



PENINSULA COLLEGE  
MEDICAL OFFICE ASSISTING

# Medical Office Assisting Program

Student Handbook 2020 - 2021

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# Introduction

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## 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, which is approved by the Washington State Higher Education Board, provides you with the training you need to find employment in the administrative areas of medical offices, clinics, hospitals, home health, 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!



Rachel Pairsh, MA-C, NCMA, CPI  
Director, Medical Office Assisting Program  
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 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 advices and Explanation of Benefits to patient financial records
- Follow up on suspended claims and claim denials
- Manage the collections process in compliance with states and federal regulations
- Receive phone messages and emails and route to appropriate team member
- Place outgoing calls using effective telephone techniques
- Respond to medical office emails 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 [ncctinc.com](http://ncctinc.com).

The American Academy of Professional Coders (AAPC) offers the following credentialing exams:

- Certified Professional Coder (CPC)
- Certified Professional Biller (CPB)

Information about AAPC exams can be found at [aapc.com](http://aapc.com).

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\* Job duties as described by the National Center for Competency Testing NCMOA detailed test plan at [ncctinc.com](http://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*	\$41,340	\$42,680**	\$82,670	\$32,130	\$43,680	\$58,210	\$58,320
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 exam for licensure	Must pass exam for certification	Optional exam (not required for state registration)	Must pass exam for licensure	Exam required to graduate accredited program; exam not required for state registration
Educational requirements	Graduation from post-secondary training program	Graduation from post-secondary training program usually required by employer	Graduation from accredited program	Completion of course approved by state	Graduation from post-secondary training program usually required by employer	Graduation from accredited program	Graduation from post-secondary training program usually required by employer
Approximate length of program of study	One quarter of prerequisites, six quarters for AAS degree	One quarter for prereqs, six quarters for AAS degree	One to two years of prereqs, two years for AAS degree	Minimum 75 hours of training. On-the-job training programs available	Five quarters for AAS degree	One year of prereqs plus two years for AAS degree	Four to eight quarters of prereqs, four to six quarters for 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 data from May 2018

\*\* 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.

## Allied Health Occupational Duties Comparison

	MA-C	MOA	RN	CNA	Dental Asst	PTA	Surg Tech
Direct patient care	●		●	●	●	●	
Take patient 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 lab specimens	●		●	●			●
Process lab specimens	●		●		●		
Screen & follow up on abnormal labs	●		●				
Hygienic care			●	●			
Bedside care			●	●			
Help patients follow plan of care	●	●	●			●	
Sterilize equipment	●				●	●	●
Lift and transfer patient	●		●	●		●	●
Meal service				●			
Assist provider during exams	●		●		●		
Prepare patients for surgery	●		●				●
Develop X-rays					●		
Assist with cast application/removal	●		●				
Suture/staple removal	●		●				
Prepare and clean treatment areas	●		●		●	●	●
Administrative duties	●	●	●		●	●	
Process insurance forms	●	●			●		
Computer skills	●	●	●	●	●	●	●
Equipment maintenance	●	●	●	●	●	●	●
Ordering equipment/supplies	●	●	●				●
Bookkeeping duties	●	●			●		

# Program Overview

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

### Mission

Peninsula College provides educational opportunities in the areas of academic transfer, professional and technical, basic skills, and continuing education. The College also contributes to the cultural and economic enrichment of Clallam and Jefferson Counties.

### Vision

- Provide excellent instruction and services in support of its mission;
- Embrace a set of shared principles;
- Practice shared governance;
- Pursue a "planful" approach to decision making; and
- Support the professional development of faculty and staff.

### 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 in a legal and ethical manner as a medical office assistant/specialist
- Use medical terminology correctly
- Effectively communicate with other healthcare team members, patients, and physicians
- Procure and distribute office supplies
- Manage documents, both paper and electronic, 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 61 credits of coursework to earn a certificate. The AAS degree requires the same 61 credits of coursework, as well as an additional 30 credits of general education. A sample schedule is posted on the MOA 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.

## Program Expenses

Placement test fee: \$20

Textbooks (prices determined by publisher): \$250-\$300 per quarter

National exam application fee: \$90-\$300

Background check\*: \$44-\$55

Immunizations: varies, depends on immunizations or titers needed

Health and liability insurance (optional, but recommended prior to practicum): varies by individual carrier, but can range from \$35 to \$150 annually

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\* The MOA Program requires a background check.



# Application Process

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## Overview of Application Process

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

People of all ages and experience are invited to apply for the MOA 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 MOA 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 [pencol.edu/GetStarted](http://pencol.edu/GetStarted).

### *How do I apply for the MOA Program?*

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

- Demographic information
- Personal essay
- Letter of personal reference
- Acknowledgement forms
  - Confidentiality statement form
  - Background check release of information
  - Informed consent for invasive/noninvasive procedures

### *What if I am accepted to the MOA Program?*

Students accepted to the MOA Program must undergo a background check through [castlebranch.com](http://castlebranch.com) prior to 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 to the Program will meet with the MOA 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 a Program orientation meeting held once a year prior to commencement of fall quarter. **The MOA Program orientation is not optional.**

Course registration is completed through the Peninsula College website. Students must acquire a PIN code from their advisor in order to register for courses. Students will receive information regarding required textbooks and syllabi from their Instructors or the MOA Program Director.

**Class attendance is mandatory, and daily attendance is required for students to meet program outcomes.**

Please note that students must have their immunizations completed before they start MED 155 (see [Required Immunizations](#)).

## Application Timeline

### *January*

- Review background check information
  - Certain convictions preclude careers in healthcare
  - Information about crimes is in the MOA Program Student Handbook
- Submit transcripts to Peninsula College following instructions at [pencol.edu/GetStarted](http://pencol.edu/GetStarted)
  - It can take up to ten weeks for the college to process transcripts

### *February*

- It's not too late to start January's tasks

### *March*

- It's still not too late to start January's tasks
- Apply for Peninsula College before applying for the MOA Program
  - Peninsula College application instructions are at [pencol.edu/GetStarted](http://pencol.edu/GetStarted)
- Complete Financial Aid file before early May\*
  - Priority consideration deadline for summer and fall quarters occurs during spring quarter
  - Apply for Financial Aid at [pencol.edu/financial/apply-for-aid](http://pencol.edu/financial/apply-for-aid)
- MOA Program application is due June 1 at 5:00 pm
  - Register for Canvas application course, item number 0008
  - Contact Student Services
    - Request that you are added to the Program Director's Advisee List (Rachel Pairsh)
    - Have your Program of Study intent code changed to one of the two MOA degree options

### *April*

- Request letter of reference for MOA Program application
  - Letter of reference guidelines are in the MOA Program Student Handbook
- Take exams to demonstrate you have met the prerequisites, or submit documentation for placement test alternatives
  - The prerequisites are **eligibility to enroll** in both ENGL 101 and MATH 90/91
    - You do not have to complete these courses before applying
  - Information about testing and test alternatives may be found at [pencol.edu/GetStarted](http://pencol.edu/GetStarted)
- Sign up for and complete online Peninsula College orientation at [pencol.edu/admissions/new-student-orientation](http://pencol.edu/admissions/new-student-orientation)

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\* Specific dates can be found Peninsula College's academic calendar at [pencol.edu/admissions/academic-calendar](http://pencol.edu/admissions/academic-calendar).

### *May*

- Compose personal essay for MOA Program Application
  - Guidelines for personal essay are in the MOA Program Student Handbook and in Canvas dropboxes
- Meet with your advisor, who will typically be the MOA Program Director, during advising week
  - You cannot register for classes if you do not meet with your advisor
  - Advising sessions are for summer and fall quarters
- MOA Program application is due June 1 at 5:00 pm

### *June*

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

### *July*

- Last day to register for courses is in July\*
- Summer quarter is July through August\*

### *August*

- Tuition for fall quarter is due late August
- Don't forget to complete background check, which is due September 1

### *September*

- Attend mandatory MOA New Student Orientation in early September
- Last day to register is in mid-September\*
- First day of fall quarter is in late September\*

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\* Specific dates can be found Peninsula College's academic calendar at [pencol.edu/admissions/academic-calendar](http://pencol.edu/admissions/academic-calendar).

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

### Crimes against children or other persons<sup>†</sup>

- murder: aggravated, first, or second degree
- kidnapping: first or second degree
- assault: first, second, or third degree
  - also fourth degree,<sup>‡</sup> 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<sup>§</sup>
- 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 between the most recent conviction and the date of application for employment
- felony indecent exposure
- criminal abandonment

### Crimes relating to drugs\*\*

- manufacture, delivery, or possession with intent to manufacture or deliver a controlled substance

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

<sup>†</sup> “Crimes against children and other persons” is defined by RCW 43.43.830.

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

<sup>§</sup> “Abuse or neglect” is defined by RCW 26.44.020.

\*\* “Crimes relating to drugs” is 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 between the most recent conviction and the date of application for employment
  - exception: the offense was theft in the second degree and five or more years have passed between the most recent conviction and the date of application for employment

### 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 a 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 adult lacks the capacity to 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 or has had a dating relationship

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\*"Crimes relating to financial exploitation" is defined by RCW 43.43.830.

† "Financial exploitation" is defined by RCW 74.34.020.

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

§ "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.

## 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 MOA 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 [pencol.edu/GetStarted](http://pencol.edu/GetStarted).

## Applying to Peninsula College

Apply online at [pencol.edu/GetStarted](http://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 Student Identification Number (SID) and global PIN.

### *Transcripts Submission*

Official transcripts can also be sent to [transcript@pencol.edu](mailto:transcript@pencol.edu). In order 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 [pencol.edu/financial/apply-for-aid](http://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 [pencol.edu/GetStarted](http://pencol.edu/GetStarted) to determine what placement method is appropriate for you.

### *Peninsula College New Student Orientation*

New students must complete New Student Orientation on campus before advising and registering for classes. Online Orientation is available at [pencol.edu/admissions/new-student-orientation](http://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 Ambassadors 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 MOA Program.

More details about advising may be found at [pencol.edu/advising](http://pencol.edu/advising).

### *Registration*

Browse the online class schedule at [classes.pencol.edu](http://classes.pencol.edu). Peninsula College does not allow late registration. Registration must happen before the first day of the quarter.

After advising, you will use your student ID, and the registration PIN provided by your advisor, to register online at [pencol.edu/register](http://pencol.edu/register).

## **MOA Program Application on Canvas**

The MOA Program application is completed through the Canvas application course, item number 0008. The application requests demographic information, a personal essay, a letter of reference, and three acknowledgement forms.

### ***Demographic information***

Download the demographic information form from Canvas, complete it, and upload the form to a dropbox on the Canvas application course.

### ***Personal essay***

Submit your personal essay by uploading it to a dropbox on the Canvas application course. The submission should be in essay form and should answer the five questions listed below. Please make sure each part of the questions are 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 and when, and in what capacity?

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

Obtain a letter of personal reference. Submit this letter uploading it to a dropbox on 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. Letters of reference should be addressed (but not mailed) to:

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

The letter should speak to your

- Conduct and attitude
- Organization and leadership qualities
- Strengths and dependability
- Resourcefulness, aptitude, and/or enthusiasm
- Plans for overcoming any barriers to your education and/or professional development and/or your ability to adjust to varying situations and expectations

### ***Acknowledgement forms***

Three acknowledgement forms must be submitted with your application. These forms should be downloaded from Canvas, signed, scanned, and uploaded to a dropbox on the Canvas application course. The forms include the Confidentiality Statement, Background Check Release of Information, and Informed Consent for Invasive/Noninvasive Procedures.

### ***Immunization documentation***

Immunization documentation should be scanned and uploaded to a dropbox on 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) Submitted file is named as: yourname.demographics.date 2) All data fields are completed				
<b>Essay</b> 1) Submitted file is named as: yourname.essay.date 2) Submitted essay is written in 12-point Times New Roman font and is double-spaced. Essay has no headers, footers, page numbers, titles, or headings. Student's name is on essay 3) Submitted essay discusses each part of each question listed in the application checklist				
<b>Letter of Reference</b> 1) Submitted file is in correct format, and named as: yourname.reference.date				
<b>Total score (out of 9 possible):</b>				
<b>Student name and SID:</b>				
<b>Status and date letter sent (application accepted or rejected):</b>				



# Program Requirements and Policies

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## New Student Orientation

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

## Student Responsibilities

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

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

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

### *Attendance*

**Attendance is mandatory for all students.** Daily attendance is required in order for students to meet program outcomes. Please schedule outside appointments at times other than class times. If you are unavoidably unable to attend class, please contact your instructor **prior** to 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 the 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 in order 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, ADA, non-attendance, and discrimination will be strictly adhered to. Please visit [pencol.edu/student-rights-policies-procedures](http://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, 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 own 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 incur 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, pursuant 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 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—are offensive. Alleviate this problem through brushing teeth, using mouthwash, or consuming breath fresheners.
- Chewing gum is never allowed.
- Name tags are to be worn at all times, 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 issues such as 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.

## Required Immunizations

PLEASE NOTE: Immunizations are required to complete the program, not for program entry. You will be informed of your personal timeline for immunization completion during your advising appointments with the Medical Office Assisting Program Director.

Required Immunization	How to Document Immunity
<input type="checkbox"/> Hepatitis B	<ul style="list-style-type: none"> <li>▪ Record of series of three injections <u>or</u></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 <u>or</u></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 <b>and</b> one of the following:             <ul style="list-style-type: none"> <li>▫ TD booster dose within ten years <u>or</u></li> <li>▫ Tdap within ten years <u>or</u></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 <u>or</u></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 <b>each year</b> <u>or</u></li> <li>▪ Documentation of QuantiFERON Gold blood test <b>each year</b></li> <li>▪ If either test comes back positive, student must             <ul style="list-style-type: none"> <li>▫ Obtain a chest X-ray with written results <u>or</u></li> <li>▫ Obtain a signed statement from a healthcare provider stating 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>

## 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.

Immunization	Acceptable Evidence of Immunity	Not Accepted
Hepatitis B	<ol style="list-style-type: none"> <li>1) Proof of series of 3 injections</li> <li>2) Positive antibody titer</li> <li>3) Proof of series of 3 vaccinations and positive titer</li> <li>4) Proof that series of 3 has been started, with specific dates student is scheduled to receive remaining vaccines. First 2 shots must be completed prior to 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 follow up titer results</li> <li>4) Declinations</li> </ol>
Measles, mumps, and rubella (MMR)	<ol style="list-style-type: none"> <li>1) Proof of series of 2 injections of MMR vaccine</li> <li>2) Positive antibody titers for each</li> <li>3) Proof of series of 2 vaccines and positive titer for each</li> <li>4) Proof that series of 2 has been started, with specific dates student is scheduled to receive remaining vaccine. First shot must be completed prior to 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 follow up titer results</li> <li>4) Declinations</li> </ol>
Varicella	<ol style="list-style-type: none"> <li>1) Proof of series of 2 injections of varicella vaccine</li> <li>2) Positive antibody titer</li> <li>3) Proof of series of 2 vaccines and positive titer</li> <li>4) Proof that series of 2 has been started, with specific dates student is scheduled to receive remaining vaccine. First shot must be completed prior to 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 follow up titer results</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 <u>with</u> 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 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>

## Grading System

Medical Office Assisting Program students must maintain a 2.0 minimum GPA in all Medical 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 Assisting Program students must pass MED 135 in order 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 their immunizations and/or titers in the quarter preceding the start of their externship. 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, students are typically given two attempts to pass assignments or procedures assessing their performance of psychomotor and affective domain competencies. Students are typically given one attempt to pass assignments or procedures assessing their grasp of cognitive domain and general objectives and outcomes.

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 the course of their time in the Program. The Program strongly encourages all students to purchase their own 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 as a result of classroom, lab, or practicum activities.

Students are responsible for obtaining their own 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 as a result of 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 comply with all CDC and OSHA requirements and standards at all times.

## **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
- HIV/AIDS certification
- Confidential files on student conduct
- Copies of tests, competencies, work products, and certain assignments
- Correspondence
- Counselor recommendations for ADA 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 have to repeat course numbers previously completed on prior degree checklists

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

At this time, 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 a 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 of 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

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## MOA Program Staff

Rachel Pairsh, MA-C, NCMA, CPI  
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Maitland Peet, MEd  
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## 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. Our I-BESTs are not tutors; they are fellow Instructors that assist students.

## Student Services

Pirate Central is Peninsula College's student center. The portal [pencol.edu/student-center](http://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. It is important that you are 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 [pencol.edu/financial/apply-for-aid](http://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 on overcoming 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. Please find a list of useful links below.

Basic Food Employment and Training: [pencol.edu/BFET](http://pencol.edu/BFET)

WorkFirst: [pencol.edu/workfirst](http://pencol.edu/workfirst)

Worker Retraining: [pencol.edu/worker-retraining](http://pencol.edu/worker-retraining)

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.

## Tutoring

Peninsula College offers a variety of tutoring resources. Details and hours of operation may be found at [pencol.libguides.com/c.php?g=855081](http://pencol.libguides.com/c.php?g=855081).

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.

## Library

The library offers textbooks on reserve as well as a quiet place to study. Library hours may be found at [pencol.edu/library](http://pencol.edu/library).

## Services for Students with Disabilities (SSD)

Peninsula College is dedicated to providing 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.

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 FERPA

To setup accommodations, please complete the online registration form found at [pencol.formstack.com/forms/ssd\\_ask\\_registration](http://pencol.formstack.com/forms/ssd_ask_registration).

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 stationary
- Official medical records with medically relevant test results
- 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 [pencol.edu/worker-retraining](http://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 for MED Courses<sup>1</sup>

### ***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
- Neehr Perfect Go! Access
- Practical Guide to Therapeutic Communication for the Health Professionals, ISBN 978-1-4160-0000-6

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

- Law & Ethics for Health Professionals, 8<sup>th</sup> Ed., ISBN 978-1-259-84471-3
- Practical Guide to Therapeutic Communication for Health Professionals

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

- Insurance Handbook for the Medical Office, 14<sup>th</sup> Ed., ISBN 978-0-323-31625-5
- Insurance Handbook for the Medical Office Workbook, 14<sup>th</sup> Ed., ISBN 978-0-323-31627-9
- 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, 2018 Ed., ISBN 978-1-62202-604-3 (optional)
- CPT 2018 Professional Ed., ISBN 978-1-62202-600-5 (optional)

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

- Review of Kinn's text (optional)
- Interactive or other Review Package pertinent to the national exam the student wishes to challenge

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<sup>1</sup> Textbook editions are typically the most recent edition. Check with course syllabi before buying books.