



# Medical Assistant Bridge Program Guide

Rogue Community College

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## Terminology:

“Student” refers to the staff member chosen to participate in this program

“Host Site” refers to the employer that is recommending and supporting student through program

## Program:

The three-term Medical Assistant Bridge program is designed for currently employed Medical Administrative Assistants (also called: Patient Service Specialists, Medical Office Assistants, Front desk receptionists, and others) with at least 500 hours of experience in their role, to take an abbreviated Medical Assistant Program in order to achieve certification and a role as a Medical Assistant.

Students completing this program will be prepared to take the national Certified Clinical Medical Assistant (CCMA), Certified Phlebotomy Technician (CPT) and Certified ECG Technician (CET) Examinations through the National Healthcareer Association (NHA)

The Medical Administrative Assistant’s role is unique to each clinic and not all staff members have the same knowledge, experience or education. For this reason, this program can be tailored to each student and host site. To accomplish this, RCC has courses that are “required” for program completion as well as courses that are “recommended.” It is up to the student to decide which courses will be needed based on student’s current knowledge in order to pass the NHA CCMA examination as well as perform as a CCMA in the clinical environment.

## Entry Requirements:

- Minimum of one year as a full-time front office medical staff member or have a total of 500 hours of experience.
- Experience with the following: scheduling, patient check-in and screening, telecommunications, customer service, experience working with electronic health records, knowledge of insurance and basic billing functions. Participating individuals should also demonstrate professional communication with patient’s and health care team.
- Two letters of recommendation into the program are required (if being sponsored, letters need to be from host site)
- A signed agreement between RCC, student, and host site (if applicable). See “Rogue Community College Clinical Training Agreement for the Medical Assistant Bridge Program”.

## Cost:

The base “required” course fees are approximately \$3,300. Any additional recommended courses will add to this cost. The maximum cost (if all optional courses are taken) is approximately \$5,600 (breakdown of cost included on page 7).

\*Please note costs are subject to change\*

- \$120 in-state tuition fee per credit
- \$7 technology fee per credit
- \$255 College service fee

Students are encouraged to apply for RCC foundation scholarships and financial aid before program start to determine eligibility and potentially reduce program cost. RCC staff will not be directly involved in the conversation of payment for the program between the host site and students. It is at the host site’s discretion whether to fund this program for the student.

### Time Commitment:

This program is 9 months in length and the course times vary depending on cohort. Please see the “Example schedule” for specific information about course offerings. Please note, these are subject to change.

RCC would ask that the host site release the student for required in-person courses and highly recommend additional release time for homework completion.

### Practicum:

The student is required to complete 90 hours of practicum at the host site in the role of student Medical Assistant in their final term. To achieve that, the student will be assigned a preceptor and be working towards completion of their learning objectives for the allotted 90 hours.

### Certification:

Students who complete the program will be issued a Medical Assistant Bridge Certificate of Completion and will be eligible to sit for the NHA CCMA (Certified Clinical Medical Assistant), CPT (Certified Phlebotomy Technician) and CET (Certified ECG Technician) examinations. This eligibility does not guarantee certification, it is up to the student to pass the examinations. The more “recommended” courses the student takes from the bridge program, the more likely they are to pass the examinations.

## Bridge Program Courses

Prerequisites		
Course No.	Course Title	Credits
RD90/WR90	College Reading/Fundamentals of Composition or WR91 Fundamentals of Academic Literacy (WR91 substitutes for both RD90 and WR90) or designated placement score	0-8
<b>Total Prerequisite Credits: 0-8</b>		
First Term		
Course No.	Course Title	Credits
AH102	Medical Assistant: Clinical	4
AH108	Introduction to Pharmacology for Medical Assistants	3
	Approved program elective(s)	0-6
<b>Term Credits: 7 to 10</b>		
Second Term		
Course No.	Course Title	Credits
AH103	Medical Assistant: Specialty	4
AH104	Phlebotomy	3
	Approved program elective(s)	0-3
<b>Term Credits: 7 to 10</b>		
Third Term		
Course No.	Course Title	Credits
AH170MAB	Medical Assistant Bridge Practicum and Seminar	3
AH107	Electrocardiogram (ECG) for Medical Assistants	2
	Approved program elective(s)	0-3
<b>Term Credits: 5 to 10</b>		

**TOTAL PROGRAM CREDITS: 18-30**

Approved Program Electives (0-12 credits allowed)		
Course No.	Course Title	Credits
AH100	Medical Terminology: Introduction	3
AH110	Medical Terminology: Clinical	3
AH123	Legal and Ethical Issues for Medical Personnel	2
BI100SB	Biology of Human Body Systems	3
AH105	Communication and Professional Behavior	3
AH202	Infection Control	2
HE261	CPR/Basic Life Support Provider	1

## Example Course Schedule

\*Please be aware that this schedule is subject to change.

Night Cohort			
Spring / Fall			
Course #	Course Title	Days	Times
AH102	Medical Assistant: Clinical	Tues, Wed, Thurs	5:30PM to 8:30PM
AH108	Introduction to Pharmacology for Medical Assistants	Online	online
Summer / Winter			
Course #	Course Title	Days	Times
AH103	Medical Assistant: Specialty	Tues, Thurs	5:30PM to 8:30PM or 9:30PM (Summer)
AH104	Phlebotomy	Tues, Thurs	2:00PM to 5:00PM
Fall / Spring			
Course #	Course Title	Credits	Notes
AH170MAB	Medical Assistant Bridge Practicum	TBA	At your site under preceptor (9 hours per week or 90 hours total)
AH107	Electrocardiogram (ECG) for Medical Assistants	Hybrid	5 class sessions total
Day Cohort			
Fall / Spring			
Course #	Course Title	Days	Times
AH102	Medical Assistant: Clinical	Tues, Wed, Thurs	9AM to 12PM
AH108	Introduction to Pharmacology for Medical Assistants	Online	online
Winter / Summer			
Course #	Course Title	Days	Times
AH103	Medical Assistant: Specialty	Tues, Wed, Thurs	9AM to 12PM
AH104	Phlebotomy	Tues, Thurs	2PM to 5PM
Spring / Fall			
Course #	Course Title	Days	Times
AH170MAB	Medical Assistant Bridge Practicum	TBA	At your site under preceptor (9 hours per week or 90 hours total)
AH107	Electrocardiogram (ECG) for Medical Assistants	Hybrid	5 class sessions total

## Course Cost Breakdown

\*Please note these are approximate costs and are subject to change.

Required Courses		
Course	Credits	Estimated Cost
AH102 Medical Assistant: Clinical	4	\$683
AH103 Medical Assistant: Specialty	4	\$683
AH104 Phlebotomy	3	\$556
AH170MAB Practicum	3	\$531
AH107 Electrocardiogram (ECG) for MA	2	\$254
AH108 Introduction to Pharmacology for MA	3	\$381
College Service Fee		\$255
<b>Total</b>		<b>\$3,343</b>

Recommended Courses		
Course	Credits	Estimated Cost
AH100 Medical Terminology: Introduction	3	\$381
AH123 Legal and Ethical Issues for Medical Personnel	2	\$254
Bi100SB Biology of Human Body Systems	3	\$381
AH105 Communication and Professional Behavior	3	\$381
AH110 Medical Terminology Clinical	3	\$381
AH202 Infection Control	2	\$254
AH22 Health Care Calculations	3	\$381

## Required Course Descriptions

### **AH102 (4 credits)**

#### **Medical Assistant: Clinical**

Covers clinical topics for medical assisting including how to communicate effectively with patients using active listening, the appropriate use of personal protective equipment and infection control, including the infection cycle of bacteria and viruses, and OSHA policies and procedures. Students will learn how to collect a patient's history, prepare them for their appointments, provide instruction on patient care, take vital sign measurements, and assist provider with patient care. Calculating, administering, and recording medication will be addressed and students will learn specimen collection and processing procedures for clinical laboratory improvement amendments (CLIA) and other laboratory tests.

### **AH103 (4 credits)**

#### **Medical Assistant: Specialty**

Prepares students for medical assisting in specialty clinics. Students will learn how to perform specialty techniques and recognize the differences in treatment and diagnosis based on area of specialty. Students will demonstrate communication techniques that promote equity and diversity in each specialty area. Additionally, students will learn about clinical management and human resources in healthcare.

### **AH104 (3 credits)**

#### **Phlebotomy**

Introduces students to the concept of phlebotomy, including, but not limited to venipuncture procedures, specimen processing, and safety and compliance considerations. Additionally, the course prepares students to take the National Healthcareer Association (NHA), Certification Phlebotomy Technician (CPT) exam. Successful completion of this course, along with 30 unaided, successful venipunctures and 10 capillary collections on live individuals, will make students eligible to sit for the NHA CPT credential. This credential allows students to work as a nationally certified phlebotomist for 2 years, before certification renewal is required.

### **AH170MAB (3 credits)**

#### **Medical Assistant Bridge Practicum**

Provides hands-on clinical experience. Students work each week in a host site as part of the patient care team and experience first-hand the various operations within primary, specialty and/or urgent care settings. Duties will be assigned according to students' skill level and the work needs of the host site. Students will participate in three seminars during the term - an orientation seminar to discuss expectations for the term; a mid-term seminar to discuss current activities and exchange details on experiences; and a concluding seminar to reflect on work experiences. Seminars are attended and moderated by an instructor, who uses the feedback gained to evaluate current practicum experiences and improve future practicum experiences. Students will be expected to expand their skill set during the sequence.

### **AH107 (2 credits)**

#### **Electrocardiograms (ECG) for Medical Assistants**

This course focuses on a basic introduction and understanding of electrocardiograms (ECGs) and other cardiac procedures. It covers information needed to interpret ECGs including anatomy and physiology of the human heart and how it relates to the ECG. Students will also learn basic electrophysiology and how to interpret various rhythms, and how to perform an ECG within a clinical setting.

**AH108 (3 credits)****Introduction to Pharmacology for Medical Assistants**

Introduction of pharmacology, from safety and regulations, through medication preparation and dosages. This course will focus on patient conditions related to medications, interactions, and effects of medications on the human body.

## Recommended Course Descriptions

**AH100 (3 credits)****Medical Terminology: Introduction**

Provides a basic understanding of medical terminology using a word-building approach based on the systems of the human body. Prefixes, suffixes, word roots, combining forms, special endings, plural forms, abbreviations, and symbols are included in the content. Emphasis is placed on spelling, definition and usage. Prerequisites: RD90 and WR90 (WR91 substitutes for both) or designated placement scores.

**AH110 (3 credits)****Medical Terminology: Clinical**

Continues the study of medical terminology and medical records analysis. Focuses on the clinical aspects of terminology including pharmacology, medical specialties, medical records, diagnostic and treatment procedures, and laboratory testing. Prerequisites: Admission to an Allied Health program, and AH100.

**AH22 (3 credits)****Healthcare Calculations**

Teaches the calculations involved in the preparation and administration of pharmacological products. Topics include converting measurements, dosage calculations, dilutions, concentrations, dimensional analysis, flow duration, volume per hour, drip rates, and TPN milliliter-equivalents. Prerequisite: MTH20 or designated placement score.

**AH105 (3 credits)****Communication and Professional Behavior**

Prepares students for practicum experiences and employment in the healthcare industry by understanding and practicing communication skills (oral and written), workplace ethics, and professional behavior.

**AH123 (2 credits)****Legal and Ethical Issues for Medical Personnel**

Exposes students to a variety of legal and ethical dilemmas, helping students become more prudent and confident medical assistants or medical administrative assistants. Classroom content includes the legal system, the legal rights that define relationships between individuals, quality assurance, office protocols and patient records, and legal issues that affect employment.

**AH202 (2 credits)****Infection Control for the Healthcare Professional**



Designed to prepare students for the following sections: patient and healthcare worker education, standard/ universal precautions and prevention of disease transmission, prevention of cross contamination, maintaining aseptic conditions, performing sterilization procedures, environmental asepsis, and occupational safety.

**BI100SB (3 credits)**

**Biology of Human Body Systems**

Presents a rational and systematic observation of the human body and allows identification, description and discussion to create a basic understanding for students interested in the Basic Health Care certificate or anyone interested in a basic understanding of how the human body works. Topics include body organization, basic chemistry, cell structure and function, tissues, and an overview of the major body systems. Prerequisite: RD90 or WR91 or designated placement score.

## NHA Exam Test Plan

<b>Medical Assistant (CCMA)</b>		
<b>Domain</b>	<b># of Items on Exam</b>	<b>Course(s) content covered</b>
1. Foundational Knowledge and Basic Science	15 (10%)	
a. Health care systems and settings		AH101
b. Medical Terminology		AH100 & AH110
c. Basic pharmacology		AH108
d. Nutrition		AH103
e. Psychology		PSY101
2. Anatomy and physiology	12 (8%)	
a. Body structures and organ systems		Bi100SB, AH102
b. Pathophysiology and disease processes		Bi100SB, AH110, AH102 and AH103
c. Microbiology		Bi100SB, AH104, AH102
3. Clinical Patient Care	81 (54%)	
a. General Patient Care	46 or 47 (31%)	AH101, AH102 & AH103
a. Infection Control	12 (8%)	AH102 & AH202
b. Testing and Laboratory Procedures	7 or 8 (5%)	AH102
c. Phlebotomy	7 or 8 (5%)	AH104
d. EKG and Cardiovascular Testing	7 or 8 (5%)	AH107
4. Patient Care Coordination and Education	7 or 8 (5%)	AH101, AH102 and AH105
5. Administrative Assisting	19 or 20 (13%)	AH101
6. Communication and Customer Service	7 or 8 (5%)	AH105 and AH150
7. Medical Law and Ethics	7 or 8 (5%)	AH123

## Full Medical Assistant Program Course List

Prerequisites			
Course #	Course Title	Credits	Course Type
PSY101	Psychology of Human Relations or BT101	3	Offered online or in-person
CIS120	Computer Information Science	0-2	
HE252	First Aid/ CPR or HE112 Emergency first Aid and HE261 CPR/Basic Life Support	0-3	In-person
MTH63	Applied Algebra I or MTH60 Fundamentals of Algebra	4	Offered online or in-person
WR115	Introduction to Expository Writing or BT113 Business English	4	
	Total Credits	13-16	
First Term			
Course #	Course Title	Credits	Course Type
AH100	Medical Terminology: Introduction	3	Online
AH101	Medical Assistant: Administrative	3	Online
AH102	Medical Assistant: Clinical	4	In- Person
AH123	Legal and Ethical Issues for Medical Personnel	2	Online
BI100SB	Biology of Human Body Systems	3	Online
	Total Credits	15	
Second Term			
Course #	Course Title	Credits	Course Type
AH103	Medical Assistant: Specialty	4	In- Person
AH104	Phlebotomy	3	In- Person
AH150	Introduction to Practicum and Seminar	2	
AH105	Communication and Professional Behavior	3	Online
AH110	Medical Terminology: Clinical	3	Online
	Total Credits	15	
Third Term			
Course #	Course Title	Credits	Course Type
AH170MAP	Medical Assistant Practicum	8	In-Person
AH107	Electrocardiogram (ECG) for Medical Assistants	2	Hybrid
AH108	Introduction to Pharmacology for Medical Assistants	3	Online
AH202	Infection Control	2	Online
	Total Credits	15	

Key
Not Required
Recommended
Required