University of Alaska Anchorage

Medical Assisting Program Student Handbook

Academic Year 2024 - 2025

UAA Diversity Statement

The University of Alaska Anchorage [mission](#) is to transform lives through teaching, research, community engagement and creative expression in a diverse and inclusive environment. Serving students, the state, and the communities of Southcentral Alaska, UAA is a comprehensive, open access, public university

UAA recognizes and values the [diversity](#) of our unique location in Southcentral Alaska, the ancestral homelands of the Dena'ina Athabascan, Ahtna Athabascan, Alutiiq/Sugpiak, and Eyak peoples.

The University fosters an inclusive, welcoming and respectful campus community that promotes diversity, civility, inclusion, and an appreciation for each unique member of our academic community. UAA promotes and celebrates diversity through its academic and community support programs, clubs, committees, and councils. Intellectual honesty, mutual respect, and freedom from discrimination, intimidation, discriminatory harassment, and violence are central to our mission.

Accreditation travels well. Employers across the country recognize the value of accreditation.

Accreditation advances the profession. The standardization, uniformity and consistency that accreditation ensures, as well as the review of the Standards and Guidelines and MAERB Core Curriculum, move the profession forward toward greater recognition in the allied health field.

MAERB 2339 N. California Ave., #47138, Chicago, Illinois 60647 312.392.0155, maerb@maerb.org.

Certification

American Association of Medical Assistants ® (AAMA)

CMA (AAMA) Certification

Established in 1956, the American Association of Medical Assistants continues to be only association devoted exclusively to the medical assisting profession.

The Certifying Board (CB) of the AAMA was awarded accreditation by the International

MAERB Standards and Guidelines surrounding the Core Competencies requires clear and concise documentation of mastery by students. While students may have on-the-job training and related experience, the integrity of the Medical Assisting program relies on ensuring the competencies are met to our exact practice. Therefore, our Program does not currently consider advanced placement, transfer of Core Curriculum credits or credit for experiential learning. The MA Program does not currently have any articulation agreements in place for the acceptance of transfer of credits.

Students are welcome to explore the acceptance of general education and elective transfer of credits by UAA. Students may also work with their Academic Advisors or the MA Program Director.

Once enrolled in the Medical Assisting Program, the student can anticipate a four-semester, full-time academic schedule to complete the OEC. Some evening classes and clinics may be scheduled. Students practice skills on each other and must share personal medical information.

Students must apply for admission to the University in order to take classes in the OEC for Medical Office Coding. The coursework requires the satisfactory (C or higher) completion of 17 credits. No formal department application process is required. This OEC prepares the student to successfully complete the Certified Processional Coder (CPC) administered through AAPC.

Prior to changing registration status (for example: drop and withdraw) students are strongly encouraged to talk with their Academic Advisor and the MA Program Director. Students who withdraw from a course must retake the class in its entirety and this may delay the completion of the Program. Due to MAERB Standard and Guidelines, students do not maintain their acceptance into the Program indefinitely and may be asked to reapply.

CAAHEP requires that all accredited Medical Assisting programs make public one or more of their measurable outcomes. Please refer to this link for the current Program Outcomes: [MAERB Accreditation Report of Measurable Outcomes](#)

Occupational Endorsement Certificate (OEC) in Medical Office Coding

At the completion of this Program, students are able to demonstrate:

> Proficiency in the performance of Current Procedural Terminology (CPT) coding.
> Proficiency in the performance of Healthcare Common Procedure Coding System (HCPCS) coding.
> Proficiency in the performance of International Classification of Diseases, Clinical Modification diagnostic coding.

Current Structure

The Medical Assisting Program is housed in the School of Allied Health within the College of Health (COH). The College was formed in July 2011 when health programs from the Community and Technical College was combined with the College of Health

Section II Technical Standards of the Entry-Level Medical Assistant

The following are essential abilities and functions (technical standards) expected of entry-level medical assistants. Because these standards are required for medical assistants to be employed, the Medical Assisting Program has adopted these as requirements to participate in the academic program.

Applicants to the Medical Assisting Program are responsible for determining their own eligibility in light of these qualifications, for informing the Program Director of any potential problem areas and for seeking assistance through UAA's Disability Support Services. Students will be expected to meet course requirements with any reasonable accommodation(s) that may be provided by the college.

Technical standards are requirements for admission to or participation in an education program or activity. The academic and nonacademic standards, skills and performance requirements are demanded of every participant in an educational program. Academic standards include courses of study, attainment of satisfactory grades and other required activities. Nonacademic standards include those physical, cognitive and behavioral standards required for satisfactory complete of all aspects of the curriculum and developments of professional attributes required at graduation.

Technical standards must be met with or without accommodations. A student seeking admission into the Medical Assisting Program should carefully review these nonacademic technical standards and decide if they have any limitations that may restrict or interfere with the satisfactory performance of any of these requirements. The applicant should consult with the Program Director to discuss any individual situation that would prohibit the applicant from meeting any of these technical standards. The applicant may also contact Disability Support Services with concerns or complaints regarding these standards.

Cognition

Students must be able to adequately reason, analyze, integrate, synthesize, and evaluate in the context of the activities of a busy ambulatory care patient setting using critical thinking. Entry-level medical assistants are expected to adhere to professional ethical standards of conduct, apply state and federal laws and work within a defined scope of practice.

completion of responsibilities. Further, students must be able to maintain mature, sensitive, and effective relationships with student colleagues, faculty and staff members, and other professionals, under all circumstances including highly stressful situations.

Students must be able to demonstrate empathy for the situations and circumstances of others and appropriately communicate that empathy. Students must acknowledge that values, attitudes, beliefs, emotions, and experiences affect their perceptions and relationships with others. Students must be able and willing to examine and adapt behaviors when they interfere with productive individual or team relationships. Students must demonstrate effective and respectful relationships with the diverse academic, professional, and community environments.

Communication

Students must be able to communicate effectively in oral and written formats in a professional manner with other students, staff and faculty members and professionals. Expression of ideas and feelings must be clear and appropriate for a professional setting. Students must demonstrate a willingness and ability to give and receive feedback.

Physical Demands

Medical Assistants may spend a great deal of their professional day walking, standing, moving and manipulating equipment, as well as lifting and moving objects, equipment and supplies. It is reasonable to anticipate bending, reaching, kneeling and lifting 20-25 pounds in any given day.

Additional physical demands include:

Occupational Risks

Occupational risks are involved in most professions. The healthcare team has some uniqueness when dealing with bodily fluids which are defined as fluids that moisten the tissues, muscles, body organs and skin. Medical assistants are often asked to collect bodily fluids (for example: blood, mucus, urine, saliva) as part of clinical diagnostic and laboratory procedures.

Additional hazards may include the following:

Exposure to infectious diseases
Sharps injuries
Bloodborne pathogens and biological hazards
Chemical and drug exposure
Ergonomic hazards from lifting, sitting, and repetitive tasks
Latex allergies
Stress

At the same time, there are protections set up with the Occupational Safety and Health Act (OSHA), and those protections are particularly important within a healthcare environment. OSHA has a series of standards that protect the safety of healthcare workers and patients.

Accredited medical assisting programs are required to teach students about the hazards that they face on the job and the protocols that can be put into place to ensure a workplace culture that prioritizes safety.

Occupational Analysis

Approximately every five years, the AAMA undertakes a comprehensive review of what medical assistants identify as their responsibilities. The 2018-2019 Occupational Analysis of Medical Assistants is available.

Computer Skills

Students will need basic skills in keyboarding, computing, and in using software programs (e.g., Microsoft Word and PowerPoint). This will help in the required

The University [Information Technology Services](#) assists with technical questions and issues. UAA provides student access to multiple software programs for download free of charge. There are software options for you to reduce the susceptibility of your personal computer to malware and viruses. You also have access to Office 365, which gives you the ability to install the full version of Microsoft Office for PC or Mac.

Reasonable Accommodations for Disabilities

The Medical Assisting Program is committed to ensuring that students with disabilities are given equal access through reasonable accommodations to its services, programs, activities, education and employment. The Program works closely with UAA Disability Support Services in this process.

Disability Support Services (DSS) empowers, supports, and advocates for students who experience disabilities by partnering with the University community in the provision of equal access to all curricular and co-curricular programs, facilities, services, and activities. DSS coordinates support services for UAA students who experience disabilities and provides resources for the university and community. Providing equal opportunities for students who experience disabilities is a campus-wide responsibility and commitment.

Students must follow the established policies for requesting and receiving reasonable accommodations. Students who wish to request reasonable accommodations are encouraged to contact DSS to start the interactive process to document their disability and determine eligibility for services prior to the start of the program. While this process can be started at any time, reasonable accommodations will not be implemented retroactively, so timely requests for accommodations is very important.

[Disability Support Services](#)

Rasmuson Hall 112
3211 Providence Drive
Anchorage, AK 99508
Phone (907) 786-

Advising and Academics

Students are responsible for working with [UAA Academic Advising](#) for academic advising and understanding program and degree requirements as well as university processes.

Students are expected to assume responsibility for seeking assistance from faculty if academic, professional, or personal problems interfere with their educational progress.

Students are expected to keep their personal information updated on [UAOnline](#) including current address and telephone number.

Clinical Simulation

Medical Assisting students may participate in simulated clinical scenarios. Clinical simulation is a high impact teaching method that supports student learning. Some scenarios use manikins and others use paid or volunteer actors.

Clinical Procedures Lab

The clinical procedures mock clinic rooms are used for specific learning experiences. The same student code of conduct applies to all learning environments. Respect the equipment, supplies and personal belongings of others. Concerns should be discussed privately with course faculty.

Selection of Clinical Practicum Sites

The Medical Assisting Practicum Coordinator is responsible for matching students with appropriate clinical sites. Every attempt will be made to honor requests for geographic locations and practice specialties preferences.

Section IV Clinical Policies

Do not perform any procedure or operate any equipment unless you are given permission to do so by faculty or clinical practicum supervisor.

Health Status

Students may be required to undergo drug testing for Medical Assisting Practicums and may be denied the clinical experience necessary for graduation if a drug test is positive.

Initial Vaccine Requirements

Students enrolled in the Medical Assisting Program are required tcatlq0.00000912 0 612 792 reW*nBT

Measles, Mumps and Rubella (MMR): immunity must be demonstrated by one of the following:

    a. MMR 2-dose series, documented

    b. Blood test showing immunity to Measles, Mumps, and Rubella

Varicella (Chicken pox): immunity must be demonstrated by one of the following:

    a. Varicella two-dose series, documented

    b. Blood test showing immunity to Varicella

Tdap (Tetanus, Diphtheria, Pertussis): immunity must be demonstrated by:

    a. Tdap vaccine as an adult, documented

Declining Immunizations

The primary purpose of vaccinations is to protect an individual from infectious diseases. Students who are unable or unwilling to obtain one or more of the required vaccinations may be unable to complete their MA A295: Medical Assisting Practicum.

Basic Life Support

Students must provide documentation of current certification in infant, pediatric and adult basic life support (BLS). Certification as a BLS instructor is acceptable. Courses offered or approved by the American Heart Association are required by state statute/regulations. Certification must remain current throughout the entire program and the Medical Assisting Practicum. Proof of certification is due during the Fall semester.

Professional Background Checks for Medical Assisting Practicum

Students enrolled in the Medical Assisting Program are required to pass a background check in accordance with College of Health Memorandum of Agreement with our clinical affiliates. The State of Alaska has a list of barrier crimes/conditions that may impact an applican

The Student Success Center in the College of Health is dedicated to increase the retention, quality, and graduation rates of students within the college. Functions of the COH Student Success Center include:

Provides focused support for students requiring entry level and PRPE courses.
Acquaints students with how to locate and effectively utilize resources at UAA.
Assists students with course selection and registration process.
Refers students with the appropriate COH faculty advisor.
Atte

continuing competency and knowledge, and thus better protect patients. The CMA (AAMA) must have current status in order to use the credential.

The following are grounds for denial of eligibility for the CMA (AAMA) credential, or for discipline of the CMA (AAMA):

      Obtaining or attempting to obtain certification or recertification of the CMA (AAMA) credential by fraud or deception

VIII.P.2 Verify eligibility for services

VIII.P.3 Obtain precertification or preauthorization with documentation

VIII.P.4 Complete an insurance claim form

VIII.P.5 Assist a patient in understanding an Explanation of Benefits (EOB)

IX. Procedural and Diagnostic Coding

IX.P.1 Perform procedural coding

IX.P.2 Perform diagnostic coding

IX.P.3 Utilize medical necessity guidelines

X. Legal Implications

X.P.1 Locate a state's legal scope of practice for medical assistants

X.P.2 Apply HIPAA rules in regard to:
 a. privacy

IX.P.2 Perform diagnostic

EVIDENCE OF UNDERSTANDING

My signature below attests to the fact that I have read the Medical Assisting (MA) Program Student Handbook _____ edition (year) and understand my rights