



# MERCY COLLEGE OF HEALTH SCIENCES



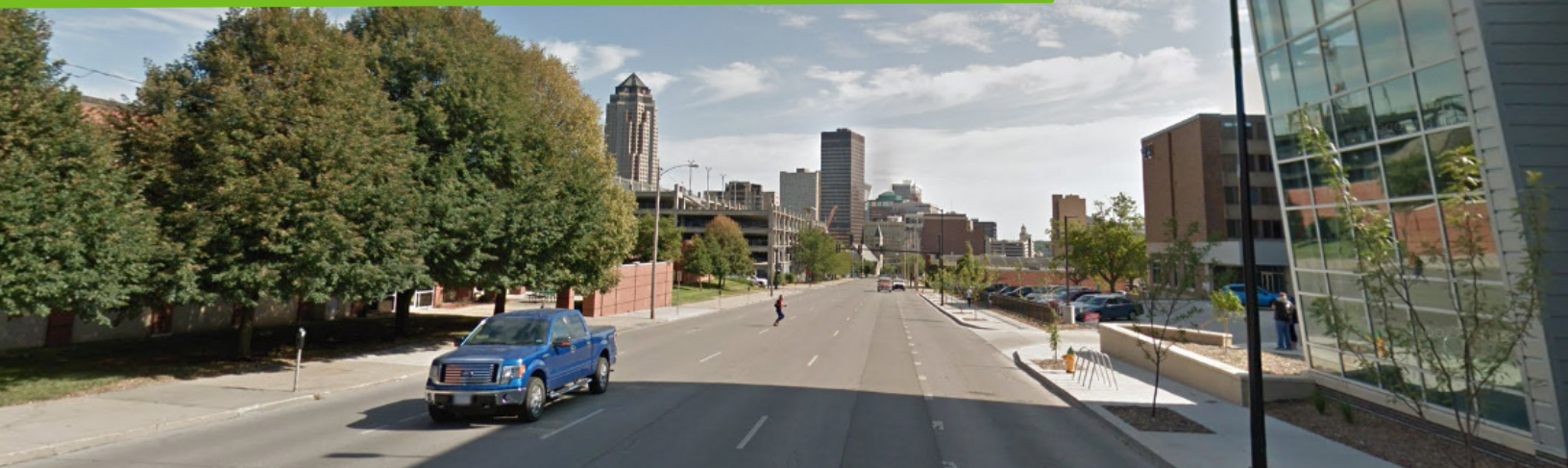
A turnkey solution to fulfilling  
your **Medical Assistant**  
demand.

**MEDICAL ASSISTING TOOLKIT**

# TABLE OF CONTENTS

<b>4</b>	Our Body of Work	<b>18</b>	Recruitment Initiatives
<b>6</b>	Program Overview	<b>20</b>	Implementation Process
<b>8</b>	Skills Workshop	<b>22</b>	Appendix A: Course Descriptions
<b>10</b>	Online Learning	<b>24</b>	Appendix B: Memorandum of Understanding
<b>12</b>	Enrollment Coach	<b>30</b>	Appendix C: Sample Job Description
<b>14</b>	Financial Structure	<b>34</b>	Appendix D: Sample Work Agreement
<b>16</b>	Customize Your Program		

# OUR BODY OF WORK



## + OUR LEGACY

With roots dating back to 1899, the Mercy College of Health Sciences legacy spans over 120 years of providing high-quality healthcare education while transforming students into professionally trained healthcare experts.

## + ABOUT US

Mercy College of Health Sciences is a premier health sciences specialty college and is the only private Catholic college in central Iowa. We prepare graduates for service and leadership in the healthcare community with a wide range of bachelor, associate, and certificate programs. Our walkable eight-acre campus is located in heart of downtown Des Moines, Iowa.



# 10:1

## + PERSONALIZED EXPERIENCE

We are a small, tight-knit campus with a student to faculty ratio of 10:1, giving labs and classes a more personalized experience.



## + SPECIALTY COLLEGE

Mercy College provides science-based curriculum, meaning even our general education courses focus on health and science-based issues, further developing critical thinking skills to succeed in healthcare.

## + UNIQUE HANDS-ON LEARNING

Mercy College provides unique hands-on learning experiences for our students in classrooms, clinicals, labs, and so much more to provide a *learn by doing* education approach.



## + INDUSTRY INSPIRED CURRICULUM

Through our partnership with MercyOne and in coordination with our experienced faculty, we're able to provide industry-led curriculum and unparalleled clinical opportunities for our students.



# PROGRAM OVERVIEW



## + MEDICAL ASSISTANT

Mercy College of Health Sciences' Medical Assistant (MA) program offers both a certificate and an associate degree. Through academic and practicum experiences, students become a caring, ethical, and competent healthcare professional. Common tasks performed by an MA include taking medical histories, explaining treatment procedures to patients, preparing patients for examinations, drawing blood, and more.

### CERTIFICATE



### ASSOCIATE



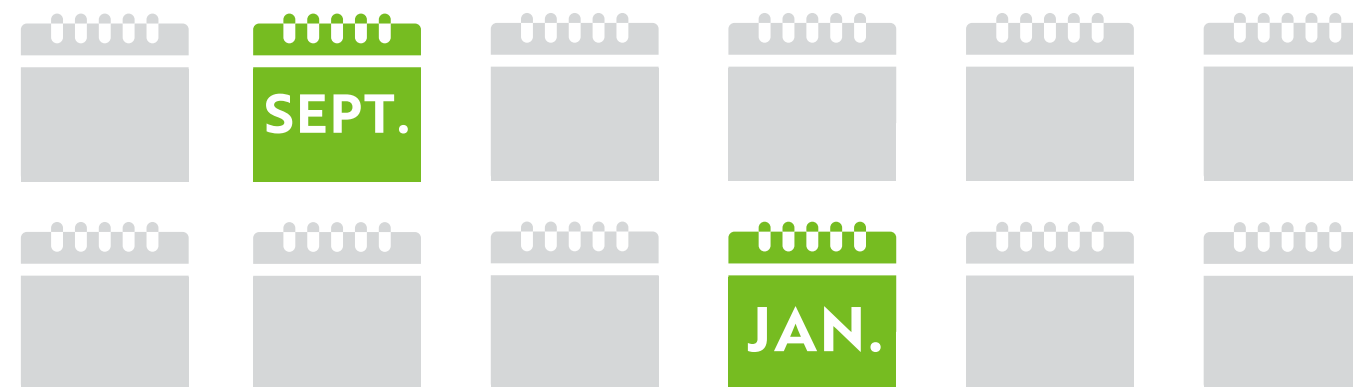
## + ACCREDITATION

Mercy College of Health Sciences' Medical Assisting certificate and associate degree is accredited by the Commission on Accreditation of Allied Health Educational Programs (CAAHEP).



## + START DATES

Two Medical Assisting program start dates per year in the fall and spring.



## + FORMAT



- + 100% online instruction
- + Two six-hour hands-on skills workshops
- + 160-hour in-person practicum experience

## + POST-PROGRAM



At the conclusion of the MA coursework, students will be eligible to sit for the **Certified Medical Assistant (AAMA)** Exam.

## + PROGRAM OUTCOMES

Retention Rate	Job Placement Rate	Exam Passage Rate
100%	100%	100%

*Retention Rate is based off of the 2020 admission cohort. Job placement is based off of 2020 graduate cohort. Exam pass rate is based on 2020 graduates.*

# SKILLS WORKSHOP



## + WORKSHOP OPTIONS

Students will attend two six-hour, hands-on skills workshops as part of the Medical Assisting program curriculum. We offer **three** convenient workshop options:

1

### At Mercy College's campus

Students travel to Mercy College's Des Moines, Iowa, campus for their two six-hour hands-on skills workshops.

2

### On-site at your healthcare facility with **OUR** MA experts

A Mercy College Medical Assisting professor will travel to your facility to train students for their two hands-on skills workshops.

3

### On-site at your healthcare facility with **YOUR** MA experts

A Mercy College Medical Assisting professor will equip your Medical Assisting experts with the tools and knowledge to provide a comprehensive skills workshop.

## + COMPETENCY TIMELINE

Students are encouraged to put their classroom learning to use and practice to the full scope of their capabilities. If students are working in a clinical environment, this outline can be helpful for a clinical supervisor to maximize the students' on the job experience while they complete their education.

### SEMESTER 1 | 8-Week Term

MA 101 - Medical Assisting Administrative Procedures I

### SEMESTER 1 | 7-Week Term

MA 106 - Anatomy & Physiology

**Semester 1 Competencies Attained:** Bookkeeping, accounting, patient scheduling, referrals, and medical record keeping, basic concepts in gross human anatomy and functions related to homeostasis.

### SEMESTER 2 | 8-Week Term

MA 102 - Medical Assisting Clinical Procedures I

### SEMESTER 2 | 7-Week Term

MA 122 - Medical Assisting Clinical Procedures II

**Semester 2 Competencies Attained:** Asepsis and infection control, specimen collection, compassionate patient care, adhering to OSHA regulations, taking vital signs, obtaining patient histories, chart documentation, medical insurance billing, diagnostic and procedural coding, identifying insurance fraud, abuse, and medical etiquette. **Procedures:** Pulmonary functions, electrocardiography, prenatal, pediatric, gynecologic, special senses, and comprehensive exams.

### SEMESTER 3 | 8-Week Term

MA 108 - Diseases of the Human Body  
MA 203 - Medical Assisting Practicum I

### SEMESTER 3 | 7-Week Term

MA 201 - Medical Assisting Professional Components  
MA 204 - Medical Assisting Practicum II

**Semester 3 Competencies Attained:** Study diseases of the urinary, reproductive, digestive, respiratory, circulatory, nervous, endocrine, musculoskeletal, integumentary, and special senses (eye and ear) systems. Diagnostic testing in the areas of hematology, chemistry, immunology, microbiology, and urinalysis. Sterile technique will be covered with CLIA regulations and quality control. Pharmacology is covered, including dosage calculations and administering medications. **Procedures:** Testing in hematology, chemistry, immunology, microbiology, and urinalysis.

# ONLINE LEARNING



Mercy College of Health Sciences provides an interactive and engaging online experience designed to support student learning. We provide asynchronous learning which means students learn on their time. Our online platform hosts discussions boards, educational videos, writing assignments, and other activities to enrich the learning experience — all at the click of a mouse or tap of a screen.

**24/7**  
**SUPPORT SERVICES**



**DISCUSSIONS BOARDS**



**EDUCATIONAL VIDEOS**



**WRITING ASSIGNMENTS**

## + AMENITIES AVAILABLE

Even though students may be completing their coursework from the comfort of their home or break room, we've developed resources to make sure they never feel alone. Mercy College offers a number of **free** online amenities that are available to students whenever they need them. Some of our most popular services include:

- + Remote library services
- + Online tutoring
- + Career services
- + Disability services
- + Mental health counseling
- + Enrollment coach support
- + Network of Mercy College alumni

## + ONLINE MINISTRY

Rooted in the heritage of the Sisters of Mercy, Mercy College of Health Sciences' Campus Ministry promotes the institution's Catholic Christian values with retreats, service, friendship, and prayer. This extends to our online students a variety of ways to explore, challenge, develop, and live out their faith and beliefs.

# ENROLLMENT COACH



## + PERSONAL CONCIERGE

At Mercy College, every student is paired with their very own Enrollment Coach. An Enrollment Coach serves as a student's personal concierge to support their success. From day one, the Enrollment Coach will be the primary contact for students.



## + FROM GRADUATION AND BEYOND

Not only do our Enrollment Coaches help students stay on track *during* their program, but they are also there to help from graduation and beyond. When students are looking to continue to grow their healthcare careers and up-skill post-graduation, our Enrollment Coaches are there to continue helping their students navigate program options to assist their career growth.

## + SERVICES OFFERED

Enrollment Coaches are there for students no matter what they may need. Some of the services our Enrollment Coaches offer are:

- + Determine if credits will transfer
- + Advise on degree program options
- + Assist with student resources
- + Assist with financial aid and scholarship options
- + Help determine tutoring options and appointments
- + Discuss options for work, family, school, life balance
- + Advise on job prospects post-graduation and beyond

## + IN YOUR CORNER

Mercy College Enrollment Coaches are there for whatever students need in any capacity. From school life, to work life, to personal life, our Enrollment Coaches are available whenever our students may need them.



# FINANCIAL STRUCTURE



## + TUITION COST

Mercy College's Medical Assisting program tuition is designed to be affordable and flexible, with no hidden fees. The cost for the MA Certificate will be approximately \$10,000 per student. Tuition is charged per semester, at the start of each of the three semesters of the program. Our no-surprise approach to tuition ensures that students have access to a high quality, accredited, online education at an affordable price so they are not burdened with debt when they graduate. Textbooks are not included in this cost.



= **\$3,572**  
**PER SEMESTER**

Mercy College's Medical Assisting program tuition is affordable and flexible with no hidden fees. In total, the program is designed to be completed in three semesters for around \$10,716.

## + PAYMENT OPTIONS

There are a wide variety of payment options available for your organization. Payment options include:

1

### Organization Funded

Student costs are completely covered by your organization. This option provides an incentive for students to enroll and gives your organization more qualified Medical Assistants. Organizations utilize tuition reimbursement benefits to ensure there are no out of pocket costs to the student. This costs approximately \$10,250 per student.

2

### Grant Funded

A variety of grants may be available to your organization at the state and federal level. Grants typically don't need to be paid back. Our team can work with you to seek out grant options.

3

### Student Funded

Costs are covered by the student. Students participating in the MA program are also eligible to receive federal financial aid. On average, 99% of students who complete a Free Application for Federal Student Aid (FAFSA) receive some form of aid. Students' personal Enrollment Coaches, in addition to our Financial Aid office, are available to assist students through the financial aid process in order to maximize the amount of federal aid they are eligible to receive.

## + BILLING

Mercy College will bill your organization at the time of enrollment in one itemized bill. The Mercy College Business Office can directly assist an organization with payment methods and questions.



## CUSTOMIZE YOUR PROGRAM



### + FINDING THE RIGHT FIT

There is no *one size fits all* approach to implementing educational programs as we know every organization is different and unique. That's why we offer a variety of program deployment options so your organization can conveniently choose which best fits what you want and need.



### + UNSURE WHAT TO CHOOSE?

Our team is here to assist your organization every step of the way. We can help determine and identify which model may be best for your organization through a scheduled consultation between our team and your administration.

## + PROGRAM DEPLOYMENT OPTIONS

There are a wide variety of program deployment options available for your organization. Program deployment options include:

1

#### **Earn and Learn**

Develop a Student Medical Assistant position within your organization for students to learn your clinic while completing the program. Hire them on from day one and beyond. Most organizations include a required work commitment upon completion to support employee retention. This alleviates your MA needs right away.

2

#### **Upskill Existing Employees**

Identify current employees looking to advance within your organization. Most organizations look at their existing staff as a recruitment pool and add consistent opportunities for growth to their HR benefit amenities.

3

#### **New Employee Outreach**

Develop future healthcare professionals by supporting our recruitment in your local community. During the program, you'll have the chance to share about employment opportunities once students complete the MA program.

4

#### **VIP**

Go all out with our VIP option and select multiple program development options. You'll gain access to our full suite of Mercy College resources, including paid advertising, extra marketing initiatives, personalized consultation with our MA Program Chair and Enrollment Coach, and more!

# RECRUITMENT INITIATIVES



## + WE'LL TAKE IT FROM HERE

Recruiting students is what we do. We know you're not a college, and we want you to keep doing what you do. We are experts in student recruitment, and we're confident we can handle that for you.. We've had nine consecutive semesters of record new student enrollment, so we know a thing or two about student recruitment, retention, and engagement.

## + HELP US HELP YOU

Let us do the heavy lifting! But in order for our team to help you achieve the best recruitment results, we need you to help us with one small thing. All we'll need from your organization are announcements in your employee newsletters (we'll even craft the message for you!) and an employee email list provided to our team. That's it!



**ANNOUNCEMENTS**



**EMAIL LISTS**

(Seriously. That's all.)

## + MARKETING INITIATIVES

Like we said, we've got it from here. In case you were wondering, the complete list of marketing initiatives we will handle for you include:

- + Partnership press release
- + Partnership announcements on joint social channels
- + Partnership launch event\*
- + Co-branded webpage with program model details\*
- + Co-branded Medical Assisting program video\*
- + Recruitment webinars and info sessions
- + Email campaign communications to employees

*\* INDICATES VIP ADD-ON FEATURE*

## + COLLABS WELCOME

If your marketing team wants more oversight on recruitment initiatives, our team is always open to collaborating on implementing new ideas and creative ways to recruit and promote our partnership and enrollment.



# DETERMINE YOUR PROGRAM DELIVERY PREFERENCE

## + NEXT STEPS

We want to make the implementation process easy and seamless for your organization. Simply choose the options that best fit your needs to start your journey of building a fully staffed Medical Assisting workforce for your organization.

1

### Choose Your Program Model

- Earn and Learn
- Upskill Existing Employees
- New Employee Growth
- VIP

2

### Choose Your Payment Plan

- Organization Funded
- Grant Funded
- Student Funded

3

### Identify Skills Workshop and Practicum Locations

- At Mercy College's Campus
- On-site at your healthcare facility with *OUR* MA experts
- On-site at your healthcare facility with *YOUR* MA experts

4

### Recruit Students

- We got this one!

## + RESPONSIBILITY TABLE

Part of the next steps in our partnership is viewing our road map to identify tasks for which each institution is responsible.

Task	Mercy College	Organization
Recruit Students/Employees	✓	✓
Identify Tuition Payment Model	✓	✓
Determine Tax Liability		✓
Determine Service Commitment Requirement		✓
Deliver MA Education	✓	
Provide Student Support and Coaching	✓	
Serve as Clinical Preceptor (160-Hours)		✓
Identify Space to Host Skills Workshops		✓
Hire Instructors for Skills Workshops	✓	

*Want more specifics?*

Our **MOU in Appendix B** covers everything you might still be wondering.

## APPENDIX A

# COURSE DESCRIPTIONS

### **MA 101 Medical Assisting Administrative Procedures I (4 cr)**

This course introduces the medical assisting profession. It focuses on basic medical office functions and emphasizes administrative responsibilities, including bookkeeping, accounting, patient scheduling, referrals, medical record keeping, and communication skills. This course also focuses on medical insurance billing and diagnostic and procedural coding. Medicolegal issues and insurance fraud, abuse, and medical etiquette are discussed. Students will explore and demonstrate computer literacy with Microsoft Word, Excel, PowerPoint, and Outlook computer applications. Library resources and APA format will be applied as students produce work products utilizing critical thinking. Learning styles, time and stress management, and test-taking strategies are introduced.

### **MA 102 Medical Assisting Clinical Procedures I (4 cr)**

This course introduces students to clinical medical assisting skills. It offers concepts of clinical procedures, including asepsis and infection control, specimen collection, compassionate patient care, OSHA regulations, vital signs, obtaining patient histories, and chart documentation. Students learn to assist with procedures including pulmonary functions, electrocardiography, prenatal, pediatric, gynecologic, and comprehensive exams. Students will develop a patient education project.

### **MA 106 Anatomy and Physiology (with Lab) (4 cr)**

This course offers basic concepts in human anatomical structure and physiology in relation to body functions. It includes all major body systems regarding gross anatomy and function related to homeostasis. The laboratory component emphasizes lecture topics and further explores tissues and organs.

### **MA 108 Diseases of the Human Body (3 cr)**

This course studies the major diseases of the urinary, reproductive, digestive, respiratory, circulatory, nervous, endocrine, musculoskeletal, integumentary, and special senses (eye and ear) systems. It includes etiology, signs and symptoms, diagnostic procedures, treatment, prognosis, and common and well-known illnesses prevention. The content also includes the immune and genetic relationships and pain management. Alternative and complementary healthcare is introduced. Students will produce pathology reports and review current research.

### **MA 122 Medical Assisting Clinical Procedures II (4 cr)**

This course focuses on diagnostic testing in the areas of hematology, phlebotomy, chemistry, immunology, microbiology, and urinalysis. Principles of pharmacology, including drug classifications, dosage calculations, and administration of medicines, are introduced and demonstrated. Sterile technique will be covered with CLIA regulations and quality control.

### **MA 201 Medical Assisting Professional Components (2 cr)**

This course focuses on personal attributes, job readiness, workplace dynamics, human resources, risk management, and emphasizes the professional opportunities and responsibilities of the medical assistant. The Medical Assistant is introduced to their role as office manager. Allied health professions, credentialing, and working as part of the healthcare team are discussed. It allows students to discuss situations that arise in the practicum experience.

### **MA 202 Medical Assisting Practicum (2 cr)**

This course expands knowledge and skills and incorporates previously presented information in the major to prepare the student for transition into practice as a Medical Assistant. The student receives supervised experience in an ambulatory healthcare setting.

### **MA 204 Medical Assisting Practicum II (2 cr)**

This course expands knowledge and skills and incorporates previously presented information in the major to prepare the student for transition into practice as a Medical Assistant. The student receives supervised experience in an ambulatory healthcare setting.

## APPENDIX B MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding (hereinafter MOU) is for the purpose of communicating the mutually accepted expectations of NAME (hereinafter Partner) and Mercy College of Health Sciences (hereinafter College). This MOU is not legally binding on Partner or College, but may signal a binding contract containing the provisions set forth below may be forthcoming.

This MOU was provided to Partner on the \_\_\_\_ day of \_\_\_\_\_, 20\_\_.

Whereas, Partner has expressed interest in having members of its current workforce or community obtain additional healthcare training and education which would allow the employee to move from a non-healthcare role to a healthcare role, or from a lower-level healthcare role to a higher-level healthcare role.

Whereas, Partner has expressed interest in paying the tuition and fees associated with employee training and education.

Whereas, College has educational programs which can help Partner achieve its goal to educate its employees.

Now therefore, the following provisions will help Partner and College develop a mutually beneficial relationship

### **Federal Financial Aid**

Any and all students identified by Partner shall be required to take full advantage of all tuition assistance benefits offered by Partner. Partner payments made to College shall be applied first to all College charges and before any other source of federal, state, or

private aid. Any sources of aid which exceed tuition and fees will be refunded directly to student and not Partner. College encourages all students to complete the Free Application for Federal Student Aid and all Partner employees will be similarly required.

### **Service Commitment**

Any requirement placed upon a student to serve as an employee of Partner before, during or after the period of education is an agreement between the student and the Partner. The College shall play no role in setting, enforcing or communicating any required employment obligation set by Partner. Partner shall be required to provide each employee who will be a student with written information regarding all employment obligations.

### **Books**

It is the responsibility of Partner to determine if it will purchase textbooks for students. If Partner does not plan to purchase textbooks for students, each student shall be personally responsible for all such expenses. Students have different options to purchase or rent textbooks. Textbook costs vary significantly by program and may change each academic term. A link to a third-party website which College has selected to offer textbooks to students is available here:

<https://www.mchs.edu/Students/Mercy-College-Bookstore>

College does not control the cost of textbooks and merely for the purpose of awareness, the cost of textbooks for the entire Medical Assisting program is approximately \$xxx.

### **Uniform, Supplies and Equipment**

Students are required to have the following uniform, supplies, and equipment as part of the Medical Assisting program. It is the responsibility of Partner to determine if it will purchase the uniform, supplies and equipment for student. If Partner does not plan to purchase these items, each student shall be personally responsible for all such expenses.

- + Stethoscope
- + Scrubs
- + Watch

## APPENDIX B MEMORANDUM OF UNDERSTANDING

### Enrollment

College seeks to deliver education within the community Partner has identified. To make this successful, College and Partner must agree upon a desired number of students to recruit into this program. The recruitment will focus on upskilling existing Partner employees or new hires interested in working as Medical Assistants. Students must be identified for cohort 30 days before the start of the semester. Partner must meet Practicum Site requirements (see Practicum Site).

### Obligation to Pay Tuition

#### + Pre-Paid

College accepts a single payment equal to the total tuition for the number of students in the cohort (e.g. 5 students x \$10,000 = \$50,000). The single payment will be held as a deposit by the College and drawn against each enrollment period. The amount of each draw will be equal to the tuition and fees then due. The date of the draw will be the later of: i) the date the student enrolls; or ii) the date of first billing. If a student withdraws from College, the portion of the deposit not yet earned by College will be returned to Partner. If a student withdraws from the program during an active term, any refund of unearned tuition will be delivered to student.

#### + Pay as You Go

College accepts payment in installments in an amount equal to the tuition and fees due for the then current enrollment period. College will invoice Partner on or before the first day of the enrollment period. Payment must be remitted in full to College within 60 days of the invoice date. If the student withdraws from the program during an active term, any refund of unearned tuition will be delivered to student.

### Student ends employment with Partner

If a student's employment with Partner ends for any reason, at any time on or after the first day of the academic term, College is not obligated to return any portion of a tuition payment already paid by Partner. Furthermore, Partner shall remain obligated to College for any tuition not yet paid by Partner but due to College. Partner shall seek reimbursement of any benefit not earned by its former employee in a manner consistent with its program documentation. Student will be allowed to continue as a member of the cohort through the completion date and will not be dismissed from program because of the employment change. College will not seek payment from Partner for any subsequent terms, but instead student will be personally responsible for all tuition.

### Family Education Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) of 1974 prohibits College from releasing certain personally identifiable information from a student's record to a third party and amendments (e.g. parent, spouse, etc.) or to communicate with others without the explicit written authorization from the student with exception as outlined in the law. As students can invoke or revoke permissions at any time, College will not provide access to student information protected by FERPA. If Partner seeks to receive student progress updates, it is the responsibility of the agreement between Partner and the student to require or request that information.

### Tax Liability

The Internal Revenue code defines gross income very broadly to include all income from whatever source derived. College makes no representations or warranties and expresses no opinion on whether benefits received under this program are taxable as income to the employee-student at the federal, state or local level. Partner must assess this matter and make its own determination as to the taxability of all tuition reimbursement benefits. If the benefit is taxable as income, Partner is solely responsible for all tax compliance, including but not limited to withholding, remittance, and compilation of tax forms.

## APPENDIX B MEMORANDUM OF UNDERSTANDING

### Practicum - Non-Remuneration

Mercy College of Health Sciences will not directly or indirectly compensate any student for clinical experiences. Direct compensation includes the payment of funds by Mercy College to the student in any form including hourly wage, salary, stipend, travel allowance, meal allowance or other perk. Indirect compensation includes the payment of funds by Mercy College to a clinical site with the stipulation that all or a portion of the funds be paid to the student in any form including hourly wage, salary, stipend, travel allowance, meal allowance or other perk. In the event a Mercy College student is also an employee of a clinical site at which the student will complete a clinical experience, Mercy College has informed the student he or she must not perform his or her employee duties while acting as a student and that the employee and student roles must at all times be kept separate and distinct. Each clinical site has been informed via a written memorandum of understanding and/or clinical site agreement that: (i) it may not compensate a student for any tasks the student performs while acting as a student; and (ii) in any instance where a clinical site employee is also a Mercy College student, the employee and student roles must at all times be kept separate and distinct by the clinical site. Any employment duties performed by the Mercy College student while acting exclusively as an employee of clinical site are not within the scope of this policy and the clinical site must ensure it fully complies with its own employment policies and procedures and all federal and state employment laws including, but not limited to the Fair Labor Standards Act and Equal Employment Opportunity Act.

### Practicum Site

Partner will serve as the clinic site to meet the needs of students 160 hour practicum. This should be completed over the course of four consecutive weeks of employment. Partner agrees that they are able to accommodate agreed upon Enrollment (see Enrollment) clinical site rotations.

### Bootcamps

College offers two skills bootcamps in-person to verify students meet the required skill competencies needed to be a successful medical assistant.

Partner will provide a space to host these bootcamps (likely a small conference room):

Y / N

Partner has or would like to identify individuals to serve as College adjunct instructors to facilitate these bootcamps: Y / N

### Student Employment

The medical assistant program is designed to provide students an education suitable to attain a job in a clinic environment and enable students to sit for the American Association of Medical Assistants certification examination and earn the Certified Medical Assistant credential. Partner has full oversight in the hiring of students.

### CastleBranch

Students at College are required to purchase an account with CastleBranch to submit health records and submit a background check for the purpose of attending clinical rotations.

By: \_\_\_\_\_ Date: \_\_\_\_\_  
Mercy College of Health Sciences

By: \_\_\_\_\_ Date: \_\_\_\_\_  
Affiliate Partner

## APPENDIX C

# SAMPLE JOB DESCRIPTION

POSITION TITLE:	STUDENT MEDICAL ASSISTANT
POSITION SCOPE:	LOCAL
Division Name:	Iowa
Company:	MercyOne Medical Group
Department :	MercyOne Medical Group
Reports To:	Supervisor or Manager
FLSA Status:	NON-EXEMPT
Supervisory Responsibility:	NO
Travel Required:	LOCAL
Travel Frequency:	Light 0-25%
Date Last Updated	November 2, 2020

### JOB SUMMARY / PURPOSE

Under direct supervision, the Student Medical Assistant participates in the delivery of patient care that promotes the safety and well-being of all patients. Accurately performs preliminary physical tests such as: measuring and recording blood pressure, weight, temperature, pulse, respirations, and other measures as directed by established clinical protocols.

### ESSENTIAL KEY JOB RESPONSIBILITIES

1. Performs general patient care, including greeting and preparing patients for the healthcare provider, by following established standards and procedures.
2. Obtains and records vital signs including but not limited to: blood pressure, temperature, pulse, respiration, height, weight, drug allergies, and current medications and presenting problem. Additionally, individuals may be required to draw and collect blood samples and prepare specimens for lab analysis.
3. Administers ordered medications and/or vaccines via oral, injection, topically, rectal, ophthalmic and/or inhalant administration.
4. Follows clinic procedure/protocol for the organization and management of the electronic medical record (i.e. test results, retrieval, filing, creation, repair, charging of electronic medical record).
5. May perform routine tests including, but not limited to, EKGs.

6. Schedules patients for diagnostic testing and follows up to ensure completion of testing. Communicates with patient regarding test results and plan of care by phone or mail as directed by healthcare provider.
7. Documents patient plan(s) of care, tests, and examination results in the medical record as directed by the healthcare provider. Communicates plan(s) of care with patient and family,
8. Escalates non-routine issues, questions and/or concerns to the Clinic Manager or healthcare provider(s).
9. Provides for patient safety and protection of patient privacy rights. Ensures safety checklists/quality controls are completed as required.
10. Performs other duties as assigned by Clinic Manager, Lead, or as requested by healthcare provider(s).

### MINIMUM QUALIFICATIONS

Required Education (for CHI Leadership Job Levels from Supervisor through President): Does Not Apply

Required Education for Staff Job Levels: High School diploma or equivalency

Required Licensure and Certifications: Current enrollment in an accredited medical assistant program.

Required Minimum Knowledge, Skills and Abilities: Basic Life Support (BLS) or Advanced Care Life Support (ACLS).

- Proof of completion of Mandatory Reporter abuse training specific to population serve within three (3) months of hire.

### MISSION & VISION

The Mission of Catholic Health Initiatives is to nurture the healing ministry of the Church, supported by education and research. Fidelity to the Gospel urges us to emphasize human dignity and social justice as we create healthier communities.

Our Vision is to live up to our name as one CHI:

Catholic – Living our Mission and Core Values;

Health – Improving the health of the people and communities we serve;

Initiatives – Pioneering models and systems of care to enhance care delivery.

### LIVING THE CORE VALUES OF CHI

1. REVERENCE: Respecting diverse viewpoints and working together to bring out the best in everyone.
2. INTEGRITY: Being open and honest in all of our interactions.
3. COMPASSION: Caring for the whole person and the greater good of others.
4. EXCELLENCE: Doing our best work, providing quality care and service, and achieving our goals.



# APPENDIX C

## SAMPLE JOB DESCRIPTION

### CHI STANDARDIZED COMPETENCIES

#### STAFF COMPETENCIES

**1. Accountability**

Takes full responsibility for the conduct and results of own work. Holds self/ others accountable goal attainment. Demonstrates an understanding of the link between one's own job responsibilities and overall organizational goals, priorities and needs.

**2. Adaptability / Flexibility**

Understands and appreciates different and opposing perspectives on an issue. Adapts one's approach as situations change and accepts changes within one's own job or the organization at large.

**3. Initiative**

Takes appropriate independent action, addresses issues proactively, engages in problem solving, generates new ideas and solutions, seeks out new responsibilities and acts on opportunities for self-development.

**4. Integrity & Spirituality**

Is open and honest in all interactions. Acts with moral wholeness, soundness and truthfulness.

**5. Quality**

Is attentive to detail and accuracy, is committed to error prevention, monitors, owns and acts on quality work. Looks for and participates in opportunities for process improvements.

**6. Safety**

Learns and practices safety as a personal priority in your work. Addresses potential safety concerns. Willing to address unsafe behaviors in others. Commits to team safety.

**7. Service Excellence**

Builds confidence, is committed to increasing satisfaction, sets achievable expectations, assumes responsibility for solving problems, ensures commitments are met, solicits opinions and ideas and responds to patients, coworkers, physicians, and all other stakeholders. Maintains pleasant and professional image.

**8. Teamwork**

Collaborates with others to achieve common goals. Listens, works to resolve conflicts, supports and upholds team decisions. Builds constructive relationships by appreciating and respecting the diversity and contributions of others. Promotes an overall positive team atmosphere.

### PROTECTED HEALTH AND OTHER CONFIDENTIAL INFORMATION

This job accesses, uses and discloses patient protected health and other confidential information and will use and disclose patient protected health and other confidential information:

1. Only as it applies to job functions
2. In amounts minimally necessary for intended purpose, and
3. In a confidential manner.

Job descriptions reflect the general details considered necessary to describe the essential functions of the jobs as identified, and shall not be considered a detailed description of all work requirements that may be inherent in the positions, nor shall they prescribe or restrict tasks assigned. Changes to jobs may occur at any time. Reasonable accommodations will be made.

## APPENDIX D

# SAMPLE WORK AGREEMENT

This agreement is between XXXXXXXX (Employee) and MercyOne Central Iowa (Employer).

### APPLIES TO

Employees participating in the Student Medical Assistant training program.

### PURPOSE STATEMENT

To assist MercyOne Central Iowa with the recruitment and retention of Certified Medical Assistants by simultaneously providing employment and as well as full tuition for courses required for the Mercy College of Health Science medical assistant program.

### TERMS AND CONDITIONS

- The Student Medical Assistant program is designed to allow participants to be simultaneously employed by MercyOne Central Iowa as well as attend Mercy College of Health Sciences (Mercy College). The intent of the program is to provide an opportunity for paid on-the-job training while also paying tuition for the Mercy College medical assistant program. While offered in partnership, the Student Medical Assistant program is distinct and separate from the medical assistant training program offered by Mercy College. Employees will be compensated for all work performed for MercyOne Central Iowa. Time spent completing the academic requirements of Mercy College will not be compensated unless otherwise agreed to in writing. Associated tuition will be paid by MercyOne Central Iowa (up to \$10,000).
- Student Medical Assistant program participants agree to serve for a total of three years including two years beyond completion (service period) of the medical assistant training program. Only time served in a student medical assistant or certified medical assistant position with MercyOne Central Iowa will count toward the service agreement unless otherwise agreed to in writing. Certification as a certified medical assistant is required within one year of completing the medical assistant training program.
- Changes in position, termination of service or failure to return from a personal or medical leave could result in obligatory repayment of tuition paid on the employee's behalf. Termination for cause, during or after the probationary period, will be considered a breach of this agreement and may result in repayment obligations.

- Student medical assistants are required to remain in academic good standing (as determined by Mercy College) for the duration of the medical assistant training program and to complete the training program within one year of the program start date. Tuition payments are limited to one year (\$10,000). Additional tuition or tuition for courses not related to the medical assistant training program are the responsibility of the Employee. Mercy College will determine good standing based on independent academic standards. Employee understands that MercyOne Central Iowa has no role in academic decisions.
- Any breach of this agreement, including voluntary termination of employment or termination for cause, will result in a repayment obligation. The repayment obligation will not exceed the total amount of tuition paid on behalf of the Employee. The repayment obligation may be prorated by the employer, at the employer's sole discretion, if the Employee completed the medical assistant program at Mercy College and is unable to complete the service agreement. Proration will be on a month served basis (rounded down). If the Employee does not successfully complete the medical assistant program, full repayment will be required.
- Where repayment obligations exist and repayment in total has not occurred within six (6) months, or where a breach has occurred, legal action may be pursued, as necessary, to collect any amounts owed to MercyOne Central Iowa.
- Employees who breach any term of this Agreement are not be eligible for any other recruitment/retention incentives.
- Tuition payments will be made directly to Mercy College. This Agreement shall not be construed as requiring direct tuition payment to the Employee. The Employee may not cause MercyOne Central Iowa to over pay tuition and agrees that any overpayment in tuition will be reported and returned to MercyOne Central Iowa.
- Employee agrees to allow MercyOne Central Iowa access to applicable Mercy College student records as needed to enforce the terms of this agreement.
- Simultaneous participation in the CommonSpirit Health Tuition Reimbursement Plan is permitted pursuant to the guidelines and requirements of the Plan.

### PROGRAM ACKNOWLEDGEMENT

Nothing in this Agreement is intended to conflict with applicable federal, state, or local law or regulation, including accreditation standards. Should any such conflict exist, the parties agree to follow applicable law and regulation.

## APPENDIX D SAMPLE WORK AGREEMENT

Any prior agreements, promises negotiations, or representations related to the Student Medical Assistant Program which are not expressly set forth in this Acknowledgement are not a part of this agreement nor enforceable. No amendments to this Acknowledgement will be effective unless made in writing and signed by both parties.

The Employee further agrees that the facts and the terms of this Agreement shall be strictly confidential and the Employee shall not divulge, directly or indirectly, explicitly or implicitly, the terms of this Agreement to any person other than the Employee's immediate supervisor/manager, department director, immediate family, attorney(s) and tax advisor(s) or as otherwise required by law to assure compliance with the terms of this Agreement. In the event of disclosure to any such person, Employee will inform such person(s) of the requirements of this Paragraph and take all necessary actions to obtain such persons' agreement to comply with the terms of this Paragraph. In the event Employee, or any person to whom Employee has disclosed the terms of this Paragraph or Agreement, breach said obligation, Employee shall repay the total sum of all amounts received and shall remain bound by all other terms of this Agreement. The Employee further agrees that for the purposes of the obligations of this Paragraph, the Employee's immediate family, attorneys(s) and tax advisor(s) are the Employee's agents, and that a breach of these terms of confidentiality by them, or any of them constitutes a breach by the Employee.

The benefits obtained by the Employee by participating in the Student Medical Assistant Agreement cannot be assigned or transferred to any other person or entity.

This Agreement may be assigned by EMPLOYER to a successor, affiliated or parent organization.

This Acknowledgement will be governed by and construed in accordance with the laws of the clinic location.

This Agreement does not alter or amend Employee's terms of employment or constitute an employment contract, express or implied, or a promise of continued employment between EMPLOYEE and EMPLOYER. EMPLOYEE remains an "at-will" employee of EMPLOYER.

I expressly authorize the EMPLOYER (MercyOne Central Iowa), to deduct from my pay, including but not limited to my final paycheck, as allowed by law, any amounts that I may owe to my employer pursuant to the terms of this Agreement. I further understand that I will be responsible for any remaining monies owed but which may not be fully repaid by this deduction.

WHEREFORE, the Parties have executed this Agreement as of the date written below:

By: \_\_\_\_\_ Date: \_\_\_\_\_  
Talent Acquisition

By: \_\_\_\_\_ Date: \_\_\_\_\_  
Student Medical Assistant

DRAFT