



Medical Office Professions Student Handbook 2026-2027 Admission Year

Higher Education Center

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WELCOME

Welcome to Southwestern College (SWC) Medical Office Professions (MedOp) Program. Each one of you is embarking on a journey that will lead you on an adventure of learning and growth, both personally and professionally.

The MedOp Handbook is your guide to all of the policies and procedures for the program. Let it be your reference during your time at SWC. Your faculty will provide you with all of the tools necessary for your success; however, you, as the student, are the one in charge of the results of your education. It is vital for you to remain focused and dedicated to your studies to reach your goals.

You have chosen a specific path of study within the MedOp program as your field of choice and your future career. Medical office careers are ones that require dedication, hard work and focus. You will find the same during your educational experience. Remaining active and engaged during your time in the MedOp program will allow you to navigate through any difficult stresses. The program, like the profession, is both challenging and rewarding.

I strongly encourage you to bring your curiosity, enthusiasm and love of learning. The MedOp faculty wishes you the best of luck and highest academic achievements throughout your program. Welcome to SWC, have fun and enjoy every minute!

Sincerely,

Deanna M. Reinacher

Deanna M. Reinacher, Ed. D., MLS(ASCP), CLS

Director, Medical Office Professions, Medical Laboratory Technology, Optical Technician Programs

Introduction

The Medical Office Professions (MedOp) program provides a quality educational program that complies with the established essentials and guidelines of the governing Southwestern College accrediting body. The college recognizes that to achieve this, the student must be able to grasp technical and theoretical knowledge and successfully apply this knowledge in a clinical setting.

The program recognizes the importance of professional standards, morals, and ethical obligations to the community while committing itself to an educational program. Development of professional competence, personal growth and effective patient care are major areas of concentration in providing the community and the profession with entry level medical office professionals.

The MedOp program requires a student to complete an application of intent prior to entering the second semester of their chosen major (see application at end of handbook). The MedOp program has continuous enrollment, and each class is limited to 30 students. The duration of the program is dependent on the certificate or degree path chosen to study and the rate that a student completes courses. The MedOp program consists of lectures and laboratory experiences at the **National City Higher Education Center**, followed by practical clinical experience at affiliated clinical medical sites. Class days and times vary.

General Description

The MedOp program responds to the ever-increasing need for well-trained, skilled personnel to fill positions in the allied healthcare industry as medical assistants and medical billers and coders. Today's healthcare industry demands a higher level of thinking and performance skills than ever before. The medical assistant programs prepare students for careers as administrative or clinical medical assistants or as medical billers and coders. The administrative medical assistant provides service to patients within the front office environment. The clinical medical assistant provides clinical services to patients. A medical biller and coder extracts information from a patient's office visit and assigns the appropriate medical code to the claim. A medical biller must understand different types of insurance plans, know CPT, ICD-10 and other coding guidelines, understand the life cycle of the billing process, and be experts in claim follow-up, patient follow-up and denial resolution.

Accreditation

Southwestern College is accredited by the Accrediting Commission for Community and Junior Colleges (ACCJC). The United States Department of Education (DOE) recognizes accredited colleges as providing educational programs, services, and training that meet acceptable levels of quality.

Program Mission Statement

The mission of the SWC MedOp program is to provide students with the technical skills and knowledge needed to perform entry-level, routine medical office procedures. In addition, we will foster a culture of life-long learning by instilling the value and confidence necessary in a student-centric environment.

Program Student Learning Outcomes (SLOs)

1. Demonstrate with health professionals and patients proper oral and written communication skills with use of correct business English and medical terminology. This includes the ability to explain medical office policy and procedure according to mandated regulations and when applying learned business presentation skills.
2. Analyze and evaluate patient medical records and office documents by demonstrating understanding of related basic anatomy and physiology. Demonstrate proper medical terminology and business English when creating correspondence or documenting in the record and/or when in discussion with health professionals and when providing health education to patients.

3. Apply learned business math skills to demonstrate basic statistical information on office activity and needs.
4. Apply personal skills, positive attitudes, cultural awareness, professional medical and business ethics and learned front office practice proficiency with health professionals and patients within the medical setting.
5. Use learned advanced computer skills, various types of software and information processing to produce office projects, business communicate and coded health insurance billing documents.

Affective Objectives/Course Descriptions/Course SLO's

- Student demonstrates professionalism by meeting program expectations.
- Student demonstrates respect for faculty, director, fellow classmates, and members of the community.
- Student takes ownership of their education and does not reflect responsibility on anyone other than himself or herself.
- Student demonstrates initiative by reviewing objectives and completing reading assignments prior to class (coming to class prepared).
- Student submits assignments by the stated deadline.
- Student demonstrates enthusiasm and interest in the course by asking questions and participating in class discussions or online forums.
- Student utilizes constructive criticism to correct deficiencies and improve performance.
- Student works cooperatively with instructor and fellow students to achieve the goals of each assigned activity.
- Student displays flexibility and adaptability to change.
- Student demonstrates the ability to coordinate multiple tasks.
- Student demonstrates progression in skills using effective organization.
- Student conveys information (verbally) in a clear, concise manner.
- Student conveys information (written) in a clear, concise manner.
- Student asks pertinent questions.
- Student responds to questions in a thoughtful manner.
- Student uses supplies and reagents efficiently where applicable.
- Student treats patient information/test results, health information as confidential, and releases information only following established protocol where applicable.

MEDOP 20 Healthcare Essentials

Introduces the healthcare profession. Includes human body structures and functions, basic math computations, infection control protocols and workplace safety, and effective communication skills. Emphasizes the legal and ethical scope of practice for healthcare professionals.

SLO 1: Student will: Demonstrate specific organized ways of concepts to others.

SLO 2: Student will: Gather specific information to look for ways to solve problems.

SLO 3: Student will: Follow HIPAA regulations to communicate with patients and staff from varying backgrounds and ethnicity.

MEDOP 21 Current Procedural Terminology

Focuses on the guidelines for the Current Procedural Terminology (CPT) coding systems and application of the rules to code patient services. Provides an overview of coding conventions, principles, regulatory guidance and coding software.

SLO 1: Student will: analyze and extract basic procedural information necessary for proper assignment of CPT and HCPCS codes.

SLO 2: Student will: demonstrate knowledge of medical terminology and basic anatomy and physiology and be able to identify appropriate usage of CPT and HCPCS codes, contained in procedural statements and clinical case studies.

MEDOP 22 International Classification of Diseases-Clinical Modification Code

Focuses on the guidelines and rules for the International Classification of Diseases-Clinical Modification (ICD-CM) coding system and the application of the rules to code patient diagnoses and procedures. Provides instruction on ensuring accuracy of diagnostic groupings and adherence to current regulations in code assignment.

SLO 1: Student will: Determine primary and principal diagnoses, recognize complications and comorbidities, and assign codes in proper sequence as required for proper reimbursement.

SLO 2: Student will: understand and apply diagnostic coding guidelines.

SLO 3: Student will: Analyze and extract from patient medical diagnostic statements and case studies, the information necessary for accurate ICD-9 and ICD-10 CM code assignment.

MEDOP 23 Introduction to Medical Billing and Coding

Focuses on the guidelines for the Current Procedural Terminology (CPT) coding systems and the rules for the International Classification of Diseases-Clinical Modification (ICD-CM) coding system. Introduces the student to health insurance and reimbursement. Develops an understanding of coding conventions, principles, billing practices, and the legal and regulatory issues in reimbursement methodologies.

SLO 1: Student will: communicate with all the healthcare team members and identify and explain the various types of insurance available.

SLO 2: Student will: determine primary and principal diagnoses, recognize complications and comorbidities, and assign codes in proper sequence as required for proper reimbursement.

SLO 3: Student will: understand and apply diagnostic coding guidelines by identifying appropriate usage of CPT and HCPCS codes, contained in procedural statements and clinical case.

***MEDOP 25 Medical Assisting Clinical Practicum**

Provides clinical experience in an ambulatory health care setting. Utilizes knowledge of medical assisting practices to support the physician in the provision of patient assessment and care.

SLO 1: Student will: assess and demonstrate accuracy in performing clinical competencies such as patient intake, vital signs, injections, charting and medication related functions.

SLO 2: Student will: interpret and explain with clarity to patients the rationale for performance of medical procedures.

SLO 3: Student will: recognize and deduce patient understanding of communications related to their care.

MEDOP 27 Physician Office Laboratory Procedures

Trains students to perform the Physician Office Laboratory (POL) diagnostic tests, following the Clinical Laboratory Improvement Amendments (CLIA) and Occupational Safety and Health Administration (OSHA) guidelines. Trains students on the proper techniques complying with asepsis, sanitation, disinfection, and sterilization standards. Trains students to perform patient screening using established protocols, and screen test results.

SLO 1: Student will: administer office laboratory procedures and tests (CLIA waived) following proper techniques.

SLO 2: Student will: recognize medical office laboratory test results using different types of current technology based on normal laboratory test values.

***MEDOP 30 Medical Assisting Administrative Practicum**

Provides administrative experience in an ambulatory health care setting. Utilizes the knowledge of administrative medical assisting practices to support effective office functions.

SLO 1: Student will: Demonstrate recognition of the patient's level of understanding in communications.

SLO 2: Student will: Use language/verbal skills that enable patient's understanding.

SLO 3: Student will: Implement time management principles to maintain effective office function.

***MEDOP 35 Medical Assisting Medical Insurance Billing and Coding Practicum**

Provides experience in the application of managed care/insurance policies and procedures. Utilizes the most current procedural and diagnostic coding to achieve appropriate reimbursement.

SLO 1: Student will: Communicate in a language the patient can understand regarding managed care and insurance plans.

SLO 2: Student will: Work with patient, physician, staff, and managed care and/or insurance providers to achieve the maximum reimbursement.

SLO 3: Student will: Correctly identify types of insurance plans.

SLO 4: Student will: Determine primary diagnosis and assign codes in proper sequence.

***MEDOP 45 Medical Assisting Comprehensive Practicum**

Provides clinical, administrative, and managed care/insurance practice and experience in an ambulatory healthcare setting. Utilizes the knowledge of medical assisting practice to support the delivery of patient assessment, care, and billing.

SLO 1: Student will: demonstrate accuracy in performing clinical competencies such as patient intake, vital signs, injections, charting and medication related functions.

SLO 2: Student will: practice and demonstrate proficiency in administrative competencies such as appointment scheduling, billing verification (ICD9/CPT preparation and insurance approval) filing and referrals.

SLO 3: Student will: interpret and explain with clarity to patients the rationale for performance of medical procedures

***A student may take a maximum of two externship courses in the fall and spring semesters only.**

MEDOP 121 Electronic Health Records

Introduces the fundamental principles for creating and maintaining an electronic health record (EHR). Reviews the history of the EHR and current trends in health care information applications such as clinical information systems, administrative information systems, and management support systems. Explores the transition from a paper-based health record to an EHR.

SLO 1: Student will: recognize ethical issues associated with the electronic medical record, such as maintaining password security, preventing unauthorized access of patient records, and ensuring patient confidentiality.

SLO 2: Student will: Demonstrate tasks and procedures necessary to properly utilize the electronic health record in customary business and patient care services.

SLO 3: Student will: differentiate between the electronic medical record (EMR) and electronic health record (EHR) in regard to meaningful use criteria and interoperability.

MEDOP 133 Human Structures and Functions

Prepares students with the fundamental knowledge of human anatomy and physiology. Introduces basic concepts of the normal, abnormal, and changes associated with anatomy and physiology.

SLO 1: Student will: recognize and explain the principle of homeostasis and the use of feedback loops to control physiological systems in the human body.

SLO 2: Student will: Demonstrate anatomical knowledge and identify physiological consequences.

SLO 3: Student will: recognize the anatomical structures and explain the physiological functions of body systems.

MEDOP 135 Pathophysiology

Provides a basic understanding of pathophysiology as a change from normal physiological functions of the various systems of the human body. Covers illness and disease within a systems framework across the lifespan.

SLO 1: Student will: recognize the changes in function and structure that occur in the body organs and systems under diseased conditions.

SLO 2: Student will: recognize the clinical manifestations that are correlated to the pathophysiology of the body systems in order to provide proper patient care and help restore the patient to healthy conditions.

MEDOP 230 Medical Terminology

Provides students with a fundamental knowledge of how medical terms are constructed, pronounced, and spelled from word parts (prefixes, word roots, combining forms, and suffixes). Introduces diagnostic tools and procedures, and basic pharmacological and other treatment procedures currently used in patient care.

SLO 1: Student will: analyze medical terms and categorize their basic word-part components, such as, prefix, combining form, and/or suffix, then define each word-part as well as the medical terms.

SLO 2: Student will: Correctly spell, pronounce and define medical terms and medical specialties related to body systems.

SLO 3: Student will: describe and identify body structures using correct anatomical, positional, and directional terms.

MEDOP 231 Administrative Medical Assisting Procedures

Prepares medical assisting students to work in physicians' offices, clinics, hospitals and other medical areas. Covers administrative and clerical functions of a medical assistant including patient reception, scheduling appointments, telephone procedures, medical records management, practice finances, written communication and professional and personal conduct.

SLO 1: Student will: recognize and explain the different fields of medicine and the role of medical assistants in accomplishing the front office tasks.

SLO 2: Student will: explain and compare the relationships (or correlation) between professionalism and ethics pertaining to medicine and law in order to be able to communicate with patients and medical staff (written and verbal) effectively.

MEDOP 234 Clinical Procedures

Trains students assisting the patient and physician in all medical office clinical procedures. Provides students with the essential knowledge to perform and document vital signs, body measurements, electrocardiograms, Physician Office Laboratory tests, and administer medications and immunizations to patients. Instructs students on the proper preparation of instruments and materials for minor surgical procedures and specialty examinations.

SLO 1: Student will: recognize medical office diagnostic procedure results using different types of current technology based on normal test values.

SLO 2: Student will: administer medical diagnostic procedure tests following proper techniques, methodologies, and using equipment and instruments correctly.

MEDOP 236 Pharmacology for Health Care Professionals

Provides students with essential knowledge of current practices and procedures utilized in the preparation and administration of medications to adults and special groups (elderly and children), emphasizing at all times the safety for both the health care professional and the patient.

SLO 1: Student will: demonstrate correct explanation of a drug, dosage, mode of action, administration route, adverse effects, and other pertinent information related to medication.

SLO 2: Student will: calculate and apply commonly used mathematical formulas (metric and non-metric systems) used in preparing dosages for patient therapy.

Admission Policy

All MedOp students require the following information for admission to the program:

1. Students must possess a high school diploma or GED
2. Students must be an SWC student and possess an SWC student ID number
3. Students must declare a valid major in the MedOp program
*Students must provide proof of declared major and *current Student Education Plan (SEP) with application. (*current= within six months of enrollment of first MEDOP class)*
4. Students must successfully complete required first semester courses
5. Students must attend a mandatory orientation before or during the first semester of enrollment
6. Students must complete the application of intent process during orientation (see end of handbook for more details)

Tuition and Fees with Refund Policy

The cost of the MedOp program tuition is dependent on the program offering area of study. For students who meet the California residency requirement the following is an *estimate* of tuition only (\$46.00/unit):

Medical Assisting Associate Degree: \$1,8500.00 (this does **not** include general education tuition costs)

Medical Assisting Clinical Certificate: \$1,500.00

Medical Assisting Administrative Certificate: \$1,600.00

Medical Billing and Coding Certificate: \$1,300.00

You can anticipate the following additional expenses during your program of study. These amounts are **estimates** only.

- Textbooks: \$1,500.00
- Misc. (Student fees, course fees, parking permit, etc.): \$300.00
- Living expenses and cost of transportation to campus and clinical facilities are not included in this estimated cost.

REFUNDS: Any questions concerning the refund policy are addressed with the Admissions department.

Some financial assistance is available through the Financial Aid Office. Applications for assistance should be filed early (priority filing is the first week of March). Applications are available at the Financial Aid Office or the Higher Education Center.

Medical Office Professions Faculty and Staff

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Neda Shukur Instructor	N/A	(619) 216-6665 X 4886	nshukur@swccd.edu
Kim Sullivan Instructor	N/A	(619) 216-6665 X 4886	ksullivan@swccd.edu

*Appointments required.

Textbooks

This textbook list is for reference only. It is not to be used as the source to use when purchasing your course textbooks. *All textbooks used MUST be the most CURRENT edition available. Check with your faculty member PRIOR to purchasing your texts. You must get the most current textbook information from your instructor. You are responsible for purchasing the correct textbook; therefore, do not rely on this list to be accurate.

- Amy Ensign and Tammy Berger. *Practice Management and EHR: A Total Patient Encounter*. 2nd ed. New York, NY: McGraw Hill, 2023. ISBN: 978-0-07-786207-7.
- Ballestas, Helen, and Caico, Carol. *Pathophysiology of Nursing Demystified*. United States of America: McGraw-Hill Companies, 2014. ISBN: 9780071772020
- Beaman, Nina, Routh, Kristiana Sue, Papazain-Boyce, Lorraine M., Maly, Ron, and Nguyen, Jamie. *Pearson's Comprehensive Medical Assisting: Administrative and Clinical Competencies*. 4th ed. New York, NY: Pearson, 2018. ISBN: 978-0134420202
- Ferrari, Virginia. *The Paperless Medical Record: Using Harris Care Tracker*. 2nd ed. Boston, MA: Cengage. 2019. ISBN-13: 978-1-337-61419-1
- Herlihy, Barbara. *The Human Body in Health and Illness*. 6th ed. St. Louis, MO: Elsevier, 2019. ISBN: 978-0-323-49844-9 (textbook)
- Herlihy, Barbara. *Study Guide for The Human Body in Health and Illness*. 6th ed. St. Louis, MO: Elsevier, 2019. ISBN: 978-0-323-49836-4 (study guide)
- Medical Office Procedures, Nenna Bayes, McGraw-Hill Education, 10th ed., (e-book and CONNECT access card. 978-1-2600-2176-9)
- Medical Assisting: Administrative and Clinical Procedures with Anatomy and Physiology, Kathryn Booth, McGraw-Hill Education, 8th ed., (bound edition and access code)
- Rice, Jane. *Principles of Pharmacology for Medical Assisting*. 6th ed. Boston, MA: Delmar Cengage Learning, 2017. ISBN: 9781305859326
- Turley, Susan. *Medical Language: Immerse Yourself*. 5th ed. Hoboken, NJ: Pearson Education, 2020. ISBN-13: 978-0134988399
- Vines-Allen, Deborah, Ann Braceland, and Elizabeth Rollins. *Comprehensive Health Insurance Billing/Coding/ and Reimbursement*. 3rd ed. New York, NY: Pearson, 2018. ISBN: 9780134458779
- Bonewit-West, Kathy. *Clinical Procedures for Medical Assistants*. 10th ed. St. Louis, MO: Elsevier, 2018. ISBN: 978-0-323-37711-9
- ICD-10-CM/PCS Coding: Theory and Practice, 2019/2020 ed. St. Louis, Missouri: Elsevier, 2019. ISBN: 978-0-323-53221-1

- ICD-10-CM/PCS Coding Theory and Practice, 2019, 2020 ed. St. Louis, MO: Elsevier. ISBN: 9780323532204 (Workbook)
- Roiger, Deborah and Bullock, Nia. Anatomy, Physiology, & Disease. 2026 Release. McGraw Hill . 3rd edition-ISBN13: 9781264130153 2026 release- ISBN13: 9781266819902
- Medical Insurance: A Revenue Cycle Process Approach, 9th edition-Joanne Valerius, Nenna L. Bayes, Cynthia Newby and Amy L. Blochowiak. ISBN13: 9781265166717 McGraw Hill
- Jones, Steven L. and Cavanagh, Andrew. Acquiring Medical Language, 3rd edition. New York: McGraw-Hill Higher Education, 2022. ISBN 13: 978-1-259-638169; ISBN 10-1260018571
- Safian, Shelley C., Mary A. Johnson. Let's Code It! 2026-2027 Code Edition (Standalone Card). New York, NY: McGraw Hill Education. 2026. ISBN: 978-1-265-95624-0
- Koesterman, Jackie. Buck's Simulated Medical Coding Internship 2025/2026 Edition, 1st Edition. St Louis, MO: Elsevier, 2024. ISBN: 978-0-443-26464-1 (Online Course)

Persons with Disabilities

Southwestern College recommends that students with disabilities or specific learning needs contact their professors during the **first two weeks of class** to discuss academic accommodations. If a student believes that they may have a disability and would like more information, they are encouraged to contact Disability Support Services (DSS) at (619) 482-6512 (voice), (619) 207-4480 (videophone), or email at DSS@swccd.edu. Alternate forms of this syllabus and other course materials are available upon request.

Student Record Retention

The department maintains student records in scanned form, for three years. SWC maintains a student's academic record permanently.

Service Work

Students will not be used to substitute for regular employees as part of their training. Students of the MedOp Program should be aware that any service performed at any of our externship sites is:

- Not allowed
- Cannot occur during the training hours
- Should not interfere with progression through the MedOp program
- Cannot be counted towards the training hours requirement

Example of service work....

- Continuing to work pm shifts or weekends at an externship site during progression through the MedOp program.

During externship: Students will not substitute for regular employees as part of their training. Service work by students in clinical settings outside of academic hours must be noncompulsory.

Students may not perform/complete any of their required practicum hours at any location they are employed or where family is employed. This includes any doctor's office, clinic, hospital, nursing care, etc. If the student works at any Sharp location, they are not allowed to train at ANY other Sharp locations. The same for Scripps, Kaiser, etc. Any student who is discovered performing practicum hours at a location they or family members are employed will fail the course and further discipline may be warranted up to and including dismissal from the program.

Health Care

All first aid kits and emergency kits are located within the Dental Hygiene Clinic. For minor injuries, the faculty member should accompany the injured student to the Dental Hygiene Clinic and provide necessary treatment. Limited health care services are available at the Higher Education Center on days and times the Campus Nurse is scheduled. If additional care is necessary, the student will be instructed to seek treatment at a Sharp Rees-Stealy Clinic, which is contracted with SWC. An injury that is more extensive or if emergency treatment is necessary, paramedics will be called to assist.

At the externship site, students will receive proper care at the site, covered under SWC's Workers' Compensation insurance. A Workers' Compensation form must be submitted to Risk Management within 24 hours of any incident. If follow up care is needed, then the student is to go to Sharp Rees-Stealy Clinic. Any medical bills received because of the incident should be forwarded to the risk management department for payment by the insurance carrier.

Course Sequencing

The MedOp program offers four different routes for students to pursue. Each route is listed below as a course grid showing the required courses that must be completed semester by semester. The student must successfully complete all courses in one semester before they are eligible for enrollment in any of the following semester's courses. All courses preceding the clinical practicum (the final semester) must be completed successfully before enrollment into the practicum is allowed. The MedOp program technician has the sole ability to register/enroll students into the practicum courses; students cannot enroll in a practicum course. Students notify the program technician when they have completed all requirements prior to the practicum. The program technician verifies that all requirements have been met and enrolls student in appropriate practicum/s.

One requirement of the application process is obtaining a student education plan (SEP) within six months prior to the first MedOp class enrollment. This is done by making an appointment with an SWC counselor. The student must choose one of the routes below and declare it with SWC and on the MedOp application of intent.

There are three certificates of achievement and one degree:

Medical Assisting- Medical Insurance Billing and Coding Certificate

Medical Assisting-Medical Billing and Coding Certificate (02317)		
Semester 1		
Course	Description	Units
MEDOP 20	Health Care Essentials	3
MEDOP 121	Electronic Health Records	2
MEDOP 230	Medical Terminology	3
MEDOP 133	Human Structures and Functions	4
	total	12
Semester Two		
Course	Description	Units
MEDOP 21	Current Procedural Terminology (CPT) Coding	3
MEDOP 22	International Classification of Diseases	3
MEDOP 23	Introduction to Medical Billing and Coding	3
MEDOP 231	Administrative Medical Assisting Procedures	4
	total	13
Final Semester (Semester Three)		
Course	Description	Units
MEDOP 35	Medical Assisting-Medical Billing and Coding Practicum	3
	total	3
	Total certificate units	28

Medical Assisting- Clinical Certificate

Medical Assisting- Clinical Certificate (02322)		
Course	Description	Units
MEDOP 20	Health Care Essentials	3
MEDOP 121	Electronic Health Records	2
MEDOP 230	Medical Terminology	3
COMM 174	Interpersonal Communication	3
	total	11
Semester Two		
Course	Description	Units
MEDOP 27	Physician's Office Laboratory Procedures	4
MEDOP 133	Human Structures and Functions	4
MEDOP 236	Pharmacology for Healthcare Professionals	3
	total	11
Semester Three		
Course	Description	Units
MEDOP 135	Pathophysiology	3
MEDOP 234	Clinical Procedures	4
	total	7
Final Semester (Semester Four)		
Course	Description	Units
MEDOP 25	Medical Assisting- Clinical Practicum	3
	total	3
	Total certificate units	32

Medical Assisting- Administrative Certificate

<u>Medical Assisting-Administrative Certificate (02315)</u>		
Semester One		
Course	Description	Units
MEDOP 20	Health Care Essentials	3
MEDOP 121	Electronic Health Records	2
MEDOP 230	Medical Terminology	3
COMM 174	Interpersonal Communication	3
	total	11
Semester Two		
Course	Description	Units
MEDOP 133	Human Structures and Functions	4
MEDOP 231	Administrative Medical Assisting Procedures	4
MEDOP 236	Pharmacology for Healthcare Professionals	3
	total	11
Semester Three		
Course	Description	Units
MEDOP 21	Current Procedural Terminology (CPT) Coding	3
MEDOP 23	Introduction to Medical Billing and Coding	3
MEDOP 135	Pathophysiology	3
	total	9
Final Semester (Semester Four)		
Course	Description	Units
MEDOP 30	Medical Assisting-Administrative Practicum	3
	total	3
	Total certificate units	34

Medical Assisting- Associate Degree

Medical Assisting- *Associate Degree (A2314)		
Semester One		
Course	Description	Units
MEDOP 20	Health Care Essentials	3
MEDOP 121	Electronic Health Records	2
MEDOP 230	Medical Terminology	3
COMM 174	Interpersonal Communication	3
	total	11
Semester Two		
Course	Description	Units
MEDOP 27	Physician's Office Laboratory Procedures	4
MEDOP 133	Human Structures and Functions	4
MEDOP 231	Administrative Medical Assisting Procedures	4
MEDOP 236	Pharmacology for Healthcare Professionals	3
	total	15
Semester Three		
Course	Description	Units
MEDOP 23	Introduction to Medical Billing and Coding	3
MEDOP 135	Pathophysiology	3
MEDOP 234	Clinical Procedures	4
	total	10
Final Semester (Semester Four)		
Course	Description	Units
MEDOP 45	Medical Assisting-Comprehensive Practicum	4
	total	4
	Total degree units	40

*General Education requirements must be met in addition to receive associate degree

Grading Policy

Courses in the MedOp program are not offered credit/no credit.

The MedOp program percentages for grades are as follows:

A	90-100%
B	80-89.9%
C	70-79.9%
D	60-69.9%
F	69.8% and below

A grade of 70% (“C”) or better is required in all MedOp courses for progression in the MedOp program and to graduate.

Graduation Requirements

It is the student’s responsibility to ensure all SWC graduation requirements are met before completion of the program. Students **must** consult a counselor to assist them in developing an SEP six months prior to the first semester of enrollment as part of the application process. It is vital to see the counselor each semester of enrollment to guarantee the student is meeting the education plan’s timeline. Call the Higher Education Center in National City at (619) 216-6665 ext. 4851 for an appointment. The program is not responsible for ensuring you have completed all requirements needed to graduate.

Dress Code Policy

The purpose of the dress code policy is to clarify prudent professional dress behavior and specify clinical practicum dress requirements. Every MedOp student is required to wear **navy blue scrubs** to each class, lab, and externship starting with the **second semester courses**; however, *starting in the first semester* is appreciated. These standards are the minimum. If a clinical site chooses to have more stringent requirements, the student is obligated to comply. If the clinical site is less stringent, the student will comply as stated below.

The MedOp program student is a representative of SWC and a guest at the clinical site. Each student is expected to demonstrate professionalism through appropriate attitude, personal appearance, and performance of clinical responsibilities.

General Regulations

1. **CLOTHES** – Solid **navy blue** scrubs are required for all MedOp students starting in their second semester; however, it is appreciated that students start complying in the first semester even though it is not required until second semester. Scrubs can be purchased from anywhere. They must be **solid navy blue**, fit appropriately, be clean and unwrinkled, and free of stains and holes. A cardigan sweater or white lab coat can be worn over the scrub top, or a long sleeve shirt under the top. No sweatshirts, hoodies, wraps, etc. are acceptable.
2. **SHOES** – Sandals, open toe, and open heel shoes are not permitted. Shoes with traction (tennis shoes) to prevent slips/falls on hard surface floors are recommended.
3. **COSMETICS** – Facial cosmetics may be used with discretion.
4. **NAILS** – Nails should be kept short and clean; *no acrylic nails* permitted.

5. **HAIR** – Hair should be clean and neat. Hair that is longer than shoulder length must be pulled back and secured so that it does not interfere with or become a hazard while working. At no time should the hair interfere with or obstruct the student's ability to see clearly, regardless of length.
6. **PERFUME** – Heavy (strong) perfume or cologne is not permitted; it is recommended that no fragrances be used.
7. **SMOKING** – Smoking is prohibited at all clinical sites, student labs, and classrooms.
8. **JEWELRY** – Wedding bands, wristwatches, one pair of ear studs for pierced ears are acceptable. Other piercings, long decorative chains, necklaces, bracelets, and visible tattoos are not acceptable.
9. **STANDARD PRECAUTIONS** - Gloves must be worn at all times when working with biological materials. Protective eyewear, if prescription glasses are not worn, must always be worn when working with any procedure or equipment that could create an aerosol.
10. **HYGIENE** – Good personal hygiene is always expected.
11. The externship site will provide you with Personal Protective Equipment (PPE). Any PPE that serves as the first line of defense (surgical gown, lab coat, gloves, etc.) during testing procedures or in the clinical office are ***not*** allowed to be worn in public or non-testing areas; these should stay on site and not be taken home.
12. Please notify the faculty of the externship course **immediately** if PPE is not being provided.
13. A student arriving to class or their practicum dressed improperly will be asked to leave until such time as they meet the dress standards located in the student handbook. Absences due to improper dress will be considered unexcused absences.

Patient Confidentiality

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law that defines patients' rights to privacy and to control how their personal healthcare information is used. The law specifies who can access patients protected, identifiable health information and when disclosure of this information is permitted. At each of the Clinical Affiliate facilities, every student will be required to review, understand and practice the confidentiality and privacy of every patient as prescribed by the law.

Students will be oriented to facility policies and will observe all procedures related to patient confidentiality and release of information during clinical rotations. Students are also cautioned to maintain the confidentiality of their peers, instructors, clinical staff, and clinical facilities. Students will keep personal beliefs and opinions a private matter. A breach in the confidentiality policy may be cause for immediate dismissal from the program.

Students must sign the Patient Confidentiality and Privacy Acknowledgment located at the end of the student handbook.

Student Expectations

Students in the MedOp program must follow specific rules and guidelines during their enrollment. All the information included in the following items are **minimum** requirements. Each instructor may have additional, more stringent requirements that students are expected to follow. Failure to follow the listed expectations can negatively affect a student's grade and enrollment in a class or program.

Attendance Requirement (Classroom Policy)

The MedOp program student must meet the established attendance requirements of SWC. Please refer to the most current SWC catalog for specific information. All instructors expect full attendance from each student for every class. The minimum MedOp attendance requirements for **ALL classes** are as follows (each individual instructor may have more stringent guidelines for attendance, in which case the student is expected to abide by):

1. A student that does not attend the first day of class will automatically be dropped by the faculty member, unless the faculty member is notified ahead of time and considers the absence excused (justifiable and verifiable).
2. Any three ***consecutive*** absences will result in the student being dropped from the class. After the add period of the term, a student may be dropped from class when the total hours of absences for **any reason** exceed twice the number of hours indicated for that course in the College Catalog.
3. **Any four** absences during the course duration will result in being dropped from the class.
4. Students are expected to attend every class day for the entire meeting time. Arriving late **or** leaving early will be considered a tardy/partial absence. Any three tardy/partial absences will be considered one full unexcused absence.

Attendance Requirement (Clinical Practicum)

Practicum hours are primarily day hours depending on site assignment and total hours are dependent on the area of study. The following is a list of required hours needed to perform for each program offering:

Medical Assisting Associate Degree: 216 hours

Medical Assisting Clinical and Administrative Certificates: 162 hours each

Medical Billing and Coding: 162 hours

The MedOp student will attend all clinical rotations, except in the case of personal illness, death in the immediate family, and/or at the discretion of the clinical instructor and the MedOp Program Director (excused absences). Transportation is the responsibility of each student; lack of transportation does not constitute an excused absence. Students are required to secure their own externship site. The faculty of the course will provide a list of affiliated offices that are cleared for student training. If any MedOp courses' grade prior to the practicum were failed, a clinical rotation will not be granted.

Students may not choose a site that they have any link, relation, or attachment. If a student works or has worked at the site, has family that works or has worked at the site (all family applies), friends with office managers and other office staff, including physician, etc. If the location the student wishes to use as the externship site and the site agrees, there must be a **VERBAL agreement at least seven months** before the externship class starts. The MedOp office **MUST** be notified **at least six-seven months prior** to the start of the externship about the new location so the affiliation agreement process is put in place. Late notification does not guarantee an affiliation will be in place in time for the intended externship start date.

Students are expected to attend **all** clinical days. Absences and leaving early are not acceptable. In the event of an absence, the make-up time cannot be performed on a weekend or holiday and **MUST** be pre-approved by the clinical site. It is the student's responsibility to notify their assigned clinical instructor, faculty, and MedOp program director, prior to the start of a clinical day, if the student is going to be absent or late. Failure to **telephone the clinical instructor** and notify the faculty per their preferred method of contact and via email to the program director will weigh heavily on the clinical rotation evaluation grade.

IN THE EVENT OF A CLINICAL ABSENCE, THE STUDENT MUST:

1. **Contact the clinical site instructor before the clinical starting time. THIS IS YOUR #1 PRIORITY!**
Asking a fellow student to inform the instructor of the absence is not acceptable. The student must inform the instructor personally. Do not leave voicemail messages. Students must speak to a person.
2. Contact the MedOp practicum class instructor via their preferred method of communication no later than one hour after the scheduled starting time for the scheduled shift.
3. In the event of a catastrophic situation (death in the immediate family, hospitalization, etc.), and a student cannot attend clinicals, the MedOp clinical practicum instructor, faculty and program director must be notified **immediately**.
4. If a student must leave clinicals early, the MedOp clinical practicum instructor must be notified, as well as the faculty.
5. No scheduled personal appointments are allowed during clinical hours. Personal appointments are unexcused absences.

Cell Phone Usage

The following are expectations of cell phone use in the MedOp program:

1. The use of cell phones, tablets, and other electronic devices are **not permitted** during any class/lab time/externship without prior permission from the instructor.
2. Students must leave their cell phones or electronic devices in their backpacks, cases, purses, or in an area designated by the instructor during class time.
3. Students carrying cell phones should make sure that they are turned to the silent/vibrate mode.
4. All telephone calls or texting must be outside of the classroom.
5. The instructor is not responsible to catch a student up on material missed while out of the classroom or checking their phone during class.

Students that are found using their cell phone, tablets, and other electronic devices for any amount of time during class/lab time will be counted as a partial absence and the attendance policy will apply.

Homework policy

Homework is assigned to reinforce material/concepts introduced in class. It is essential to schedule adequate time to complete assignments and/or review course material. Assignments and their due dates are posted on the syllabus provided to the student on the first day of class. All assignments are expected to be turned in completed and on time.

No late or make-up assignments are accepted.

Academic Conduct

Academic conduct refers to an individual completing their work in an honest manner. Academic dishonesty is not allowed and will not be tolerated in the MedOp program. Students found responsible taking part in any of the following examples of academic dishonesty will receive a zero for the assignment (if applicable) and the SWC policy for academic dishonesty will be followed and enforced.

- Cheating on a quiz or exam.
- Copying from another's work- in which case both students will receive a zero.
- Obtaining exam copies without permission.
- Using notes, other information, or devices that have been prohibited.
- Plagiarism in individual, group work, or in student publication is a serious offense. If plagiarism occurs within a group project all members of the group will receive a zero.

Acts of academic dishonesty do have consequences. Those consequences range from receiving a zero for an assignment to dismissal from SWC.

Professionalism

- If an issue arises with an individual, either classmate or instructor, the student will discuss the issue with the person/people involved before taking it to the next level.
- Do not talk while the instructor is talking. Personal comments, side conversations, and whispering are distracting, disruptive, and disrespectful to the faculty member and fellow classmates.
- Pay attention to the instructor. This means no sleeping, checking/playing on cell phones, or focusing on anything other than class.
- Come prepared to class. This includes, but is not limited to, assignments completed, material being read before class and being prepared for an exam. No excuses.
- Take ownership of your education. Your instructor is not responsible for the grade you earn it is up to you.
- Communicate in a professional manner both verbally and written. Do not use text language in an email. **Always** properly address the email and sign the email.

College Rules and Regulations

Rules and regulations are located in the SWC catalog.

Standards of Student Conduct

In joining the academic community, the student enjoys the right and shares the responsibility of exercising the freedom to learn. Like other members of the academic community, each student's conduct is expected to be in accordance with the standards of the college that are designed to promote its educational purposes. A charge of misconduct may be imposed upon a student for violating provisions of college policy/procedure, state education statutes and regulations and/or administrative codes. Where a student is subject to charges of misconduct, such charges shall be processed in accordance with the Southwestern Community College District's policy and procedure No. 5500.

The Superintendent/President's designee shall, in consultation with the Academic Senate, establish procedures for the imposition of discipline of students in accordance with the requirements for due process of the Federal and State law and regulations. The procedures shall clearly define the conduct that is subject to discipline and shall identify potential disciplinary actions including, but not limited to, the removal, suspension or expulsion of a student. The procedures shall be made widely available to students through the College Catalog and other means.

Disciplinary Action Violations/Causes for Dismissal

Dismissal reasons and processes are located in the SWC catalog.

The MedOp program adheres to all SWC policies and procedures related to the discipline process. The following conduct shall constitute good cause for discipline, including but not limited to the removal, suspension, or expulsion of a student, except for conduct that constitutes sexual harassment under Title IX, which shall be addressed under AP 3433 Prohibition of Sexual Harassment under Title IX, and AP 3434 Responding to Harassment Based on Sex under Title IX. This is not an exhaustive list, and the severity of the infraction will warrant the course of action (suspension, dismissal, etc.).

1. Cheating, or engaging in other academic dishonesty including copying from another's work; discussion prohibited by the instructor; obtaining exam copies without permission; and using notes, other information, or devices that have been prohibited.
2. Plagiarism in individual or group work or in a student publication, including the act of taking the ideas, words or specific substantive materials of another and offering them as one's own without giving credit to the sources.
3. Unauthorized preparation, giving, selling, transfer, distribution, or publication, for any commercial purpose, of any contemporaneous recording of an academic presentation in a classroom or equivalent site of instruction, including but not limited to handwritten or typewritten class notes.
4. Disruptive behavior, willful disobedience or the open and persistent defiance of the authority of, or persistent abuse of, college personnel, which may or may not include habitual profanity or vulgarity.
5. Assault or battery upon another person or any threat of force or violence or causing, attempting to cause or threatening to cause physical injury to another person.
6. Possession, sale or otherwise furnishing any firearm, knife, explosive, or other dangerous object, including, but not limited to, any facsimile firearm, knife or explosive, unless, in the case of possession of any object of this type, the student has obtained written permission to possess the item from the Superintendent/ President or his/her designee.
7. Unlawful possession, use, sale, offer to sell, furnishing, or being under the influence of any controlled substance; alcoholic beverage, or intoxicant of any kind; Unlawful possession of offering, arranging or negotiating the sale of any drug paraphernalia.
8. Committing or attempting to commit robbery or extortion.
9. Causing or attempting to cause damage and/or defacing College District property or private property on College District controlled facilities.
10. Theft, attempted theft, or knowingly receiving stolen College District property or private property.
11. Willful or persistent smoking in any area where smoking has been prohibited by law or by regulation of the College District.
12. Engaging in harassing or discriminatory behavior based on race, sex, gender, religion, sexual orientation, age, national origin, disability, or any other status protected by law.
13. Engaging in intimidating conduct or bullying against another student through words or actions, including direct physical contact; verbal assaults, such as teasing or name-calling; social isolation or manipulation; and cyber-bullying.

14. Committing sexual harassment as defined by law or by College District policies and procedures.
15. Willful misconduct which results in injury or death to a student or to college personnel or which results in cutting, defacing, or other injury to any real or personal property owned by the College District.
16. Misrepresentation and/or impersonation includes arranging for or allowing another individual to impersonate or otherwise misrepresent the student, in person or in an online environment.
17. Dishonesty, forgery, alteration or misuse of college documents, records or identification, or knowingly furnishing false information to the College District.
18. Unauthorized entry upon or use of College District facilities.
19. Lewd, indecent or obscene conduct or gestures on College District-owned or controlled property, or at College District sponsored or supervised functions.
20. Engaging in expression which is obscene; libelous, or slanderous; or that incites students as to create a clear and present danger of the commission of unlawful acts on any College District premises, or the violation of lawful College District administrative procedures, or the substantial disruption of the orderly operation of the College District.
21. Engaging in physical or verbal disruption of instructional or student services activities, administrative procedures, public service functions, authorized curricular or co-curricular activities or prevention of authorization guests from conducting the purpose for which they are College District property.
22. Engaging in physical or verbal intimidation or harassment of such severity or pervasiveness as to have the purpose of unreasonably interfering with a student's academic performance, or College District employee's work performance, or of creating an intimidating, hostile or offensive educational or work environment.
23. Violation of Board policies and/or procedures governing the use of student user accounts, computers, and telecommunication devices, including but not limited to the unauthorized entry, opening or viewing of a file; the unauthorized use of another individual's identification and password; arranging for, allowing, and/or impersonation of one person by another; sending obscene or abusive messages or files; and/or use of computing facilities to interfere with the work of another student or employee of the College District.
24. Violation of a duly issued restraining order, stalking, and/or a pattern of conduct with intent to follow, alarm, or harass another person, and/or which causes that person to reasonably fear for his or her safety, and where the pattern of conduct persisted after the person has demanded that the pattern of conduct cease.
25. Persistent, serious misconduct where other means of correction have failed to bring about proper conduct or where the presence of the student causes a continuing danger to the physical safety of students or others.
26. Violation of college regulations or state laws.

Grievance Procedures

The student has the right to consult with their Program Director concerning any problems or grievances that they might have while in the course of their training. The Program Director will attempt to remedy any problems or mediate disputes that occur after the student has attempted to remedy the situation with the immediate individual involved (chain of command). If the Program Director is unable to address the issue to the satisfaction of the student, the student may speak to the Dean at the Higher Education at National City. However, if the student is not satisfied with these attempts to mediate the dispute, SWC has set up the Student Grievance Procedure. For information on this process, refer to the current SWC catalogue.

Essential Functions and Technical Standards

Health Sciences programs establish technical standards and essential functions to ensure that students have the abilities required to participate and potentially be successful in all aspects of the respective programs. Students are required to meet technical standards and essential functions for the MedOp program as indicated below. Satisfactory completion of the MedOp Program and successful employment following graduation demands your ability to meet the following requirements. If you are uncertain as to your ability with any of these essential functions, please consult with the MedOp Program Director.

1. Must be able to maintain normal balance.
2. Must be able to lift at least 40 pounds.
3. Must be able to hear high and low frequency sounds produced by the body and environment. (Example: heart sounds, telephone, and transcribing)
4. Must be able to visibly detect changes in or around the clinical site.
5. Must have tactile sense to distinguish contrasting structures and vibrations. (Example: palpate pulse, intercostal spaces, veins, and keyboards)
6. Must be able to smell body and environment odors. (Example: electrical equipment burning or infected wounds)
7. Must be able to coordinate eye and hand movements. (Example: releasing a blood pressure cuff valve while observing the blood pressure gauge, focusing microscopes, filing, typing and word processing)
8. Must be able to coordinate fine and gross motor movements with hands. (Example: able to give injections, perform phlebotomy, filing, typing and word processing)
9. Must be able to see different color spectrums. (Example: bright red drainage of opposed to serous drainage, distinguish positive and negative urinalysis reactions, and proofreading documents)
10. Must be able to comprehend readings, speak and write the English language legibly. (Example: writing notes in patient's charts, taking telephone messages, giving messages to physicians)
11. Must be able to send familiar message(s) to the receiver and interpret the feedback appropriately. (Example: receiving telephone orders from a physician or obtaining a history from a patient)
12. Must be able to correctly perform simple mathematical computations. (Example: administering drugs, bookkeeping, and formatting documents)
13. Must be able to demonstrate a mentally healthy attitude, which is age appropriate and congruent with the local and cultural norms.
14. Must be able to operate devices with gauges, dials, and/or a CRT component.
15. Must be able to participate in all aspects of cardiopulmonary resuscitation.
16. Must be able to move quickly throughout the clinical site.

Process for Application of Intent for Southwestern College Medical Office Professions Program

Applications of intent must be completed during the semester the student anticipates completing all semester one MedOp program course requirements. Only students that have successfully completed all first semester courses will be allowed to enroll in semester two courses.

1. Complete the MedOp program application of intent in its entirety. **Do not leave any information blank.** Please record N/A for anything not applicable. Your application will be considered incomplete if **any** information is blank and will be reviewed only after all complete applications are reviewed.
2. You must be a student of SWC and have an SWC student ID number. If you have an SWC student ID but have not enrolled in classes for at least one semester you will need to reapply.
 - a. If you do not have an SWC ID, please apply to SWC online to receive your ID. It is then necessary for you to complete the entire first semester MedOp courses, before applying to the program.
3. You must be a high school graduate or have completed a GED.
4. Make a counseling appointment by contacting Student Services at (619) 216-6665 ext. 4851. Counselors will assist you by preparing your Student Education Plan (SEP), a requirement for the MedOp program application of intent. The SEP must be **less than six (6) months** old from the date your application is received to qualify for application.
5. You must include proof from MySWC that you have declared a MedOp program track (see application).
6. You are required to obtain a current American Heart Association Basic Life Support (AHA/BLS) card prior to the start of your externship.
7. Read, sign, and return the Essential Functions Statement page. **Signature must be witnessed** (does not need to be notarized). Anyone can sign the form as a witness. Turn signed form in with application.
8. Read, sign, and return the MedOp Student Handbook Acknowledgement and Patient Confidentiality and Privacy Acknowledgement forms.
9. Please bring your application of intent to the MedOp administrative office (first floor) by the first day of finals week when ALL first semester MedOp courses are expected to be successfully completed (MEDOP 121, MEDOP 230, MEDOP 20, COMM 174). This application is your **intent to be a student in the MedOp program** and for the MedOp office to keep on file during your program, so that we may follow your progress.

MedOp Program Essential Functions Acknowledgment

I certify that I have read, understand, and meet the **2026/2027 MedOp Program Essential Requirements** for admission and graduation.

Student (Print Name): _____

Date: _____

Student's Signature: _____

Date: _____

Witness Signature: _____

Date: _____

MedOp Student Handbook Acknowledgment

I, _____, acknowledge that by signing this document, I have received the 2026/2027 Medical Office Professions Student Handbook. I am acknowledging that I have received, reviewed, and understand each section of the Student Handbook. I also understand that the school's Catalog also contains policies and procedures that apply to my enrollment and time in the program. I understand that failure to comply with the established policies may result in suspension or termination from the program. I understand that policies and procedures may change while I am a student in the program, so if I have any questions about the Student Handbook or the school's Catalog, I am to contact my program director or program faculty.

Please return your signed acknowledgement with your application materials.

Printed Name

Student's Signature

Date

Program Official's Signature

Date

Patient Confidentiality and Privacy Acknowledgement

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law that defines patients' rights to privacy and to control how their personal healthcare information is used. The law specifies who can access patients' protected, identifiable health information and when disclosure of this information is permitted. At each of the externship facilities, every student will be required to review, understand and practice the confidentiality and privacy of every patient as prescribed by the law.

Students will be oriented to facility policies and will observe all procedures related to patient confidentiality and release of information during externship rotations. Students are also cautioned to maintain the confidentiality of their peers, instructors, clinical staff, and clinical facilities. Students will keep personal beliefs and opinions a private matter. A breach in the confidentiality policy may be cause for immediate dismissal from the program.

By signing this document, you acknowledge that you have read, understand, and will abide by the guidelines included in this document and those governed by HIPAA. I understand that if I break patient confidentiality or privacy I may be dismissed immediately from the program with no option to re-enter.

Printed Student Name

Student Signature

Date: _____

Faculty Signature

Date: _____

MEDICAL OFFICE PROFESSIONS
APPLICATION OF INTENT

<i>SWC MedOp Office Use Only</i>	
Date Received:	Complete/Incomplete:

This is the application of intent for the MedOp program. Once you have successfully completed all semester one courses of your chosen route, you must complete this form in its entirety to move to semester two. It is required that you be declared in a MedOp program track and provide proof with this application. If you have not declared a track, please do so before completing this form.

1. Name: _____

Last
First
Middle
2. Current SWC ID# _____ Male: ☐ Female: ☐ I prefer not to answer: ☐
3. Address: _____
 City/State/Zip: _____
4. SWC Email address: _____
5. Telephone: Home _____ Cell _____ Work _____
6. Attach a copy of your SEP. It must be completed within six months of application.
7. My declared MedOp program track is (check all that apply):
 - ☐ Medical Assisting-Associate Degree (A2314)
 - ☐ Medical Assisting-Administrative Certificate of Achievement (02315)
 - ☐ Medical Assisting-Clinical Certificate of Achievement (02322)
 - ☐ Medical Assisting-Medical Billing and Coding Certificate of Achievement (02317)

****You are required to attach a copy of the MySWC screen that shows you have declared one of the four choices above.***

8. Language fluency: Please circle any of the languages listed below that you are fluent in, both verbal and written. Please list the name of the language under other or any language not listed. **Do not include English.**

<i>ASL</i>	<i>Arabic</i>	<i>Chinese</i>	<i>Farsi</i>
<i>Russian</i>	<i>Spanish</i>	<i>Tagalog</i>	<i>None</i>
<i>Other:</i> _____			

Student Name: _____

SWC ID: _____

Application of Intent, cont'd.

9. How did you hear about the MedOp program at SWC: (check all that apply)

☐ SWC MedOp Website☐ Presentation/Career Fair at my High School☐ SWC event (College Preview Day, Career Fair)☐ My SWC counselor☐ Friend/Family☐ Other: _____

10. Level of education completed: (check one)

☐ High School Graduate☐ GED

Name of School: _____

City and State: _____

 Dates of Enrollment: ____ / ____ To ____ / ____ Date Completed: _____
 Month/ Year Month/ Year

11. Checklist:

_____ I have attached my SEP (< 6 months old).

_____ I have attached proof of my declared major (Screenshot of MySWC).

_____ I have signed and attached the Essential Functions form (Found in Student Handbook - Student Handbook is on the MedOp website).

_____ I have signed and attached the MedOp Student Handbook Acknowledgment form
(Student Handbook is on the MedOp website).

_____ I have signed and attached the Patient Confidentiality and Privacy Acknowledgement form

_____ I have signed and attached the MedOp Application Verification Form.

_____ I have checked and verified that I successfully completed all of the first semester courses of
my chosen route.

_____ I have included a current voluntary CPR/AED certification.

_____ I have completed the application in its entirety.

MedOp Application of Intent Verification

PLEASE READ, SIGN, and return with application packet:

I verify that I have received, read, and understand the entire application packet and that the information submitted in this application packet is complete and accurate. I understand that incomplete and/or falsification of any information in this application may be cause for dismissal from the program.

Applicant's Printed Name

Applicant's Signature

Date of Signature

Student Name: _____ ID: _____

Do not complete this page.

<i>SWC MedOp Program Office Use Only</i>			
	<u><i>Received - Y/N</i></u>	<u><i>Date completed</i></u>	<u><i>Expiration date</i></u>
SEP - < 6 months old			
MySWC Declared Major			
Signed Essential Functions			
Signed Student Handbook Acknowledgment			
Patient Confidentiality and Privacy Acknowledgement			
Signed Application Verification Form			
Voluntary CPR/AED Certification			
Transcripts Checked for Completion (MEDOP 20, MEDOP 230, MEDOP 121, COMM 174)			
Student File Created			

Comments:

Application Final Review by: _____

Date Reviewed: _____

FAQ's Regarding the MedOp Application of Intent and Process

1. Are there any prerequisites that need to be completed prior to my application of intent?

There are no prerequisites to enroll in the first semester courses of the MedOp program. However, you must complete an application of intent and successfully complete all first semester courses before moving on to the second semester. A Student Education Plan (SEP) that is < 6 months old from the date of application is also required. You obtain an SEP by meeting with a counselor.

2. When can I submit my application? What is the deadline? When is the best time to send it during the open period?

Applications of intent are accepted at any orientation and during the first semester of MedOp courses. All first semester courses must be successfully completed before moving to any second semester courses. For example: if you are taking all first semester courses at one time you will apply within that first semester any time between midterm and finals. If you take one, two, or three of the first semester courses you must wait until the semester you are taking the fourth required course. *The deadline to turn in your application of intent is the first day of finals for any given semester.* The earlier you can submit your application (after midterm), the better. The important thing is to make sure your application is complete. Incomplete applications will be returned to you for completion, and this may delay your ability to move forward in the program.

3. What if my SEP is less than a year old but more than 6 months old?

Your SEP must be less than 6 months old at the time your application is received.

4. What happens if I do not fill out the application of intent entirely?

Your application of intent will not be reviewed if it is incomplete. You will be asked to pick up your application of intent, complete it entirely, and turn it back in. This will delay review of your application of intent. This includes leaving ANY area blank (put N/A if it is not applicable) or not sending required documentation with the application of intent. Yes, leaving even one area blank will cause your application to be sent back to you.

5. When I am completing the Essential Functions form, what does the area “witness” mean?

When you sign your Essential Functions statement, you must have someone witness your signature. It can be anyone 18 years and older and does not need to be notarized.

6. How do I turn in my application of intent?

You turn your application of intent into the MedOp administrative offices located on the first floor of the National City campus.

7. When will I be notified if my application of intent is good?

You will receive an email at your *SWC EMAIL* stating if your application of intent was complete and you are eligible to register for second semester courses. If your application of intent is not complete, you will also be notified at your *SWC EMAIL*.

8. Can I work while attending the MedOp program?

Yes. It is an expectation that students plan their schedules to attend all MedOp course days and externship assignments.

9. When are the classes?

All MedOp designated courses (MEDOP) are during the hours of 8:00 am-5:00 pm Monday-Friday. You will not be in class that entire time, it means your classes will fall somewhere in that timeframe. Externships are day hours set by the site.

10. What happens if I do not successfully pass a course?

A grade of 70% ("C") or better is required in all MedOp courses for progression in the program and to graduate. You will have to retake the course if a grade lower than 70% is received..

11. Can I choose my externship site?

Yes, it is your responsibility to secure your externship site. You will be provided a list of sites the program has been affiliated with in the past. You may call one of those sites or find your own. If you are planning to find your own (one that is not included with the sites provided) you must go through a process of establishing that site prior to starting. This process must be started approximately seven months ahead of planned externship.

12. Are there any rules about what site I can pick?

Yes. You are not allowed to complete your externship at any location that you currently or have ever held employment. If you have **any** family, including aunts, uncles, cousins, etc. that are affiliated with a specific medical office, you are not allowed to choose that site for training. Sites include physician offices, hospitals, outpatient clinics, etc. Your site must be verified before attendance is allowed.

13. Are all the externships during the day, Monday through Friday?

For the most part, yes. A few sites allow weekend hours. I only know of one site that has some evening hours.

14. Is there an option to complete the program part-time?

Yes. You can complete the program at your own pace. Keep in mind; all classes in a given semester are prerequisites to the next semester. The entire block must be completed before moving on.

15. Am I required to have CPR/AED certification for my application of intent?

No, it is not required. However, it is highly recommended and encouraged.