

MEDICAL ASSISTANT - CERTIFICATE II

(Meeting minimum requirements does not guarantee admission to the program)

TERM	Applications Accepted	Application Review and Interviews Conducted	Application Status Notification
Fall: August 2024	From January 29, 2024	June 4 – June 17, 2024	By June 2024
Application must be submitted online via: https://hccs.edu/coleman-apply			

Program Duration, Study Mode and Class Schedule Information

Program Duration (Number of Semesters)		Study Mode
Full Time: 4 semesters	Part-Time: Varies	Face-to-Face, Hybrid, Online and Offsite Clinical Practicum

- Program days and times may vary but you should plan to attend classes 4-5 days a week. Day classes are generally between 8:00 a.m. to 4:30 p.m. Evening classes are generally between 5:00 p.m. to 10:00 p.m. (if scheduled).
- Practicum/Clinical is during the day usually 8:00-5:00 p.m. Monday-Friday Please plan accordingly to ensure you have proper transportation.

Program Admissions Statistics

On average, approximately 50 students apply for admission each application period. Of these, approximately 35 are typically accepted.

How Do I Submit An Application?

1. Apply to HCC:

If you are new to college or transferring to HCC, your first step is to become an HCC Eagle by submitting a free admissions application to HCC. Please create a profile and complete an application to obtain an HCC student ID number: <https://prod.applytexas.org/>. You will receive a welcome email response from HCC within 48 hours, be sure to save your HCCID-Number or P-Number/D-Number (if you are assigned one). If you have filled out an HCC application at any point, or you already have an HCC student ID number, please do not submit another HCC application. Multiple HCC new student applications and/or ID numbers are not allowed.

If you have not been enrolled for the past 3 semesters and are returning to HCC will need to reactivate your HCC student account: [Returning Student Readmission | Houston Community College \(HCC\)](#)

2. Apply for Financial Aid (this step is applied for students who are seeking Financial Aid):

All students should apply for financial aid immediately after applying for admission to HCC. Filling out a financial aid application is the first step in learning your options to pay for college. HCC accepts financial aid applications throughout the year, submitting an application early will give you a better chance of securing aid.

- Free Application for Federal Student Aid (FAFSA) at fafsa.gov,
- Free Application for Texas Application for State Financial Aid (TASFA) at hccs.edu/tasfa.

If you need assistance paying for college, please visit the Coleman Financial Aid office for assistance or visit www.hccs.edu/applying-and-paying/financial-aid/

3. My Eagle HCC account checklist:

Please visit: myeagle.hccs.edu, review and take action on the HCC Policy Checklist and On-Boarding Checklist. **Your To-do List may have four types of checklist items** in your Student Center including Meningitis Vaccine and Texas Success Initiative requirements:

- ***Meningitis Vaccine*** – Required for all college students under the age of 22. For more information on requirements, resources & any religious, medical, or online student exemptions, please visit: [Meningitis](#)
- ***Texas Success Initiative requirements*** – If you have the "Texas Success Initiative College Readiness Requirements" Checklist on your pre-enrollment To-do List in the Student Center, you have to be placed into core courses one of two ways.
 - Have an approved exemption (reason) for not taking Texas Success Initiative Assessment 2.0 (TSIA2). Please visit: [Texas Success Initiative Assessment/ Exemption](#) for more information.
OR
 - Take the Texas Success Initiative Assessment 2.0 (TSIA2). Please visit: [Texas Success Initiative Assessment](#) for more information.

4. Meet with HCC Coleman College Advisors:

Applicant must meet with an HCC Coleman College advisor at least once during the application acceptance period to ensure meeting all program admission application criteria. Advisor can use unofficial transcript(s) for initial advisement, and the meeting can be virtual or in person at a recruitment or program information event or on-campus visit. Applicant should refer to the virtual lobby web page to learn about the most up-to-date links and service hours for advising: www.hccs.edu/virtual-lobby. After the visit, the advisor will provide verification, which the applicant must submit with their program application. This verification can be a PS advisee visit note, email, or any other correspondence from HCC Coleman to the applicant.

5. Program Information Session:

Attend mandatory online Program Information Session at [Medical Assistant | Houston Community College - HCC \(hccs.edu\)](#). If you have questions regarding the online delivery of program information sessions, please contact via email: healthscience.info@hccs.edu.

6. Program Application:

In addition to the HCC admission application, you must complete and submit the online Medical Assistant program application using your HCC student ID number <https://hccs.edu/coleman-apply>: with a copy of high school or GED equivalent transcript, college transcript/s showing completion of the prerequisite/academic courses, and applicable supporting documents.

7. Submit official transcripts:

Please submit your official sealed (unopened) transcript(s) from all colleges and/or Universities previously attended. *If you have completed your courses at HCC, you do not need to submit an official transcript.*

Submit high-school transcript or GED (official transcript is recommended). If an applicant is applying for Financial Aid then applicant must provide one of the following documents that indicate their high school completion status: A copy of a high school diploma. A copy of a final, official high school transcript that shows the date when the diploma was awarded.

There are two ways to submit an official transcript/s:

- **Submit Electronically:** Have an official PDF transcript electronically sent from approved service providers such as Credentials, Parchment, and National Student Clearinghouse to: admissions@hccs.edu
- **Submit by Mail:** Please use the address: Houston Community College, Office of Admissions & Records, P.O. Box 667517, Houston, TX 77266-7517
- All foreign transcripts must be evaluated for US equivalency and foreign transcripts must first be evaluated course-by-course by an approved evaluating agency. To find a list of approved evaluation companies, please visit [Foreign transcript/ Foreign Credit Evaluators](#). Then the official evaluation report must submit to HCC. The HCC Internal process can take up to 8 weeks for evaluation and transfer of course credits.
- Please visit: <http://www.hccs.edu/support-services/transfers/transferring-credits/> for more information in order to apply all possible earned credits toward your future degree plan.
- **TSI/Placement Test:** Submit your TSIA2 score, not all new students are required to take the Texas Success Initiative Assessment 2.0 (TSIA2). In order to determine your level of college readiness and placement status, you should submit transcript from an accredited college/university/institution where you have satisfactorily completed college-level coursework or score reports from external tests like the SAT, ACT, AP, CLEP, IB, etc. Placements may be set from a variety of sources. Please refer to the link [Texas Success Initiative \(TSI\) College Readiness/ Placement Test](#) to learn about your options/exemptions to complete this requirement

For more information on transcript(s) submission, please visit: [Transcript\(s\)](#). It is the responsibility of the student to allow enough time for the evaluation of transcripts; please allow 6-8 weeks for evaluation and transfer of course credits.

To receive Prior Learning Assessment (PLA) credit towards admissions to the Medical Assistant program, applicant should not have previously taken or attempted the course (by title), that is the same as the PLA credit for which he/she is applying. For more information on PLA you may visit

<https://www.hccs.edu/resources-for/current-students/prior-learning-assessment/>

- **International Students:** If you are an international student planning to attend HCC on a status F-1, (DACA, refugee, L visa, H visa, etc.), please visit <https://www.hccs.edu/support-services/international-students/>.
- **Veteran students:** Please visit <https://www.hccs.edu/support-services/veteran-affairs/>. Download and complete [DD Form 214 & SF-180 Form](#) and submit with the application.

Program Application: Academic Course Requirements

Course Description	Credit Hours
Student Success Course: N/A	
Cumulative GPA 2.3 or higher	
Prerequisite Courses Completion of the following courses with a minimum grade of 'C' <u>no later than the semester before you start your program courses.</u>	
ENGL 1301 – Composition I	3
HPRS 1201 – Introduction to Health Professions Note: Cannot be substituted with another success course or college-level course unless approved by the Program Director.	2
Recommended Courses N/A	
Placement Test All new students enrolling in a Texas Public Institution of Higher Education must take the TSIA to determine college readiness unless they qualify for an exemption. Visit TSIA Exemptions for a list of exemptions. A minimum grade of C must be earned for each of the below required academic courses unless TSIA scores or transcript indicate college-level reading, writing and math. <ul style="list-style-type: none"> ➤ INRW 0420 - Integrated Reading and Writing ➤ MATH 0332P - Introductory Algebra 	
Testing N/A	
If you would like to determine your eligibility by calculating your cumulative points earned, please use our Admission Rubric form.	

Pre-Enrollment Process & Requirements

When the number of eligible applications exceeds program seat availability, selective criteria are used to determine which applicants are offered admission. The selective criteria are based on a self-evaluation application, academic history and interview process. Selective criteria are awarded based on the following:

- 75% may be awarded based on the health program academic criteria (grades earned from pre-entry form, required and recommended courses and general education requirements).
- 25% may be awarded based on the interview process.

If you are offered admission you will need to complete the following pre-enrollment requirements by a specific due date to maintain eligible status:

- Complete the Intent Form by the deadline stated in the admission acceptance offer email. The Intent form is within your online application and a link will be sent in your admission acceptance offer email.
- Proof of personal health insurance: If you need to purchase health insurance please visit: <https://www.hccs.edu/resources-for/current-students/student-health-insurance/> for a list of health care insurance providers that HCC has compiled as a courtesy to students who wish to contact a potential provider to meet their personal health insurance needs. Students are advised to contact more than one company and compare offerings.
- Passing drug screen
- Physical examination
- Immunization record showing (Monitored By Complio: <http://houstoncccpliance.com/>) completion of Hepatitis B immunization series (may take up to 6 months) and should be valid within, MMR – 2 shots or titer, Tdap – every 10 years, TB – every year, Varicella – 2 shots or titer, Meningitis (required for students 22 years or younger) and Influenza – after September 1st
- CPR - BLS current certification- required prior to practicum
- Cleared Criminal Background
- Complete the mandatory Program and Student Services Orientation on the date provided in your Conditional Acceptance letter.
- Student must adhere and comply with requirements in the currently published program handbook

➤ Clinical Requirements for Program Progression & Completion

To provide students with the most robust clinical educational experience and to ensure that students progress and graduate as scheduled, it is highly recommended that applicants weigh all of their options before agreeing to a conditional acceptance into their desired health science program. In order to facilitate this decision-making, students should understand all of the requirements of their program, including clinical education.

To be placed in a clinical educational experience, students must comply with the guidelines and requirements of HCC clinical sites, including health and wellness directives. Most clinical sites require background checks, health testing, drug screens and immunizations, including proof of COVID-19 vaccination.

Students are required to provide to HCC proof that students meet all clinical requirements, with the exception of their COVID-19 vaccination status. Consistent with state law, HCC does not mandate the COVID-19 vaccination. Students have the choice to voluntarily disclose or not disclose their COVID-19 vaccination status through their HCC Complio account.

However, most healthcare facilities do require the vaccine as a condition of employment, volunteering, or student clinical placement. If a student chooses not to disclose their COVID-19 vaccination status or is not vaccinated, HCC may not be able to place the student in clinical rotations. HCC will work to place

such students into a clinical site that does not require the vaccine, provided such a site is available and HCC has an active affiliation agreement in place that meets the necessary conditions to provide an appropriate learning opportunity for the student. However, HCC cannot guarantee that clinical sites that do not require the COVID vaccine will be available at the time the student requires placement. At this time, many healthcare facilities are not accepting religious or medical exemptions for the COVID-19 vaccine for clinical students.

If a student chooses not to receive or to provide proof of COVID-19 vaccination and no clinical sites are available to accept the student that do not require the COVID-19 vaccination, the student's progression in the program and graduation will be delayed or stopped all together. If a student cannot be timely placed in a qualifying clinical site, a student may not be able to complete the program. Our affiliate partners' expectations are the same for our students as they would be when our students ultimately become employees in their chosen field.

Students with questions about clinical requirements and placement may contact the program director of their program of interest.

➤ **HB 1508 requires the following information be given to students:**

If you are applying for admission to a program that prepares an individual for an initial occupational license or certification and/or if you later decide to change to a program that prepares you for an initial occupational license or certification, in accordance with state law, please be advised of the following:

1. An individual who has been charged or convicted of an offense or who is on probation may not be eligible for issuance of an occupational license or certification upon completion of the educational program.
2. It is the responsibility of the individual to immediately report to the program any change in status that would affect that individual's eligibility to apply for a license or certification.
3. Local, state or national licensing and certification authorities may issue additional guidelines related to criminal history. Applicants should contact their respective licensing or certification authority for more details.

Most health care programs require all students - admitted to the program - to submit to a national background check which may include fingerprinting. Applicants are encouraged to review all applicable eligibility requirements related to the respective occupational license or certification. Questions related to eligibility requirements should be directed to the individual program and applicable licensing or certification authority.

➤ The **Medical Assistant Program** requires participation in clinical rotations in order to complete the program. In order to participate in clinical rotations at our affiliate sites, certain background information must be verified. Students participating in clinical rotations must meet the same background verifications as clinical staff at our affiliate sites. For that reason, we require students to submit the following required background information before admission/enrollment in the program is completed.

1. Social Security Number Verification
2. Criminal Search (7 yrs. or up to 5 criminal searches)
3. Violent Sexual Offender and Predator Registry Search
4. OIG List of Excluded Individuals/Entities
5. GSA List of Parties Excluded from Federal Programs
6. US Treasury, Office of Foreign Assets Control (OFAC), List of Specially Designated Nationals (SDN)
7. State Exclusive List www.hhsc.state.us
8. Driver's license or government issued identification.

Please note. Verification of this information is the financial responsibility of the student and must be completed through the program-approved vendor – Complio

➤ **Occupational Risks**

Medical Assisting is a profession with many rewards, as practitioners can perform both administrative and clinical services, filling several roles in a variety of healthcare environments. The Bureau of Labor Statistics clearly outlines that it is a growth field, with an anticipated 18% growth from 2020 to 2030.

Medical Assistants work directly with providers and patients, with the goal of providing healthcare and ensuring patient safety. It is a position with a great deal of responsibility.

As with any healthcare position, there are certain occupational risks that come into play with being a medical assistant, and those hazards include the following:

- Exposure to infectious diseases
- Sharps injuries
- Bloodborne pathogens and biological hazards
- Chemical and drug exposure
- Ergonomic hazards from lifting, sitting, and repetitive tasks
- Latex allergies
- Stress

At the same time, there are protections set up with the Occupational Safety and Health Act (OSHA), and those protections are particularly important within a healthcare environment. OSHA has a series of standards that protect the safety of healthcare workers and patients.

Accredited medical assisting programs are required to teach students about the hazards that they face on the job and protocols that can be put into place to ensure a workplace culture that prioritizes safety.

➤ **HCC Coleman College Grading Scale**

To best prepare students for success in their chosen fields, Health Sciences Programs have high standards for progression. Unlike other HCC programs, the Medical Assistant program requires a C (75%) or better to progress to the next course or semester in the program. For specific questions about grades, grading, and progression within Health Science programs, please contact Coleman College at healthscience.info@hccs.edu.

Medical Assistant Program Grading Scale

A = 100 – 90 %

B = 89 – 80 %

C = 79 – 75 %*

D = 74 – 60 %

F = 59 – 0 %

*A grade of C (75%) or better must be achieved to progress to the next course or semester.

Student ID: _____
 Student Name: _____
 Advisor Name: _____

Catalog: 2023-2024 HCC Catalog & Student Handbook
 Award: Medical Assistant - Specialization, C2

Medical Assistant - Specialization, C2

First Year

Prerequisite Semester

Course Name	Credits:	Term Taken	Grade	TX Core
HPRS 1201 - Introduction to Health Professions	Credits: 2			
ENGL 1301 - Composition I	Credits: 3			

Semester Total: 5

First Semester - Fall

Course Name	Credits:	Term Taken	Grade	TX Core
HPRS 1304 - Basic Health Profession Skills	Credits: 3			
MDCA 1205 - Medical Law and Ethics	Credits: 2			
MDCA 1313 - Medical Terminology	Credits: 3			

Semester Total: 8

Second Semester - Spring

Course Name	Credits:	Term Taken	Grade	TX Core
MDCA 1409 - Anatomy and Physiology for Medical Assistants	Credits: 4			
MDCA 1343 - Medical Insurance	Credits: 3			
MDCA 1352 - Medical Assistant Laboratory Procedures	Credits: 3			
MDCA 1417 - Procedures in a Clinical Setting	Credits: 4			

Semester Total: 14

Third Semester - Summer

Course Name	Credits:	Term Taken	Grade	TX Core
MDCA 1210 - Medical Assistant Interpersonal and Communication Skills	Credits: 2			
MDCA 1321 - Administrative Procedures	Credits: 3			
MDCA 1372 - Electronic Medical Record Documentation for Scribes	Credits: 3			
MDCA 1448 - Pharmacology and Administration of Medications	Credits: 4			

Semester Total: 12

Second Year

First Semester - Fall

Course Name	Credits:	Term Taken	Grade	TX Core
MDCA 1254 - Medical Assisting Credentialing Exam Review	Credits: 2			
MDCA 1264 - Practicum (or Field Experience) Medical/ Clinical Assistant (Capstone)	Credits: 2			

Semester Total: 4

Total Minimum Credits for the Level2 Certificate: 43

Notes:

Estimated Costs

Tuition is estimated using the Texas resident rates. Out of district and out of state residents will have a higher tuition fees. Please visit <http://www.hccs.edu/applying-and-paying/tuition-calculator/> for more information.

Tuition is for core coursework only. General Education and Support courses are not included. These are high estimates; actual costs will vary depending on health insurance coverage.

Due to increases/decreases in books and supplements, please check the book store website at <http://hccs.bncollege.com/webapp/wcs/stores/servlet/BNCBHomePage?storeId=19561&catalogId=10001&langId=-1> for updated cost information. Only required books are included in the estimate. Out-of-District tuition is \$180.50/hour; Out of State tuition is \$227.00/hour.

Certificate II (In- District)

Pre-Entrance	
Criminal Background/Drug Screening	\$95
Physical Exam	\$100
Immunization	\$200
Medical Insurance	Varies
Supplies	\$100
<i>SUBTOTAL</i>	<i>\$495</i>
1st Semester (8 semester hours)	
Tuition	\$682
Books	\$205
Uniforms	\$150
Parking (4months)	Varies
<i>SUBTOTAL</i>	<i>\$1037</i>
2nd Semester (14 semester hours)	
Tuition	\$1187
Books	\$500
Parking (4months)	Varies
<i>SUBTOTAL</i>	<i>\$1,687</i>

3rd Semester (12 semester hours)	
Tuition	\$1020
Books	\$647
Parking (4months)	varies
<i>SUBTOTAL</i>	<i>\$1,667</i>
4th Semester (4 semester hours)	
Tuition	\$344
Books	\$100
Parking (4months)	Varies
<i>SUBTOTAL</i>	<i>\$444</i>
Liability Insurance	\$20
Credential Exam	\$125
<i>SUBTOTAL</i>	<i>\$145</i>
Total	\$5,475

Paying For College

You can use a valid MasterCard, Visa, Discover, or American Express card to pay for tuition and fees. You can also use debit card with Visa or MasterCard logo, but not a non-USA credit card. Online payment via check is also available.

Check or echeck payments have a 10 day hold on release of official transcripts. International students or their parents can also pay online from their country of origin with their local currency, where applicable. Online payment from other countries can be made through “International Fund Transfer” payment option.

➤ Additional Options for Payment

Financial Aid

If you need assistance paying for college, please visit the Coleman Financial Aid office for assistance or visit www.hccs.edu/applying-and-paying/financial-aid/

Scholarships

In addition to federal and state aid, scholarships are a great way to offset all or part of the cost of your education. Please visit <https://www.hccs.edu/applying-and-paying/financial-aid/scholarships/> for more information.

Installment Payment Plan

If you are paying out of pocket and need assistance on how to setup a payment plan please visit Business Office at HCC Coleman or visit <https://www.hccs.edu/applying-and-paying/student-financial-services/> for more information.

Program Information

Accreditation Agency

Commission on Accreditation of the Allied Health Education Programs (CAAHEP) on the recommendation of the Medical Assisting Education Review Board (MAERB).

Certification Testing

HCC Coleman College MDCA graduates are eligible to take a National Certification Examination, either the Registered Medical Assistant Exam given by the American Medical Technologists to earn the RMA credential, or the Certified Medical Assistant Exam given by the American Association of medical Assistants to earn the CMA (AAMA) credential.

Employment Opportunities

Medical Assistants work in physician offices, hospital-based clinics, and ambulatory health care facilities.

Average Salary

Entry- level salaries range from \$33,112 to \$38,783. Find out the entry level wages, the medium wages and high wages for each career field in High School or less, Vocational Certificate, Associate's degree, Bachelor's degree and Graduate degree: [Career Coach | Houston Community College \(HCC\) | We are Houston's Community College \(hccs.edu\)](#)

Required Essential Functions

Houston Community College supports, and the College is committed to, providing a learning and working environment that promotes personal integrity, civility, and mutual respect in an environment free of discrimination and harassment on the basis of race, color, religion, sex, gender identity and gender expression, national origin, age, disability, sexual orientation, or veteran status.

In compliance with Section 504 of the Rehabilitation Act and under the Americans with Disabilities Act, Ability Services at each College within the Houston Community College System is responsible for arranging reasonable accommodations for all qualified students with a documented disability (e.g. physical, learning, psychiatric, vision, hearing, etc.) to ensure equal access to all programs and activities at the College. Students who need to arrange reasonable accommodation must contact Ability Services at the College(s) (Central, Coleman, Northeast, Northwest, Southeast, Southwest) the student plans to attend. Due to the high demand for services and the nature of certain disabilities, it is recommended that students meet with an ADA Counselor at least 60 days prior to the beginning of each term. Every effort will be made to arrange accommodations; however, failure to provide sufficient advance notice may impede service delivery

The Essential Functions for the Medical Assistant Program are those attributes and characteristics that involve cognition, skill, thoughts and feelings. These functions are not used as part of the admission process. Rather, they are identified to provide students with the ability to determine if they may need some level of accommodation. Once identified, the student can be referred to the appropriate source for accommodation assistance.

<i>Functional Capacity</i>	<i>Standards (Tasks)</i>
Psychomotor Skills	
Gross Motor	Assist patient/client with body positioning. Reach above shoulders and below waist to access equipment and patient/client supplies. Sit and maintain balance. Stand and maintain balance. Respond to emergencies in a timely manner. Administer cardiopulmonary procedures.
Fine Motor	Pick up, grasp, squeeze, and/or twist small and medium-sized objects (e.g., withdraw solution using a syringe, calibrate equipment, operate a fire extinguisher, etc.). Use specific equipment that may require calibration and manipulation of dials, switches, and knobs. Carry out diagnostic and clinical procedures, and manipulate instruments and equipment (e.g., safely and accurately perform phlebotomy, electrocardiography, and medication administration). Perform physical assessment and engage in skills performance. Demonstrate basic secretarial skills. Key/type and otherwise operate common desktop computer accessories. Prepare and maintain records.
<i>Functional Capacity</i>	<i>Standards (Tasks)</i>
Physical Strength & Endurance	Tolerate physically taxing workloads and function effectively under stress. Stand for at least six (6) hours, or more, per day. Support patients/clients when ambulating. Assist patients/clients into and out of a wheelchair. Assist patients/clients onto and off of an exam table. Push and pull a minimum of 50 pounds (e.g., position and transfer patients). Operate equipment, including ability to lift up to 50 pounds.

Mobility	<p>Move from room to room, place to place in a number of physical settings. Move around patient/client care environments, work spaces, and treatment areas.</p> <p>Maneuver in small places and around equipment, to assist patients/clients with care needs.</p> <p>Move independently (e.g., respond rapidly to emergencies). Assist with patient/client mobility and ambulation.</p>
Cognitive Skills	
Critical & Analytical Thinking	<p>Measure, calculate, reason, analyze, and integrate information. Demonstrate synthesis and application of knowledge, skills, and values learned through cumulative coursework.</p> <p>Utilize computer programs to maintain electronic medical records.</p>
Safety	<p>Recognize safety issues and emergencies, and respond with appropriate actions in a timely manner.</p> <p>Protect self and others from environmental risks and hazards. Manage and maintain environment that is safe for the individual, family, groups, and health care personnel.</p> <p>Frequently perform hand washing.</p> <p>Use germicides, and bodily fluid precautions.</p> <p>Abide by safety policies and procedures in classroom, laboratory, and clinical facility settings.</p> <p>Maintain awareness of alarms and emergency signals, and respond appropriately (e.g., monitors, fire alarms, etc.).</p>
Sensory Skills	
Observation	<p>Recognize readings on instruments, scales, charts, and graphs. Discern medication orders.</p> <p>Distinguish medication measurements. Assess physical condition of patients/clients.</p> <p>Review and understand document information in both printed and digital formats.</p> <p>Recognize small print on medication packaging, properly and safely prepare and administer medications and treatments.</p>
Perception	<p>Recognize and appropriately respond to alarms and emergency signals (e.g., monitors, fire alarms).</p> <p>Respond to alarms, patients'/clients' requests for assistance (e.g., use of call bells), auscultatory sounds, cries for help, tape recorded transmissions, oral reports, etc.</p> <p>Obtain readings of physical vital signs (e.g., blood pressure).</p> <p>Discriminate different sounds from physical assessment in an effort to recognize changing condition.</p> <p>Effectively respond to members of the health care team.</p> <p>Use tactile sensory to perform therapeutic interventions (e.g., phlebotomy, electrocardiography, injections, etc.).</p>

Interpretation	<p>Interview and record patient/client histories. Receive, organize, prioritize, and transmit information. Interpret messages not solely based on visual cues (e.g., physical, emotional, and psychological responses from patients/clients). Recognize and understand content printed in English. Perform medical transcription/scribing. Respond to patients'/clients' changing health conditions through effective observation.</p>
Social-Behavioral Skills	
Communication	<p>Converse effectively and sensitively in order to elicit patient/client information. Assess nonverbal communication and transmit information to all members of the healthcare team. Instruct patients/clients with special needs. Instruct patients/clients during emergencies. Demonstrate English language proficiency with patients/clients and members of the healthcare team (e.g., use communication that is clear and easy to understand). Use proper communication techniques (e.g., correct grammar, punctuation, and spelling) in printed and typed correspondence. Correspond via telephone using proper technique and etiquette.</p>
Adaptability	<p>Recognize emergencies and take effective and appropriate action. Adapt to changing environments and increasing tension levels in a variety of situations. Demonstrate flexibility and learn to function in the face of uncertainties and ambiguities inherent in the clinical problems of many patients/clients.</p>
Emotional Stability	<p>Carry out responsibilities that can often be taxing and stressful, and function effectively under stress (e.g., stressful issues can include human suffering, threats to personal safety, conflict, disagreements, and the need for collaboration in working as a member of the health care team). Demonstrate consistency in exercising good judgement. Qualities like compassion, integrity, and concern for others are assessed during the admission and education processes. Focus sustained attention and concentration on tasks. Monitor and appropriately regulate own emotions to maintain composure, without prompting from others (e.g., control anger and avoid aggressive behavior, even in very stressful or demanding situations). Recognize constructive criticism and performance feedback as avenues for improvement.</p>
Interpersonal Skills	<p>Develop and maintain mature, sensitive, and effective relationships with patients/clients, families, other students, faculty, and members of the health care team under all circumstances, especially those situations that are highly stressful. Maintain positive interactions with individuals, families, and groups from diverse socioeconomic and cultural backgrounds. Manage difficult interpersonal conflict in a calm and tactful manner. Demonstrate empathy, altruism, integrity, honesty, responsibility, and tolerance. Foster rapport in a therapeutic environment using effective communication.</p>

<i>Functional Capacity</i>	<i>Standards (Tasks)</i>
Ethics & Professionalism	<p>Promptly complete all responsibilities attendant to the diagnosis and care of patients/clients.</p> <p>Demonstrate respect for self and others.</p> <p>Perform in an ethical and professional manner in all dealings with peers, faculty, staff, and patients/clients.</p> <p>Understand and respect working as part of a trans-professional team in an effort to manage and coordinate care.</p> <p>Adhere to professional standards.</p> <p>Protect patients'/clients' privacy and confidential information (e.g., adhere to HIPAA restrictions).</p>