

CERRITOS COLLEGE

MEDICAL ASSISTANT PROGRAM TECHNICAL STANDARDS / ESSENTIAL FUNCTIONS

The following listing has been prepared to assist you in understanding the technical standards of the Medical Assisting program in order to affiliate in the clinical agencies and ultimately practice the profession. The technical standards as stated herewith are not conditions of admission to a program of study. Rather, they reflect performance abilities that are necessary for a student to successfully complete the requirements of the specified Health Occupations program.

The purpose of this document is to notify prospective Medical Assisting students of these technical standards to enable them to make an informed decision regarding enrollment in the Medical Assisting program at Cerritos College.

The delivery of safe, effective medical assisting care requires that students be able to perform functions related to the technical standards outlined here. The inability of a student to perform these functions may result in the student being unable to meet course objectives and to progress in the Medical Assisting program. Additionally, if a student is unable to perform these required competencies, the student may pose a risk of harm to the patient(s) for whom care is provided.

All applicants meeting the appropriate academic requirements shall be considered equally for admission to Cerritos College or any academic program regardless of race, color, religion, sex, marital status, beliefs, sexual orientation, national origin, age, or physical or mental disability.

| TECHNICAL STANDARDS (ESSENTIAL FUNCTIONS) | DESCRIPTION | EXAMPLES OF ACTIVITIES (NOT ALL-INCLUSIVE) |
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| Cognitive Ability | <ul style="list-style-type: none"> • Exhibit critical thinking skills to respond to unexpected events and to problem solve efficiently. • Demonstrate critical-thinking ability sufficient for collecting, analyzing, and integrating information and knowledge in order to make safe clinical judgments and decisions that promote positive patient outcomes and professional behavior. • Exhibit awareness of, and the ability to work with, diverse populations. • Exhibit ability to function effectively under stress and time constraints. • Exhibit ability to follow policies and procedures required by clinical and academic settings. • Exhibit ability to respond appropriately to emergencies. | <ul style="list-style-type: none"> • Organize and prioritize multiple tasks; integrate and analyze written, verbal, and observed data regarding patient care. • Recognize the difference between facts and opinions. • Understand the rationale for, and comply with, HIPAA standards, especially confidentiality. • Identify cause/effect relationships in clinical situations. • Demonstrate problem solving abilities (reason, prioritize, and synthesize data) sufficient for clinical treatment. • Follow a process from start to finish, utilizing sequential established policies and procedures. • Utilize sound judgment and safety precautions. • Perform complex math calculations to determine correct dosage of medications for patients (measure, calculate, and deliver). |

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| | <ul style="list-style-type: none"> • Exhibit ability to organize and prioritize tasks. • Exhibit ability to function effectively under stress and time constraints. | <ul style="list-style-type: none"> • Discriminate between distractions and real events. • Demonstrate the ability to assist accurately with all patient care duties and medical procedures. |
| Communication Ability | <ul style="list-style-type: none"> • Demonstrate abilities sufficient for interaction with others in verbal, nonverbal, electronic, and written form. • Demonstrate ability to speak, read, comprehend, and write English at a level that meets the need for clear and effective communication with instructors, peers, coworkers, patients/families, and other health care providers. • Demonstrate ability to adjust non-verbal and verbal language appropriately to meet the needs of the multilingual and culturally diverse patients, families, and colleagues. • Demonstrate an appropriate model of speech production and English language for clients and families. | <ul style="list-style-type: none"> • Recognize, interpret, and respond to nonverbal behavior. • Listen effectively. • Function effectively under supervision. • Demonstrate sensitivity to the multiple cultural and linguistic needs of the patient base. • Interact and establish rapport with individuals, families, and groups from diverse populations. • Speak clearly and effectively before groups or individuals by resourcefully adapting communication for intended audience. |
| Interpersonal/ Intrapersonal Skills and Behavior | <ul style="list-style-type: none"> • Demonstrate emotional stability to cultivate and maintain positive relationships with children and adults. • Demonstrate abilities sufficient to interact with individuals, families, and groups from diverse populations. • Demonstrate emotional and psychological stability sufficient to function under stress and to adapt to changing situations. • Demonstrate ability to follow the Medical Assistant Code of Ethics established by AAMA. • Demonstrate social perceptiveness. • Demonstrate awareness of other's reactions and understanding of why they react the way they do. • Demonstrate ability to identify the nature of problems and conflicts. | <ul style="list-style-type: none"> • Demonstrate professional behavior in classroom, lab, and clinical settings; including, but not limited to, appropriate personal hygiene, timeliness, preparation, and concentration. • Demonstrate empathy for patients and peers, exhibit sensitivity to the needs of others', and treat all with dignity and respect. • Establish productive working relationships. • Work independently or in a team. • Respond professionally and appropriately to emergency situations. • React to stressful interactions calmly. • Demonstrate a caring attitude. • Demonstrate respect for individual differences. • Assist co-workers in resolving problems or conflicts. |

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| Visual Ability | <ul style="list-style-type: none"> • Demonstrate visual acuity sufficient to observe, monitor, and assess equipment, patients, and their environment. • Demonstrate visual ability sufficient to read written and printed material. • Demonstrate ability to visually discriminate by color, shape, and size. • Demonstrate vision acuity sufficient for safe patient care, including: close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. | <ul style="list-style-type: none"> • Observation of patient responses to care and their environment. • Discern changes in skin or wound color and condition. • Read gauges and instrument printouts accurately. • Read medication labels, and draw up and read syringe volumes accurately. |
| Auditory Ability | <ul style="list-style-type: none"> • Demonstrate hearing acuity sufficient to assess patient needs, perform physical assessment, and hear normal conversation as it relates to their working environment. • Demonstrate the ability to hear sounds during the performance of patient care. | <ul style="list-style-type: none"> • Detect audible alarms within the frequency and volume ranges of the sounds generated by the monitoring equipment. • Hear auscultatory sounds and monitor vital signs. • Hear procedure termination signals and evaluation/treatment procedures. • Hear conversations well enough to communicate with patients, peers, and providers. |
| Tactile Ability | <ul style="list-style-type: none"> • Demonstrate tactile ability and dexterity sufficient for the use of small instruments using a light touch for control. • Demonstrate tactile ability to interpret characteristics such as sharpness, texture, temperature, and bodily fluids. • Demonstrate tactile ability sufficient for patient care, physical assessment, and intervention. • Demonstrate ability to put on and remove Personal Protective Equipment, or PPE. | <ul style="list-style-type: none"> • Palpate for veins with gloves on. • Palpate for pulses. • Perform functions of physical exam and therapeutic interventions. • Detect safe temperature levels. • Demonstrate ability to put on and remove gloves, gown, shoe covers, mask, protective eyewear, and head covering. |
| Olfactory Ability | <ul style="list-style-type: none"> • Demonstrate olfactory ability sufficient to assess patients and healthcare environment. • Demonstrate olfactory ability sufficient to detect unusual odors/smells emanating from patients and/or the environment. | <ul style="list-style-type: none"> • Detect malodorous or unusual odors from bodily fluids, wounds, and food. • Distinguish smells which contribute to assessing and/or maintaining the patient's health status and environment (fire, noxious fumes, etc.). |

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| Strength and Mobility | <ul style="list-style-type: none"> • Demonstrate physical abilities and strength sufficient to perform clinical, administrative, and emergency procedures. • Demonstrate sufficient energy and vitality to interact with people of all ages. • Demonstrate ability to freely walk, stand, sit, squat, balance, climb, reach, grip, lift, pull, and push as needed in the performance of clinical duties. • Demonstrate ability to move in tight quarters. • Demonstrate proper body mechanics. • Demonstrate ability to stand for long periods of time. • Demonstrate ability to move quickly to perform direct patient care. | <ul style="list-style-type: none"> • Tolerate exposure to various chemical odors. • Assist with patient transfers for those who may require physical assistance, such as moving in and out of beds or chairs, when necessary. • Demonstrate strength to position, lift, move, and transfer patients. • Guard and assist patients with ambulation. • Maneuver and move quickly and easily in examination and patient rooms, labs, hallways, work spaces, and treatment areas. • Maintain balance in any position. • Squat, bend/stoop, reach above shoulder level, kneel, use standing balance, and climb stairs. • Lift up to 25 pounds without assistance. • Demonstrate ability to maneuver in small spaces (walk, stand, and bend over). • Demonstrate ability to effectively use appropriate ergonomic techniques (good body mechanics). • Demonstrate ability to withstand repetitive hand, fine motor movements, and manual dexterity without incident. • Quickly intervene for a patient's health and safety, including the ability to perform Cardiopulmonary Resuscitation (CPR), if needed. |
| Motor Skills | <ul style="list-style-type: none"> • Demonstrate gross and fine motor abilities sufficient to perform safe and effective administrative duties and patient care, as well as providing safe environments and responding to unexpected situations in a timely manner. • Demonstrate agility and dexterity sufficient to meet the needs of the work environment. • Demonstrate physical ability sufficient to maneuver in small spaces (including standing, walking, bending, and range-of-motion of extremities). | <ul style="list-style-type: none"> • Calibrate, adjust, and clean therapeutic/diagnostic equipment. • Manipulate small specimen collection. • Manipulate syringes and dispose of needles safely. • Manipulate vials, ampules, and medication packaging and administer medications. • Demonstrate keyboarding skills sufficient to complete administrative and clinical duties in a timely manner. • Demonstrate the fine motor skills and dexterity required to manipulate and utilize diagnostic/treatment instrumentation and equipment. • Perform Cardiopulmonary Resuscitation (CPR) and other |

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| Physical Endurance | <ul style="list-style-type: none"> • Demonstrate sufficient physical endurance to attend, participate, and complete assigned periods in lecture and skill lab activities, and school functions. • Demonstrate sufficient physical endurance to complete assigned periods, the required shift, and assigned tasks during clinical practice. | <p>basic life support functions on a patient if needed.</p> <ul style="list-style-type: none"> • Work 8- to 12-hour shifts on AM or PM clinical externships. • Maintain awkward positions for prolonged periods of time. • Complete patient care assignment in a timely manner. • Demonstrate ability to attend 2-3 hours of lecture. • Demonstrate ability to work in skills lab for 2-4 hours. • Sit or stand for long periods of time, including up to 4 hours. |
| Environmental Tolerance | <ul style="list-style-type: none"> • Demonstrate ability to work in the healthcare environment. • Demonstrate sensitivity and ability to protect self and others from environmental risks and hazards. • Demonstrate ability to tolerate prolonged periods of time amidst artificial lighting, air conditioning, dust and odors, residue from cleaning products, noise, congested workplace, and bodily fluids. • Demonstrate ability to wear Personal Protective Equipment, or P.P.E., for extended periods of time during patient treatment, educational study, and labs. • Demonstrate awareness that the health care environment may contain latex and other allergens, including but not limited to medication (topical and ingestible), chemical, and mundane; tolerance of such allergens in the work place must also be demonstrated. | <ul style="list-style-type: none"> • Perform Universal Precautions to work safely in an environment that includes respiratory and blood borne pathogens. • Tolerate noise. • Show awareness of, and sensitivity to, environmental allergens that affect patient comfort and wellness. • Perform frequent evaluation and correction of facility for vapors/fumes, excessive noise, and facility cleanliness in the performance of patient care. • Tolerate offensive odors and bodily fluids and functions. • Wear gloves, mask, head covering, protective eyewear and gown for extended periods of time during patient treatment, educational study, and labs. |

Disability & Accommodations Services:

If you have a disability or acquire one, you may be entitled to receive support services and/or accommodations intended to assure you an equal opportunity to participate in, and benefit from, the program. Reasonable accommodations for students with disability related needs will be determined on an individual basis taking into consideration the standards and essential skills which must be performed to meet the program objectives. To receive more information or to apply for services, please contact the Disabled Student Programs and Services (DSPS) at (562) 860-2451 ext. 2335 or (866) 971-0948 (Voice Phone), or visit them in the Liberal Arts/DSPS Building. All prospective and current Medical Assistant students must be able to meet these standards with or without reasonable accommodations.

Cerritos College is committed to providing an educational environment that is free from discrimination and harassment. We do not discriminate on the basis of race, color, national origin, sex, disability, age, or any other characteristic protected by law in any of our programs or activities. For more information regarding our policies, please contact our Director, Compliance, Diversity, & Title IX Coordinator at <https://www.cerritos.edu/hr/>

All career technical education (CTE) opportunities will be offered regardless of race, color, national origin, sex, or disability. Compliance with Title IX and Section 504/Title II are the responsibility of the District's Director of Diversity, Compliance, & Title IX.

**Human Resources
Cerritos College | 11110 Alondra Blvd. Norwalk, CA 90650
Office (562) 860-2451, ext. 2468 | dctix@cerritos.edu**