



MDCA-1254-201HY
Certified Medical Assistant Exam Review
Summer 2025
Friday 8am-12pm

Instructor Information: Ashley Rivera A.A.S.,CMA, arivera2@com.edu, Office 409-933-8231
Student Hours and Location: Friday 12-2pm STEAMS Bld. Rm 235

Required Textbook:



Medical Assisting Review: Passing The CMA, RMA, and CCMA Exams by Jahangir Moini Textbook, eBook, and other options. ISBN 9781264111329

Course Description: Preparation for the Certified Medical Assisting Exam. Including a review of all three components of the CMA exam. Presents an explanation of how the exam is scored and provides opportunities to take practice exams. This course is designed to review the entire medical assisting program in preparation for the CMA national examination. Administrative, clinical, and general information is covered. Testing procedures are addressed. Emphasis will be placed on job readiness and placement.

College of the Mainland cannot guarantee that any student will pass a certification or licensing exam. The goal of providing a certification exam studies class is to assist you in understanding the material sufficiently to provide a firm foundation for your studies as you prepare for the exam.

Course Requirements

1. Complete weekly practice exams within the Medical Assisting Review Book and McGraw – Hill Practice Tests.
2. Pass the program capstone exam or RMA (AMT), CMA (AAMA) national test before the end of this course.

Determination of Course Grade/Detailed Grading Formula: Discussions, assignments, Practice exams, and final exams. The Grading Rubric for graded activities is found on the course menu. Exams are self-grading by Blackboard and also instructor manual grading.

****This course is a PASS or FAIL only****

Grading Formula

Assignment Type	Percentage	Pass/Fail	Grade
Program capstone exam	75%		
Assignments/Homework	2.5%		

Discussions	2.5%		
Practice Test	20%		

Modules 1 - 9 have practice tests and 1 final program capstone exam.

Make-Up Policy: Students that cannot complete assignments on time must contact the instructor prior to the due date. Parameters for make-up work will be made at the discretion of the instructor and may not be an option, depending on the circumstances. Furthermore, students that cannot take an exam within the allotted time must contact the instructor prior to the due date for the test to be *considered* for an additional attempt. The percentage of each activity would weigh in the final grade, regardless of if the student participated in the activity or test. Keep in mind, you must contact the instructor and make arrangements for submission BEFORE the due date; a late submission will be given a score of zero. **Do not expect the instructor to remind you!**

Late Work: All class work is due on the day it is given unless otherwise specified by instructor. Any class assignment not turned in on time will be considered late. All homework assignments are due on the assigned day – no exceptions! Homework assignments not turned in the next class day will be given a grade of zero.

****Exam make-ups will not be allowed unless the instructor is notified before the time of the exam and arrangements were made****

Attendance Policy: Students are expected to attend every class and to be on time. Students who are more than 5 minutes late may be counted absent by the instructor. If an absence occurs, it is mandatory for the student to call my office (409-933-8231) or email and leave a reason for the absence. A student may be dropped for non-attendance after 3 absences. Leaving the class early (before being released by the instructor) will result in an absence. More than three (3) absences would prohibit students from successful completion of this course (Instructors' Judgment). Attendance will be checked daily by the instructor. Students are expected to attend all lectures. Any student who has missed any class time will be required to make up the hours by appointment with the instructor prior to the next class day. Absences will be excused after the third absence if the student has a valid Dr's note. If the student fails to make up the required hours, the student will be withdrawn from the program by the program director. It's recommended to log into Brightspace courses at least 2 or 3 times a week to read content and complete graded activities. It is the responsibility of the student to maintain the pace of the course recommended in the Course Schedule and to submit all grades activated before or by its due date. Students not logging into the course 2 to 3 times a week can be dropped at the instructor's discretion. To take the RMA exam, you must have 720 Instructional and 200 Clinical hours.

Communicating with your instructor: ALL electronic communication with the instructor must be through your COM email. Due to FERPA restrictions, faculty cannot share any information about performance in the class through other electronic means.

Entry Level Competencies for the Medical Assistant taken from the 2022 Standards and Guidelines for the Medical Assisting Educational Programs:

The Medical Assisting program uses a competency-based evaluation process that provides the students with

three attempts to pass. If the student completes competency on their first attempt, the student will earn a grade of 100%. If the student completes their second attempt, the student will earn a grade of 90%. If the student completes their third attempt, the student will earn a grade of 80%. Should the competency not be passed with 80% or higher, the student will be required to repeat the course. Competency evaluations are averaged at the end of term for the student's final grade. A student must receive a "C" (75%) or better". If a student receives a grade of a "D", or "F" for the same MDCA course on two occasions, the student will not be eligible to continue in the Medical Assistant Program".

Student Learning Outcomes:

SLO	Maps to Core Objective	Assess by Activity
SLO #1:	Communication Skills: Students completing MDCA 1254 will be able to demonstrate knowledge on normal human anatomy and physiology of cells, tissue organs and system with overview of common pathophysiology, administrative procedures, law & ethics, ICD-10/CPT	Chapter review quizzes
SLO #2:	Critical Thinking Skills: Students completing MDCA 1254 will be able to demonstrate knowledge of terms associated with interview patients, lab test, medication dosing, and nutrition	Quizzes
SLO #3:	Teamwork: Students will consider different points of view and work effectively with others to support a shared purpose or goal.	Practice test

Entry Level Competencies for the Medical Assistant taken from the 2022 Standards and Guidelines for the Medical Assisting Educational Programs:

This course includes the following competencies: (C-Cognitive, P-Psychomotor, A-Affective)

I.C Anatomy & Physiology

- I.C.1. Describe the structural organization of the human body.
- I.C.2. Identify body systems.
- I.C.3. Describe: a. body planes; b. directional terms; c. quadrants; d. body cavities
- I.C.4. List major organs in each body's system.
- I.C.5. Identify the anatomical location of major organs in each body system.
- I.C.6. Compare the structure and function of the human body across the lifespan.
- I.C.7. Describe the normal function of each body system.

- I.C.8. Identify common pathology related to each body system including a. signs; b. symptoms; c. etiology, e treatment modalities.
- I.C.9. Identify Clinical Laboratory Improvement Amendments (CLIA) waived tests associated with common disease.
- I.C.10. Identify the classifications of medications including a. indications for use; b. desired effects; c. side effects; d. adverse reactions.
- I.C.12. Identify basic principles of first aid.
- I.C.13. Identify appropriate vaccinations based on an immunization schedule.

II. Applied Mathematics

- II.C.1. Define basic units of math.
- II.C.2. Identify abbreviations used in calculating medication dosages.
- II.C.3. Define basic units of measurement in a. the metric system b. the household system.
- II.C.3. Analyze healthcare results as reported in a. graphs, b. tables.

III.C Infection Control

- III.C.1. List major types of infectious agents
- III.C.2. Describe the infection cycle including a. the infectious agent; b. reservoir; c. susceptible host; d. means of transmission, e. portals of entry; f. portals of exit.
- III.C.3. Define the following as practiced within an ambulatory care setting: a. medical asepsis; b. surgical asepsis
- III.C.4. Identify methods of controlling the growth of microorganisms.
- III.C.5. Define the principles of standard precautions.
- III.C.6. Define personal protective equipment (PPE).
- III.C.7. Identify the implications for failure to comply with Center for Disease Control (CDC) regulations that impact healthcare practices.

IV.C Nutrition

- IV.C.1. Describe dietary nutrients including: a. carbohydrates; b. fat; c. protein; d. minerals; e. electrolytes; f. vitamins; g. fiber; h. water.
- IV.C.2. Identify the function of dietary supplements.
- IV.C.3. Identify the special dietary needs for: a. weight control; b. diabetes; c. cardiovascular disease; d. hypertension; e. Cancer; f. lactose sensitivity; g. gluten-free; h. food allergies, i. eating disorder.
- IV.C.4. Identify the components of a food label.

V.C Concepts of Effective Communication

- V.C.1. Identify types of nonverbal communication
- V.C.2. Identify barriers to communication.

- V.C.3. Identify techniques for overcoming communication barriers.
- V.C.4. Identify the steps in the sender-receiver process.
- V.C.5. Identify challenges in communication with different age groups.
- V.C.6. Identify techniques for coaching a patient related to specific needs.
- V.C.7. Identify different types of electronic technology used in professional communication.
- V.C.8. Identify the following related to body systems: a. medical terms, b. abbreviations.
- V.C.9. Define the principles of self-boundaries.
- V.C.10. Identify the role of the medical assistant as a patient navigator.
- V.C.11. Identify coping mechanisms.
- V.C.12. Identify subjective and objective information.
- V.C.13. Identify the basic concepts of the theories of: a. Maslow; b. Erikson; c. Kubler-Ross
- V.C.14. Identify issues associated with diversity as it relates to patients care.
- V.C.15. Identify the medical assistant's role in telehealth.

VI.C Administrative Functions

- VI.C.1. Identify different types of appointment scheduling methods.
- VI.C.2. Identify critical information required for scheduling patient procedures.
- VI.C.3. Recognize the purpose for routine maintenance of equipment.
- VI.C.4. Identify steps involved in completing an inventory.
- VI.C.5. Identify the importance of data backup.
- VI.C.6. Identify the components of an electronic Medical Record, Electronic Health Record, and Practice Management System.

VII.C Basic Practice Finances

- VII.C.1. Define the following bookkeeping terms: a. charges; b. payments; c. accounts receivable; d. accounts payable; e. adjustments.
- VII.C.2. Identify precautions for accepting the following types of payments: a. cash; b. check; c. credit card; d. debit card.
- VII.C.3. Identify types of adjustments made to patient accounts including: a. non-sufficient funds (NSF) check; b. collection agency transaction; c. credit balance; d. third party.
- VII.C.4. Identify types of information contained in the patient's billing record.

VIII.C Third Party Reimbursement

- VIII.C.1. Identify: a. types of third-party plans; b. the steps for filing a third-party claim.
- VIII.C.2. Identify managed care requirements for patient referral.
- VIII.C.3. Identify processes for: a. verification of eligibility for services; b. precertification/ preauthorization, c. tracking unpaid claims, d. claim denials and appeals.

- VIII.C.4. Identify fraud and abuse as they relate to third-party reimbursement.
- VIII.C.5. Define the following: a. bundling and unbundling of codes, b. advanced beneficiary notice (ABN), c. allowed amount, d. deductible, e. co-insurance, f. co-pay.
- VIII.C.6. Identify the purpose and components of the Explanation of Benefits (EOB) and Remittance Advice (RA) Statements.

IX.C Procedural and Diagnostic Coding

- IX.C.1. Identify the current procedural coding diagnostic coding classification system, including Healthcare Common Procedure Coding Systems II (HCPCS).
- IX.C.2. Identify the effects of: a. upcoding; b. downcoding
- IX.C.5. Define medical necessity.

X.C Legal Implications

- X.C.1. Identify scope of practice and standards of care for medical assistants.
- X.C.2. Identify the provider roles in terms of standard of care.
- X.C.3. Identify components of the Health Insurance Portability & Accountability Act (HIPAA)
- X.C.4. Identify the standards outlined in the Patient Care Partnership.
- X.C.5. Identify licensure and certification as they apply to healthcare providers.
- X.C.6. Identify criminal and civil law as they apply to the practicing medical assistant.
- X.C.7. Define: a. negligence; b. malpractice; c. statute of limitations; d. Good Samaritan Act(s); e. Uniform Anatomical Gift Act; f. living will/advanced directives; g. medical durable power of attorney; h. Patient Self Determination Act (PSDA); i. risk management
- X.C.8. Identify the purpose of malpractice insurance.
- X.C.9. Identify legal and illegal applicant interview questions.
- X.C.10. Identify: a. Health Information Technology for Economic and Clinical Health (HITECH) Act; b. Genetic Information Nondiscrimination Act of 2008 (GINA); c. Americans with Disabilities Act Amendments
- X.C.11. Describe the process in compliance reporting: a. unsafe activities' b. errors in patient care; c. conflicts of interest; d. incident reports.
- X.C.12. Identify compliance with public health statutes: a. communicable diseases; b. abuse, neglect, and exploitation; c. wounds of violence.
- X.C.13. Define the following medical legal terms: a. informed consent; b. implied consent; c. expressed consent; d. patient incompetence; e. emancipated minor; f. mature minor; g. subpoena duces tecum; h. respondent superior; i. res ipsa loquitur; j. locum tenens; k. defendant-plaintiff; l. deposition; m. arbitration-mediation.

XI.C Ethical Considerations

- XI.C.1. Define: a. ethics; b. morals
- XI.C.2. Differentiate between personal and professional ethics.

- XI.C.3. Identify the effect of personal morals on professional performance.
- XI.C.4. Identify professional behavior of a medical assistant.

XII.C Protective Practices

- XII.C.1. Identify workplace safeguards.
- XII.C.2. Identify safety techniques that can be used in responding to accidental exposure to: a. blood; b. other body fluids; c. needle sticks; d. chemicals
- XII.C.3. Identify fire safety issues in an ambulatory healthcare environment.
- XII.C.4. Identify emergence principles for evacuation of a healthcare setting.
- XII.C.5. Identify the purpose of Safety Data Sheets (SDS) in a healthcare setting.
- XII.C.6. Identify protocols for disposal of biological chemical materials.
- XII.C.7. Identify principles of: a. body mechanics; b. ergonomics
- XII.C.8. Identify critical elements of an emergency plan for response to a natural disaster or other emergency.
- XII.C.9. Identify the physical manifestations and emotional behaviors on persons involved.

I.P Anatomy & Physiology

- I.P.1. Measure and record: a. blood pressure; b. temperature; c. pulse; d. respirations; e. height; f. weight; g. length (infant); h. head circumference (infant); i. oxygen saturation.
- I.P.2. Perform: a. electrocardiography; b. venipuncture; c. capillary puncture; d. pulmonary function testing
- I.P.3. Perform patient screening using established protocols.
- I.P.4. Verify the rules of medication administration: a. right patient; b. right medication; c. right dose; d. right route; e. right time; f. right documentation.
- I.P.5. Select proper sites for administering parenteral medication.
- I.P.6. Administer oral medications.
- I.P.7. Administer parenteral (excluding IV) medications.
- I.P.8. Instruct and prepare a patient for a procedure or treatment.
- I.P.9. Assist provider with a patient exam.
- I.P.10. Perform a quality control measure.
- I.P.11. Obtain specimens and perform a. CLIA waived hematology test, b. CLIA waived chemistry test, c. CLIA waived urinalysis, d. CLIA waived immunology test, e. CLIA waived microbiology test.
- I.P.12. Produce up-to-date documentation of provider/professional level CPR.
- I.P.13. Perform first aid procedures for: a. bleeding; b. diabetic coma or insulin shock; c. fractures; d. seizures; e. shock; f. syncope

II.P Applied Mathematics

- II.P.1. Calculate proper dosages of medication for administration.
- II.P.2. Record laboratory test results into the patient's record.

- II.P.3. Document on growth chart.
- II.P.4. Apply mathematical computations to solve equations.

III.P Infection Control

- III.P.1. Participate in bloodborne pathogen training.
- III.P.2. Select appropriate barrier/personal protective equipment (PPE)
- III.P.3. Perform hand washing.
- III.P.4. Prepare items for autoclaving.
- III.P.5. Perform sterilization procedures.
- III.P.6. Prepare a sterile field.
- III.P.7. Perform within a sterile field.
- III.P.8. Perform wound care.
- III.P.9. Perform dressing change.
- III.P.10. Demonstrate proper disposal of biohazards material: a. sharps; b. regulated wastes

IV.P Nutrition

- IV.P.1. Instruct a patient regarding a dietary change related to a patient's special dietary needs.

V.P Concepts of Effective Communication

- V.P.1. Respond to nonverbal communication.
- V.P.2. Correctly use and pronounced medical terminology in health care interactions.
- V.P.3. Coach patients regarding: a. office policies; b. medical encounters.
- V.P.4. Demonstrate professional telephone techniques.
- V.P.5. Document telephone messages accurately
- V.P.6. Using technology, compose clear and correct correspondence.
- V.P.7. Use a list of community resources to facilitate referrals.
- V.P.8. Participate in a telehealth interaction with a patient.

VI.P Administrative Functions

- VI.P.1. Manage appointment schedule using established priorities.
- VI.P.2. Schedule a patient procedure
- VI.P.3. Input patient data using an electronic record.
- VI.P.4. Perform an inventory of supplies.

VII.P Basic Practice Finances

- VII.P.1. Perform accounts receivable procedures to patient accounts including posting: a. charges; b. payments; c. adjustments.

- VII.P.2. Input accurate billing information in an electronic system.
- VII.P.3. Inform a patient of financial obligations for services rendered.

VIII.P Third Party Reimbursement

- VIII.P.1. Interpret information on an insurance card.
- VIII.P.2. Verify eligibility for services.
- VIII.P.3. Obtain precertification or preauthorization with documentation.
- VIII.P.4. Complete an insurance claim form.

IX.P Procedural and Diagnostic Coding

- IX.P.1. Perform procedural coding.
- IX.P.2. Perform diagnostic coding.
- IX.P.3. Utilize medical necessity guidelines.

X.P Legal Implications

- X.P.1. Locate a state's legal scope of practice for medical assistants.
- X.P.2. Apply HIPAA rules in regard to: a. privacy; b. release of information.
- X.P.3. Document patient care accurately in the medical record.
- X.P.4. Complete compliance reporting based on public health status.
- X.P.5. Report an illegal activity following the protocol established by the healthcare setting.
- X.P.6. Complete an incident related to an error in patient care.

XI.P Ethical Considerations

- XI.P.1. Demonstrate appropriate response(s) to ethical issues.

XII.P Protective Practices

- XII.P.1. Comply with safety practice.
- XII.P.2. Demonstrate proper use of: a. eyewash equipment; b. fire extinguishers.
- XII.P.3. Use proper body mechanics.
- XII.P.4. Evaluate the work environment to identify unsafe working conditions.

Affective

- A.1. Demonstrate critical thinking skills.
- A.2. Reassure patients
- A.3. Demonstrate empathy for patients concern.
- A.4. Demonstrate active listening

- A.5. Respect diversity.
- A.7. Demonstrate tactfulness.

Academic Dishonesty Policy: Any incident of academic dishonesty will be dealt with in accordance with college policy and the Student Handbook. Academic dishonesty – such as cheating on exams is an extremely serious offense and will result in a grade of zero on that assignment, and the student will be referred to the Dean of Students for appropriate disciplinary action.

Student Concerns: If you have any questions or concerns about any aspect of this course, please contact me using the contact information provided. If, after discussing your concern with me, you continue to have questions, please contact Ms. Kay Carrier at 409- 933-8414, kcarrier3@com.edu.

Course Outline

WEEK	CONTENT & SELF-ASSESSMENTS	GRADED ACTIVITIES
6/6-12/25	Read Ch 1-3	Assignments, Discussions, Practice Exam #1, Homework
6/13-19/25	Read Ch 4-8	Assignments, Discussions, Practice Exam #2 & #3, Homework
6/20-26/25	Section 1 Test Read Ch 9-12	Assignments, Discussions, Practice Exam #4 & #5, Homework
6/27-7/3/25	Read Ch 13-15	Assignments, Discussions, Practice Exam #6, Homework
7/4-10/25	Review Ch 1-15	Assignments, Discussions, Practice Exam, Homework
7/11-17/25	Section 2 Test Read Ch 16-20	Assignments, Discussions, Practice Exam #7 & #8, Homework
7/18-24/25	Read Ch 21-25	Assignments, Discussions, Practice Exam #9 & #10, Homework
7/25-31/25	Section 3 Test Review Ch 16-25	Assignments, Discussions, Practice Exam #11, Homework
8/1-7/25	CMA Test Review/Practice Test	Assignments, Discussions, Practice Exam #12, Homework
8/8/25	Complete capstone program exam	Complete capstone program exam or pass the RMA exam

***This Schedule is subject to change at the discretion of the instructor, and students will be notified via**

announcements on D2L**
****Textbook assignments will be assigned in class****

Institutional Policies and Guidelines

Grade Appeal Process: Concerns about the accuracy of grades should first be discussed with the instructor. A request for a change of grade is a formal request and must be made within six months of the grade assignment. Directions for filing an appeal can be found in the student handbook. <https://build.com.edu/uploads/sitecontent/files/student-services/Student_Handbook_2019-2020v5.pdf. *An appeal will not be considered because of general dissatisfaction with a grade, penalty, or outcome of a course. Disagreement with the instructor's professional judgment of the quality of the student's work and performance is also not an admissible basis for a grade appeal.*
https://build.com.edu/uploads/sitecontent/files/student-services/Student_Handbook_2019-2020v5.pdf

Academic Success & Support Services: The College of the Mainland is committed to providing students with the necessary support and tools for success in their college career. Support is offered through our Tutoring Services, Library, Counseling, and through Student Services. Please discuss any concerns with your faculty or an advisor.

ADA Statement: Any student with a documented disability needing academic accommodations is requested to contact Holly Bankston at 409-933-8520 or hbankston@com.edu. The Office of Services for Students with Disabilities is located in the Student Success Center.

Textbook Purchasing Statement: A student attending College of the Mainland is not under any obligation to purchase a textbook from the college-affiliated bookstore. The same textbook may also be available from an independent retailer, including an online retailer.

Withdrawal Policy: Students may withdraw from this course for any reason prior to the last eligible day for a "W" grade. Before withdrawing students should speak with the instructor and consult an advisor. Students are permitted to withdraw only six times during their college career by state law. The last day to withdraw for the 1st 5-week session is June 28th, the last day to withdraw from the 2nd session and 10-week session is, July 29th.

FN Grading: The FN grade is issued in cases of failure due to a lack of attendance, as determined by the instructor. The FN grade may be issued for cases in which the student ceases or fails to attend class, submit assignments, or participate in required capacities, and for which the student has failed to withdraw. The issuing of the FN grade is at the discretion of the instructor.

Counseling Statement: Any student that is needing counseling services is requested to please contact Holly Bankston in the student success center at 409-933-8520 or hbankston@com.edu. Counseling services are available on campus in the student center for free and students can also email counseling@com.edu to setup their appointment. Appointments are strongly encouraged; however, some concerns may be addressed on a walk-in basis.

Early Warning Program: The Student Success Center at College of the Mainland has implemented an

Early Warning Program because student success and retention is very important to us. I have been asked to refer students to the program throughout the semester if they are having difficulty completing assignments or have poor attendance. If you are referred to the Early Warning Program, you will be contacted by someone in the Student Success Center who will schedule a meeting with you to see what assistance they can offer you to meet your academic goals.

Resources to Help with Stress: If you are experiencing stress or anxiety about your daily living needs including food, housing or just feel you could benefit from free resources to help you through a difficult time, please click here <https://www.com.edu/community-resource-center/>. College of the Mainland has partnered with free community resources to help you stay on track with your schoolwork, by addressing life issues that get in the way of doing your best in school. All services are private and confidential. You may also contact the Dean of Students office at deanofstudents@com.edu or communityresources@com.edu.

Tardiness Policy: Class starts at 8:00 and students arriving 5 minutes late results in a tardy. You must communicate with your instructor before class starts by email or voice mail if you are late. After 10 minutes all tardies will equal one absence. Failure to interact with course content via Brightspace/D2L as indicated on the Course Schedule and module overview pages in Brightspace/D2L can likewise negatively impact a student' final course grade. Unless arranged by the instructor BEFORE the due date, a late submission will be given a score of zero. Once the class is closed, it WILL NOT be reopened.

Cell Phone Use: Cell phone use is **strictly prohibited** during any lab/class session unless otherwise specified by the instructor. Please keep in "silent" mode during lectures and be respectful of instructors and other students. Should you need to answer the call, please do so outside of the classroom. Due to cheating in the past, we cannot allow any wireless devices to be on during the tests and all phones will need to be put on instructors' desks prior to starting exams. Failure to comply will result in dismissal of class for that day.

Student Classroom Conduct Policy: The College of the Mainland requires that students enrolled at COM be familiar with the Standards of Student Conduct, which can be found in the online Student Handbook. <http://www.com.edu/student-services/student-handbook> Students should act in a professional manner at all times. Disruptive students will be held accountable according to college policy. Any violations of the Code of Conduct will result in a referral to the Office for Student Conduct and may result in dismissal from this class.

Behavioral Responsibilities of Students: Behavioral Expectations of students are noted in the student handbook on page 17, under student conduct. Please click on the following link <http://www.com.edu/student-services/student-handbook.php> . Furthermore, the program requires the student to be professional.

Plagiarism: Plagiarism is using someone else's words or ideas and claiming them as your own. Plagiarism is a very serious offense. Plagiarism includes paraphrasing someone else's words without giving proper citation, copying directly from a website and pasting it into your paper, and using someone else's words without quotation marks. Any assignment containing any plagiarized material will receive a grade of zero and the student will be referred to the Office of Student Conduct for appropriate disciplinary action