



TVCC MEDICAL ASSISTING— Medical Assistant/Patient Care Technology Orientation

- **Weekly** informational sessions will be held on **Tuesdays at 2:00 p.m.** These will meet in the Liberal Arts Building, Room 112 on the Athens campus. These are open to any student interested in enrolling in non-credit medical classes. Students will have the opportunity to meet with department personnel to get answers to questions regarding class requirements, scheduling, financial aid, etc.
- This is non-credit training. This training does not lead to a degree or a TVCC “credit” certificate.
- Effective, Fall 2011 - The training lasts for 620 clock hours (744 contact hours)
- This is a program (not just a course). That means that there are several “courses” that must be successfully completed to complete this “program”. This document addresses many of the anticipated questions.
- This program can change as is needed and approved. The situations discussed in this document are subject to change.
- It is the student’s responsibility to be knowledgeable about the scheduling of classes within this program. Locations, dates, times, instructors, etc. are subject to change. Please check to be sure that you are aware of information that is pertinent to your training. You may call 903-675-6212 or visit our website at www.tvcc.edu/communityservices.

WHAT IS MEDICAL ASSISTANT/PATIENT CARE TECHNOLOGY---COMMONLY REFERRED TO AS MEDICAL ASSISTING?

This is an entry level medical employee. The “scope of their practice” is to assist only. This person only acts under the authority of a medical professional. This person is neither a nurse nor a Physician Assistant (PA). The MA assists a physician but as an entry level helper only.

- A Medical Assistant is “generally” the descriptor for a person who assists the doctor and/or nurse in a physician’s office. This type of employee is used to complete different tasks depending on the job and type of medical facility in which they work—dental, medical specialist, general medical practice, etc.
- A Medical Assistant can also be employed by other medical professions (in addition to physician’s offices) such as nursing homes, hospitals, medical supply businesses, etc.
- A TVCC trained Medical Assistant will have general knowledge of “medical front office skills” in addition to “medical back office skills”.
 - Front office skills are generally: receptionist, telephone, billing, scheduling, electronic medical records, etc.
 - Back office skills are generally tasks assisting with patients: rooming patients, weighing patients, taking blood pressure, doing patient intake interview, assisting with preparing patients for procedures such as X-ray, EKG, etc.
- A Patient Care Technologist is “generally” a person who assists physicians and nurses in a hospital. (This program does include PCT skills).
- The students in this program receive basic entry level skills and knowledge in both the “back office” operation and the “front office” operation.

CREDENTIALS EARNED:

These are credentials that can be earned by successful completers of individual courses within the program and for the full program completion.

- Credentials which can be earned by individual course completions.
 - **Certified Nurse Aide** – certified by the State of Texas. Earned by successfully completing the CNA course and the state certification exam.
 - Cardio Pulmonary Resuscitation (**CPR**)
 - Certificates of individual course completion are awarded to successful completers of each course taken at TVCC.
 - Course completion grades (successful or unsuccessful) are permanently transcribed on TVCC non-credit transcripts. An individual student must request a grade of “W” for a withdrawal.

Instructors or the Continuing Education department will not automatically award a “W” grade if a student does not complete the course.

- Students may also earn “**Marketable Skills Certificates**” upon completion of a portion of the training. Upon completion of the required classes, students may apply for the following mini-certificates:
 - Required Classes for **Basic Medical Assistant – Geriatrics** (264 clock hours) are:
 - Nurse Aide for Healthcare
 - Career Skills
 - Medication Aide
 - Required Classes for **Basic Medical Assistant – Front Office** (198 clock hours) are:
 - Medical Information & Office Management
 - Medical Terminology
 - HIPAA Compliance
 - Medical Coding
 - Medical Insurance
 - Electronic Medical Records
- The TVCC Credential earned by completing the full program--TVCC Medical Assistant/Patient Care Technology Certification. This is the certificate awarded to trainees who successfully complete all of the program training.

WHO CAN ENROLL IN THE NON-CREDIT MA/PCT TRAINING:

- This training is available to any person 16 years of age or older who completes the enrollment process. While students may enroll prior to high school graduation (or GED), they must have attained a high school diploma or GED before they can sit for the PCT Exam or complete the PCT/Medical Assistant program. However, it should be noted that this training requires reading, writing and math skills.

HOW TO ENROLL:

Students can enroll in individual courses at anytime that they choose. The tuition is paid for each course at the time of enrollment.

Note: The cost of the program is the same for students in either plan.

- Students enroll through the non-credit part of TVCC (the Community Services Department) on any campus—Athens, Terrell, Palestine, or Kaufman.
- Student advisement takes place at regular student orientation sessions on the Athens campus. Check for dates, times and places for these in the printed non-credit schedule or call 903.675.6212.

SCHEDULING OF CLASSES:

- Classes are subject to “making”. Courses which do not have sufficient enrollment will be cancelled.
- Students pursuing the program one class at a time can take the courses in any order they choose. (All course work must be completed before students may enroll in the Capstone & Externship classes)

COURSE DESCRIPTIONS:

Course requirements are subject to change after a review and approval process. Current course descriptions can be found in the official TVCC catalog and in the non-credit TVCC Community Services Schedule. These documents are both available on the TVCC web site at www.tvcc.edu

WHAT ARE GRADE AND COURSE REQUIREMENTS TO BE A SUCCESSFUL COMPLETER:

- Only current training will be accepted toward program completion
 - CNA students must have a “current certification in the state of Texas” at the time of program completion.
 - No training from TVCC or training transferred into the program can be more than 5 years old at the time of program completion.
 - CPR certificates must be current at the time of program completion.
- Students must pass each individual course at a competency level of 80% (grade of 80) or higher.

- **Students must have an overall grade average of 80% or higher to participate in the externship and/or Capstone class and to pass the program.**

Note: Only the grades earned at TVCC will be considered in the program grade average. This is because grades may not have been given for training completed at other instructional programs. For example: A student may have completed CNA training at a nursing home and be a certified CNA in Texas, but there will not be a transcript with a grade for that student. However, TVCC will accept that training so that it will not need to be repeated within this program.

- CNA students will not be considered for the state of Texas CNA certification exam unless they have completed all course work at an 80% competency level (grade of 80) and is recommend for state testing by a TVCC instructor.
- Phlebotomy students cannot be scheduled for the Advanced Skills Phlebotomy Lab Externship at TVCC unless they have completed all course work at an 80% (grade of 80) competency level. The phlebotomy ASL must also be passed with 80% competency (grade of 80).
- TVCC does not provide Phlebotomy clinical placements in community medical facilities for student certification completion.
- Students who do not successfully complete a course, may repeat that course. The newest grade will be calculated into the student average. (Note: Tuition for a course is due each time the student enrolls in the course.
- Effective Fall 2011 Courses required for this program are:
 - Nurse Aide for Healthcare
 - Medical Terminology
 - Phlebotomy Technician
 - Basic Life Support (BLS)
 - First Aid
 - Basic X-Ray/EKG
 - Medical Information & Office Management
 - Medical Math and Notations
 - Medical Coding
 - Anatomy and Physiology
 - HIPAA Compliance
 - Assisting the Physician
 - Medical Insurance
 - Electronic Medical Records
 - Introduction to Computer Systems
 - Externship & Capstone
- NOTE: Students enrolling in this program will need basic computer skills. Online classes and/or individual tutoring classes are available at an additional tuition.

HOW LONG DOES IT TAKE TO COMPLETE THE TRAINING

When student commit to participating in every course as it is offered it will take approximately one and a half calendar years to complete. It can take much longer depending on the student's schedule. Note: No course work will be accepted into the program that is more than 5 years old at the time that the student applies for a program completion certificate.

TRANSFER OF COURSE WORK FROM ANOTHER TRAINING SOURCE INTO THIS PROGRAM

Students may petition TVCC to be permitted to transfer in outside training meeting these guidelines:

- No more than 50% of the program can be transferred in from outside of TVCC.
- No training will be accepted that is more than 5 years old. This does not include currently licensed CNA, CPR or Certified Phlebotomy.
- For CNA, CPR and/or Certified Phlebotomy the student must be "currently" certified at the time of program completion.

- A written request with all supporting documents (transcripts, certificates, licensures, etc.) must be submitted to the Dean of Community Services for consideration for training to be transferred into the program.

ITEMS (RESOURCES) REQUIRED FOR STUDENT PARTICIPATION:

- Scrubs—red (clean and ironed)
- Shoes—closed toes, leather or vinyl non-absorbent (attractive and clean)
- Watch—a watch with a second hand
- TVCC ID Card – in a badge holder to be worn during all clinical and externship experiences
- Books—the individual course descriptions in the Community Services schedule should list books that need to be purchased. Often these can be purchased at the TVCC bookstore, and the ISBN# is generally available for purchase from other sources.
- Reliable transportation plan—must be able to go to classes, clinical sites, and externship sites.
- Computer availability—Students must have a computer with internet accessibility available for their distance learning classes.
- Child Care plan (if applicable)—children are not allowed in class.

FINANCIAL AID:

Students may find financial aid available from several sources; however, it does take pre-planning and searching.

- Financial aid may be available to students from private contacts and private sources. Examples might be employers willing to financially assist employees, civic organizations who select scholarship recipients, Texas Workforce Commission’s Workforce Investment Act funds, etc.
- TVCC non-credit financial aid is often available. Types of Financial Aid students may apply for are:
 - **PELL Funding** – PELL funds may be available for qualified students enrolled in the Medical Assistant/PCT program. Students must be enrolled as a half-time equivalent (minimum 96 clock hours) or more to qualify for PELL funds. Students must complete the Free Application for Federal Student Aid – FAFSA (www.fafsa.ed.gov). For additional information, contact the Financial Aid office.
 - **TPEG Grants or Community Services Grants**
 - To apply for TPEG or Community Services grants students should:
 1. Complete the government FAFSA application found at www.fafsa.ed.gov or pick up an application from the TVCC Financial Aid office.
 2. Complete a Community Services financial aid application
 3. Register for class and pay the remaining balance of tuition
 - **TANF Scholarship** (must have a minor child under age 18 and qualify for some type of dependent aid, i.e. TANF, Food Stamps, Medicaid, etc.)
 - **East Texas Workforce Solutions** (contact ETWS for specific eligibility criteria)

EMPLOYABILITY

TVCC works with community groups, the Texas Workforce Commission and medical professionals to determine the types of training that is needed for employability. However, TVCC does not have a “placement office” and may not have access to the most current salary information. It is suggested that students contact the workforce center in their area to inquire about employment or visit with people working in the industry. Also, note that salaries and employment requirements vary by location and type of medical facility seeking employees.

PROGRAM COMPLETION:

It is the general practice for TVCC to have an end of program recognition event for successful completers. Program completion certificates for Medical Assisting/Patient Care Technology/Medical Assisting will be awarded at that event.