



Dear Medical Assisting Applicant:

Thank you for your interest in the only Associate of Applied Science Degree in Medical Assisting in Middle Tennessee. This packet will introduce you to the Volunteer State Community College Associate of Applied Science in Medical Assisting option. This program consists of two (2) semesters of pre-admission general education courses and three (3) semesters of Medical Assisting professional courses. Upon graduation, students will be able to sit for the Registered Medical Assistant exam administered through the American Medical Technologists (AMT) credentialing agency.

Description of the Profession: Medical Assistants are multiskilled health professionals specifically educated to work in ambulatory settings performing administrative and clinical duties. The practice of medical assisting directly influences the public's health and well-being and requires mastery of a complex body of knowledge and specialized skills requiring both formal education and practical experience that serve as standards for entry into the profession.

A Medical Assistant typically works in an ambulatory care setting under the direction of physicians, nurse practitioners, and/or physician assistants. Duties of a Medical Assistant include but are not limited to checking in patients, answering phone calls, screening for medical insurance, scheduling appointments, performing medical billing and coding, taking patient medical histories, obtaining vital signs, performing EKGs, assisting with minor office surgery, assisting with exams, administering oral medication, giving injections, drawing blood, performing finger sticks, performing urinalysis, and performing a variety of other technology-based diagnostic testing.

Medical Assisting- Health Sciences AS: Students interested in one of Vol State's Health Sciences programs must follow the A.S. in Health Sciences curriculum. You must contact an Advisor in your preferred area of emphasis to identify appropriate general education and elective courses for admission into your selected program. For more information about specific program deadlines and requirements, please refer to page six of the Medical Assisting Program's information packet.

Information about the Medical Assisting Program: Students interested in the Medical Assisting Program will declare Health Sciences A.S. as the major and should follow the recommended schedule of courses. Once formally admitted into the program, the major will be changed to Medical Assisting. The Medical Assisting Program is three (3) semesters of study. It includes didactic classroom courses as well as an extensive clinical experience in an ambulatory care setting. Medical Assisting Program officials determine clinical site assignments. Clinical

sites are located throughout Tennessee up to 100 miles from the Vol State Gallatin Campus. Each student is responsible for their own transportation to and from class as well as to and from assigned clinical sites. Students are required to complete a total of 160 hours of unpaid clinical hours in an ambulatory care setting in the Second Year- Spring Semester of the Medical Assisting Program. Clinical hours are typically 8:00AM-5:00PM and students must complete at least 32 hours per week at the clinical site.

Enrollment and Application Information: The Medical Assisting Program adheres to the College's equal opportunity policy and has limited enrollment. The class size is limited to fourteen (14) students per year. The Medical Assisting Program, like many other health sciences programs, is a selective, limited-access admissions program. Applicants must meet specific criteria to qualify for the selection process and interview. Students who qualify are granted an interview in early April. To qualify for an interview, refer to the attached Pre-Medical Assisting Student Checklist.

Applicants are selected for admission based on the following categories: (1) Cumulative GPA must be at least a 2.5, (2) the total number of points in pre-admission classes (see the attached Pre- Admission General Education Points System for the Medical Assisting Program), (3) the interview score. The applicant earns admission points from categories 2 and 3; there are no points awarded for the cumulative GPA category. The fourteen (14) applicants with the highest total number of admission points are granted provisional acceptance and are required to successfully (at the student's expense): (1) complete a background check without any discrepancies, (2) complete a 10-panel urine drug screen without any discrepancies, and (3) complete and submit all pre-clinical requirements to be granted formal acceptance. The background screen, drug screen and some medical screenings may be required annually. Students in the program are required to earn a final grade of at least a 'C' in each Medical Assisting (MDCA) course to continue in the program. Each MDCA course must be taken in sequence.

In order to perform the duties of a Medical Assistant an individual must be able to:

Function Ability Category	Representative/Activity Attribute
Gross Motor Skills	Move within confined spaces Sit and maintain balance Stand and maintain balance Reach above shoulders (e.g., attaching bag to IV pole) Reach below waist (e.g., plug electrical appliance into wall outlets)
Fine Motor Skills	Pick up objects with hands Grasp small objects with hands (e.g., IV tubing, pen) Write with pen or pencil Key/type (e.g., use a computer keyboard) Pinch/pick or otherwise work with fingers (e.g., manipulate a syringe) Twist (e.g., turn objects/knobs using hands) Squeeze with finger (e.g., eye dropper)

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	<p>Hand/eye coordination Dexterity of fingers and hands to perform variety of lab tasks using needles and performing venipuncture</p>
Physical Endurance	<p>Stand for extended periods of time (e.g., at patient side during surgical or therapeutic procedure) Sustain repetitive movements (e.g., CPR) Maintain physical tolerance (e.g., work entire shift) Work quickly and accurately under stressful conditions at a fast pace</p>
Physical Strength	<p>Push and pull weight (e.g., position patient on exam table, push patient in wheelchair) Support weight of patient (e.g., ambulate patient) Lift weight (e.g., pick up a child, transfer patient from wheelchair to exam table and the reverse) Move light weight objects (e.g., IV poles) Move heavy objects Defend self against combative patient Carry equipment, supplies Use upper body strength (e.g., perform CPR, physically restrain a patient) Squeeze with hands (e.g., operate fire extinguisher)</p>
Mobility	<p>Twist Bend Stoop/squat Move quickly (e.g., response to an emergency) Climb (e.g., ladders/stools, stairs) Walk</p>
Hearing	<p>Hear normal speaking level sounds (e.g., person to person report) Hear faint voices Hear faint body sounds (blood pressure sounds, apical pulse) Hear situations when not able to see lips (e.g., when masks are used) Hear auditory alarms (e.g., monitors, fire alarms, call bells) Hear muffled sounds with stethoscope Hear in order to communicate effectively with patient</p>
Visual	<p>See objects inches away (e.g., information on a computer screen, skin conditions) See objects feet away (e.g., patient in a room) See objects several feet away (e.g., client at end of hall) Use depth of perception Use peripheral vision Distinguish color (e.g., color codes on supplies, charts, bed) Distinguish color intensity (e.g., flushed skin, skin paleness) Visual acuity to read small print, gauges, and color vision for lab interpretation and to use equipment for venipuncture correctly</p>

Tactile	<ul style="list-style-type: none"> Feel vibrations (e.g., palpate pulses) Detect temperature (e.g., skin solutions) Feel differences in surface characteristics (e.g., skin turgor, rashes) Feel differences in sizes, shapes (e.g., palpate vein, identify body landmarks) Detect environment temperature (e.g., check for drafts)
Smell	<ul style="list-style-type: none"> Detect odors from patient (e.g., foul smelling drainage, alcohol breath, etc.) Detect smoke Detect gases or noxious smells
Reading	<ul style="list-style-type: none"> Read and understand written documents (e.g., policies, protocols)
Arithmetic Competence	<ul style="list-style-type: none"> Read and understand columns of writing (flow sheet, charts) Read digital displays Read graphic printouts (e.g., EKG) Calibrate equipment Convert numbers to and/or from the Metric System Read graphs (e.g., vital sign sheets) Tell time Measure time (e.g., count duration of contractions, etc.) Count rates (e.g., drips/minute, pulse) Use measuring tools (e.g., thermometer) Read measurement marks (e.g., measurement tapes, scales, etc.) Add, subtract, multiply, and/or divide whole numbers Compute fractions (e.g., medication dosages) Use a calculator Write number in records
Emotional Stability	<ul style="list-style-type: none"> Establish therapeutic boundaries Provide patient with emotional support Adapt to changing environment/stress Deal with the unexpected (e.g., patient going bad, crisis) Focus attention on task Monitor own emotions Perform multiple responsibilities concurrently Handle strong emotions (e.g., grief) Perform under stress React with controlled emotions in emergency situations
Analytical Thinking	<ul style="list-style-type: none"> Transfer knowledge from one situation to another Process information Evaluate outcomes Problem solve Prioritize tasks Use short term memory Use long term memory
Critical Thinking	<ul style="list-style-type: none"> Identify cause-effect relationships

	Plan/control activities for others Synthesize knowledge and skills Sequence information Perform with minimal supervision
Interpersonal Skills	Negotiate interpersonal conflict Respect differences in patients Establish positive rapport with patients Establish positive rapport with co-workers Relate effectively and appropriately to patient and patient's needs
Communication Skills	Patient teaching within scope of practice (e.g., patient/family about healthcare) Explain procedures Give oral reports (e.g., report on patient's condition to others) Interact with others (e.g., health care workers) Speak on the telephone Influence people Direct activities of others Convey information through writing (e.g., progress notes) Communicate orally and in writing with clarity to patients of various social and ethnic backgrounds and various professional levels Be rational and concise in written and oral communication

If you have additional questions, you may contact:

Amber Tinner, PBT(ASCP), CMA(AAMA), BS
 Medical Assisting Program Director
 Volunteer State Community College
 Office Phone: (615) 230-4796
amber.tinner@volstate.edu

Information Sessions: Information Sessions are held in the Fall semester. Students are required to attend an Information Session prior to applying to the Medical Assisting Program. Students must e-mail the Medical Assisting Program Director at amber.tinner@volstate.edu with the date and time of the Information Session they will attend in order to receive a Zoom link invite. Information Session dates and times are located on the Medical Assisting Program's webpage <https://www.volstate.edu/academics/health-sciences/medical-assisting>.

Certification: Graduates of the Medical Assisting Program will be eligible to sit for the Registered Medical Assistant (RMA) exam administered through the American Medical Technologists (AMT) credentialing agency.

Program Mission Statement: Consistent with the mission statement of Volunteer State Community College, the Medical Assistant graduate will be a leader in workforce development by providing an educational experience that prepares graduates with the necessary skills and proficiency required of a competent Medical Assistant, while reinforcing a strong work ethic. The program will utilize a competency-based evaluation system to assess the level of skill proficiency and the utilization of critical thinking and problem-solving skills relative to clinical procedures and patient care. A variety of clinical education settings and procedures will provide program participants with a well-rounded educational experience.

Volunteer State Community College Pre-Medical Assisting Student Checklist

- 1). Complete all College Admission criteria:** visit <https://www.volstate.edu/admissions>. Students interested in the Medical Assisting Program will declare Health Sciences as the major and should follow the recommended schedule of courses. Once formally admitted into the program, the major will be changed to Medical Assisting.
- 2). Successful completion of co-requisite courses (if required) as determined by the ACT and/or placement test scores:** visit <https://www.volstate.edu/testing>.
- 3). Complete the Medical Assisting Program Application** (the last page of the information packet): no later than April 1st and submit electronically to the Medical Assisting Program Director at amber.tinner@volstate.edu. Applications are accepted February 1st through April 1st. Students will receive a confirmation e-mail from the Medical Assisting Program office upon receipt of the application.
- 4). Completion of or completing** (if taking Pre-Admission courses during the First Year- Spring Semester) **of all general education courses required for the Associate of Applied Science in Medical Assisting as listed below and maintain a minimum cumulative GPA of**

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2.5. Visit the Vol State Academic Catalog- <https://catalog.volstate.edu/> for more information.

*****Note that all general education courses must be completed by the start of First Year- Summer Semester*****

First Year- Fall Semester (Pre-Admission Courses)

- AHC 115 Medical Terminology 3 credit hours
- ENGL 1010 English Composition I 3 credit hours
- MATH 1530 Introductory Statistics 3 credit hours
- PSYC 1030 Introduction to Psychology 3 credit hours

Total Number of Credit Hours: 12 credit hours

First Year- Spring Semester (Pre- Admission Courses)

- BUSN 1302 Keyboarding with Word Processing 3 credit hours
- INFS 1010 Computer Applications 3 credit hours
- MDCA 1301 Medical Assisting I- 3 credit hours
- PHIL 1040 Introduction to Ethics 3 credit hours
- PYSC 2130 Lifespan Development Psychology 3 credit hours

Total Number of Credit Hours: 15 credit hours

Medical Assisting Program Formal Admission: Formal admission into the Medical Assisting Program is required prior to registering for the following courses:

First Year- Summer Semester (Professional Courses)

- MDCA 1302 Medical Assisting II- 3 credit hours
- MDCA 2304 Introduction to Electronic Health Records- 3 credit hours

Total Number of Credit Hours: 6 credit hours

Second Year- Fall Semester (Professional Courses)

- MDCA 1303 Medical Assisting Administrative Procedures- 3 credit hours
- MDCA 2301 Medical Assisting Pharmacology- 3 credit hours
- MDCA 2307 Survey of Coding- 3 credit hours
- MDCA 2403 Medical Assisting III- 4 credit hours

Total Number of Credit Hours: 13 credit hours

Second Year- Spring Semester (Professional Courses)

- MDCA 2302 Healthcare Legal/Ethical Issues- 3 credit hours
- MDCA 2306 Medical Assisting Seminar- 3 credit hours
- MDCA 2404 Medical Assisting IV- 4 credit hours
- MDCA 2405 Medical Assisting Clinical- 4 credit hours

Total Number of Credit Hours: 14 credit hours

Admission Points for Medical Assisting A.A.S Degree

Category	Description	Value										
Attend an Information Session	This category is required. Students are required to e-mail the Medical Assisting Program Director at amber.tinner@volstate.edu to request a Zoom link invite to a Medical Assisting Program Information Session. Medical Assisting Information Sessions are held in the Fall Semester.	No Points										
Cumulative GPA Requirement	All students must have a cumulative GPA of 2.5 or higher to be considered for program admission.	No Points										
Pre-Admission General Education Courses	This category is required. Higher grade used to award points. Note: Students are allowed two (2) attempts in each pre-admission general education course. Should a student attempt these courses more than twice, only the first two (2) attempts will be considered when calculating admission points. The higher grade of the first two attempts will be awarded points. A third attempt in pre-requisite courses will not exclude a student from applying to the program. A student’s third attempt will not receive admission points towards competitive application. Zero (0) points will be awarded for a grade of ‘D’ or ‘F’ in the below courses. <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">AHC 115 A=20 B=10 C=5</td> <td style="width: 50%;">ENGL 1010 A=20 B=10 C=5</td> </tr> <tr> <td>MATH 1530 A=20 B=10 C=5</td> <td>PSYC 1030 A=20 B=10 C=5</td> </tr> <tr> <td>BUSN 1302 A=20 B= 10 C=5</td> <td>INFS 1010 A=20 B=10 C=5</td> </tr> <tr> <td>MDCA 1301 A=20 B=10 C=5</td> <td>PHIL 1040 A=20 B=10 C=5</td> </tr> <tr> <td>PSYC 2130 A=20 B=10 C=5</td> <td></td> </tr> </table>	AHC 115 A=20 B=10 C=5	ENGL 1010 A=20 B=10 C=5	MATH 1530 A=20 B=10 C=5	PSYC 1030 A=20 B=10 C=5	BUSN 1302 A=20 B= 10 C=5	INFS 1010 A=20 B=10 C=5	MDCA 1301 A=20 B=10 C=5	PHIL 1040 A=20 B=10 C=5	PSYC 2130 A=20 B=10 C=5		Max Points 180
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MDCA 1301 A=20 B=10 C=5	PHIL 1040 A=20 B=10 C=5											
PSYC 2130 A=20 B=10 C=5												
Point Summary	Points Earned for Pre-Admission Courses: _____	Total Max Points 180										

Frequently Asked Questions

- 1. What will the program prepare me to do?** Graduates of the program will be eligible to sit for the Registered Medical Assistant (RMA) exam administered through the American Medical Technologist (AMT) credentialing agency.
- 2. When are students admitted to the program?** Interviews take place each year in April. Classes begin in the First Year- Summer Semester.
- 3. When is notification given of acceptance or non-acceptance to the program?** Each interviewee will be sent a status notification e-mail in early May directly from the Medical Assisting Program office.
- 4. Does the program keep a “waiting list?”** No.
- 5. If I have all of the pre-admission general education courses completed, how long will it take to complete the program?** The Medical Assisting Program requires three (3) semesters as a medical assisting student (including summer) for completion.
- 6. What type of clinical setting will I participate in?** Medical Assisting Program students are placed in an ambulatory care setting such as a doctor’s office (family practice, internal medicine, OB/GYN, pediatrics, dermatology, urologist, etc.), an urgent care center, or a same day surgery center. Students perform administrative and clinical duties within the scope of practice of a Medical Assistant. The clinical experience for the Medical Assisting Program students is in the Second Year- Spring Semester. Students are required to complete 160 hours of unpaid clinical hours. Students are required to complete at least 32 hours per week at the clinical site. Clinical sites are located throughout middle Tennessee within 100 miles from the Gallatin Campus. Clinical assignments will be made by the Medical Assisting Program faculty. Transportation to and from clinical sites as well as to and from didactic courses is the responsibility of the student.
- 7. What courses should I take while waiting for program admission?** All required general education courses must be completed or will be completed the semester (First Year- Spring Semester) of the interview. Students interested in the Medical Assisting Program will declare Health Sciences as their major and follow the Health Sciences recommended schedule. Students are required to attend a Medical Assisting Program Information Session prior to applying to the Medical Assisting Program. Students are required to e-mail the Medical Assisting Program Director amber.tinner@volstate.edu to receive a Zoom link invite to a Virtual Information Session.

- 8. What is the cost of the program?** Students will pay maintenance fees and tuition based on the number of credit hours taken each semester. Additional approximate expenses include (some may be annually): background check (\$49 annually), urine drug screen (\$40 annually), books and markers (\$1,000), uniforms and shoes (\$200), blood pressure cuff and stethoscope (\$50 - \$200), immunizations and titers (\$400 - \$600), clinic parking if needed (\$360), and American Heart Association (AHA) CPR Certification (\$70). The National Certified Medical Assistant (NCMA) exam fee is \$90.
- 9. What time of the day are classes offered?** Face to face didactic courses are only taught on the Gallatin campus typically from 9:00AM - 4:00PM. Clinical hours are typically 8:00AM - 5:00PM.
- 10. What about background checks and drug screens?** Students accepted in the Medical Assisting Program, must at the student's expense, provide evidence of a background check and urine drug screen that have no discrepancies prior to the start of the clinical experience. Failure to provide the required results by the due date or the receipt of anything other than a non-discrepancy background check or urine drug screen, will result in the student being ineligible to move forward to the clinical experience in the Medical Assisting Program. Students will also be required to provide evidence of additional immunizations at the student's expense. Specific details regarding the background check, urine drug screen, and other requirements are given to students after conditional acceptance is granted into the Medical Assisting Program.
- 11. Can a criminal record prevent a program graduate from taking a Certified Medical Assistant National Exam?** A previous conviction may disqualify a graduate from the certification process. A student would need to call the American Medical Technologists (AMT) credentialing agency at 1-800-875-4404.
- 12. What if I do not get accepted?** Acceptance is not guaranteed. There are usually more qualified applicants than there are positions in the Medical Assisting Program. Students not accepted into the Medical Assisting Program may continue to pursue the Health Sciences degree and are eligible to re-apply the following year.

Volunteer State Community College Medical Assisting Program Application

Name _____

VSCC ID# _____ Date of Birth _____

VSCC Email Address _____

Other Email Address _____

Mailing Address (Street, City, State, Zip) _____

Cell Phone _____ Home Phone _____

Contact in Case of Emergency

Name _____

Phone Number _____

What year are you planning to interview for Medical Assisting Program Admission? _____

Signature _____ Date _____

It is the student's responsibility to self-identify with the Office of Disability Services to receive accommodations and services in accordance with section 504 of The Rehabilitation Act and The Americans with Disabilities Act Amendments Act (ADAAA). Only those students with appropriate documentation and who are registered with the Office of Disability Services will receive accommodations. For further information, contact the Office of Disability Services at (615) 230-3472, online by visiting www.volstate.edu/disability, or visit the office which is located in Wood Campus Center, Room 108.

Volunteer State Community College, A Tennessee Board of Regents Institution, is an equal opportunity institution and ensures equal opportunity for all persons without regard to race, color, religion, sex, national origin, disability status, age, sexual orientation, or status as a qualified veteran with a disability or veteran of the Vietnam era.