



## Department of Health & Human Services

### Program & Technical Standards for Medical Assisting Majors

#### Concerns with a Course

If you have any concerns about a course, including accessibility concerns, **first consult your instructor**. If after meeting with your instructor, if you feel that your concern has not been satisfactorily addressed, or if you feel that you cannot effectively communicate with your instructor about the issue, you may contact the following people in the following order:

##### Second Contact

Interim Dean of Health & Human Services: Vickie Ansley, (828) 627-4652, [vsansley@haywood.edu](mailto:vsansley@haywood.edu)  
Department Assistant: Jeanne Naber (828) 565-4035

##### Third Contact

Vice President of Instruction: Wendy Hines, (828) 565-4069, [whines@haywood.edu](mailto:whines@haywood.edu)

#### Program Outcomes

*The Medical Assisting* degree program is designed to facilitate development of the following program outcomes:

1. Apply foundations of clinical practice including anatomy and physiology, applied mathematics and applied microbiology and infection control when assisting the physician with patient assessment and testing to promote quality care.
2. Apply concepts of effective communication when interacting with patients, physicians, business associates and visitors in the medical office.
3. Apply effective business practices to perform administrative functions, basic practice finances, insurance processing and procedural and diagnostic coding for positive business management in the medical office.
4. Practice within the scope of training for medical assistants and follow legal and ethical guidelines for the profession in the medical office.
5. Implement protective practices during emergencies to promote safety for all members of the healthcare team in the medical office and its patients.

EXAMPLES ARE NOT ALL INCLUSIVE.

Haywood Community College is an ADA compliant institution. The College does not discriminate on the basis of disability in the admissions process or in access to its programs, services and/or activities for qualified individuals who meet essential eligibility requirements. The College will provide reasonable accommodations for documented disabilities of individuals who are eligible to receive or participate in college programs, services and/or activities. Student Services provides a disability counselor to assist students in requesting disability related accommodations. If a student believes that he/she cannot meet one or more of the essential functions without accommodations, the student is encouraged to disclose the disability to the disability counselor as soon as possible. Students must certify the ability to *meet essential functions of the curriculum by a signed statement in the beginning of the program*.