



**PENINSULA COLLEGE**  
MEDICAL OFFICE ASSISTING

# Medical Office Assisting Program

**Student Handbook 2022-2023**

1502 East Lauridsen Boulevard  
Port Angeles, Washington 98362

(360) 417-6414

<https://pencol.edu/MOA>

# Table of Contents

Last revised  
03/14/2022

<b>Introduction.....</b>	<b>3</b>
Welcome Letter.....	3
National Credentialing.....	4
Allied Health Career Comparison.....	5
Allied Health Occupational Duties Comparison.....	6
<b>Program Overview.....</b>	<b>7</b>
Mission, Core Themes, Vision, Guiding Principles, and Student Learning Outcomes.....	7
Program Description.....	8
Program Expenses.....	8
<b>Application Process.....</b>	<b>9</b>
Overview of Application Process.....	9
Application Timeline.....	10
Self-assessment Survey of Essential Functions.....	12
RCW 43.43.842: Convictions that Preclude a Career in Healthcare.....	13
Required Immunizations.....	15
Accepted Proof of Immunizations.....	15
Prerequisites for Medical Office Assisting Program.....	15
Applying to Peninsula College.....	17
MOA Program Application on Canvas.....	18
Sample Application Assessment Rubric.....	19
<b>Program Requirements and Policies.....</b>	<b>19</b>
New Student Orientation.....	20
Student Responsibilities.....	20
Standards of Appearance and Behavior in Classroom and Clinical Settings.....	20
Capstone (MED 155).....	22
Grading System.....	23
Medical, Malpractice and Liability Insurance.....	24
Informed Consent and Clinical Skill Practice on Peers.....	24
Student Records.....	24
Program Re-Entry.....	25
Advanced Placement and Transfer of Credit.....	25
<b>Student Resources.....</b>	<b>26</b>
MOA Program Staff.....	26
Student Services.....	26
Financial Aid.....	26
Book List for MED Courses.....	31

# Introduction

## Welcome Letter

Peninsula College  
Medical Office Assisting Program  
1502 E Lauridsen Blvd  
Port Angeles, WA 98362  
(360) 417-6414

Dear Student,

Welcome to the Medical Office Assisting Program! This program is energetic and packed with information. In the next few months, you will study, write, learn, and make great friendships. Consider this the beginning of a very good part of your life, and the beginning of your new career in the exciting, challenging, and rewarding field of administrative medical office assisting.

The Medical Office Assisting Program is approved by the Washington State Higher Education Board and provides you with the training you need to find employment in the administrative areas of medical offices, clinics, hospitals, home health companies, extended care facilities, and other healthcare settings. You can enjoy these careers upon graduation from the Medical Office Assisting Program, or you can pursue an advanced degree to access a wider range of career opportunities in healthcare. Upon graduating, you will be eligible to take one or more national credentialing exams, and you will pass at least one of these exams as part of your capstone course project.

It is with anticipation that we begin our new academic year. The Program Director, faculty, and I-BEST Instructors are here to assist you on your journey. Please do not hesitate to schedule an appointment to speak with them and be sure to look through this handbook. It contains information you will need from application through graduation.

Thank you, and good luck!

A handwritten signature in black ink that reads "Rachel Pairsh". The signature is written in a cursive, flowing style.

Rachel Pairsh, MA-C, NCMA, CPI, BSHCM  
Director, Medical Assisting Programs  
Peninsula College

## Description of the Medical Office Assisting Profession

Medical office assistants perform administrative duties in medical facilities such as hospitals, medical offices, extended care facilities, and clinics.

### *Job Responsibilities\**

Here is a quick overview of the duties that a medical office assistant would likely perform:

- Greet patients
- Manage payment arrangements and overpayments
- Maintain the petty cash fund
- Complete and submit claims for different types of commercial healthcare insurance plans
- Apply Health Savings Account and Flexible Spending Account funds to patient billing
- Welcome, screen, and prioritize patients and other visitors to the office
- Check out patients after the visit
- Manage and explain patient statements, bills, and other financial invoices
- Prepare monthly financial reports
- Obtain signed documentation of financial responsibility and clean claim submission
- Maintain fee schedules for the medical office
- Post remittance advice and explanation of benefits to patient financial records
- Follow up on suspended claims and claim denials
- Manage the collections process in compliance with state and federal regulations
- Receive phone messages and email, and route them to the appropriate team member
- Place outgoing calls using effective telephone techniques
- Respond to medical office email and e-fax
- Use software to compose medical office related correspondence
- Send medical office correspondence via the appropriate shipper and postage classification
- Complete and submit claims for different types of commercial and government insurance plans, Worker's Compensation, or disability, and auto or personal liability insurance

## National Credentialing

Students of the Medical Office Assisting Program are eligible and strongly encouraged to take a national credentialing exam.

The National Center for Competency Testing (NCCT) administers the following credentialing exams:

- National Certified Medical Office Assistant (NCMOA)
- National Certified Insurance and Coding Specialist (NCICS)

Information about NCCT exams can be found at <https://ncctinc.com>

---

\* Job duties as described by the National Center for Competency Testing NCMOA detailed test plan at <https://ncctinc.com>

## Allied Health Career Comparison \*

	Clinical Medical Assistant	Medical Office Assistant	Registered Nurse	Certified Nursing Assistant	Dental Assistant	Physical Therapy Assistant	Surgery Technician
Peninsula College program?	Yes	Yes	Yes	Yes	No	No	No
Average WA income*	\$45,500	\$45,610†	\$89,650	\$35,970	\$41,180	\$59,770	\$59,620
Required testing for Washington credential or registration	Must pass one of five exams for certification	Optional exam (no license or registration required to work)	Must pass the exam for licensure	Must pass the exam for certification	Optional exam (not required for state registration)	Must pass the exam for licensure	The exam is required to graduate from an accredited program; exam not required for state registration
Educational requirements	Graduation from a post-secondary training program	Graduation from a post-secondary training program usually required by the employer	Graduation from an accredited program	Completion of a course approved by the state	Graduation from a post-secondary training program is usually required by the employer	Graduation from an accredited program	Graduation from a post-secondary training program is usually required by the employer
Approximate length of the program of study	One quarter of prerequisites, six quarters for an AAS degree	One quarter for prerequisites, six quarters for an AAS degree	One to two years of prerequisites, two years for an AAS degree	Minimum 75 hours of training. On-the-job training programs available	Five quarters for an AAS degree	One year of prerequisites plus two years for an AAS degree	Four to eight quarters of prerequisites, four to six quarters for a certificate or AAS degree
Job setting	Predominantly outpatient care	Inpatient and outpatient care	Mostly inpatient care. Some long-term and outpatient	Inpatient care, long term care facilities	Outpatient dentists' offices	Physical therapists' offices, hospitals, and rehab centers	Hospitals, physicians' offices, outpatient care, surgery centers, dentists' offices
Shift hours	Predominantly days: some positions require weekends	Predominantly days: some positions require weekends	Variable, all shifts	Variable, all shifts	Typically, days; potentially evenings or weekends	Typically, days; potentially evenings or weekends	Variable, all shifts

\* Bureau of Labor statistics from November 2021

† Average WA income for medical secretaries. Income does not necessarily reflect local conditions for Medical Office Assistants. For example, Medical Assistants-certified generally have higher wages than medical office assistants in Clallam County.

Occupational Duties Comparison	MA	MOA	RN	CNA	Dental Asst	PTA
Direct patient care	•		•	•	•	•
Take a patient's medical history	•	•			•	
Patient education	•	•	•		•	•
Obtain vital signs	•		•	•	•	
Examine and diagnose			•			
Treatment of illnesses			•			
IV initiation and monitoring			•			
Venipuncture, injections	•		•			
Electrocardiograms	•		•			
Medication administration	•		•			
Assist surgical procedures	•		•			
Collect specimens	•		•	•		
Process lab specimens	•		•		•	
Screen and follow up on abnormal labs	•		•			
Hygienic care			•	•		
Bedside care			•	•		
Help patients follow the plan of care	•	•	•			•
Sterilize equipment	•				•	•
Lift and transfer a patient	•		•	•		•
Meal service				•		
Assist provider during exams	•		•		•	
Develop X-rays					•	
Assist with cast application and removal	•		•			
Suture / staple removal	•		•			
Prepare and clean treatment areas	•		•		•	•
Administrative duties	•	•	•		•	•
Process insurance forms	•	•			•	
Computer skills	•	•	•	•	•	•
Equipment maintenance	•	•	•	•	•	•
Ordering equipment and supplies	•	•	•			
Bookkeeping duties	•	•			•	

# Program Overview

## Mission, Core Themes, Vision, Guiding Principles, and Student Learning Outcomes

### *Mission:*

Peninsula College educates diverse populations of learners through community-engaged programs and services that advance student equity and success.

### *Core Themes:*

- Advancing Student Success
- Achieving Academic Excellence
- Fostering Equity and Inclusion
- Strengthening Communities

### *Vision:*

Peninsula College is a destination of cultural and environmental diversity where academic excellence transforms students' lives and strengthens communities.

### *Guiding Principles:*

The college community is guided by the following principles:

- The teaching/learning process is at the center of the mission of Peninsula College.
- Members of the campus community will treat each other with mutual respect and dignity.
- Members of the campus community will be open and honest in their communications.
- Members of the campus community shall promote a positive work environment and avoid adversarial relationships.
- Each member of the campus community shall act ethically and with integrity.
- The campus will engage in collaborative decision-making processes.

### *Student Learning Outcomes*

In our program, students will learn to:

- Function professionally, legally, and ethically as a medical office assistant
- Correctly use medical terminology
- Effectively communicate with other healthcare team members, patients, and physicians
- Procure and distribute office supplies
- Manage paper and electronic documents, in a medical office
- Demonstrate knowledge and competency in ICD-10 coding and electronic medical billing of multiple insurances
- Follow laws and regulations regarding patient privacy and confidentiality
- Format and generate various documents required in a medical office setting

## Program Description

Students attending Peninsula College can earn a Medical Office Assisting Certificate or a Medical Office Assisting Associate of Applied Science (AAS) degree. The Medical Office Assisting program requires 55 credits of coursework to earn a certificate. The AAS degree requires the same 55 credits of coursework, as well as an additional 37 credits in general education. A sample schedule is posted on the Medical Office Assistant program website. Note that students can complete general education credits before taking MED courses.

Coursework introduces students to the healthcare setting. It covers medical office procedures, medical terminology, and medical billing and coding. Students also learn software skills such as Microsoft Word, Excel, and PowerPoint. One quarter will include a capstone course, MED 155, which gives the medical office assisting 100 hours of hands-on experience working in one or more healthcare settings. Students also work on resumes and interview skills in this course.

## Student Expenses

There are expenses associated with the Medical Office Assisting Program, other than tuition and other college-related fees. The costs listed below are approximations only.

Item	Estimated Cost
Placement test fee	\$20
Textbooks	\$250-\$300 per quarter (prices determined by the publisher, not the Medical Office Assisting Program)
National exam application fee	\$90-\$300
Background check for the program	\$44-\$55
Immunizations	Varies based on the immunizations/titers needed
Insurance	Varies by individual carrier
Health and liability insurance (optional but recommended before the practicum. Neither Peninsula College nor any affiliated clinical externship sites are responsible for the cost of medical care for injury or illness that occurs because of the classroom, lab, or practicum activities.	Varies by individual carrier and type of coverage but can range from \$35-\$150 annually.



# Application Process

## Overview of the Application Process

### *Who can apply for the Medical Office Assisting Program?*

People of all ages and experiences are invited to apply for the Medical Office Assisting Program once they have obtained a high school diploma or GED, been accepted as a Peninsula College student, and are eligible to enroll in ENGL 101 and MATH 90/91. You do not need to take or enroll in these courses before applying to the Medical Office Assisting Program. Eligibility to take these courses may be determined by transcript review or by placement testing. Information about testing and test alternatives may be found at <https://pencol.edu/GetStarted>

### *How do I apply for the Medical Office Assisting Program?*

Students must complete an application for the Medical Office Assisting Program. This application is separate from the Peninsula College application. The Medical Office Assisting Program application is submitted via drop boxes provided on Canvas, which is Peninsula College's online learning management system. The application will include:

- Demographic information
- Completed immunization records
- Personal essay
- Letter of personal reference
- Acknowledgment forms
  - Confidentiality statement form
  - Background check release of information form
  - Consent to use name, photographs, likenesses, testimonials form
  - Informed consent for invasive/non-invasive procedures form

### *What if I am accepted to the Medical Office Assisting Program?*

Students accepted to the Medical Office Assisting Program must undergo a background check through <https://mycb.castlebranch.com> before their first quarter in the program. These records are confidential and are maintained in a secure location to ensure student privacy. Certain convictions preclude students from completing the program or securing employment in the healthcare sector. Please see **RCW 43.43.842: Convictions that Preclude a Career in Healthcare**.

Students accepted into the program will meet with the Medical Office Assisting Program Director for an advising appointment. **Advising appointments are not optional.** Students may consult a Student Services Advisor in addition to their program advisor. New students must attend the program orientation meeting that is held once a year before the commencement of the fall quarter. The Medical Office Assisting **Program orientation is not optional.**

Course registration is completed through the Peninsula College website. Students must contact Student Services to acquire a ctcLink ID # and be added to the AMOA student group which will provide them access to the application course on Canvas. Students will receive information regarding required textbooks and syllabi from their instructors or the Medical Office Assisting Program Director. **Class attendance is mandatory, and regular attendance is required for students to meet program outcomes.** Please note that specific immunizations are required as part of the application process, and some series may take 5 to 6 months to complete. Applicants are encouraged to plan accordingly, see the (see **Required Immunizations**)

## Application Timeline

### *January*

- Download the Medical Office Assisting (MOA) Program Student Handbook at [https://pencol.edu/sites/default/files/MOA\\_Handbook\\_2022.pdf](https://pencol.edu/sites/default/files/MOA_Handbook_2022.pdf)
- Complete a self-assessment survey to identify whether you are physically and behaviorally able to complete the tasks required of a Medical Office Assistant
  - The self-assessment survey is in the Medical Office Assisting Program's Student Handbook
- Review background check information
  - Certain convictions preclude careers in healthcare
    - Information about crimes is in the Medical Office Assisting Program's Student Handbook
- Schedule your immunizations or titers if you do not have the required immunizations or documentation
  - Immunizations should be complete upon application.
  - Detailed immunization requirements are in the Medical Office Assisting Program's Student Handbook
  - Specific immunizations are required as part of the application process, and some series may take 5 to 6 months to complete. Applicants are encouraged to plan accordingly.
- Submit your transcripts to Peninsula College following instructions at <https://pencol.edu/GetStarted>
  - It can take up to ten weeks for the college to process transcripts

### *February*

It is not too late to start January's tasks

### *March*

It is still not too late to start January's tasks

- Apply for admission to Peninsula College before applying for the Medical Office Assisting Program
- The Medical Office Assisting Program starts in the fall quarter, but there are prerequisites to take in the summer quarter or earlier
- Peninsula College application instructions are at <https://pencol.edu/GetStarted>
- Complete your Financial Aid application before May 1
- The priority consideration deadline for summer and fall quarters occurs during the spring quarter
- Apply for Financial Aid at <https://pencol.edu/financial/apply-for-aid>
- The Medical Office Assisting Program application is due before June 1 at 5:00 pm
- Contact Student Services
  - Request that you are added to the Program Director's advisee list
  - Change your program of study intent code to one of the two Medical Office Assisting degree options
  - Course registration is completed through the Peninsula College website. Students must contact Student Services to acquire a ctcLink ID # and be added to the AMOA student group which will provide them access to the application course on Canvas.

### *April*

- Request a letter of reference for the Medical Office Assisting Program application
  - Letter of reference guidelines are in the Medical Office Assisting Program's Student Handbook
- Take exams to place out of prerequisite courses, or submit documentation for placement test alternatives
  - Prerequisite courses include MATH 90/91, and ENGL 101. You do not have to complete these courses before applying.
  - Information about testing and test alternatives may be found at <https://pencol.edu/GetStarted>
- Sign up for and complete the online Peninsula College orientation at <https://pencol.edu/admissions/new-student-orientation>

### *May*

- Compose a personal essay for the Medical Office Assisting Program application
  - Guidelines for the personal essay are in the Medical Office Assisting Program's Student Handbook
- Meet with your advisor, Rachel Pairsh, during advising week
  - You cannot register for classes if you do not meet with your advisor
- May advising sessions are for the summer and fall quarters
- The Medical Office Assisting Program application is due June 1, at 5:00 pm.

### *June*

- Open registration for summer and fall quarters starts in early June
- Tuition for the Summer quarter is due in June\*
- Acceptance and rejection letters for the Medical Assisting Program will be sent by July 1st.
- Complete your background check (if accepted) by September 1st

### *September*

- Attend the mandatory Medical Office Assisting Program new student orientation in early September Specific dates can be found on Peninsula College's academic calendar at <https://pencol.edu/admissions/academic-calendar>
- The last day to register for classes is mid-September
- The first day of the fall quarter classes is late September

---

\* Specific dates can be found on Peninsula College's academic calendar at <https://pencol.edu/admissions/academic-calendar>

## Self-Assessment Survey of Essential Functions

Essential functional abilities relate to the behavioral and physical components of student competence. They are abilities essential for safe patient care. Students should evaluate themselves to determine if they can meet the requirements of the profession. Students can contact Student Development to discuss any ADA/AA accommodations they may be eligible to receive that will enable them to meet these essential functions of the profession. The findings of your self-assessment are for your consideration only and have no impact on your application.

### Visual

1. Observe and discern subtle changes in physical conditions and the environment
2. Visualize different color spectrums and color changes
3. Read fine print
4. Read data displayed on monitors and equipment
5. Detect non-verbal communication

### Auditory

1. Distinguish muffled sounds heard through a stethoscope
2. Hear and discriminate high and low frequency sounds produced by the body and the environment
3. Effectively hear to communicate with others

### Tactile and Olfactory

1. Discern tremors, vibrations, pulses, textures, temperature, shape, sizes, location, and other physical characteristics
2. Detect body odors and odors in the environment

### Communication

1. Verbally and in writing engage in two-way communication in English
2. Use qualified interpreters when appropriate to communicate with non-English speaking patients
3. Interact effectively with others from a variety of social, emotional, cultural, and intellectual backgrounds

### Interpersonal Relationships

1. Work effectively in groups and teams
2. Interpret non-verbal communication
3. Express ideas and feelings in a clear manner

4. Demonstrate behaviors that are age-appropriate to the patient
5. Convey caring, respect, tact, compassion, diplomacy, and empathy to patients and others

### Cognitive Ability

1. Operate a computer to obtain, enter, and transmit data
2. Effectively read, write, and comprehend the English language
3. Consistently and dependably engage in the process of critical thinking to formulate and implement safe and ethical decisions in a variety of situations and settings
4. Demonstrate satisfactory performance on written examinations, including mathematical calculations and medical terminology
5. Function effectively in situations of uncertainty or stress

### Motor Function

1. Handle small objects and delicate equipment and objects without extraneous movement, contamination, or destruction
2. Move, position, transfer, and assist with lifting and ambulation without injury to patients, self, or others
3. Maintain balance
4. Coordinate hand/eye movements
5. Lift and/or carry objects weighing up to 25 pounds independently without injury to patient, self, or others
6. Lift and/or carry objects weighing up to 50 pounds with assistance without injury to patient, self, or others
7. Stand, bend and walk for prolonged periods while performing physical activities requiring energy without jeopardizing the safety of patients, self, or others

## RCW 43.43.842: Convictions that Preclude a Career in Healthcare\*

### *Crimes against children or other persons†*

- murder: aggravated, first, or second degree
  - kidnapping: first or second degree
  - assault: first, second, or third-degree -also, fourth degree‡, see below - exception: the offense was simple assault, assault in the fourth degree, and three or more years have passed between the most recent conviction and the date of application for employment
  - assault of a child: first, second, or third-degree
  - rape: first, second, or third-degree
  - rape of a child: first, second, or third-degree
  - robbery: first or second degree
  - arson: first degree
  - burglary: first degree
  - manslaughter: first or second degree
  - extortion: first or second degree
  - indecent liberties
  - incest
  - vehicular homicide
  - promoting prostitution: first degree
  - communication with a minor
  - unlawful imprisonment
  - simple assault
  - sexual exploitation of minors
  - criminal mistreatment: first or second degree
  - endangerment with a controlled substance
  - child abuse or neglect§
  - custodial interference: first or second degree
  - custodial sexual misconduct: first or second degree
  - malicious harassment
  - child molestation: first, second, or third-degree
  - sexual misconduct with a minor: first or second degree
  - commercial sexual abuse of a minor
  - child abandonment
  - promoting pornography
  - selling or distributing erotic material to a minor
  - custodial assault
  - violation of child abuse restraining order
  - child buying or selling
  - prostitution -exception: if three or more years have passed since the most recent conviction
  - felony indecent exposure
  - criminal abandonment
- Crimes relating to drugs\*\*
- manufacture, delivery, or possession with intent to manufacture or deliver a controlled substance

\* Licensing requirements and exceptions are described by the Revised Code of Washington (RCW) 43.43.842.

† "Crimes against children and other persons" is defined by RCW 43.43.830.

‡ Conviction of fourth-degree assault, within certain parameters described by RCW 9A.36.041(3), may preclude a healthcare career

§ "Abuse or neglect" is defined by RCW 26.44.020

\*\* "Crimes relating to drugs" are defined by RCW 43.43.830.

#### Crimes relating to financial exploitation\*

- extortion: first, second, or third-degree
- robbery: first or second degree
- forgery
- exception: the offense was forgery and five or more years have passed between the most recent conviction and the date of application for employment
- theft: first, second, or third-degree -exception: the offense was theft in the third degree and three or more years have passed, or the offense was theft in the second degree and five or more years have passed

#### Financial exploitation

- Illegal or improper use, control over, or withholding of the property, income, resources, or trust funds of the vulnerable adult by any person or entity for any person's or entity's profit or advantage other than for the vulnerable adult's profit or advantage. "Financial exploitation" includes, but is not limited to:
  - The use of deception, intimidation, or undue influence by a person or entity in a position of trust and confidence with a vulnerable adult to obtain or use the property, income, resources, or trust funds of the vulnerable adult for the benefit of a person or entity other than the vulnerable adult
  - The breach of fiduciary duty, including, but not limited to, the misuse of a power of attorney, trust, or a guardianship appointment, that results in the unauthorized appropriation, sale, or transfer of the property, income, resources, or trust funds of the vulnerable adult for the benefit of a person or entity other than the vulnerable adult
  - Obtaining or using a vulnerable adult's property, income, resources, or trust funds without lawful authority, by a person or entity who knows or clearly should know that the vulnerable cannot consent to the release or use of his or her property, income, resources, or trust funds

#### Assault in the fourth degree under certain parameters†

- Domestic violence was pleaded and proven after July 23, 2017
- Domestic violence was a class C felony if the person has two or more prior adult convictions within ten years for any of the following offenses where domestic violence was pleaded and proven after July 23, 2017
- repetitive domestic violence offense‡
- crime of harassment§
- assault in the first, second, or third-degree
- an out-of-state comparable offense
- “Domestic Violence” means\*\*
  - physical harm, bodily injury, assault, or the infliction of fear of imminent physical harm, bodily injury, or assault, between family or household members
- sexual assault of one family or household member by another
- stalking†† of one family or household member by another family or household member
- “family” or “household members” means:
  - spouses
  - domestic partners
  - former spouses
  - former domestic partners
  - persons who have a child in common regardless of whether they have been married or have lived together at any time
  - persons sixteen years of age or older who are presently residing together or who have resided together in the past and who have or have had a dating relationship
  - persons sixteen years of age or older with whom a person sixteen years of age or older has had a dating relationship.

\* Crimes relating to financial exploitation” are defined by RCW 43.43.830.

† Conviction of fourth-degree assault, within certain parameters described by RCW 9A.36.041(3), may preclude a healthcare career.

‡ “Repetitive domestic violence offense” is defined by RCW 9.94A.030.

§ Crime of harassment” is defined by RCW 9A.46.060.

\*\* Domestic violence” is defined by RCW 26.50.010 (RCW 43.43.830 refers to RCW 9.36.041, which refers to RCW 9.94A.030, which refers to RCW 26.50.010).

†† “Stalking” is defined by RCW 9A.46.110.

## Required Immunizations

Required Immunization	How to Document Immunity
<input type="checkbox"/> Hepatitis B	<ul style="list-style-type: none"> <li>▪ Record of series of three injections <i><u>or</u></i></li> <li>▪ Titer that demonstrates immunity</li> </ul>
<input type="checkbox"/> Measles, mumps, and rubella (MMR)	<ul style="list-style-type: none"> <li>▪ Record of two doses <i><u>or</u></i></li> <li>▪ Titer that demonstrates immunity</li> </ul>
<input type="checkbox"/> Tetanus, diphtheria, and acellular pertussis (Tdap)	<ul style="list-style-type: none"> <li>▪ Record of one historical dose of Tdap <i><u>and</u></i> one of the following:             <ul style="list-style-type: none"> <li>▫ TD booster dose within ten years <i><u>or</u></i></li> <li>▫ Tdap within ten years <i><u>or</u></i></li> <li>▫ Titer that demonstrates immunity</li> </ul> </li> </ul>
<input type="checkbox"/> Varicella	<ul style="list-style-type: none"> <li>▪ Record of two doses <i><u>or</u></i></li> <li>▪ Titer that demonstrates immunity</li> </ul>
<input type="checkbox"/> Tuberculosis (required annually)	<ul style="list-style-type: none"> <li>▪ Documentation of TB skin test <i><u>each year, or</u></i></li> <li>▪ Documentation of QuantiFERON Gold blood test <i><u>each year</u></i></li> <li>▪ If either test comes back positive, the student must             <ul style="list-style-type: none"> <li>▫ Obtain a chest X-ray with written results <i><u>or</u></i></li> <li>▫ Obtain a signed statement from a healthcare provider stating the student is asymptomatic and poses no danger to patients</li> </ul> </li> </ul>
<input type="checkbox"/> Influenza (required annually)	<ul style="list-style-type: none"> <li>▪ Seasonal influenza immunization is required <b>each year</b></li> </ul>
<input type="checkbox"/> COVID-19	<ul style="list-style-type: none"> <li>▪ Documentation of full COVID-19 vaccination and any applicable boosters are required for program entry</li> </ul>

## Accepted Proof of Immunizations

Only official lab reports will be accepted as proof of titers. Receipts, unless they contain required information, will not be accepted as proof of immunization.

Ok	Acceptable Evidence of Immunity	Not Accepted
Hepatitis B	<ol style="list-style-type: none"> <li>1) Proof of series of three injections</li> <li>2) Positive antibody titer</li> <li>3) Proof of series of three vaccinations and positive titer</li> <li>4) Proof that series of three has been started, with the specific dates the student is scheduled to receive the remaining vaccines. The first two shots must be completed before the start of the fall quarter courses.</li> </ol>	<ol style="list-style-type: none"> <li>1) Incomplete records</li> <li>2) Unofficial lab reports</li> <li>3) Single booster vaccine without a follow up titer result-</li> <li>4) Declinations</li> </ol>
Measles, mumps, and rubella (MMR)	<ol style="list-style-type: none"> <li>1) Proof of series of two injections of MMR vaccine</li> <li>2) Positive antibody titers for each</li> <li>3) Proof of series of two vaccines and positive titer for each</li> <li>4) Proof that series of two has been started, with specific dates student is scheduled to receive the remaining vaccine. The first shot must be completed before the start of fall quarter courses.</li> </ol>	<ol style="list-style-type: none"> <li>1) Incomplete records</li> <li>2) Unofficial lab reports</li> <li>3) Single booster vaccine without a follow-up titer result</li> <li>4) Declinations</li> </ol>
Varicella	<ol style="list-style-type: none"> <li>1) Proof of series of two injections of varicella vaccine</li> <li>2) Positive antibody titer</li> <li>3) Proof of series of two vaccines and positive titer</li> <li>4) Proof that series of two has been started, with specific dates student is scheduled to receive the remaining vaccine. The first shot must be completed before the start of fall quarter courses.</li> </ol>	<ol style="list-style-type: none"> <li>1) Incomplete records</li> <li>2) Unofficial lab reports</li> <li>3) Single booster vaccine without a follow-up titer result</li> <li>4) Declinations</li> </ol>
Tetanus, diphtheria, and acellular pertussis (Tdap)	<ol style="list-style-type: none"> <li>1) Proof of Tdap in past <b>with</b> TD booster within ten years</li> <li>2) Proof of full Tdap received within past ten years</li> <li>3) Complete DPT (4+ vaccines) series within ten years</li> <li>4) Positive antibody titer</li> <li>5) Proof of Tdap and positive titer</li> </ol>	<ol style="list-style-type: none"> <li>1) Incomplete records</li> <li>2) Unofficial lab reports</li> <li>3) Declinations</li> </ol>
Annual TB test (required annually)	<ol style="list-style-type: none"> <li>1) Proof of negative one-step test</li> <li>2) Proof of negative two-step test</li> <li>3) Proof of negative QuantiFERON Gold blood test</li> <li>4) Clear chest X-ray within one year with interpretation</li> <li>5) Signed statement from a healthcare provider stating the student is asymptomatic and poses no danger to patients</li> </ol>	<ol style="list-style-type: none"> <li>1) Incomplete records</li> <li>2) Unofficial lab reports</li> <li>3) Unsigned chart notes or reports without signatures</li> <li>4) Declinations</li> </ol>
Seasonal flu shot (required annually)	<ol style="list-style-type: none"> <li>1) Proof of completed seasonal influenza vaccine</li> </ol>	<ol style="list-style-type: none"> <li>1) Incomplete records</li> <li>2) Unofficial lab reports</li> <li>3) Unsigned chart notes or reports without signatures</li> <li>4) Declinations</li> </ol>
COVID-19	<ol style="list-style-type: none"> <li>1) Proof of completed COVID-19 vaccination and any applicable booster doses</li> </ol>	<ol style="list-style-type: none"> <li>1) Incomplete records</li> <li>2) Unofficial lab reports</li> <li>3. Declinations</li> </ol>

## Prerequisites for Medical Office Assisting Program

Prerequisite courses include eligibility to enroll in ENGL 101 and MATH 90/91. You do not need to take or enroll in these courses before applying to the Medical Office Assisting Program. Eligibility to take these courses may be determined by transcript review or by placement testing. Information about testing and test alternatives may be found at <https://pencol.edu/GetStarted>



## Applying to Peninsula College

Apply online at <https://pencol.edu/GetStarted> or in-person in Building D. There is no application fee. Once your application has been processed, you will receive a response via email or letter that will include your ctcLink ID# and student group named AMOA which will allow you to access class materials on Canvas.

### *Transcripts Submission*

Official transcripts can also be sent to [transcript@pencol.edu](mailto:transcript@pencol.edu). For these electronic transcripts to be considered official, they must be sent by the institution you attended. Alternatively, you can request official college transcripts to be mailed to the following address:

Peninsula College  
1502 E. Lauridsen Blvd  
Port Angeles WA 98362

### *Financial Aid*

Applying for financial aid and scholarships is a process, not a single step. Apply for Financial Aid by completing the Free Application for Federal Student Aid (FAFSA). Be aware of the **deadlines!** Visit

<https://pencol.edu/financial/apply-for-aid> for more details about how to apply for financial aid.

### *Placement*

To enroll in classes, an evaluation of your English and math skills is required. Take the test and/or submit documents for review such as high school transcripts, college transcripts, SAT and ACT scores, or Smarter Balanced Scores. Call (360) 417-6598 for more information. Visit <https://pencol.edu/GetStarted> to determine what placement method is appropriate for you.

### *Peninsula College New Student Orientation*

New students must complete the new student orientation on campus before advising and registering for classes. The online orientation is available at <https://pencol.edu/admissions/new-student-orientation> for students who live out of the area. You may schedule an optional campus tour by filling out the online form on the Ambassador's web page or by contacting [ambassadors@pencol.edu](mailto:ambassadors@pencol.edu).

### *Advising*

After placement testing and orientation, schedule an advising appointment with Student Development to discuss classes, create your educational plan, and register for classes. Call (360) 417-6340 to schedule an appointment. If you are considering applying to the Medical Office Assisting Program, contact Student Services to request that your advisor be listed as Rachel Pairsh, Director of the Medical Office Assisting Program. Once accepted, Medical Office Assisting Program students must meet with Rachel Pairsh quarterly for advising. More details about advising may be found at <https://pencol.edu/advising>.

### *Registration*

Browse the online class schedule at <https://classes.pencol.edu>. Peninsula College does not allow late registration. Registration must happen before the first day of the quarter. After advising, course registration is completed through the Peninsula College website. Course registration is completed through the Peninsula College website. Students must contact Student Services to acquire a ctcLink ID # and be added to the AMOA student group which will provide them access to the application course on Canvas.

### ***Medical Office Assisting Program Application on Canvas***

The Medical Office Assisting Program application is completed through the ctcLink student ID# and the student group named AMOA and uploaded to a drop-box on Canvas. The application requests demographic information, a personal essay, a letter of reference, and three acknowledgment forms.

#### ***Demographic information***

Download the demographic information form from Canvas, complete it, and upload the form to a drop-box in the Canvas application course.

#### ***Personal essay***

Submit your personal essay by uploading it to the drop-box in the Canvas application course. The submission should be in essay form and should answer the five questions listed below. Please make sure that each part of the questions is addressed in your answers. Use 12-point Times New Roman font and double-space the body of the essay. No headers, footers, titles, numbering, dates, or labeling information is necessary on the essay itself.

1. Why do you want to attend the Peninsula College Medical Office Assisting Program?
2. Have you worked in the medical profession? If the answer is yes, where, when, and in what capacity?

#### ***Letter of reference***

Obtain a letter of personal reference. Submit this letter uploading it to the drop-box in the Canvas application course. The letter can be from a friend, family member, coworker, supervisor, instructor, or anyone who has known you for at least one year and can address the items below. The letter should speak to your: conduct and attitude, organization and leadership qualities, strengths and dependability, resourcefulness, aptitude, enthusiasm, and plans for overcoming any barriers to your education and/or professional development and/or your ability to adjust to varying situations and expectations. Letters of reference should be addressed (but not mailed) to:

Rachel Pairsh,  
 Director, Medical Assisting Programs  
 Peninsula College  
 1502 E. Lauridsen Blvd.  
 Port Angeles, WA 98362

#### ***Acknowledgment forms***

Four acknowledgment forms must be submitted with your application. These forms should be downloaded from Canvas, signed, scanned, and uploaded to the drop-box in the Canvas application course. The forms include the Confidentiality Statement, Background Check Release of Information, Consent to Use Name, Photographs, Likenesses and Testimonials, and Informed Consent for Invasive/Noninvasive Procedures.

#### ***Immunization documentation***

Immunization documentation should be scanned and uploaded to the drop-box in the Canvas application course. If your immunizations will not be completed by the time you submit your application, you can also upload a document that describes when you are scheduled to complete the unfinished immunizations.

Please refer to **Required Immunizations** for details about immunizations and documentation.

Sample Application Assessment Rubric	3 All elements complete	2 Missing at least one element	1 Missing at least two elements	0 No submission, or submission incomplete
<b>Demographics</b> 1) The submitted file is named yourname.demographics.date 2) All data fields are completed				
<b>Essay</b> 1) The submitted file is named yourname.essay.date 2) The submitted essay is written in 12-point Times New Roman font and is double-spaced. The essay has no headers, footers, page numbers, titles, or headings. The student's name is on the essay 3) The submitted essay discusses each part of each question listed in the application checklist				
<b>Letter of Reference</b> 1) The submitted file is in the correct format and is named yourname.reference.date				
<b>Immunizations</b> 1) The submitted file is named yourname.immunizations.date 2) The submitted files are formatted as .pdf, .tiff, or .jpeg files 3) Documentation is submitted for any missing immunizations/titer results 4) Documents are submitted as one file, or as several files that are sequentially numbered				
<b>Acknowledgment Forms</b> 1) The submitted files are named: - yourname.backgroundcheck.date - yourname.privacy.date - yourname.consent.date - yourname.informedconsent.date 2) The submitted files are formatted as .pdf, .tiff, or .jpeg files 3) Documents are submitted as one file, or as several files that are sequentially numbered				
<b>Total score (out of 15 possible):</b>				
<b>Student name and SID:</b>				
<b>Status and date letter sent (application accepted or rejected):</b>				

# Program Requirements and Policies

## New Student Orientation

New students must attend the Medical Office Assisting Program orientation meeting that is held once a year before the commencement of the fall quarter. **This orientation is not optional.**

## Student Responsibilities

All students are responsible for purchasing the following supplies and equipment before the first day of the first clinical competency course:

- Analog watch with a sweeping second hand
- Blue or black ink pens

## Standards of Appearance and Behavior in the Classroom and Clinical Settings

### *Attendance*

**Attendance is mandatory for all students.** Regular attendance is required for students to meet program outcomes. Please schedule outside appointments at times other than class times. If you are unavoidably unable to attend a class, please contact your instructor **before** class with as much notice as possible. You may or may not be allowed to make up missed work depending on the course, assignment, and instructor preference. Students in the program will not be tardy for class.

### *Class Preparation and Late Work*

Preparation for class is expected, and most instructors in the program do not accept late work. Students are responsible for identifying alternative computers for submitting their work in case their primary computer is not functioning when tests, quizzes, or assignments are due. All assignment due dates are listed in the Canvas course modules and students are responsible for ensuring they manage their time efficiently to meet the deadlines for submission.

### *Dress Code for Laboratory and Clinical Courses*

- Students should wear casual office attire or scrubs.
- Shoes must be fully enclosed, no open-toed shoes allowed, and they must be puncture-resistant.
- Long hair must be pulled back or secured to prevent contact with equipment and liquids.
- Gloves, gowns, and other appropriate personal protective equipment must be worn for clinical skills training.

### *Behavior*

Students in this program will comply with all Peninsula College student rights, policies, and procedures as found in the Peninsula College Student Handbook. Policies regarding plagiarism, cheating, ADAAA, non-attendance, and discrimination will be strictly adhered to. Please visit <https://pencol.edu/student-rights-policies-procedures> for a full description of college-wide policies and guidelines.

Failure to comply with these standards of behavior may cause students to lose professionalism points, receive interventional counseling, receive a referral for disciplinary action by Student Services, or may result in failure of a course or dismissal from the program.

### *Food and Drinks in the Classroom*

Some types of food and drinks are allowed in the classroom, depending upon the type of class and the instructor's preferences. There is no class or situation where it is acceptable to place liquids on or near the computers. No food, drink, gum, or candy of any kind is allowed in clinical or laboratory classroom spaces.

### ***Cell Phone and Laptop Use***

Students in the program will not text or use cell phones in class; all phones are to be turned off or set to vibrate during class times. **Students will not use classroom computers to visit social media sites or play online games.**

### ***Maintaining Confidentiality***

Protecting the confidentiality of patients, protected health information, students, medical facilities, and the program is expected under all conditions, including when using social media. If there is ever an appropriate time to take photographs or video, students will be notified by their instructors. Violation of either HIPAA or FERPA laws can result in immediate dismissal from the program.

### ***Profanity***

Students in the program will not curse or use profanity in the classroom. This behavior is extremely unprofessional and will not be tolerated in the workplace or classroom. Failure to comply with standards of behavior and comportment may cause students to lose professionalism points, receive interventional counseling, receive a referral for disciplinary action by Student Services, or may result in dismissal from the program.

### ***Guest Speakers***

This program frequently features guest speakers and guest lecturers. These guests are working professionals who take time from their jobs to speak to our classes. They are to be shown the utmost respect, which means arriving on time for their talks or lectures, not interrupting, and exiting quietly if necessary. No food or drink is allowed during guest lectures.

### ***Professionalism Points***

Students are expected to maintain high standards of professionalism, and most classes have professionalism points included on the assignments list. Violations of standards of professional conduct will result in deductions of these points, which can significantly lower students' grades.

Infractions typically result in a one- to ten-point deduction of professionalism points for each occurrence of the following actions:

- Using cell phones or texting in class
- Disrupting lectures or lessons excessively for off-topic comments
- Calling fellow students names or being disrespectful of others' opinions and beliefs
- Demonstrating disrespect for the instructor or the instructor's preferences
- Placing drinks or food on lab tables or near computers
- Using profanity in the classroom or during group discussions
- Arriving late for guest lectures, or bringing food or drinks to class when we have guests
- Chronic tardiness
- Violation of dress code in clinical courses
- Improper use or misuse of program supplies and equipment in lecture or lab courses

Submitting late work may result in a zero for the assignment and the loss of professionalism points. Serious infractions such as plagiarism incurs higher deductions at the discretion of the instructor, and typically also result in a zero on the assignment in question, and/or failure of the course.

### ***Plagiarism***

Plagiarism is unacceptable and will be dealt with swiftly and severely. Students who are in doubt about whether work or resources have been cited correctly should consult their instructor.

### ***Drug Testing***

Students in the program may be subject to random drug testing, at their own expense, as the result of suspicious behavior in the classroom, lab, or clinical setting. Examples of behavior that suggest drug abuse include alcohol on the breath, inappropriate verbal responses, and unsafe or unusual behavior indicative of intoxication. The clinical practicum facility, according to their policies, may also require drug testing.

### ***Reference Texts***

Students in the program have access to a variety of resource texts in the classroom. These texts are not to be removed from the classroom without the express permission of the Program Director and a written receipt signed and dated by the student. Failure to return these reference texts, or destruction of them, will result in the student being required to replace the text at their own expense.

### ***Capstone (MED 155)***

The Program Director is responsible for capstone placements, and students do not select their own sites. Students are placed in sites based on their geographic location and interests, and the availability of a suitable site. Students spend at least 100 hours performing hands-on duties in the clinic.

### ***Dress Code for the Medical Office Assisting Capstone***

- Hair must be clean, neat, and combed away from the face. Shoulder-length or longer hair must be tied back and secured, so as not to interfere with patient care.
- Male students must be clean-shaven or maintain well-trimmed facial hair.
- Jewelry may include one ring, such as a simple band or wedding set, and small post earrings in ear lobes only.
- Unacceptable jewelry includes dangling or hoop earrings, multiple or large rings, ear bands, necklaces, bracelets, and visible body piercings other than ear lobes. Facility policies state absolutely no cartilage piercings, nose rings, nose studs, tongue rings, tongue studs, etc.
- Tattoos should be covered by clothing. Tattoos that cannot be covered with clothing should be discussed with the Program Director.
- Fingernails should be clean and short. No nail polish may be worn. Artificial nails and/or long nails are not acceptable.
- Clean hygiene and daily deodorant use are expected. Practicum clothes are to be frequently laundered and unwrinkled.
- No perfumes or colognes. If you smoke, be sure that the odor does not cling to your clothing or skin. Some odors including tobacco, coffee, onions, and garlic may be offensive. Alleviate this problem through brushing teeth, using mouthwash, or consuming breath fresheners.
- Chewing gum is never allowed.
- Name tags are always worn, and student identification is always worn at practicum sites. Student name tags are to be worn together with any ID issued by facilities.
- Professional attire includes appropriate neckline, hemline, and waistline. If cleavage, midriff, torso (front or back), underwear, or lingerie are apparent in the practicum setting, the student will be sent home immediately and may not be allowed to make up their hours.

## Grading System

Medical Office Assisting Program students must maintain a 2.0 minimum GPA in all Medical Office Assisting (MED) courses. MED courses are currently offered only once a year, so these courses must be taken in sequential order. Failing one MED course may change a student's entire academic plan and scheduled graduation date because students cannot progress to the next quarter's classes. Students will need to retake the failed course before they can move forward in the program.

All Medical Office Assisting Program students must pass MED 135 to complete their practicum externship, MED 155. Students that have been placed at a practicum site will be removed from the site and administratively dropped from the course by the Program Director if they have failed to complete any requirements. Students that are deemed unsafe for clinical practice also will not be allowed to enter practicum until such time as they have proven clinical competence to the Program Director or Instructors, regardless of course completion or previously anticipated graduation date.

Methods of assessment will vary by class, assignment, and instructor. These methods may include (but are not limited to) quizzes, tests, discussion boards, case studies, in-class activities, research papers, writing assignments, workbook activities, handouts, and group projects. In MED courses, 76% is the lowest grade awarded. Anything less than a 2.0 will be a zero for the course.

Letter Grading System for MED Courses								
Letter	Percent	Decimal	Letter	Percent	Decimal	Letter	Percent	Decimal
A+	100%	4.0	B+	90%	3.4	C+	80%	2.4
	99%	4.0		89%	3.3		79%	2.3
	98%	4.0		88%	3.2		78%	2.2
	97%	4.0		87%	3.1		77%	2.1
A	96%	4.0	B	86%	3.0	C	76%	2.0
	95%	3.9		85%	2.9	F	75% and below	
	94%	3.8		84%	2.8			
A-	93%	3.7	B-	83%	2.7			
	92%	3.6		82%	2.6			
	91%	3.5		81%	2.5			

## Medical, Malpractice and Liability Insurance

Students are temporarily covered by very limited malpractice and liability coverage during their time in the program. The program strongly encourages all students to purchase their insurance coverage, but it is not currently required. Neither Peninsula College nor any affiliated clinical externship sites are responsible for the cost of medical care for injury or illness that occurs because of the classroom, lab, or practicum activities.

Students are responsible for obtaining their medical or health insurance coverage. Neither Peninsula College nor any affiliated clinical externship sites are responsible for the cost of medical care for injury or illness that occurs because of the classroom, lab, or practicum activities. The program strongly encourages all students to purchase their own coverage, but it is not currently required.

## Informed Consent and Clinical Skill Practice on Peers

The program complies with the Peninsula College Policy 305 Use of Human Subjects for Experiments. Peninsula College recognizes the responsibility to protect the rights, well-being, and personal privacy of individuals; to assure a favorable climate for the acquisition of practical skills and the conduct of academically oriented inquiry; and to protect the interests of the institution and the student, addressing classroom, laboratory, and clinical activities where learning by students requires the use of human subjects as part of training procedures, demonstrations, or experiments. This is not a designated healthcare center and treatment is not provided here; any treatments must occur at a credentialed and licensed healthcare provider's office or clinic.

Students will be expected to participate in all clinical skill activities, including invasive procedures. Partial disrobing may be required for the practice and performance of certain skills, but appropriate draping and privacy considerations will be maintained in those instances. Declination forms are available in case a student has religious, cultural, or medical reasons that preclude them from having invasive procedures performed on them. However, there is no declination for the performance of these, as training students to perform these skills is the purpose of this program.

Students will be trained in standard precautions and are expected to always comply with all CDC and OSHA requirements and standards.

## Student Records

Administrative, enrollment and Student Services records are separate from student records for the Medical Office Assisting Program. All records are confidential. Some of the items in your Medical Office Assisting Program records may include, but not be limited to, the following documents:

- Application to the program
- Background check results
- New student orientation attendance record
- Unofficial and official transcripts
- CPR/first aid certification
- Confidential files on student conduct
- Copies of tests, competencies, work products, and certain assignments
- Correspondence
- Counselor recommendations for ADAAA and SSD accommodations
- Recommendations from DVR, WRT, WorkSource, and other worker retraining programs
- References and check-off lists from practicum sites
- Survey and evaluation responses and results
- Immunization records



## **Program Re-Entry**

For all students seeking re-entry following **any break in enrollment in the program**, the following requirements may apply:

- Faculty and/or Program Director advising
- Compliance with any new Peninsula College or program requirements that are in place at the time of program re-entry
- Compliance and adherence to the program curriculum in place at the time of re-entry, even if students must repeat course numbers previously completed on prior degree checklists

## **Advanced Placement and Transfer of Credit**

Currently, the Peninsula College Medical Office Assisting Program does not have a policy in place to evaluate and award advanced placement or to evaluate experiential learning for applicants. The program does not have the policy to evaluate and award credits transferred from another Medical Office Assisting Program. All students, regardless of prior learning or experience, are currently required to take all the courses listed in our core curriculum, in sequential order. The College does have in place a Prior Learning Assessment Policy for students, but this policy applies only to general education courses or other Professional/Technical Programs.

# Student Resources

## Medical Office Assisting Program Staff

Rachel Pairsh, MA-C, NCMA, CPI, BSHCM  
 Director, Medical Assisting Programs  
[rpairsh@pencol.edu](mailto:rpairsh@pencol.edu)  
 (360) 417-6414  
 Office: K-207

Anne Higdon, BSHCM, AAST HUC, MOA  
 Allied Health Programs Coordinator  
[ahigdon@pencol.edu](mailto:ahigdon@pencol.edu)  
 (360) 417-6208  
 Office: K-208

Courtney Kacouros, MA-C, CMA (AAMA)  
 Laboratory and Classroom Support Technician  
[ckacouros@pencol.edu](mailto:ckacouros@pencol.edu)  
 (360) 417-6267  
 Office: K-208

Dr. Allen Lapin, MD  
 Instructor  
[alapin@pencol.edu](mailto:alapin@pencol.edu)  
 (360) 452-9277  
 Office: K-206

Susan Coffee  
 I-BEST Instructor  
[scoffee@pencol.edu](mailto:scoffee@pencol.edu)  
 (509) 954-4023  
 Office: E-150

## Integrated Basic Skills Teachers (I-BEST)

We are privileged to have Integrated Basic Skills Teachers in several of our courses. These instructors are here to assist any student with basic skills such as mathematics, English, computers, and writing. I-BEST Instructors collaborate with lead instructors and may present lectures. There will be assignments such as research papers and writing assignments in several courses that will require grading by both the core curriculum and I-BEST Instructors. They are not tutors; they are fellow instructors that assist students with basic skills mastery.

## Student Services

Pirate Central is Peninsula College's student center. The portal <https://pencol.edu/student-center> offers helpful links to academic calendars, class catalogs and schedules, unofficial transcripts, and important forms. It allows you to update your personal information, check your schedule, register for classes, and pay your tuition. The website also has links that provide information about parking, financial aid, learning assessments, and worker retraining.

## Financial Aid

Applying for financial aid is a process that should be started as soon as possible. Work on your financial aid file at the same time you are completing other college application requirements. New students are required to complete an admission application before applying for financial aid. You must be signed up for the correct degree or certificate you intend to complete at Peninsula College. If you need assistance, please call Student Services at (360) 417-6340. You must meet the financial aid requirements for eligibility. More information about applying for financial aid can be found at <https://pencol.edu/financial/apply-for-aid>.

## Support of Students (SOS)

Peninsula College is committed to encouraging the success of its students and our Support of Students (SOS) Program plays a vital role in this mission. The goal of SOS is to provide students with the assistance they need to persist through obstacles and move forward toward graduation. We work with students to overcome situations that impact their academic performance. Students can receive help with study skills, searching for financial assistance, arranging for a tutor, and much more. Available programs include Basic Food Employment and Training (BFET), Basic Food (SNAP), and Temporary Assistance for Needy Families (TANF) WorkFirst work program. If you are interested in receiving support, please do not hesitate to get in touch with Hayley Anderson at [handerson@pencol.edu](mailto:handerson@pencol.edu) or (360) 417-6342. Please find a list of useful links below.

Basic Food Employment and Training: <https://pencol.edu/BFET>

WorkFirst: <https://pencol.edu/workfirst>

Worker Retraining: <https://pencol.edu/worker-retraining>

## Tutoring

At the Writing Lab, students can make individual appointments for writing help or use the lab's computers to work on essays and research. The Writing Lab is open to all students engaged in writing projects. The Math Lab is a drop-in tutoring center for assistance in mathematics. It is free for students to use. Peninsula College and other western community colleges are partnering with the Western eTutoring Consortium to provide online tutoring assistance to students. All students will have access to eTutoring's free, online, professional tutoring services in chemistry, math, MS Office, psychology, and writing. Free peer-to-peer tutoring for math and writing is also available to students of any level. Peninsula College offers a variety of tutoring resources. Details and hours of operation may be found at <https://pencol.libguides.com/c.php?g=855081>.

## Library

The library offers textbooks on reserve as well as a quiet place to study. Library hours may be found at <https://pencol.edu/library>.

## Services for Students with Disabilities (SSD)

Peninsula College provides a campus that is accessible, equitable, and inclusive to all. Services for Students with Disabilities (SSD) works with students, instructors, staff, administration, and the community to ensure that the accommodations necessary to create equal access are provided to all Peninsula College students with documented disabilities. To setup accommodations, please complete the online registration form found at [https://pencol.formstack.com/forms/ssd\\_ask\\_registration](https://pencol.formstack.com/forms/ssd_ask_registration).

The role of SSD is to:

- Determine reasonable accommodations for qualified students with documented disabilities
- Provide accommodation services support to students and faculty
- Assist in the development of self-advocacy skills and disability awareness
- Maintain and protect the confidentiality of student records as required by HIPAA and FERPA

Documentation is also required. Submit documentation that includes information on the present impact of the diagnosis and the treatment plan if there is one. Documentation must come from a professional who is licensed or certified in the area for which the diagnosis is made. The documentation required to determine accommodations may be specific to the diagnosis. Medical documentation can be submitted as a letter on letterhead stationery, official medical records with medically relevant test results, or a completed verification form, accompanied by medically relevant test results. When both the registration form and medical documentation have been received, SSD staff will contact you to schedule an appointment to discuss accommodations. Please submit requests for accommodations at least four weeks before you plan on accessing them. This timeline also applies to changes and updates to established accommodations. SSD staff can be reached at [ssd@pencol.edu](mailto:ssd@pencol.edu) or (360) 417-6373.

## Worker Retraining

The Worker Retraining Program at Peninsula College is designed to provide instruction and training that can lead to family-wage employment. It assists students with:

- Tuition and fees
- Book expenses
- Child and/or dependent care costs
- Transportation
- Educational supplies/tools

The Worker Retraining Program can assist the following individuals:

- **Dislocated workers.** Those eligible for unemployment, are currently collecting unemployment, or who have exhausted their unemployment benefits within the last 48 months.
- **Stop-gap employed.** Those who were on unemployment or have exhausted their unemployment benefits within the last 48 months and who have accepted temporary employment but make less than 80% of their prior earnings.
- **Displaced homemakers.** Men or women who provided unpaid services within the home and relied upon another person's income, but no longer have access to that income due to an event within the last 24 months such as separation or divorce, death, or disability, etc.
- **Formerly self-employed.** Previous business owners who are no longer self-employed due to economic downturn or natural disasters.
- **Vulnerable workers.** Students with less than 45 college credits who are at risk of losing their current job due to a need for additional skills, or whose job is considered "not in demand"
- **Veterans** who have been honorably discharged from service within the last 48 months
- **Active-duty military members** who have received official separation orders

Please visit <https://pencol.edu/worker-retraining> for more details. Feel free to email [workerretraining@pencol.edu](mailto:workerretraining@pencol.edu) for more information or call (360) 417-5692 to set up an appointment.

# Book List

## **MED 102: Medical Terminology for Medical Assistants**

- Exploring Medical Language, 10<sup>th</sup> Ed., ISBN 978-0-323-39645-5
- Mosby's Medical Dictionary, 10<sup>th</sup> Ed., ISBN 978-0-323-41425-8

## **MED 135: Medical Office Procedures**

- Kinn's The Medical Assistant, 13<sup>th</sup> Ed., ISBN 978-0-323-35320-5
- Kinn's The Medical Assistant Study Guide/Procedure Checklist Manual, 13<sup>th</sup> Ed., ISBN 978-0-323-42947-4
- Practical Guide to Therapeutic Communication for the Health Professionals, ISBN 978-1-4160-0000-6
- Nehr Perfect Go! Access

## **MED 140: Medical, Ethical, Legal Communication**

- Law & Ethics for Health Professionals, 9<sup>th</sup> Ed., ISBN 978-1-259-84471-3
- Practical Guide to Therapeutic Communication for Health Professionals, ISBN 978-1-4160-0000-6

## **MED 150 and 151: Medical Billing & Coding I and II**

- Fordney's Medical Insurance, 15<sup>th</sup> Ed., ISBN: 9780323594400
- Workbook for Fordney's Medical Insurance, 15<sup>th</sup> Ed., ISBN: 9780323594417
- Kinn's The Medical Assistant, 13<sup>th</sup> Ed.
- Kinn's The Medical Assistant Study Guide/Procedure Checklist Manual, 13<sup>th</sup> Ed.
- ICD-10-CM Complete Official Codebook, (ICD-10 Clinical Modification) Most recent edition required
- CPT (Current Procedural Terminology) Professional Ed. most recent edition required

## **MED 155: Medical Office Assistant Externship and Test Preparation**

- Review of Kinn's text (optional)
- NCCT interactive review package & practice exam for the NCMOA and/or the NCICS exams that the student wishes to challenge



## Peninsula College

### CONSENT TO USE NAME, PHOTOGRAPHS, LIKENESSES, TESTIMONIALS

**Name:** \_\_\_\_\_ (please print)

**City:** \_\_\_\_\_

**Program:** Medical Assisting, Medical Office Assisting, and Phlebotomy Programs

**Activity:** Any related to MA, MOA, or Phlebotomy Programs

---

I hereby authorize Peninsula College and the Medical Assisting, Medical Office Assisting, and/or Phlebotomy Programs to use my name, photograph, likeness, and/or testimonial in college- and program-related advertising, displays, publications, posters, or any other college-related promotions, which could include—but is not necessarily limited to—the college catalogue, program brochures, group photographs, slide or video productions, television and radio advertising, and the Peninsula College Internet web site.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date