Uintah Basin Technical College

Medical Assisting Program

Student Handbook

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Medical Assisting Program

Office of Nursing and Health Professions
1100 East Lagoon Street
Roosevelt, UT 84066

Welcome to Uintah Basin Technical College (UBTech) and the Medical Assisting Program. The faculty and staff congratulate you on your decision to pursue a career in medical assisting.

This handbook provides Medical Assisting students with program expectations, curriculum information, academic standards, laboratory and externship requirements, and professional conduct expectations. It is used in conjunction with the UBTech Catalog and Student Handbook.

Uintah Basin Technical College is accredited by the Commission of the Council on Occupational Education.

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Section I: Guiding Principles and Curriculum

Program Overview

The Medical Assisting program consists of 900 hours and 28 credits. The program prepares students to perform entry-level administrative and clinical medical assisting responsibilities in ambulatory healthcare settings. The program is delivered in a hybrid format. Didactic coursework and book work are completed through hybrid instruction and/or at home, while scheduled laboratory and clinical/externship experiences require in-person attendance.

Program Objectives

- Demonstrate competent patient care of a medical assistant in ambulatory healthcare facilities.
- Exhibit basic skills of a medical assistant including obtaining vital signs, phlebotomy, pharmacology, EKG, and assisting providers with specialty examinations.
- Perform accurate medical documentation, patient education instruction, communication, and apply critical thinking skills in both simulated and clinical settings.
- Describe the areas of general, clinical, and administrative medical assisting.
- Demonstrate competencies and skills in preparation for taking a medical assistant for national certification examination.

Course Outline

Course	Title	Credits	Hours
TEMA 1080	Medical Terminology	2	60
TEMA 1040	Anatomy and Physiology	4	120
TEMA 1010	Introduction to Medical Assisting	2	60
TEMA 1050	Pharmacology	3	90
TEMA 1060	Clinical Procedures	2	60
TEMA 1260	Medical Assisting Lab Procedures	2	60
TEMA 1020	Medical Office I	2	60
TEMA 1030	Medical Office II	2	60
TEMA 1225	Assisting with Medical Specialties	3	90
TEMA 1440	Prepare for the Workplace	2	60
TEMA 1900	Medical Assistant Externship I	2	90
TEMA 1910	Medical Assistant Externship II	2	90
	TOTAL	**28**	**900**

Course Competencies

TEMA 1080 Medical Terminology

1. Master medical terminology base words and word parts associated with health, disease, body systems, and diagnostic testing.
2. Master medical abbreviations.
3. Demonstrate overall knowledge of medical terminology.

TEMA 1040 Anatomy and Physiology

4. Identify the structure and function of the human body and the nervous/sensory, integumentary, skeletal, muscular, respiratory, circulatory, lymphatic/immune, digestive, urinary, endocrine, and reproductive systems.

TEMA 1010 Introduction to Medical Assisting

5. Define the medical assistant and the medical assistant's role in the healthcare team and environment.
6. Demonstrate professionalism.
7. Apply communication skills.

TEMA 1050 Pharmacology

8. Demonstrate dosage calculations for medication administration.
9. Demonstrate administration of oral and non-injectable medications.
10. Demonstrate administration of injections and immunizations.

TEMA 1060 Clinical Procedures

11. Identify infection and communicable-disease transmission in healthcare settings.
12. Obtain patient health information and elicit the chief complaint.
13. Identify, measure, and record vital signs.
14. Prepare for and assist with physical examinations.

TEMA 1225 Assisting with Medical Specialties

15. Define the medical assistant's role in preparing and assisting in specialty exams.
16. Identify the components of a healthy lifestyle and assisting patients across all specialties.
17. Demonstrate the skills needed as a medical assistant in working in various specialties

TEMA 1260 Medical Assisting Lab Procedures

18. Define the medical assistant's role in the physician's office laboratory.
19. Define special collections and processing.
20. Demonstrate blood collections.
21. Identify diagnostic testing in the physician's office.

TEMA 1020 Medical Office I

22. Demonstrate professional telephone and written communication.
23. Apply legal and ethical standards in healthcare scenarios.
24. Demonstrate appointment scheduling, patient reception, and knowledge of medical records.

TEMA 1030 Medical Office II

25. Explain medical insurance.
26. Demonstrate diagnostic and procedure coding.
27. Explain practice finance, patient accounts, billing, banking, accounts payable, and accounting procedures.

TEMA 1440 Prepare for the Workplace

28. Demonstrate appropriate responses to emergencies in the medical office.
29. Develop a resume and job application documents that accurately reflect qualifications and experience
30. Demonstrate keyboarding proficiency.
31. Demonstrate effective interview skills through mock interviews and interview preparation.
32. Identify mental health concerns and apply knowledge of available mental health resources and support services.
33. Demonstrate professional soft skills, including communication, teamwork, and professionalism.

TEMA 1900 Medical Assistant Externship I

34. Attend and participate in externship.

TEMA 1910 Medical Assistant Externship II

35. Attend and participate in externship.

Section II: Program Policies and Procedures

Tuition, Books, and Fee Payments

All costs associated with the program are the responsibility of the student and may include tuition, books, supplies, uniforms, educational trips, immunizations, transportation, CPR certification, testing, graduation, and laboratory or externship fees. Students will not be allowed to start class if required tuition and fees have not been paid.

Functional Requirements and Expectations

Medical Assisting students must be able to perform the physical, cognitive, communication, and behavioral functions necessary for safe participation in classroom, laboratory, and externship settings. Students must comply with health, safety, and accommodation policies outlined in the UBTech Catalog and Student Handbook.

Student Code of Conduct

The UBTech Medical Assisting Program adheres to the Student Code of Conduct outlined in the UBTech Student Handbook. Students must demonstrate professionalism and interact with patients, peers, faculty, staff, and community partners in a courteous and respectful manner in classroom, lab, externship, electronic communication, and college-sponsored settings.

Student Records

Student records are kept secure and managed in accordance with UBTech policies and procedures. Student information is handled with appropriate confidentiality, security, and oversight.

Student Advising

Student advising focuses on academic standing, program concerns, scheduling, program requirements, and strategies for successful progression. Advising occurs as needed.

Competency-Based Assessment and Grading Policy

UBTech Health Professions programs utilize a competency-based education model to evaluate student learning and performance. This approach ensures that students demonstrate the knowledge, skills, and abilities necessary to safely and effectively perform within their chosen healthcare profession.

Percentage-based grades may be used to assess student performance on examinations, assignments, skills evaluations, and other learning activities. However, successful completion of a course or program requires students to demonstrate mastery of all designated essential competencies.

Competency Mastery Requirements

- Students must successfully demonstrate all required clinical, laboratory, and technical skills according to established competency standards.
- Students are required to complete all assigned textbook readings, workbook activities, and other required learning assignments as outlined by the instructor and course curriculum.
- An overall passing course average does not replace the requirement to demonstrate mastery of each essential competency.
- Students who do not meet the required mastery threshold for an essential competency must complete remediation and reassessment in accordance with program policies.

Students must meet all required competency standards before progressing to subsequent coursework, clinical experiences, or program completion, as applicable.

Course Completion and Progression

Successful course completion is determined by meeting established academic requirements, completing all required textbook and coursework assignments, and demonstrating mastery of all required competencies. A passing overall

course grade alone does not guarantee successful completion if essential competencies or required assignments have not been completed.

This approach ensures that students possess the knowledge, clinical judgment, and practical skills necessary to provide safe, competent patient care.

Testing Procedures and Expectations

Students must follow all testing procedures to ensure a secure and equitable testing environment. Personal belongings, including cell phones and smart watches, may be prohibited in the testing area. Exams must be taken as scheduled. Discussion or sharing of secure exam content is prohibited and may result in disciplinary action.

Late Work

Work will NOT be accepted if it is submitted after the scheduled deadline.

Withdrawal or Dismissal Policy

Students wishing to withdraw are encouraged to meet with the Director of Nursing and Health Professions prior to withdrawal to discuss academic standing, available resources, and potential options. Readmission is not guaranteed and is based on program requirements, demonstrated competency, available capacity, and applicable UBTech policy.

Social Media Guidelines

Students must comply with HIPAA and other privacy and security requirements. Patient information, identifiers, diagnoses, treatment information, photographs, or other protected information may not be shared through social media or unauthorized communication. Violations will be handled according to the UBTech Student Handbook.

Attendance

Students are responsible for completing all assigned didactic coursework and book work through the program's hybrid format and/or at home by established deadlines. Scheduled skills laboratory and clinical/externship experiences are mandatory and require in-person attendance. Students must arrive on time, prepared to participate, and remain for the full scheduled experience.

Section III: Didactic Policies and Procedures

Didactic Requirements

All didactic coursework and book work in the Medical Assisting Program will be completed through hybrid instruction and/or at home. Students are expected to maintain access to the required technology, regularly monitor the learning management system and program communications, and complete assigned readings, modules, activities, quizzes, examinations, and other coursework by the published deadlines. Hybrid or at-home completion applies to didactic/book-work components only and does not replace required in-person laboratory or clinical/externship participation.

Section IV: Laboratory and Externship Policies and Procedures

Externship Requirements

The Medical Assisting curriculum includes Medical Assistant Externship I (TEMA 1900) and Medical Assistant Externship II (TEMA 1910), each consisting of 90 hours and 2 credits. These clinical/externship experiences require in-person attendance and full participation; attendance is mandatory. Students must comply with all UBTech and externship-site requirements.

CPR Certification

Medical Assisting students must meet the CPR certification requirements established by applicable externship partners prior to participation in externship experiences.

Health Clearance and Immunizations

Students must meet all health clearance, immunization, background check, drug screening, and other externship-agency requirements prior to participation. Documentation must be submitted by established deadlines and maintained throughout enrollment.

Screenings

Students must complete and maintain compliance documentation required by UBTech and externship partners. Background checks and drug screens may be required before externship participation. Students may also be subject to random, scheduled, or for-cause testing under applicable UBTech policy. Refusal to participate in required testing may be treated as a positive result for disciplinary purposes.

Lab Skills

Students may only perform skills for which competency has been successfully demonstrated through the laboratory skills pass-off process. Students who do not successfully demonstrate competency will be required to complete remediation and reassessment as directed by faculty. All required laboratory skills must be successfully completed before related externship activities.

Mandatory Attendance: Skills Lab

The skills lab experience is an essential and required component of the Medical Assistant program, providing hands-on application of theory under the direct supervision of a lab instructor. Due to the interactive and experiential nature of lab instruction, these experiences cannot be replicated outside of the scheduled lab environment. For this reason, attendance is mandatory.

Students must be present and on time for all scheduled lab sessions. Failure to attend or maintain full participation may result in missed skill development opportunities that cannot be recreated. If an absence is unavoidable, students are expected to notify the lab instructor in advance whenever possible. An absence is defined as missing more than 15 minutes of scheduled lab time, whether at the beginning, middle, or end of the session.

Mandatory Attendance: Externship

Clinical experiences are essential to the Medical Assisting program and cannot be replicated outside of scheduled practice settings. These experiences rely on healthcare partner availability and real-world patient care opportunities, making them difficult or impossible to reschedule. For this reason, attendance and full participation are mandatory. Students must arrive prepared and on time, defined as at least 15 minutes prior to the scheduled clinical or simulation start time. Arriving after the scheduled start time, leaving early, or coming unprepared is considered unprofessional

conduct and will result in the student being sent home, recorded with an unexcused absence, and receiving a zero for the clinical or simulation assignment.
Students are responsible for arranging reliable transportation to all assigned locations. If an absence is unavoidable, students are expected to notify the instructor before the clinical. Missed clinical experiences may not be recoverable and may impact on a student's ability to meet required competencies and successfully progress in the program.

Safety and Reporting

Students must comply with all UBTech and externship-agency policies regarding patient safety, infection prevention, exposure control, incident reporting, and professional conduct. Injuries, exposures, errors, and safety concerns must be reported immediately.

Warning Form

Concerns related to academic performance, laboratory or externship performance, professionalism, attendance, or conduct may result in a documented warning and corrective action plan. The warning will identify the concern, expected corrective actions, and timelines for improvement. Failure to meet the plan, repeated violations, or serious misconduct may result in additional disciplinary action in accordance with the UBTech Student Code of Conduct.

Professional Conduct

Medical Assisting students are required to comply with the Student Code of Conduct as outlined in the UBTech Student Handbook and consistently demonstrate professional, ethical, legal, and safe behavior in all educational and clinical settings, including classrooms, laboratories, externships, and electronic communications. Unprofessional conduct includes, but is not limited to, breaches of confidentiality, falsification of records, unsafe practices, failure to report incidents, and performing procedures or duties beyond the student's level of training, demonstrated competency, or authorized scope of practice

Inclement Weather Policy

The Medical Assisting Program follows UBTech inclement weather and campus closure announcements. Students should monitor official UBTech and program communications for updates affecting classes, laboratories, or externship experiences.

Medical Clearance after Absence due to Medical Condition

Students who miss laboratory or externship experience due to hospitalization, illness, or a condition that may impair safe performance may be required to obtain medical clearance prior to returning.

Student ID Badges

A UBTech student ID badge must be worn as required during externship experiences. Externship facilities may issue additional identification that must be worn and returned according to site policy.

Dress Code and Professional Appearance

Medical Assisting students must wear UBTech-approved scrubs and comply with the dress, grooming, and identification requirements outlined below. Students must also comply with the requirements of assigned clinical and externship sites. When a clinical or externship site has more restrictive requirements, students must follow the site's requirements.

Uniform and Clothing

- Students must wear UBTech-approved scrubs that are clean, wrinkle-free, and free from holes, rips, tears, stains, or visible damage.
- Scrubs must provide full coverage of the chest, abdomen, back, and undergarments during normal movement and patient-care activities.
- Clothing and undershirts must not be see-through.
- Undergarments must not be visible.
- Undershirts worn beneath the scrub top must be solid white, black, or gray and free from graphics, logos, or writing.
- Shoes must be gray, black, or white; clean; and closed-toe.
- Students must follow any additional uniform requirements established by their assigned clinical or externship site.

Personal Hygiene and Grooming

- Students must maintain personal hygiene and be free from noticeable body odor.
- Perfume, cologne, and other fragranced products are not permitted in patient-care areas.
- Hair must be clean and secured when its length could allow it to contact a patient, equipment, supplies, or work surfaces.
- Hair must comply with any color or appearance requirements established by the assigned clinical or externship site.
- Beards and mustaches must be clean and trimmed so they do not interfere with patient care or required personal protective equipment.

Fingernails

- Natural fingernails must be clean and may not extend more than ¼ inch beyond the fingertip.
- Artificial nails, nail extensions, wraps, tips, enhancements, and nail jewelry are prohibited.
- Nail polish of any type is prohibited, including gel polish.

Jewelry and Piercings

- Visible body piercings are limited to the ears and one nose stud.
- All other visible body piercings are prohibited.
- Dangling jewelry is prohibited.
- Students must comply with any additional jewelry or piercing restrictions established by the assigned clinical or externship site.

Tattoos and Body Art

- Visible tattoos or body art containing nudity, profanity, or discriminatory, threatening, or sexually explicit words or images must be covered.
- Students must comply with any additional tattoo or body-art requirements established by the assigned clinical or externship site.

Identification Badges

Students must wear all required UBTech and/or clinical-site identification badges during clinical and externship activities.

Identification badges must:

- Be worn in the location required by UBTech or the assigned facility.
- Remain visible during the clinical or externship experience.

- Clearly display the student's required identification.
- Be free from stickers, pins, or other items that obstruct the student's name, photograph, or required identifying information.

Noncompliance

Students who do not meet dress, grooming, or identification requirements may not participate in the laboratory, clinical, or externship experience until the requirement is corrected.

Travel

Students are required to provide personal transportation to campus, externship sites, and other required program experiences. Travel costs are the responsibility of the student.

NHA Certified Phlebotomy Technician (CPT) Exam

Students who successfully complete the required phlebotomy-related coursework and meet current National Healthcareer Association (NHA) eligibility requirements may be eligible to sit for the NHA Certified Phlebotomy Technician (CPT) certification examination at the end of the first semester. Students are responsible for meeting all current NHA eligibility requirements at the time of application.

NHA Certified Clinical Medical Assistant (CCMA) Exam

Upon completion of the Medical Assisting Program, eligible students may apply to take the National Healthcareer Association (NHA) Certified Clinical Medical Assistant (CCMA) certification examination. The CCMA is a national certification examination for clinical medical assistants.

NHA eligibility requirements include having a high school diploma or GED/high school equivalency, or being scheduled to earn one within the next 12 months, and completing a medical assistant training or education program within the previous five years. NHA also provides a work-experience eligibility pathway. Students are responsible for meeting all current NHA eligibility requirements at the time of application.

Students apply for the examination through NHA, schedule the examination, prepare for testing, and complete the examination at an approved testing location or through an available NHA testing option. NHA posts official results to the candidate's account after scoring.

The current NHA scaled passing score for certification examinations is 390 out of 500. NHA eligibility requirements, testing procedures, fees, examination content, and passing standards are established by NHA and are subject to change. Students should review the current NHA Candidate Handbook and CCMA information before registering for the examination.

Completion of the UBTech Medical Assisting Program itself does not guarantee NHA certification. Students must meet NHA eligibility requirements, successfully complete the certification examination, and satisfy any other requirements established by NHA.

Appendices

Handbook Acknowledgement

I, _____, acknowledge that I have had the opportunity to review the UBTech Medical Assisting Student Handbook. I understand and agree to abide by the standards set forth therein.

Name (Print): _____ Date of Birth: _____

Signature: _____ Date: _____