethics, and accountability throughout the externship experience. Failure to meet these responsibilities may result in disciplinary action, removal from the clinical site, or failure of the externship course in accordance with College and program policies.

Attendance

Regular attendance is mandatory during the externship experience. The externship is a required, supervised clinical training component of the Medical Assisting Program, and students are expected to adhere to the assigned clinical schedule without exception.

Students are required to complete a minimum of 160 clinical hours during the externship. These hours must be completed in full to meet program requirements for successful course completion.

The externship is conducted during the final four weeks of the Spring semester. Students are scheduled Monday through Friday, typically from 9:00 a.m. to 5:00 p.m., for four consecutive weeks. Schedule variations may occur depending on the assigned clinical site and operational needs.

Students must report to their assigned clinical site on all scheduled days, arrive on time, and remain for the full duration of the assigned shift. Attendance, punctuality, and reliability are essential components of professional performance in a healthcare setting.

If a student is unable to attend due to illness or emergency, the student must notify both the clinical site and the externship instructor as soon as possible, preferably prior to the scheduled start time. Failure to notify appropriate parties may be considered an unexcused absence.

Excessive absences, tardiness, or early departures may result in disciplinary action, required remediation, removal from the clinical site, or failure of the externship course, in accordance with program and College policies. Make-up hours are not guaranteed and are subject to clinical site availability and approval by the externship instructor.

Students are responsible for following all attendance policies and maintaining consistent communication throughout the externship experience.

Professional Behavior

Students are expected to demonstrate professional behavior at all times during the externship experience. As representatives of the Medical Assisting Program and the College, students must adhere to the highest standards of professionalism, ethics, and accountability in the clinical setting.

Professional behavior includes, but is not limited to, maintaining a positive and respectful attitude toward patients, healthcare providers, staff, and peers. Students must communicate clearly, respectfully, and appropriately in all verbal, nonverbal, and written interactions.

Students are expected to follow all clinical site policies and procedures, including dress code requirements, punctuality, confidentiality (HIPAA), safety protocols, and workplace expectations. Inappropriate behavior such as disrespect, dishonesty, unprofessional language, misuse of electronic devices, or failure to follow instructions may result in disciplinary action.

Students must demonstrate initiative, willingness to learn, and responsiveness to feedback from clinical supervisors and the externship instructor. Constructive feedback should be received professionally and used to improve performance.

Professionalism also includes accountability, reliability, and the ability to work collaboratively as part of the healthcare team. Students are expected to conduct themselves in a manner consistent with entry-level healthcare professionals.

Failure to maintain appropriate professional behavior may result in removal from the clinical site, or failure of the externship course in accordance with College and program policies.

Confidentiality (HIPAA)

Students participating in the externship experience are required to maintain strict confidentiality regarding all patient, staff, and facility information encountered in the clinical setting.

All protected health information (PHI) must be safeguarded in accordance with the Health Insurance Portability and Accountability Act (HIPAA) and all applicable federal, state, and clinical site regulations. Students must not access, use, discuss, or disclose patient information unless it is necessary for assigned clinical duties and authorized by the clinical site.

Confidential information may not be shared verbally, in writing, electronically, or through social media. This includes, but is not limited to, patient names, medical histories, diagnoses, treatment plans, and any identifying information.

Students are expected to follow all confidentiality policies established by the clinical site and the Medical Assisting Program. Any breach of confidentiality is considered a serious violation and may result in removal from the clinical site, failure of the externship course, and disciplinary action in accordance with College policies and applicable laws.

Confidentiality obligations remain in effect even after the completion of the externship experience.

Dress Code: Uniform and Appearance

Students in the Medical Assisting Program are expected to maintain a professional appearance that reflects the standards of the healthcare environment. The dress code is designed to ensure safety, infection control, and professionalism in the clinical settings. Requirements may also vary slightly within clinical sites.

Required Uniform

Students must wear professional scrubs for all externship experiences, as specified by the program. In general, students may wear scrubs of any color or pattern unless otherwise directed. However, individual clinical facilities may require specific scrub colors or uniform standards, and students must comply with all site-specific requirements. Uniforms must be clean, neat, and in good condition at all times.

Shoes

Closed-toe, closed-heel, non-slip shoes are required. Shoes must be clean and appropriate for a healthcare setting.

Identification Badge

It is advised to wear a college-issued identification badge at all times during all externship activities. Badges must not be altered or defaced.

Kaiser Permanente (KP) requires all individuals inside its facilities to wear an official identification badge at all times while in clinical or restricted areas.

Personal Hygiene

Students are expected to maintain excellent personal hygiene, including clean hair, regular bathing, and appropriate use of deodorant. Strong body odor is not acceptable in clinical environments.

Tattoos and Piercings

Tattoos must be covered when possible during clinical and externship experiences if required by the clinical site. Facial piercings, including nose, lip, and eyebrow piercings, may be removed or covered if required by program or site policy. Ear piercings should be minimal and professional in appearance. These are recommendation and may not be enforced by clinical sites. Please check with Health Care Parters representatives before externship begins.

Jewelry

Jewelry must be kept to a minimum for safety and infection control reasons. Large, dangling, or excessive jewelry is not permitted. Rings should be limited to a single band without stones when working in clinical or laboratory settings.

Nails

Fingernails must be clean, short, and well-groomed. Artificial nails, gel nails, acrylics, and nail enhancements are not permitted in clinical settings due to infection control guidelines. Nail polish, if worn, must be clear or neutral and free of chips.

Hair

Hair must be clean, neat, and secured away from the face and shoulders to prevent interference with patient care and maintain infection control standards. Long hair must be tied back. Extreme hairstyles or unnatural colors may be restricted based on clinical site requirements.

Fragrances

Strong perfumes, colognes, or scented products are not permitted due to potential patient sensitivities and allergies. Some medical facilities have zero fragrance policies, please check with Health Care Parters representatives before externship begins.

Clinical Evaluations

Managers at the clinical site will complete an evaluation survey assessing student performance during the externship. The evaluation includes the following areas:

1. Confidence: Demonstrates self-assurance and earns respect from others.
2. Comprehension: Pays attention, understands instructions, and applies concepts appropriately.
3. Initiative: Takes action without being prompted and seeks out tasks independently.

4. Enthusiasm: Shows eagerness to learn, improve, and contribute to the team.
5. Cooperation: Works effectively as part of a team and supports coworkers.
6. Grooming: Maintains a professional appearance and follows dress code standards.
7. Courtesy: Demonstrates respect, kindness, and professionalism toward patients and staff.
8. Confidentiality: Protects patient information and adheres to privacy regulations at all times.
9. Attitude: Maintains a positive, professional, and respectful demeanor in all interactions.

In addition, the instructor will conduct a site visit during the externship. During this visit, the instructor will interview students for approximately 10–15 minutes and may request demonstration of clinical skills with actual patients when appropriate. Students who are absent during the scheduled instructor visit will receive a zero score for that evaluation component.

Skills Competency Requirements

Students enrolled in the Medical Assisting Program receive training and demonstrate competency in a broad spectrum of administrative, clinical, and laboratory skills as part of the program curriculum. These competencies are taught and practiced in the classroom and laboratory prior to the externship experience.

The types of skills students are exposed to during their externship will vary depending on the clinical site, medical specialty, patient population, scope of practice, and the procedures routinely performed at that facility. As a result, not every student will have the opportunity to perform or observe every skill during the externship.

At the beginning of the externship, students and the clinical site supervisor/medical office manager will receive a Clinical Skills Competency Checklist identifying the skills for which the student has received training during the Medical Assisting Program. This checklist is provided for informational purposes only and is intended to assist the clinical site in identifying the student's educational preparation.

The clinical site supervisor is responsible for determining which procedures the student may observe or perform based on the needs of the practice, patient safety, facility policies, applicable laws and regulations, and the student's demonstrated readiness. Clinical site supervisors are encouraged to initial or sign the checklist only for those skills the student has had the opportunity to perform or observe during the externship.

Completion of every skill listed on the competency checklist is not required for successful completion of the externship. The student's clinical experience will reflect the unique learning opportunities available at the assigned medical practice.

Removal from Clinical Site

Students may be removed from their clinical externship site at the discretion of the facility or program for, but not limited to, the following reasons:

- Violation of facility policies, procedures, or code of conduct
- Unprofessional behavior, including disrespect toward patients, staff, or supervisors
- Breach of patient confidentiality (HIPAA violations)
- Failure to follow safety or infection control protocols
- Inappropriate appearance or failure to comply with dress code requirements
- Repeated tardiness, absenteeism, or failure to report as scheduled
- Inadequate performance or inability to meet clinical expectations
- Any behavior that compromises patient care or the reputation of the clinical site or program

Removal from a clinical site may result in failure to complete the externship course and may impact program progression or completion requirements.

Section 9: Professional Standards

Code of Ethics

Students enrolled in the Medical Assisting Program are expected to demonstrate professional, ethical, and respectful behavior throughout their academic and clinical training. Students must adhere to the principles of integrity, confidentiality, accountability, and respect for all patients, families, instructors, classmates, and healthcare professionals. Students are expected to provide compassionate and culturally respectful care, protect patient privacy in accordance with applicable laws and regulations, maintain

professional boundaries, and perform duties within the scope of their education and training.

Students are expected to follow the ethical standards and professional responsibilities established for medical assistants, including honesty in documentation, respect for patient dignity, commitment to patient safety, and collaboration with members of the healthcare team. Any behavior that compromises patient safety, confidentiality, professionalism, or the integrity of the Medical Assisting Program may result in disciplinary action in accordance with College of Marin policies and program procedures.

American Association of Medical Assistants Creed

- I believe in the principles and purposes of the profession of medical assisting.
- I endeavor to be more effective.
- I aspire to render greater service.
- I protect the confidence entrusted to me.
- I am dedicated to the care and well-being of all people.
- I am loyal to my employer.
- I am true to the ethics of my profession.
- I am strengthened by compassion, courage, and faith.

Professionalism

Students enrolled in the Medical Assisting Program are expected to demonstrate professional behavior throughout all academic, laboratory, and clinical experiences. Professionalism includes maintaining a positive attitude, demonstrating respect and courtesy toward patients, instructors, classmates, clinical site personnel, and members of the healthcare team. Students are expected to arrive prepared and on time, communicate effectively, accept feedback, demonstrate accountability, maintain appropriate professional boundaries, and uphold the standards expected of healthcare professionals.

Students must consistently demonstrate behaviors that promote patient safety, confidentiality, teamwork, and ethical practice. Professional conduct includes appropriate appearance and hygiene, adherence to program and clinical site policies, responsible use of technology and social media, and recognition of the importance of compassion, respect, and cultural sensitivity in patient care. Failure to meet professional expectations may result in remediation or disciplinary action in accordance with College of Marin policies and Medical Assisting Program procedures.

Communication

Effective communication is an essential skill for medical assistants and a critical component of safe and quality patient care. Students enrolled in the Medical Assisting Program are expected to demonstrate professional, respectful, and clear communication with patients, instructors, classmates, clinical site personnel, and members of the healthcare team. Students must practice active listening, communicate information accurately and appropriately, and use professional language in all academic, laboratory, and clinical settings.

Students are expected to communicate promptly regarding attendance, assignments, clinical responsibilities, and any concerns that may affect their academic or clinical performance. Students must maintain patient confidentiality and follow all privacy regulations, including appropriate communication practices when handling patient information. Professional communication includes respectful verbal, written, and electronic interactions, as well as the ability to collaborate effectively as part of the healthcare team.

Cultural Competency

Students enrolled in the Medical Assisting Program are expected to demonstrate cultural competence and provide respectful, inclusive, and patient-centered care to individuals from diverse backgrounds. Students must recognize and respect differences in culture, values, beliefs, communication styles, abilities, and healthcare practices while maintaining professionalism and empathy in all interactions.

Students are expected to treat every patient with dignity, compassion, and respect, without discrimination or bias. Developing cultural competence includes practicing effective communication with patients from diverse backgrounds, recognizing personal biases, adapting care approaches when appropriate, and working collaboratively with patients, families, and healthcare team members to support positive health outcomes. Students must uphold the principles of equity, respect, and inclusion throughout their academic, laboratory, and clinical experiences.

Diversity, Equity, and Inclusion

The Medical Assisting Program is committed to fostering a learning and clinical environment that values diversity, promotes equity, and supports inclusion for all students, patients, and members of the healthcare community. Students are expected to demonstrate respect for individuals of all backgrounds, experiences, identities, abilities,

and perspectives and to contribute to an environment free from discrimination, harassment, and bias.

Students are expected to provide compassionate, patient-centered care that recognizes and respects the unique needs and circumstances of each individual. Through academic, laboratory, and clinical experiences, students will develop the awareness, knowledge, and skills necessary to work effectively with diverse populations and support equitable access to quality healthcare. Professional conduct requires treating all individuals with dignity, fairness, and respect while upholding the values of inclusion, collaboration, and social responsibility.

Social Media Policy

Students are expected to use social media and other forms of electronic communication responsibly and professionally. At no time may students post, share, transmit, or discuss confidential patient information, photographs, videos, or any information that could identify a patient, clinical site, instructor, classmate, or College of Marin without proper authorization. Students must comply with all applicable privacy laws, including the Health Insurance Portability and Accountability Act (HIPAA), as well as College of Marin and clinical site policies regarding confidentiality and the use of electronic devices.

Students are expected to maintain professional conduct in all online interactions. Content posted on social media that is inappropriate, discriminatory, harassing, threatening, or otherwise inconsistent with the ethical and professional standards of the Medical Assisting Program may result in disciplinary action. Students should understand that online postings may have lasting personal and professional consequences and are encouraged to exercise sound judgment and professionalism when using social media, both inside and outside the educational environment.

Cell Phone Policy

The use of cell phones, smartwatches, earbuds, and other personal electronic devices must not interfere with learning, patient care, or professional responsibilities. During classroom, laboratory, and clinical activities, students are expected to keep personal electronic devices on silent mode and refrain from using them for personal calls, text messaging, social media, or other nonacademic purposes unless expressly authorized by the instructor or clinical supervisor.

The use of personal electronic devices to photograph, record, or transmit images, audio, video, or patient information is strictly prohibited in classrooms, laboratories, and clinical settings unless prior authorization has been obtained for educational purposes. Students

must comply with all College of Marin, clinical site, and HIPAA confidentiality requirements. Unauthorized or inappropriate use of electronic devices may result in disciplinary action and may jeopardize a student's participation in laboratory or clinical experiences.

Section 10: Technology Requirements

Canvas (Learning Management System)

College of Marin uses Canvas as its official Learning Management System (LMS) to support instruction, communication, and course management. Students are expected to access Canvas regularly to review course announcements, syllabi, assignments, grades, learning materials, schedules, and other important program information. Canvas serves as the primary platform for submitting assignments, completing quizzes and examinations, participating in course activities, and communicating with instructors.

Students are responsible for maintaining regular access to Canvas and ensuring they receive course notifications in a timely manner. Technical difficulties do not excuse missed deadlines unless documented and approved by the instructor. Students are encouraged to become familiar with the features and requirements of Canvas and to seek technical support promptly if issues arise. Regular engagement with Canvas is considered an essential component of successful participation in the Medical Assisting Program.

Student Email

The College of Marin student email account is the official method of communication for the Medical Assisting Program and the College. In accordance with the Family Educational Rights and Privacy Act (FERPA), all communications containing student educational records, grades, academic progress, registration information, or other confidential information will be sent only to the student's official College of Marin email account. To protect student privacy and ensure compliance with federal law, faculty and staff will not discuss or transmit confidential academic information through personal email accounts.

Students are required to activate, access, and monitor their College of Marin email account on a regular basis. Students are responsible for reading and responding to official communications in a timely manner and for meeting all program deadlines and requirements communicated through their college email. Failure to review official College email does not excuse missed deadlines, appointments, or other program obligations. Students are expected to use their official College of Marin email account when communicating with faculty, staff, and program personnel and to always maintain professional and respectful written communication.

Computer Requirements

Students enrolled in the Medical Assisting Program are required to have regular access to a reliable computer and a stable internet connection to successfully participate in coursework. Because the program uses online learning technologies, students must have a computer capable of accessing the College of Marin's learning management system (Canvas), College email, video conferencing platforms, online testing software, and other educational resources required by the program. While smartphones and tablets may be useful for limited access, they are not considered adequate substitutes for completing course assignments, examinations, or other required academic activities.

Students are responsible for maintaining their computer, internet access, and any required software throughout the program. Technical difficulties, equipment failure, or lack of internet access do not excuse missed assignments, quizzes, examinations, or other course deadlines unless otherwise approved by the instructor.

Students who do not have access to a personal computer may request a loaner laptop through the College of Marin Library each semester, subject to availability. Information regarding the laptop loan program and instructions for requesting a loaner device will be provided in each course syllabus. Students are encouraged to request a loaner as early as possible to ensure uninterrupted access to course materials and online learning resources.

Online Testing

The Medical Assisting Program may administer quizzes, examinations, and other assessments through the College of Marin's Canvas Learning Management System. To help ensure academic integrity and maintain a fair testing environment, some online assessments may require the use of Proctorio, an online remote proctoring service integrated with Canvas.

Students are responsible for having a compatible computer, reliable internet access, a functioning webcam, microphone, and the required web browser to successfully complete Proctorio-proctored examinations. Prior to the first proctored assessment, students should verify that their equipment meets the technical requirements and complete any practice activities provided by the instructor.

By enrolling in courses that utilize Proctorio, students acknowledge that remote proctoring may include identity verification, webcam and microphone monitoring, browser activity monitoring, and recording of the testing session in accordance with College of Marin policies and applicable privacy regulations. Any attempt to circumvent the proctoring process or engage in academic dishonesty may result in disciplinary action in accordance with the Medical Assisting Program, College of Marin Student Conduct Code, and Academic Integrity policies.

Section 11: Student Support Services

Academic Counseling

The College of Marin Counseling Department is an essential resource for students throughout their educational journey. Students are strongly encouraged to meet with a College counselor on a regular basis to develop and maintain an individualized Student Educational Plan (SEP) that outlines the courses and milestones needed to achieve their academic, career, and transfer goals in a timely manner.

Counselors provide guidance on course selection, degree and certificate requirements, transfer planning, academic success strategies, and available campus resources. Working closely with a counselor helps students make informed decisions, avoid unnecessary

coursework, and stay on track toward program completion. While Medical Assisting Program faculty can provide guidance regarding program-specific requirements, only College counselors can provide comprehensive academic advising related to general education requirements, graduation, transfer opportunities, and long-term educational planning.

Students are encouraged to schedule counseling appointments early and throughout their enrollment at the College to ensure they are making satisfactory progress toward their educational goals and are meeting all program and institutional requirements.

Disability Accommodations

The Medical Assisting Program is committed to providing an accessible and inclusive learning environment for all students. Students who require academic accommodations due to a documented disability are encouraged to contact the Student Accessibility Services (SAS) Department at College of Marin as early as possible to discuss available support services and establish an accommodation plan.

Student Accessibility Services works with students to determine appropriate and reasonable accommodations that support equal access to educational opportunities while maintaining the essential requirements and standards of the Medical Assisting Program. Students who are approved for accommodations are responsible for providing their instructors with official accommodation documentation and communicating with faculty in a timely manner to ensure accommodations can be implemented effectively.

Students should contact SAS early in the semester, as accommodations may require time for review, coordination, and implementation. The Medical Assisting Program supports students in advocating for their needs and encourages the use of available resources to promote academic success.

Psychological Services

Students must be currently enrolled in at least two classes at COM to be eligible for Psychological Services.

Services are free and confidential and can include consultation, mental health support, individual therapy, and referral.

To find out more about psychological services or to schedule an appointment, please call (628) 234-7350.

Drop-in mental health support for young adults (up to age 26) is available Mondays 12:30-3:30pm during the semester in the Wellness Center located on the first floor of the Center for Student Success. No appointment necessary for drop-in services only.

Financial Aid

The Medical Assisting Program encourages students to explore available financial assistance resources to support their educational goals. Financial Aid services are available through College of Marin Enrollment Services, where students can obtain information and guidance regarding grants, scholarships, loans, work-study opportunities, and other financial aid programs for which they may be eligible.

Students are encouraged to begin the financial aid application process early and to review available resources, eligibility requirements, and important deadlines. Students are responsible for completing all required financial aid documents, monitoring their financial aid status, and maintaining satisfactory academic progress according to College of Marin and financial aid program requirements.

Additional information regarding financial aid resources, applications, and support services can be accessed through Enrollment Services. Students are encouraged to utilize these resources to help identify funding options and support successful completion of their educational goals.

Tutoring

The Medical Assisting Program is committed to supporting student success by providing access to academic support resources. The program has a dedicated Medical Assisting tutor who is available to assist students each semester with course content, skill development, study strategies, and preparation for examinations.

The tutor's schedule, including available tutoring sessions and office hours, will be posted at the beginning of each semester and communicated to students through the course syllabus and Canvas announcements. Students are encouraged to take advantage of tutoring services early and throughout the semester to strengthen their understanding of course material, improve academic performance, and successfully progress through the program.

Other Services

Please visit our College of Marin website for a list of all the students services we have available for our students: https://www1.marin.edu/students

Section 12: Certification Information

The Medical Assisting Program is designed to prepare students with the knowledge, skills, and competencies necessary to pursue professional opportunities in the medical assisting field. Upon successful completion of all program requirements, students will receive a College of Marin Medical Assisting Program Certificate of Completion. The College of Marin certificate will be issued and mailed to students after graduation. Students should allow approximately six (6) weeks for the certificate to be processed and issued. Students are responsible for ensuring that their mailing address and contact information are current with the College to avoid delays.

While medical assistants are not required to hold a state license or certification to practice in California, many employers may prefer or require national certification. The Medical Board of California recognizes several medical assistant certifying organizations, including:

- American Association of Medical Assistants (AAMA)

- American Medical Technologists (AMT)
- California Certifying Board of Medical Assistants (CCBMA),
- American Medical Certification Association (AMCA)
- Multiskilled Medical Certification Institute (MMCI)

Students interested in obtaining professional certification are encouraged to research certification options and select a credential that aligns with their career goals. Common certification pathways pursued by medical assistants include the Certified Medical Assistant (CMA) credential through AAMA, the Registered Medical Assistant (RMA) credential through AMT, and the California Certified Medical Assistant (CCMA) credential through CCBMA.

It is the student's responsibility to verify the eligibility requirements, application procedures, examination requirements, fees, renewal requirements, and any additional documentation required by the certifying organization of their choice. Certification requirements may change over time and may vary between organizations. Students are encouraged to review certification requirements early in their academic pathway and consult with program faculty as needed to ensure they are taking appropriate steps toward their professional goals.

Completion of the Medical Assisting Program does not automatically result in national certification and does not guarantee eligibility for a specific credential, certification examination approval, or employment.

Section 13: Graduation

Graduation and Certificate Applications

Students are responsible for consulting with their counselor to determine when to submit their graduation and Certificate of Achievement applications.

Most Medical Assisting students complete the program and graduate during the Spring semester. Therefore, students who anticipate graduating in the Spring are strongly encouraged to schedule an appointment with their counselor at the beginning of the semester to review graduation requirements, confirm eligibility, and obtain information about application deadlines and procedures.

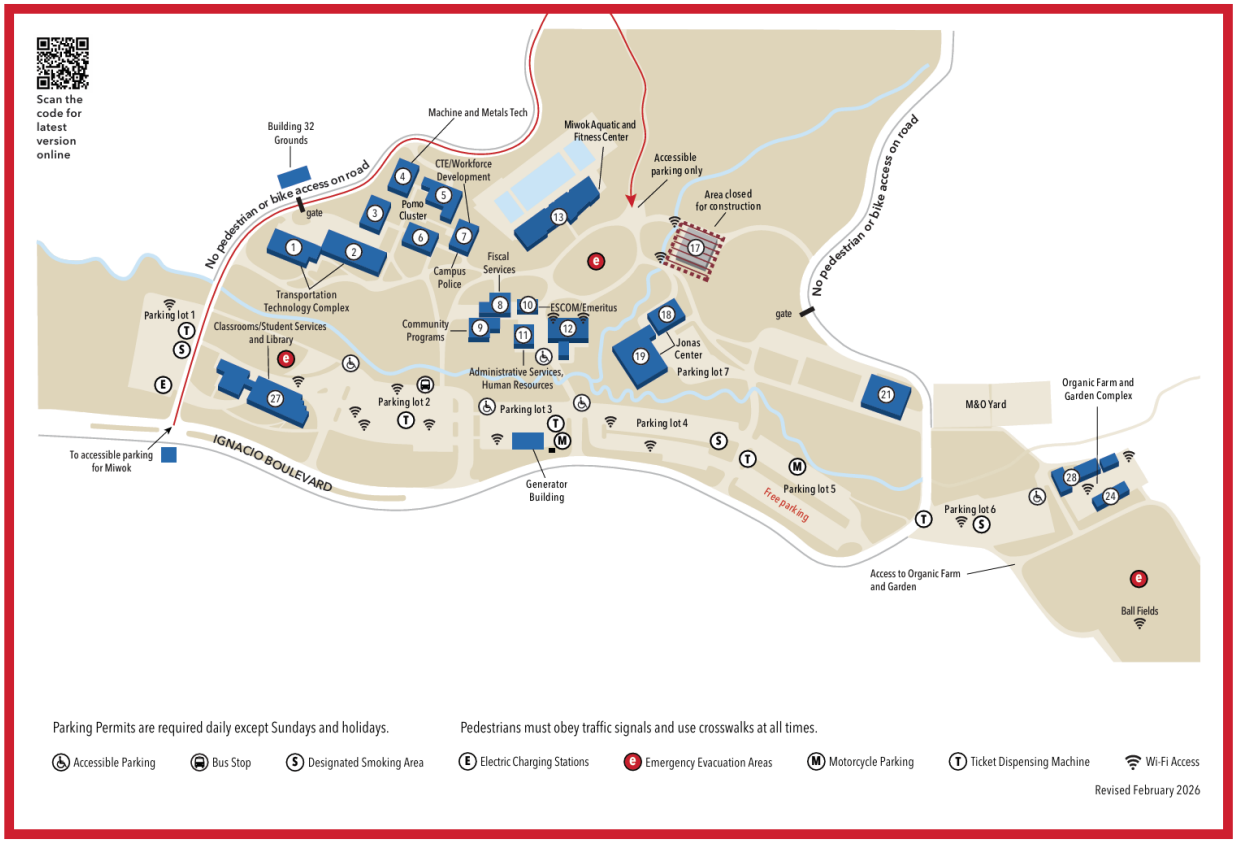
Students should not wait until the end of the semester to begin the graduation application process.

Section 15: Appendices

Campus Maps

Indian Valley Campus Map

MARIN
COLLEGE OF MARIN



External Certification Requirements

The following section outlines the eligibility requirements for the five Medical Assistant certifying organizations approved by the Medical Board of California.

For each certification, the Comments section provides information regarding College of Marin (COM) eligibility, including whether graduates of the COM Medical Assisting Program meet the educational requirements to apply for the respective certification examination.

American Association of Medical Assistants (AAMA)

Candidates must have graduated from a postsecondary medical assisting or postsecondary medical assisting apprenticeship program which meets the following criteria:

- Is the equivalent of two semesters and includes a minimum of 560 academic contact hours (not including practicum/externship)
- Includes a minimum of 160-hour practicum/externship (or 1,000 hours of medical assisting experience following program completion) completed in an outpatient setting
- Awards a diploma, certificate, or associate degree
- Is offered by an institution accredited by an accrediting body recognized by the United States Department of Education (USDE) or the Council for Higher Education Accreditation (CHEA)
- Has a required curriculum that includes the following:
    - Basic anatomy, physiology, pharmacology, infection control and applied mathematics
    - Theory and techniques of intramuscular, intradermal, and subcutaneous injection administration
    - Theory and techniques of phlebotomy
- Knowledge and application of anatomy, physiology, pharmacology, and mathematics must be demonstrated to the extent and degree necessary to reasonably ensure practices that meet or exceed the current standard of care.
- Demonstrates clinical competency in phlebotomy and injections.

Comments: COM students are not currently eligible for this certification

American Medical Technologists (AMT)

- Applicant shall be a graduate within the past 4 years or scheduled to graduate from an accredited MA program* or program that is housed within an accredited institution.
- Must have 720 hours of instruction that includes at least 160 hours of externship

*Program or institution must be accredited by a regional or national accreditation agency approved by the US Department of Education, The Council for Higher Education Accreditation, or otherwise approved by AMT.

Comments: COM students are currently eligible for this certification

California Certifying Board of Medical Assistants (CCBMA)

- Be at least 18 years of age
- Provide proof of current CPR certification
- Provide a copy of a U.S. government-issued ID, with your signature (driver's license, ID card or passport)
- Name on application must match government-issued ID used
- Statement of Proficiency

Comments: COM students are currently eligible for this certification. Please contact the MA Program Coordinator to provide the Statement of Proficiency

American Medical Certification Association (AMCA)

- Must be at least 17 years of age.
- Must possess a high school diploma (or equivalent) or be in pursuit of a high school diploma (or equivalent).
- Agree and adhere to the AMCA Code of Ethic.
- Graduate from a training program related to the exam you are applying for. Proof of course completion is required, and applicants must take the initial exam attempt within one year from the date of training completion.

Comments: COM students are currently eligible for this certification

Multiskilled Medical Certification Institute (MMCI)

- Graduate of an NCCT-authorized postsecondary Medical Assis tant program within the past five (5) years. This includes the U.S. Department of Labor Registered Apprenticeship programs.
- You must be a United States high school graduate or hold equivalent credentials (e.g., GED).
- You must submit a copy of your Medical Assistant diploma, graduation date. NOTE: All required documents must be submitted prior to testing.

Comments: COM students are not currently eligible for this certification. COM MA Program is not currently an authorized program by the NCCT

COM Certification Requirements

The chart below presents the courses required for each Medical Assisting certificate, the total number of units required, and the semester in which each course is offered.

Students are encouraged to use this chart when planning their course schedule and anticipated graduation date. Please pay close attention to the semester in which each course is offered, as some courses are offered only once per academic year. This may affect your ability to complete your certificate by your intended graduation date.

Certificate requirements as listed in the College of Marin Catalog						
Class Title	Number	Semester Scheduled	Units	Certificate		
				Administrative Option	Clinical Option	Administrative and Clinical Option
Introduction to Health Careers	MEDA 160	F/S	2.00	2.00	2.00	2.00
Administrative Medical Office Procedures	MEDA 161	F	2.00	2.00		2.00
Medical Financial Procedures	MEDA 162	F	1.50	1.50		1.50
Medical Office Computers - MediSoft	MEDA 163	S	2.00	2.00		2.00
Medical Office Computers - Medisoft Laboratory	MEDA 163L	S	0.50	0.50		0.50
The Electronic Health Record	MEDA 164	F	2.00	2.00	2.00	2.00
The Electronic Health Record - Lab	MEDA 164L	F	0.50	0.50	0.50	0.50
Medical Terminology I	MEDA 165	F/S	2.00	2.00	2.00	2.00
Medical Terminology II	MEDA 166	F/S	2.00	2.00	2.00	2.00
Clinical Procedures I	MEDA 170	F	2.00		2.00	2.00
Clinical Procedures I Laboratory	MEDA 170L	F	1.00		1.00	1.00
Clinical Procedures II	MEDA 171	S	2.50		2.50	2.50
Clinical Procedures II Laboratory	MEDA 171L	S	1.00		1.00	1.00
Understanding Human Diseases	MEDA 172	F	3.00		3.00	3.00
Pharmacology for Medical Assistants	MEDA 173	F/S	2.00		2.00	2.00
Clinical Externship - Administrative track	MEDA 174L-A	S	3.50	3.50		
Clinical Externship - Clinical Track	MEDA 174L-B	S	3.50		3.50	
Clinical Externship _ Administrative and Clinical Track	MEDA 174L-C	S	3.50			3.50
Computer class	ANY	S/F	3.00	3.00	3.00	3.00
Units Required				**21.00**	**26.50**	**32.50**

Student acknowledgment signature page

COLLEGE OF MARIN

Medical Assisting Program

ACCOUNTABILITY CONTRACT WITH STUDENT

The Medical Assisting Student Handbook has been read and understood. I intend to comply with all the Medical Assisting regulations and requirements listed in this handbook, and any future changes in the Program policies that may be made. Failure to comply will result in disciplinary measures.

I understand that this Medical Assisting Student Handbook is subject to change at any time. I also understand and agree that my clinical schedule may change due to rotation assignment or clinical facility/faculty availability.

Name (print) _____

Signature _____

Date _____