



Certified Clinical Medical Assistant (CCMA & CMAA) Certified Phlebotomy Technician (CPT)-OPTIONAL Clinical Handbook

Disclaimer

The completion of clinical hours is NOT required to complete MedCerts' Certified Clinical Medical Professional program, or to obtain the **National Healthcareer Association Certified Clinical Medical Assistant (CCMA)** and **National Healthcareer Association Certified Medical Administrative Assistant (CMAA)** certification.

The program offers an OPTIONAL secondary certification which have required clinical components. The **Certified Phlebotomy Technician (CPT)** certification requires the minimum clinical requirements set forth in this handbook. These clinical requirements ensure that all individuals who pass the CPT certification exam has received the necessary hands-on experience needed to validate the competencies required to earn the award of certification in each respective field.

Preface

You are enrolled in a MedCerts program that will allow you to sit for the National Healthcareer Association Certified Clinical Medical Assistant (CCMA) and the National Healthcareer Association Certified Medical Administrative Assistant (CMAA) exam as your target certification. While exams do NOT have a required clinical component to obtain certification, students will have the OPTION to sit for the National Healthcareer Association Certified Phlebotomy Technician (CPT)) exam which requires the completion of requisite clinical components that will take place outside of MedCerts and will require some additional guidance.

To ensure you have all the necessary tools and knowledge to be successful, the Student Success and Career Services teams at MedCerts have put together this Clinical Handbook. We encourage you to take full advantage of this handbook and all its contents.

Inside you will find:

- Suggestions for locating clinical sites
- Tips for writing a standout resume
- Guidance for requesting MedCerts sponsorship and much more

We want to remind you that you are not alone! If you need further assistance, have questions, or need a boost of encouragement, please contact your Student Success Advisor. We are here to support you as you work to become one of healthcare's newest Certified Clinical Medical Specialists!

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MedCerts and the Pathway to Certification

MedCerts' Philosophy

MedCerts' programs offer a highly immersive environment, utilizing 12 unique eLearning elements designed to keep students engaged, stimulated, and entertained throughout the training. The student learning experience is driven by recorded video lecture delivered by expert instructors, alongside simulations, video demonstrations, virtualized environments and many other professionally produced learning objects. Multiple assessments test students' knowledge and understanding of the material contained in each lesson, leading up to a comprehensive final exam while simultaneously preparing them to sit for industry-driven certifications.

Certification Preparation

Upon reaching a 70% pass rate on assigned MedCerts' Knowledge Review Assessments, students will have the opportunity to sit for the National Healthcareer Association Certified Clinical Medical Assistant (CCMA) and the National Healthcareer Association Certified Medical Administrative Assistant (CMAA) certifications.

Successful students will have the OPTION to sit for the National Healthcareer Association Certified Phlebotomy Technician (CPT) certification.

Certification Exam Details

Target Certification: Certified Clinical Medical Assistant (CCMA)

Target Certification: Certified Clinical Medical Administrative Assistant (CMAA)

Secondary Certification (OPTIONAL): Certified Phlebotomy Technician (CPT)

Physician offices, hospitals, outpatient care centers, and other employers have an increasing demand for medical assistants. Most seek, and many require, a professional certification. With a CCMA certification, you'll have the credentials you need to set yourself apart from other applicants as you embark on a rewarding healthcare career. As more employers require certifications, the CCMA will help improve your marketability in a growing and rewarding field.

Issuing Authority: National Healthcareer Association

Target Exam: CCMA =150 Questions, 30 Pretest Questions

Passing Score: 390/500

Exam Time: 3 Hours

If a student receives a failing score, they will need to retake the exam **no sooner than 30 days** from the previous attempt.

Issuing Authority: National Healthcareer Association

Target Exam: CMAA = 110 questions, 20 pre-test questions

Passing Score: 390/500

Exam Time: 2 hours and 15 minutes

If a student receives a failing score, they will need to retake the exam **no sooner than 30 days** from the previous attempt.

Issuing Authority: NHA Accreditation: Accredited by the National Healthcareer Association (NHA) Exam

Secondary Exam: CPT = 100 Questions, 10 Pretest Questions

Passing Score: 390

Exam Time: 2.0 Hours/Exam

If a student receives a failing score, they will need to retake the exam **no sooner than 30 days** from the previous attempt.

Clinical Details and Clinical Case Documentation

Clinical Competencies:

CPT (OPTIONAL) = 30 venipunctures and 10 capillary sticks performed on live person(s) within 90-days of passing the CPT exam.

These clinical requirements will be demonstrated on the job, in another department with employer approval, or at an external clinical site upon that site's approval in the presence of a site-approved individual (supervisor or manager). **Note: Job shadowing does not count as these requirements must be hands-on and some performed on live person(s).**

The site's approved manager or supervisor must sign the clinical log prior to submission to MedCerts.

Certified Phlebotomy Technician (CPT) Documentation Requirements

Students must submit one of the following documents to ClinicalSupportTeam@medcerts.com

- CPT Clinical Log
 - Please scan the log as a PDF and make sure that the following information is clearly legible
 - Site Name

- Site Address
- Site Phone Number
- Clinical Supervisor First and Last Name
- Clinical Supervisor Email
- Dates requirements completed
- Clinical Supervisor signature
- Verification Letter
 - The verification letter must be legible, sent as a PDF, and contain the following information
 - Student First and Last Name
 - Site Name
 - Site Address
 - Site Phone Number
 - Clinical Supervisor First and Last Name
 - Clinical Supervisor Email
 - Dates requirements completed
 - Clinical Supervisor signature

MedCerts reviews all log submissions, ensuring the information provided is accurate and meets the minimum requirements as set forth by the NHA. **Logs submitted without the above information will be rejected and will need to be reviewed and resubmitted.**

Students who submit logs signed by any individual who is found not to be the clinical site's approved manager or supervisor may be subject to disciplinary action to the severity of termination from the clinical site and dismissal from their MedCerts program. See additional details found in the MedCerts' Professional Standards & Policies section of this handbook.

Once clinical requirements are met, MedCerts will inform NHA that you completed the clinical requirements. NHA will then assign you a certificate number and provide instructions to print your certification.

Clinical Overview

Because MedCerts does not provide or guarantee clinical sites for students, **students are responsible for securing their clinical sites and are encouraged to begin their search area as soon as they begin their MedCerts' program.** If required by the site, MedCerts will sponsor students who successfully locate and secure a clinical site, although not all clinical sites require site sponsorship. Sponsorship guidelines and procedures can be found in the Site Sponsorship section of this handbook.

To show proof of fulfilled clinical requirements, the clinical log located within this handbook must be submitted to MedCerts within the specified time frame.

Students who fail to fulfill the clinical requirements and submit their documentation by the deadline will have their scores voided and will be required to take and pass the certification exam an additional time AFTER the clinical requirements have been satisfied and the appropriate documentation has been submitted.

If you are an employer-sponsored student, the following sections regarding securing a clinical site will not apply to you. Please skip down to MedCerts' [Professional Standards and Policies](#).

Identifying a Clinical Site

MedCerts' Career Services Team is here to help, **but students are responsible for securing their own clinical sites to complete their certification requirements.**

Clinical requirements can be completed on the job, in another department with employer approval, or at an external clinical site upon that site's approval. **Note: Job shadowing does not count as these requirements must be hands-on and some performed on live person(s).**

Here are some recommendations to get started with your clinical site search:

- Search online job websites (Ex: Indeed, ZipRecruiter, Linked In, nhanow.com) to find sites that may offer paid positions that would allow you to complete your clinical requirements.
- Network with friends and family to see if they have any connections to healthcare facilities.
- Reach out to healthcare professionals. They have connections to a variety of facilities and may be able to refer you to their colleagues.
- Utilize social networking platforms (social media, Twitter, Facebook) to let people know that you're looking for a clinical site to complete your hands-on certification requirements

Steps to Securing a Clinical Site

Step 1: Create a list of potential clinical sites in your area. Clinical requirements can be completed at one of many different medical locations, such as, but not limited to **outpatient clinics, medical offices, urgent care centers, hospitals, blood bank clinics and laboratories.**

Step 2: Contact potential sites and inquire about clinical opportunities. You may have the most success visiting sites in person and asking to speak with the supervisor or manager but making phone calls or sending emails and LinkedIn messages are great ways to follow up.

Step 3: If the site is willing to host you but requires an affiliation agreement, liability insurance, or has questions and prefers to speak with a representative from MedCerts, gather their contact information (first name, last name, direct phone number, and email) and complete the **Clinical Site Information Form in your LMS Clinical Pathway.**

Step 4: Once your clinical site is secured, you may be required to complete and provide additional documentation. You will be required to provide any requested documentation within two weeks of having your rotation approved. Please see the section in this handbook below on “Onboarding Requirements and Expectations”.

Step 5: Document your requirements and follow the submission instructions set forth in this handbook and on the clinical logs provided.

Approaching Clinical Sites/Employers (Professionalism Best Practices)

- Be well-prepared and treat your clinical site search like you would a job search.
- Partner with your Career Coach and use Hiration to develop or update your resume and cover letter and to practice interviewing so that you are comfortable talking about your program experience and role responsibilities.
- Health care practitioners typically know people who work in the same or other health fields. Check with physicians or other health care professionals you know for a referral into your field of interest.
- Visit sites in person to introduce yourself, deliver a copy of your resume and cover letter, and discuss your program experience and certification requirements. ***Pro Tip: Avoid using “clinical requirements”. Rather, ask if the site would be able to assist you with completing your thirty venipunctures and ten capillary sticks.***

- Identify the appropriate department and person to approach, which may include the education department, volunteer department, or someone in human resources.
- Volunteer at a hospital or clinic to network with clinicians
- Communicate promptly and professionally with the site.
- Dress professionally (Look your best!)
- If the site requires any information from MedCerts or if they have questions, complete the **Clinical Site Information Form** in your **LMS Clinical Pathway**.

Clinical Site Sponsorship & Process

Some clinical sites may require “sponsorship” from MedCerts, which often includes a signed Affiliation Agreement and Certificate of Insurance. If you speak to a site that does require an affiliation agreement, certificate of insurance, or if they prefer to speak with a representative from MedCerts, capture the contact information (first name, last name, direct phone number, and email) complete the **Clinical Site Information Form** in your **LMS Clinical Pathway**.

Once the form is submitted, a member of our Employer Relations Team will contact the site directly within 3-5 business days to discuss the next steps. Once a decision is made, you will be notified via email.

MedCerts reserves the right to approve or deny site requests. The site is required to meet minimum clinical requirements as set forth in the ‘Clinical Requirements’ section above. MedCerts also reserves the right to deny sponsorship for a clinical site, if it is determined that the site is not able to meet the minimum clinical requirements.

MedCerts’ Professional Standards & Policies

Students are expected to always adhere to MedCerts’ professional standards as set forth in this section, as well as the standards set forth by the clinical site throughout the duration of a student’s time at the clinical site. **Students found violating these standards may be subject to disciplinary action to the severity of termination from the clinical site and dismissal from their MedCerts program.**

If a student is dismissed from their clinical rotation for violating the established professional standards and policies, they will not be eligible for support with securing a second site.

MedCerts has established the following Professional Standards to ensure the success of the student and the continued professional relationship between MedCerts and the clinical site. Students receiving MedCerts sponsorship will be required to sign the MedCerts’ Sponsorship Agreement, indicating the student understands and agrees to meet all Professional Standards set forth below.

ATTENDANCE: Take every precaution to avoid any absences from your Clinical Site position since dependability is a professional expectation of all healthcare facilities. **If**

you are unable to attend all scheduled shifts due to illness or emergency, please notify your clinical site's manager or supervisor as soon as possible. Clinical site leave must be approved based on the policies set forth by the clinical site.

CONFIDENTIALITY: Students are required to maintain confidentiality of patient information in accordance with HIPAA (Health Insurance Portability and Accountability Act).

PROFESSIONAL DRESS CODE: Appropriate dress standards have been established to present and maintain a professional appearance to patients, visitors, and the healthcare team. The standards allow comfortable performance of duties and promotion of safety and infection control.

- ID badge, if required, must be always worn as required by the clinical site (i.e., above the waist with name visible).
- Hair must have a clean and neat appearance with shoulder-length hair pulled back. Facial hair must be clean, neat, and well groomed.
- Headgear, religious or culture in nature, may be worn.
- Jewelry must be appropriate and professional, and not present a safety hazard when working with patients or equipment. Students must be prepared to remove jewelry and/or piercings as required by the clinical site.
- Tattoos must be covered as required by the clinical site.
- Dress in accordance with site policies, i.e., clean, and ironed scrubs or uniforms and OSHA-compliant shoes. No denim, short skirts, sweatshirts, low necklines, tank tops, halter tops or T-shirts with advertising or offensive graphics, sweatpants, jogging pants, leggings, or shorts (or any other attire deemed inappropriate by site).
- Fragrances, such as perfume or cologne, may cause allergic reactions in others and may not be worn.
- Fingernails must be neat, clean, and trimmed so as not to extend beyond the tips of the fingers; no artificial nails are allowed.

Onboarding Requirements and Expectations

What Are Onboarding Requirements?

A site will typically require students to provide and complete additional documentation before scheduling their rotation. These requirements allow students to get familiar with the clinical site and their expectations and prepare them for their clinical experience. It also ensures that the student is eligible and prepared for being in a clinical setting.

Common Requirements

Clinical requirements differ from site to site, but here are some common ones that you can expect to be asked for. We recommend gathering some of these requirements early on so you can complete all documentation within three weeks.

- Health insurance
- Resume
- Use of a third-party platform (Student responsible for the cost)
- Passing a background check (Student responsible for cost -site may have specific requirements for background check)
- Passing a drug screen (Student responsible for cost- request "self-sponsored" drug screen when visiting facilities. Site may have specific requirements for screening)
- Completing a TB test (either a 2-step TB test or QuantiFERON blood test) (Student responsible for cost- request "self-sponsored" TB test)
- Providing immunization records or titer demonstrating immunity (Student responsible for cost)
 - Hepatitis B
 - MMR
 - Tdap
 - Varicella
- Providing an AHA-approved BLS/CPR card (Student responsible for cost)
- Completing the site's online training modules
- Proof of HIPPA training
- A meet and greet/interview where students are expected to answer general questions about their discipline.

Where to Go?

Not sure where to go for some of these requirements? Here are some suggestions!

- **Immunization Records**
 - Ask your health care provider for a copy of your immunization records
 - If your health care provider does not have your immunization history, you can visit Quest, LabCorp, AnyLabTest Now, or other testing facilities and request an **immunization titer** which will demonstrate your immunity.
 - If you **have not received** the immunizations, you will need to schedule an appointment with your health care provider, local health department, or check CVS, Walgreens, or other health facilities to see if they can provide the immunizations. **You will be responsible for the cost.**
- **TB Test**
 - You can request either a two-step TB test from your doctor or other medical facility OR request a QuantiFERON blood test from a Labcorp, Quest, or other testing facility. **You will need to request a self-sponsored TB test and are responsible for the cost.**
 - **NOTE: The 2-step test does take longer but may not be as expensive as the QuantiFERON test, which is quicker to get back, but more expensive.**
- **Background Check**

- If you have completed a background check for your current employer, and it is within the time frame the site requires (6-12 months old), you can request a copy.
- Purchase a background check through an online service for a fee. **You will be responsible for the cost.**
- **NOTE: Some sites may have specific requirements for background checks. It is advised to shop around and budget accordingly, but do not purchase a background check until requirements are confirmed.**
- **Drug Screen**
 - If you completed a drug screen for your current employer, and it is within the time frame and panel that the site requires (6-12 months), you can request a copy.
 - Many testing facilities (Quest, AnyLabTest Now, Labcorp) can do drug screens for a fee. **You will need to request a self-sponsored test and are responsible for the cost.**
 - **NOTE: Some sites may have specific requirements for drug screens. It is advised to shop around and budget accordingly, but do not purchase a drug screen until requirements are confirmed.**
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- **AHA BLS/CPR Certification**
 - Visit <https://atlas.heart.org/home> to see if there is a class near you to become certified. **You will be responsible for the cost.**

Students who fail to complete onboarding requirements within this time frame will lose their clinical site and will not receive support from MedCerts to find a second location. If there are any delays or issues, communicate these with your clinical coordinator, onboarding coordinator, and site contact immediately.

Additional Resources

<u>NHA Website</u>
<u>MedCerts Career Center</u>
<u>Hiration</u>
<u>Ask A Career Coach</u>
<u>CPT Log</u>