Hawaiʻi Pacific Health Medical Assistant Program

Program Catalog

2025 – 2026

Disclaimer

The program catalog and student handbook for the current academic year, represent the governing guidelines that the student and Hawaiʻi Pacific Health Medical Assistant Program will follow for the duration of the academic calendar year. Students, even when no longer enrolled, are bound to the rules in the program catalog and student handbook that corresponds to the year they entered the program.

This document is subject to change. Every effort has been made to ensure all information is accurate. This catalog, associated documents, requirements, and policies may be modified, amended, deleted or otherwise changed by the Hawaiʻi Pacific Health Medical Assistant Program at any time without prior notice. Changes and/or addendums will be posted to the program's website for viewing. This document in its entirety is not intended to create, nor shall it be construed as creating an expressed or implied contract, a cause of action, or a guarantee of employment.

Aloha Potential Candidate,

Thank you for your interest in the Hawaii Pacific Health Medical Assistant Program, an affiliate of Hawai'i Pacific Health. We hope your time with us will be both stimulating and rewarding. Hawai'i Pacific Health was formed with the merger of three longtime industry leaders, Kapi'olani Health, Straub Benioff Medical Center, and Wilcox Health, becoming one of the largest healthcare systems in the State of Hawai'i. With a combined history of 250 years of excellence, we continue to provide premier healthcare to people throughout Hawai'i and the Pacific Region.

As the number of elderly Americans grows, advancements in technology expand the scope of healthcare, and the projected increase in the number of physicians' offices and outpatient care facilities, highly trained credentialed Medical Assistants will be in demand to assist their physicians and provide quality value-based care to their community. In response to this demand and in keeping with our mission of creating a healthier Hawai'i, the Hawai'i Pacific Health Medical Assistant Program was born.

This program catalog was developed to acquaint you with general information about the Medical Assistant Program. In addition to this catalog, please refer to the student handbook for additional rules and polices. This document is a summary of major policies and procedures and is subject to change. Every effort has been made to ensure all information is accurate. This catalog, associated documents, requirements and policies may be modified, amended, deleted, or otherwise changed by Hawai'i Pacific Health and the Hawai'i Pacific Health Medical Assistant Program at any time without prior notice. This document in its entirety is not intended to create, nor shall it be construed as creating an expressed or implied contract, a cause of action, or a guarantee of employment.

Please review the program catalog and if a career in medical assisting interests you, please contact us or reach out to your high school counselor to start the application process.

Sincerely,

Mae F.S. Dorado, MEd, CMA (AAMA), CPC-I, CPC
Program Manager
Hawai'i Pacific Health Medical Assistant Program

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Partner Organizations

The Hawaiʻi Pacific Health Medical Assistant Program is an affiliate of Hawaiʻi Pacific Health (HPH). Hawaiʻi Pacific Health and its four medical centers are a not-for-profit healthcare system that is fully licensed by the Hawaiʻi Department of Health, Office of Healthcare Assurance and accredited by The Joint Commission (formerly the Joint Commission of American Hospital Organizations).

Waipahu High School, home of the Marauders, is a public high school servicing grades 9 to 12 and serves as a community school for adults. They are accredited by the Accrediting Commission for Schools, Western Association of Schools and Colleges, and recognized by the Hawaiʻi State Department of Education.

Wallace Rider Farrington High School (Farrington High School) is a public high school in the Kalihi district, servicing grades 9 to 12. They are accredited by the Accrediting Commission for Schools, Western Association of Schools and Colleges, and recognized by the Hawaiʻi State Department of Education.

The Hawaiʻi State Department of Education (DOE), is the only statewide educational system in the country. It is comprised of over 200 public schools and over 30 charter schools.

Accreditation

The Hawaiʻi Pacific Health Medical Assistant Program is accredited by the Accrediting Bureau of Health Education Schools (ABHES). Accreditation type, and ABHES contact information are as follows:

Accreditation Type
Medical Assistant Programmatic Accreditation

Accreditation Contact Information
Accrediting Bureau of Health Education Schools (ABHES)
7777 Leesburg Pike, Suite 314 N.
Falls Church, VA 22043
Phone: (703) 917-9503
Website: abhes.org

Organization Information

Vision
To be the leader in healthcare transformation.

Mission
To create a healthier Hawai'i.

Values
Compassion
Integrity
Collaboration
Quality
Service Excellence

Educational Philosophy
Learn and grow… The Medical Assistant is a hard-working doer, organizer, and manager of the physician's practice or clinic. It may not be the most glamorous of occupations in the medical field; however, it is one of the most important to a physician because Medical Assistants are typically the first and last person that a patient will encounter in any physician's visit or appointment.

The Medical Assistant Student learns to develop important characteristics in the program which assist in managing the workday flow and organizing a practice schedule. Students should have a passion for working with others, particularly patients and professionals in the healthcare industry.

Students in the Hawai'i Pacific Health Medical Assistant Program will ***learn and grow*** as they develop traits such as flexibility, collaboration, dependability, time management, and accountability. These traits are essential to efficiently manage their workload both in the program and in the workforce. Students will also learn to accurately record patient information.

History
Hawai'i Pacific Health is a not-for-profit healthcare system of medical centers, clinics, physicians and other care providers. Our mission is to create a healthier Hawai'i.

Anchored by our four medical centers – Kapi'olani, Pali Momi, Straub Benioff and Wilcox – Hawai'i Pacific Health also comprises more than 70 convenient locations statewide. As one of the state's largest healthcare providers, Hawai'i Pacific Health's network of doctors and specialists work together to provide a distinctive and effective model of coordinated care for maintaining the health and wellness of our patients, from treating simple illnesses to complex diseases. As a not-for-profit organization, Hawai'i Pacific Health reinvests its earnings into patient care, community programs and

improvements to medical equipment and facilities. It also means they invest in research, education, and training, as well as charity care for underserved people within the island community.

Hawaiʻi Pacific Health was formed in December 2001 because of the merger of three longtime industry leaders, Kapiʻolani Health, Straub Benioff Medical Center and Wilcox Health. At the time, it became Hawaiʻi's largest healthcare provider with a combined history of 250 years of excellence.

Hawaiʻi Pacific Health Medical Assistant Program

As Hawaiʻi Pacific Health continues to expand across the state, it – like many others – is affected by the medical assisting shortage in Hawaiʻi. To address the shortage, Hawaiʻi Pacific Health reached out to Kapiʻolani Community College's Medical Assisting Program. The initial goal was to utilize the expertise of Kapiʻolani's instructors and their credentialed program structure to train senior high school students to become certified Medical Assistants in hopes that they could be potentially employed by Hawaiʻi Pacific Health and other health organizations.

Working with Waipahu High School to create a home campus, seniors from Hawaiʻi's public schools were selected from a rigorous application process. On August 22, 2018, Hawaiʻi Pacific Health Medical Assistant Program held its first day of instruction with a cohort of 24 high school seniors from Aiea High School, James Campbell High School, Kapolei High School, Pearl City High School and Waipahu High School.

In 2019, it was announced that the program would continue with a second cohort and the program would be under the full discretion of Hawaiʻi Pacific Health in partnership with the Hawaiʻi State Department of Education.

Overview: Medical Assistant Program

Program Goals

The Hawaiʻi Pacific Health Medical Assistant Program seeks to train qualified high school seniors in the State of Hawaiʻi to become future Medical Assistants. The goal of this program is to prepare competent entry-level Medical Assistants who uphold the ethical and legal standards of the profession. Graduates of this program will meet established competencies and learning outcomes consistent with the medical assisting profession.

Program Learning Outcomes

Upon successful completion of the Hawaiʻi Pacific Health Medical Assistant Program, students should be able to:

1. Perform administrative and clinical skills expected of a beginning practicing Medical Assistant in an entry-level position.
2. Maintain professional and ethical behavior.
3. Communicate, interact, and work appropriately and effectively with patients, patients' family, peers, staff, and supervisors.
4. Discuss the value of lifelong learning and being an active member of a professional society.
5. Identify and use multicultural perspectives to meet the needs of diverse populations.

Program Competencies

For a full listing of the minimum program competencies each student is required to meet see *Appendix B.*

Description of the Profession

According to the Bureau of Labor Statistics' Occupational Outlook Handbook (revised 10/25/202), from 2022 to 2032, employment of Medical Assistants is expected to grow by 14%. This is much faster than the average for all professions (5%). *The full Medical Assistant profile may be found here:* [*U.S. Bureau of Labor Statistics: Medical Assistants*](#)

A Medical Assistant is an allied health professional that works under the guidance of a licensed healthcare provider. They are skilled in both administrative and clinical procedures. Medical Assistants are employed primarily in outpatient settings such as medical offices, clinics, urgent care centers, and specialty practices. Medical Assistants may also be employed by inpatient facilities, ambulatory surgical centers, medical billing and coding companies, and insurance organizations.

Duties of a Medical Assistant may include:

1. Acting in a professional and ethical manner.

2. Working within their scope of practice.
3. Protecting patient confidentiality.
4. Maintaining patient medical records.
5. Performing patient interviews and vital signs.
6. Scheduling appointments.
7. Coordinating care between physicians and/or facilities.
8. Medical billing, coding, and office accounting.
9. Laboratory procedures: venipuncture, injection.
10. Advocating on behalf of the patient and/or physician and their respective office.
11. Patient education and community outreach.

State Licensing Requirement

Depending on the state, Medical Assistants may be required to be licensed or be required to obtain permission from the state to perform specific procedures. In the State of Hawai'i, there are no education requirements, licensing, or other permission requirements.

To comply with certain federal and state regulations, all Medical Assistants are advised to have a nationally recognized credential.

Certificates Offered

The Hawai'i Pacific Health Medical Assistant Program is a 33-credit program. Upon successful completion of the program, graduates will be awarded the Certificate of Completion in Medical Assisting.

Receiving the Certificate of Completion does not grant the graduate a "certified" or other credentialed designation. Graduates need to take and pass a national exam to receive a credential. Refer to *Credential Eligibility*.

Credential Eligibility

After earning a Certificate of Completion, graduates will be eligible to sit for a national credentialing exam with the National Healthcareer Association (NHA). Currently, this is the only credentialing exam whose fees are covered by the program on behalf of the student.

Upon passing the national exam the following credential is earned:

- National Healthcareer Association (NHA)
  - Graduates will receive the Certified Clinical Medical Assistant (CCMA) credential.
  - Graduates may use the professional initials CCMA after their name.

Curriculum

At the completion of the Medical Assistant Program, students will have completed 33 credits. Below is a list of the courses provided according to the semester/session in which they are taught (subject to change). Hours are based on a 15-week schedule (10 weeks for summer). For full course descriptions, including pre-requisites refer to *Appendix C.*

Course #	Course Name	Lecture Hours	Lab Hours	Externship Hours	Credits
Fall Semester					
HMAP 101*	Ambulatory Care and the Patient	15			1
HMAP 102*	Medical Practice Communications	15			1
HMAP 103*	Math for the Medical Assistant	15			1
HMAP 104	Nutrition for the Medical Assistant	15			1
HMAP 111	Science of Medical Assisting I	60			4
HMAP 121	Clinical Procedures I	15			1
HMAP 121L	Clinical Procedures I Lab	-	60		1
HMAP 143**	Administrative Procedures I	60	30		3
	Total for Fall (8 didactic courses)	**195**	**90**	**0**	**13**
Spring Semester					
HMAP 100**	Clinical Laboratory	30	30		2
HMAP 122	Clinical Procedures II	15			1
HMAP 122L	Clinical Procedures II Lab	-	60		1
HMAP 152	Science of Medical Assisting II	60			4
HMAP 163**	Administrative Procedures II	60	30		3
HMAP 175	Medication Administration	-	30		1
HMAP 201	Law and Ethics in the Medical Practice	30			2
	Total for Spring (7 didactic courses)	**195**	**150**	**0**	**14**
Summer Session					
HMAP 250	Exam and Job Preparation	20			1
HMAP 260	Externship			225	5
	Total for Summer (1 didactic course, 1 externship)	**20**	**0**	**225**	**6**

HMAP 101, 102, 103: Each are a minimum of 5 weeks, divided up over the length of the semester
**HMAP 143, HMAP 163 and HMAP 100: Each are a combination class of lecture and lab*

Upon completion of all required courses, students must sit for a credentialing exam (see *Credential Eligibility)*. Completing at least <u>one</u> attempt on the exam will mark the student's completion of the Hawai'i Pacific Health Medical Assistant Program.

Externship

For more information regarding externships see the *Student Handbook.*

It is the responsibility of the Hawai'i Pacific Health Medical Assistant Program to locate an externship site for all accepted students.

Students will be assigned to an externship site to gain practical experience. Students will be assisting administrative and clinical staff members with daily tasks while under direct supervision of a preceptor. Students will only be allowed to perform the duties of a Medical Assistant in compliance with a Medical Assistant's scope of practice and activities included in the program's curriculum.

A qualified program faculty member, manager, or administrator has evaluated all available externship sites to determine that students will experience administrative and clinical skills in keeping with the program's competencies and objectives. With permission of the student's preceptor and/or site manager, students may rotate to other approved sites.

Students are expected to complete 40 hours per week at an approved site. Students are allowed to complete less hours per week if they can complete all externship hours by the externship deadline. Students are not allowed to complete more than 40 hours per week.

Approval for Externship
During the first week of May of the current academic year, all instructors are to begin forwarding externship recommendations to the Program Manager. Students that are on track to complete all learning objectives and are meeting satisfactory academic progress guidelines will be referred to the Program Manager and Program Administrator for tentative assignment to an externship site.

A student will not be authorized to begin their externship until all instructors confirm that the student has successfully achieved all program standards and learning competencies. All courses preceding the externship but be completed satisfactorily for the student to proceed to externship.

All students must be referred and approved for externship by Memorial Day of the current academic year. Failure to meet this date could result in the student not completing the required externship and/or falling below satisfactory academic standards. In the event this happens, the student may be referred for program dismissal. See *Program Dismissal* for more information.

Externship High School Graduation Requirement

All students must be a high school graduate before they can start their externship.

Students may not officially start their externship until after the date of their High School Commencement Ceremony.

Proof of graduation from high school needs to be provided by the end of May of the current academic year. Failure to meet this deadline will result in the immediate suspension of externship until proof is provided. Acceptable forms of proof are:

- Copy of high school diploma.
- Unofficial/official transcripts that show the student was awarded a high school diploma.
- Signed Attestation of Graduation from high school Registrar, Principle, Vice-Principle, or other authorized high school personnel.

Other forms of proof may be accepted on a case-by-case basis. Evidence of graduation must include: Student's name, name of high school, city, state, and graduation year.

Removal from an Externship Site

Students are invited guests of their externship site. A request by the externship site that a student be removed from that site may result in failure of the externship course and potential incompletion of the program. The program will make the final decision regarding reassignment. The Hawai'i Pacific Health Medical Assistant Program is under no obligation to reassign a student.

If a student chooses to leave their assigned externship site, it may result in failure of the externship course and potential incompletion of the program. The program will make the final decision regarding reassignment. The Hawai'i Pacific Health Medical Assistant Program is under no obligation to reassign a student.

Program Schedule

Note: Hawai'i Pacific Health Medical Assistant Program and/or instructors reserve the right to extend the time of any semester/session to achieve learning outcomes and maintain the integrity of the program and/or curriculum.

All course requirements are to be completed by August 1 of the current academic year (see *Satisfactory Academic Progress*).

Hawai'i Pacific Health Medical Assistant Program uses a semester system that is divided as follows:

- Fall Semester: minimum 15 weeks, 13 credits; 285 lecture/lab hours.
- Spring Semester: minimum 15 weeks, 14 credits; 345 lecture/lab hours.
- Summer Session: minimum 10 weeks of lecture, 6 credits; 20 lecture hours, 225 externship hours.

In total, students will complete a minimum of 40 weeks, 33 credits, 875 contact hours (consisting of 650 credit hours and 225 externship hours).

For the definition of credit hours see *Semester and Credit Hour Policies* under the General Program Policies chapter. For the current-year academic calendar refer to *Appendix D.*

Residency Requirements

Residency Requirements – General
Hawai'i Pacific Health Medical Assistant Program is authorized to operate only in the state of Hawai'i. The program is currently only open to students who are enrolled in a participating Department of Education (DOE) high school. Currently the program only operates on the island of O'ahu. The program requires that students be physically present on the island of O'ahu while they are enrolled in the Hawai'i Pacific Health Medical Assistant Program.

Relocation of the student to a neighboring island or out of state may negatively impact a student's ability to complete the program, or gain employment in the field, including eligibility for credentialing requirements for employment. Students who relocate to a neighboring island or outside of the state of Hawai'i are no longer in compliance with the program's residency requirements and cannot continue in the Hawai'i Pacific Health Medical Assistant Program. This applies to both current high school students and high school graduates. Please consult with the Program Manager or other program representative (Program Administrator, instructor, high school liaison, etc.) for further information.

Residency Requirements – Distance Education (DE)
Hawai'i Pacific Health Medical Assistant Program is authorized to provide distance education only in the state of Hawai'i. The program is currently only open to students who are enrolled in a participating Department of Education (DOE) high school. Currently the program only operates on the island of O'ahu. The program requires that students be physically present on the island of O'ahu while they are enrolled in the Hawai'i Pacific Health Medical Assistant Program.

Relocation of the student to a neighboring island or out of state may negatively impact a student's ability to complete the program, or gain employment in the field, including eligibility for credentialing requirements for employment. Students who relocate to a neighboring island or outside of the state of Hawai'i are no longer in compliance with the program's residency requirements and cannot continue in the Hawai'i Pacific Health Medical Assistant Program. This applies to both current high school students and high school graduates. Please consult with the Program Manager or other program representative (Program Administrator, instructor, high school liaison, etc.) for further information.

Residency Verification
Physical location for the program is initially determined by the student's current address on file with their DOE high school and is based on their assigned DOE high school. Upon acceptance into the program a student list is sent to all high school representatives confirming the student's high school enrollment and program eligibility.

High school officials will inform the program should there be a change in the student's location status while the student is still in high school and enrolled in the program.

Should a student's physical location change the student must also inform the program by completing the following:

- Submit changes by email to their Campus Lead. The Campus Lead will then forward the information to program management and other instructors as necessary.
    - Honolulu Campus – Mae Dorado
    - Leeward Campus – Latanya Edwards

If the Campus Lead is unavailable, then students may inform any instructor who will then inform the program. Failure to report a change in physical location may negatively impact a student's ability to complete the program.

Admission Procedures

Who May Apply

In addition to the information found in this section, students may also need to fulfill specific high school qualifications. To determine if your high school has added qualifications, contact your high school counselor.

The Hawaiʻi Pacific Health Medical Assistant Program is open to high school seniors from participating Hawaiʻi Department of Education high schools and those who meet residency requirements refer to *Residency Requirements.*

All applicants must be graduation qualified by the end of their junior year. Per Hawaiʻi Department of Education Policy 102-15, a high school diploma will be issued upon completion of these minimum requirements:

COURSE REQUIREMENTS*	HAWAIʻI HIGH SCHOOL DIPLOMA
English	**4.0 credits** including: • English Language Arts 1 (1.0 credit); and • English Language Arts 2 (1.0 credit); and • Expository Writing** (0.5 credit); and • ELA Basic electives (1.5 credits)
Social Studies	**4.0 credits** including: • U.S. History and Government (1.0 credit), and • World History and Culture (1.0 credit); and • Modern History of Hawaiʻi (0.5 credit); and • Participation in a Democracy (0.5 credit); and • Social Studies basic elective (1.0 credit)
Mathematics	**3.0 credits** including: • Algebra 1 (1.0 credit); and • Geometry (1.0 credit); and • Mathematics basic elective (1.0 credit)
Science	**3.0 credits** including: • Biology 1 (1.0 credit); and • Science basic electives (2.0 credits)
World Language, Fine Arts, or Career & Technical Education (CTE)/JROTC	**2.0 credits** in one of the specified programs of study
Physical Education	**1.0 credit** including: • Physical Education Lifetime Fitness (0.5 credit); • Physical Education basic elective (0.5 credit)
Health	**0.5 credit:** Health Today & Tomorrow
Personal Transition Plan	0.5 credit
Electives	6.0 credits
TOTAL	**24.0 credits**

The DOE has a process for requesting and approving equivalent credit courses.
** Or equivalent course.*

Admission Timeline and Requirements

Application Deadline: 2nd Friday in March of the current year unless otherwise stated in the application posting.

January – February: Application period opens
- Attend Information Meeting
  - Meeting should be attended by the student and at least 1 parent/guardian.
  - Demand of the program and expectations will be discussed.
- See *Online Application Instructions* for deadline and the application process.

March – April: Screening of Applicants & Complete Placement Requirements
- As applications are submitted, applicants will be selected for interviews.
- Those not selected to continue the screening process will be notified by the email/phone listed on their application.
- Student evaluations are emailed to each student's high school for completion.
- Accuplacer or EdReady are placement tests that determine the level of English and Math courses students are prepared to enter.
- Per the Accuplacer or Edready, applicants need to score well enough to be placed into English 100 or higher and into Math 100 or higher.
- SAT and ACT scores that are equivalent to placement into English 100 and Math 100 or higher will also be accepted.
- Information regarding the Accuplacer, EdReady, SAT, ACT or other approved placement criteria will be provided during the interview if the student has not already completed.

April: Interview of Applicants
- Qualified program employees will conduct interviews.
- Please dress in professional dress/business attire.

May: Offer letter/Denial letter
- Notification of acceptance or denial into the program will be emailed to the address listed on the application.
- Review program information packet before signing acceptance letter.

Return HPH Medical Assistant Program Acceptance Letter
- Students must accept or decline entry into the program.
- If the offer is accepted, refer to the section titled *Once Accepted.*

June – July: New Student Orientation
- Accepted students must attend New Student Orientation. Refer to the section titled *Once Accepted.*

Application Requirements

1. Complete online application. Make sure to upload:
   a. Resume.
   b. Current unofficial high school transcript.
   c. Essay.

Refer to *Online Application Instructions* for detailed information regarding the required documents and to learn how to apply online.

2. Send results from completed Accuplacer WritePlacer and QAS/AAF testing; or EdReady Path 1 and Path 1 Non-Stem/Path 2 STEM, Algebra; or provide SAT or ACT scores; or other approved placement criteria.
   a. Placed into English 100 or higher.
   b. Placed into Math 100 or higher.

3. Student Evaluation
   a. Evaluation is to be completed using the form emailed to the high school representative.
   b. Students will not be made aware of evaluation responses by the program.

Selection Criteria

Candidates are selected into the program using an objective admission standard to generate an application score and interview score. The best qualified will be accepted. The main criteria for selection (not in order of importance) are:

- Academic Standings.
- Academic course load, current and while enrolled in the program.
- Health care, Work, and Volunteer Experience.
- Extracurricular Activities.
- In-person Interview.
- Placement test results.
- Student Evaluation.

Online Application Instructions

How to Apply:
When the application period opens the application link will become available on the program's website at www.hawaiipacifichealth.org/medicalassistantprogram. Interested students should read the posted instructions and proceed to the live application. You will need a valid email address to begin.

In General:
1. Click on "Apply for this Job." Sign-in with existing account or click "Register" to create your talent profile.
2. Under the "Talent Profile" section, attach three (3) documents in the "Attachments" section.

- Resume – Please include all relevant information.
- Recent Transcript – Please provide your most recent high school transcript with your GPA visibly displayed. Unofficial transcripts will be accepted for the application.
- Essay – Please upload one Microsoft Word/PDF document answering the following question: *What traits do you feel you have that would attribute to your success in the program?* Please limit each response to 500 words or less.
3. Answer any other required questions on the application.
4. Submit your completed online application.

The application packet is not considered complete until resume, transcript, and essay parts are received. Placement testing results may be submitted later.

Application Tips:
- Please be sure to include all relevant information on your resume including but not limited to: School information, previous work experience, extracurricular activities, club memberships, volunteer experiences, etc.
- Make sure that you use a valid email address for an account that you check on a regular basis. **It is recommended that you not use your school email address.** It is suggested that you use a Gmail account.
- Sometimes our emails will go to your junk mail inbox. Double check your junk mail/spam folder periodically.
- Incomplete applications will not be considered for the program. Please submit your application early to allow enough time to make necessary adjustments, to ensure your application is complete by the posted deadline.

Frequently Asked Questions:
- How will I know if my application was received?
  - You will receive an email to confirm the receipt of your application.
- What if my application is incomplete?
  - You will be notified by email if your application is incomplete. The email will include step-by-step instructions that will walk you through how to complete your profile and re-submit your application. You will need to resubmit your completed application by the deadline indicated above.
- What should I expect after I submit my application?
  - The Hawaiʻi Pacific Health Human Resources team, working on behalf of the Medical Assistant Program, will be reviewing all applications. Due to the high volume of applications that are received, please allow time for processing. We will be contacting those as needed for follow-up and next steps via phone and email.
- Will I be required to submit any other documents?
  - If you are selected to participate in the Hawaiʻi Pacific Health Medical Assistant Program, you will be required to present official transcripts later if you submitted unofficial transcripts as part of your application.

- o You will also need to provide health clearance information. This information will be provided upon your acceptance.
  - Who can I contact if I have questions?
    - o You can call the Human Resources office who will direct your call at 808-535-7571.

Admissions Appeal Process

An applicant who feels that they have received a denial in error due to an issue with the admissions or application process may file an appeal. An applicant must first submit in writing their concerns to the Program Manager. Upon receipt of the grievance, the Program Manager will contact the applicant.

If the applicant believes their concerns were not resolved, they may request that the Program Administrator review their concerns. The Program Administrator will have the final decision.

Once Accepted

Enrollment and Registration

Upon receipt of the signed Hawai'i Pacific Health Medical Assistant Program Acceptance Letter, students will automatically be enrolled in the Medical Assistant Program and registered for courses starting in the Fall Semester.

Students are required to turn in a signed enrollment agreement before they will be allowed to attend any program classes.

Students must attend at least one day of a program course for their enrollment to be considered complete. Students who withdraw or are dismissed from the program without ever attending a program course will not be considered as ever enrolling in the Hawai'i Pacific Health Medical Assistant Program.

Should accepted students decide not to enroll in the program and have attended any classes, they may cancel their enrollment by submitting an email to the program.

Student Classification

Enrollment in the Hawai'i Pacific Health Medical Assistant Program does not classify students as post-secondary students, more commonly known as college students. Students will remain classified as high school students until they successfully graduate from high school. Upon graduation from high school, students will be considered high school graduates.

Students will adhere to all Hawai'i Department of Education policies and requirements. The student's home campus and respective high school should be consulted regarding matters pertaining to the high school curriculum, activities, and code of conduct.

Students will also refer to the policies of the Hawai'i Pacific Health Medical Assistant Program for matters pertaining to the Medical Assistant Program.

New Student Orientation

Students will be required to participate in and attend all New Student Orientations. These orientations are designed to prepare students for entry into the program. Items covered will include:

- Registration forms, email setup, and Learning Management System training.
- Zoom training.
- HIPAA training.
- Program schedule.
- Information about uniforms, textbooks, and supplies.

Health Clearance

Students will be required to obtain a health clearance. More information will be provided upon acceptance. The clearance will include, but is not limited to:

- Tuberculosis Screening: 2-step PPD; or chest x-ray; or blood test is required.
- Vaccinations or proof of vaccinations for: MMR (Measles, Mumps, Rubella), Varicella (Chickenpox), Hepatitis B (HepB).

Background Check and Drug Screening

Students are not required to undergo a background check or complete a drug screening to be admitted into the Hawaiʻi Pacific Health Medical Assistant Program. Students may be required to undergo a background check, drug screening, and meet other requirements for any future employment by the employer

Tuition and Fees

Disclaimer Notices

The tuition amounts listed only pertain to the current school year as listed on the front of the catalog.

The amounts listed refer specifically to the Hawaiʻi Pacific Health Medical Assistant Program. Students may be assessed separate fees by their respective high schools to cover high school fees and/or activities.

While every effort was taken to accurately account for the fees listed here, all amounts listed are estimates. Costs may vary depending on the vendor that the items are purchased through. Vendors reserve the right to adjust their rates at any time.

Overview

For the current academic year, the cost of tuition is $131 per credit.

Program Fees for the Certificate of Completion (33 credits)

	Fall	Spring	Summer
Tuition	$131 x 13 credits = $1,703	$131 x 14 credits = $1,834	$131 x 6 credits = $768
Graduation Fees	-	-	$30
Professional Fees (For disposable supplies)	$300	$300	$300
Misc. Training Fees (e.g., CPR/First Aid)	$300	-	-
Liability Insurance	$40	-	-
Uniforms (2 HPH scrub sets, 3 HPH polo shirts)	$200	$200	$200
Textbooks & Misc Supplies	$850	$200	$110
Student Equipment	$200	-	-
Certification Exam and Study Material (for 1 exam)	-	-	$300
Semester Total	$3,593	$2,534	$1,708
Program Total	**$7,835**		

Program Financial Responsibility

The Hawai'i Pacific Health Medical Assistant Program will cover the following costs for accepted students during the academic year in which they enroll. The costs are covered without the expectation of repayment by the student.

- Tuition for Fall, Spring and Summer Semesters.
- Professional Fees for Fall, Spring and Summer Semesters.
- Miscellaneous Training Fees.
- Liability Insurance.
- 2 Hawai'i Pacific Health Scrub Sets.
- 3 Hawai'i Pacific Health Polo Shirts.
- Credentialing exam and related study material for one exam.
- Health clearance if done through the program when available (see *Health Clearance* for more information).

Student Financial Responsibility

Accepted students will be responsible for covering the following costs during the academic year in which they enroll. Estimated costs are $800 to $1500.

- Computer.
- Textbooks and any software required (e.g.: SIMnet, Microsoft Office). Will be purchased externally to the program.
- Personal equipment including stethoscope, blood pressure cuff, second-hand watch, headphones with a microphone.
- Closed toe shoes.
- Any fees, incentives, obligations, etc., that are required by the high school/DOE.
- All costs not covered by the Hawai'i Pacific Health Medical Assistant Program.

It is the responsibility of the student to inquire with their respective high school about any financial obligations that the high school may require of the student to be a part of the Hawai'i Pacific Health Medical Assistant Program and/or graduate from high school.

Financial Aid

The Hawai'i Pacific Health Medical Assistant Program does not currently meet the requirements to qualify for Federal Student Aid (FSA) and does not participate in Federal Title IV or any other financial aid programs.

Students may seek financial aid from third-party organizations to help cover their financial responsibility.

Students will need to contact the third-party organization(s), and it will be the student's responsibility to meet and maintain requirements to receive monetary aid.

The Hawai'i Pacific Health Medical Assistant Program is in no way required to accept payment, monetary or otherwise, from any third-party organization on behalf of the student.

Refund Policies

Due to the Hawai'i Pacific Health Medical Assistant Program covering the majority of the program expenses, there are limitations on what students may receive a refund for.

In the event of a withdrawal or dismissal from the program, the student will not receive a refund on items provided by the program or items under the financial responsibility of the program. These items include:

- Tuition for Fall, Spring and Summer Semesters.
- Professional Fees for Fall, Spring and Summer Semesters.
- Miscellaneous Training Fees.
- Liability Insurance.
- 2 Hawai'i Pacific Health Scrub Sets.
- 3 Hawai'i Pacific Health Polo Shirts.
- Certification exam and related study material for one exam.
- Health clearance if done through the program (see *Health Clearance* for more information).

The student may receive refunds on all other items under the student's financial responsibility. The student should contact the vendors where the items were purchased to inquire about their refund/return policy.

Withdrawal by Student

Before Start of Program
Students that choose to rescind their acceptance into the program, before the first day of class, may do so by sending an email notifying the program of the withdrawal.

During Program
Students may choose to withdraw from the program at any time. Students must continue to attend Medical Assistant classes until they have completed a transitional plan developed with their high school counselor or other authorized high school representative. The steps to withdraw are as follows:

1. Meet with the Program Manager or Campus Lead to address any concerns the student has.
2. Meet with their high school representative to discuss concerns and receive guidance about high school options. *(Note: This does not apply if a student has graduated high school).*
3. Develop a transitional plan with a high school representative. *(Note: This does not apply if a student has graduated high school).*
4. Email the Program Manager or Campus Lead formal notice to leave the program.
5. Return all program issued uniforms and identification badge(s).

Grades for completed courses will be reflected on the student's transcript. A "W" will be issued on transcripts for all courses the student was currently enrolled in at the time of withdrawing.

Program Dismissal

The Hawai'i Pacific Health Medical Assistant Program reserves the right to terminate the enrollment of any student if, in the opinion of the program, further association is not in the best interest of the student and/or program; to be compliant with all regulations placed on the program; to restructure the program. Reasons for program dismissal include, but are not limited to:

- Failure to maintain satisfactory academic progress in the program and/or at the high school level.
- Violation of high school and/or DOE policies.
- For behavioral, medical, ethical concerns.
- Improper student conduct.

Program dismissal will be conducted in-person or via video conference at a meeting consisting of the student and Program Manager; or Program Administrator; or Campus

Lead; or other authorized program personnel. A high school representative and the student's parent/guardian may be invited to attend if the student is still enrolled in high school. Attendance of the high school representative, and/or parent/guardian is not required. Students will be required to sign a notice of dismissal. The student will have 1 week after the meeting to appeal the decision by requesting the Advisory Board, consisting of at least two members, convene to review the decision. The request should be submitted in writing to the Program Manager. The decision of the Advisory Board is final. The Advisory Board has the following options:

1. Uphold the dismissal. Student will receive a "PD" for program dismissal.
2. Reinstate the student and impose specific stipulations and guidelines that the student must adhere to, if necessary. The Advisory Board has wide discretion and may impose any rules it deems necessary to maintain the integrity of the program and its objectives.

Graduation Requirements

Grading Scale and GPA

All courses need to be passed with a minimum of a 70% (C) or higher to maintain satisfactory academic progress.

Grades are awarded to reflect the different levels of achievement within a course. Grades are interpreted below.

Grade	Definition	Percentage	GPA (Grade Point Average)
A	Excellent Achievement	90-100	4.0
B	Above Average Achievement	80-89.9	3.0
C	Average Achievement, Passing	70-79.9	2.0
D	Minimal Achievement	60-69.9	1.0
F	Failure	59 and below	0.0
LA	Last Attended	Student withdrew at the end of the semester; chose not to continue to next semester.	
W	Withdrawal	Student withdrew after first day of lecture but before end of the semester.	
I	Incomplete	At instructor's discretion with program approval if student has incomplete, fulfillable, requirements.	
PD	Program Dismissal	Student was dismissed by the program.	

Measuring Didactic and Practical Competencies

Didactic competency is measured using tests, quizzes, class participation, discussions (in-person, posted online), case studies, peer presentations, projects, research papers, skills testing, midterm and/or final examinations, and community outreach projects.

Practical competencies are measured using evaluations completed during externship by the student's preceptor; on-site visit and preceptor interview performed by the instructor; and information recorded in the student's daily externship journal. The course instructor, and Program Manager (if different from course instructor), will determine if practical competencies have been met. The main requirement that students must demonstrate is: *The ability to perform the duties of a Medical Assistant in compliance with a Medical Assistant's scope of practice and activities/coursework included in the program's curriculum.*

Repeating a Course

Courses are only offered once during an academic year. The program's curriculum is designed so that each current semester builds upon the information obtained in the prior semester. Therefore, if a student fails to meet satisfactory requirements and/or does not pass a course with a minimum of 70%, they may not be able to advance in the program. Depending on the circumstances, the student may be placed on academic probation or will exit the program.

In the event of an exit, the student will be referred to their high school counselor to discuss their academic options. The student may still pursue a Medical Assistant education after high school graduation with a different program/organization.

Allowing students to return to the program during the next cohort will be decided on a case-by-case basis.

Academic Warning and Probation

If at any point during the program, a student jeopardizes maintaining satisfactory academic progress (e.g., dropping below 70% in a required area, demonstrating behavior violating student conduct rules or unbecoming of the profession, etc.) they may be given an academic warning and/or placed on academic probation. Placed on academic warning is not required before a student is placed on academic probation. Placed on academic warning or probation is not required before a student is referred for program dismissal.

Academic Warning – Instructor
An academic warning will be provided to the student in writing, by the instructor, when the instructor has concerns about a student's academic progress in their course. The warning is to notify a student of concerns that if not addressed may lead to academic probation and/or program dismissal.

Academic Warning – Program
An academic warning will be provided to the student in writing, by the Campus Lead or Program Manager. The warning is to notify a student of concerns that if not addressed may lead to academic probation and/or program dismissal.

The notice will include all areas of concern, with feedback provided by the student's instructors, externship site, etc. The student will be required to sign the written notice, and a copy will be sent to the Home Campus Liaisons. *(Note: This does not apply if a student has graduated high school).*

Academic Probation
Students will be required to meet with the Program Manager or Campus Lead. Concerns will be addressed during the meeting and a Student Learning Contract will be created. The Student Learning Contract will detail all concerns and include all steps the student must take to be released from academic probation and return to good standing. The student, Campus Lead, Program Manager (if applicable), and Program Administrator must sign the contract. If the student violates any part of the Student Learning Contract, they will be referred to program management for further disciplinary action, and/or recommended for program dismissal (*see Program Dismissal).*

A copy of the signed contract will be sent to the Home Campus Liaisons. *(Note: This does not apply if a student has graduated high school).*

Satisfactory Academic Progress
Student progress is monitored by instructors and the Program Manager as they progress through the course. All students are evaluated by program management to ensure that satisfactory progress and requirements are being met/have been meet at before the start of the Spring Semester, Summer Session, and before being recommended to sit for an approved credentialing exam. Students on academic warning or probation are also evaluated at these times.

To successfully complete the program, students must:
1. Graduate High School on time.
2. Maintain a 70% or higher in all Medical Assistant course requirements, including weighted categories as defined by the instructor of the course.
3. Pass all Medical Assistant courses overall with a 70% or higher.
4. Meet all required program competencies and objectives as demonstrated through coursework, and measurement of didactic and practical competencies.
5. Obtain a competency level that meets or exceeds the standard of competency for required practical competency evaluations.
6. Demonstrate behavior in line with the profession, and compliant with student conduct rules for the program, DOE, the respective high school.
7. Successfully complete a 225-hour externship.
8. Complete at least <u>one</u> attempt on a credentialing exam (Student is not required to pass).
9. Have no requirements or obligations to their high school and/or DOE.

To successfully pass the program, student must demonstrate satisfactory academic progress, meet program requirements and educational objectives, and complete at least one attempt on a credentialing exam (*Note: The program reserves the right to extend this date. Due to scheduling availability, the credentialing exam may be scheduled after August 1).*

Failure to meet these standards may result in a Program Dismissal from the Medical Assistant Program and not receiving the Certificate of Completion in Medical Assisting. Students will receive an incomplete (I) or Program Dismissal (PD) and this will be reflected on their transcripts. To appeal the Program Dismissal, see *Program Dismissal.*

On a case-by-case basis, students may be granted extensions to complete the credentialing exam. If an extension is granted, students must meet the extended deadline.

Awarding Certificate of Completion

By August 1 of the current academic year (or program's scheduled credentialing exam), if the student successfully completed all program requirements, and educational objectives the student will have their certificate conferred and will officially be awarded the Certificate of Completion in Medical Assisting. All certificates will be conferred by August 31.

Post-Graduation Employment

The Hawai'i Pacific Health Medical Assistant Program in no way, under any circumstances, guarantees that a student will find and attain employment upon graduation.

Completion of the Hawai'i Pacific Health Medical Assistant Program in no way, under any circumstances, guarantees employment with Hawai'i Pacific Health, and/or its affiliates.

Graduates have full discretion not to seek employment with Hawai'i Pacific Health.

Upon completion of the Hawai'i Pacific Health Medical Assistant Program and the earning of a national credential, graduates are eligible to apply for employment with Hawai'i Pacific Health. Graduates who meet hiring criteria set forth by Hawai'i Pacific Health may be given primary consideration for employment. The acceptance or refusal of any applications and/or any offers of employment is at the full discretion of Hawai'i Pacific Health.

Program Facilities

All courses for the Hawai'i Pacific Health Medical Assistant Program are held at the following locations, and are defined as Separate Education Centers (SEC) per ABHES:

Waipahu High School, located at 94-1211 Farrington Highway, Waipahu, Hawai'i 96797, is a home campus for students of the Leeward District. While room P-9 is specifically assigned to students in the program, students may be given the opportunity to use other classrooms and resources found on campus. This generalized classroom is complete with tables, chairs, a projector, and screen. Students also have access to mannequins, blood pressure cuffs, thermometers, scales, and faux medical records to simulate a medical office.

Wallace Rider Farrington High School (Farrington High School), located at 1564 North King Street, Honolulu, Hawai'i 96817, is the home campus for students of the Honolulu District. While room J-176 is assigned to students in the program, students may be given the opportunity to use other classrooms and resources found on campus. This generalized classroom allows student access to mannequins, thermometers, and faux medical records to simulate a medical office.

The Straub Benioff Medical Center – Kapolei Clinic and Urgent Care at Ka Makana Ali'i, located at 91-5431 Kapolei Parkway, Suite 1706, Kapolei, Hawai'i 96707, is the most comprehensive clinic from Hawai'i Pacific Health. This lecture and clinical site has a conference room and access to primary care clinics, urgent care clinics, imaging services, laboratory services, and specialty clinics such as Adult Sports Medicine, and Pediatric Endocrinology.

Straub Benioff Medical Center – Pearlridge Clinic is located at Pearlridge Center at 98-151 Pali Momi Street, Aiea, Hawai'i 96701, is the lecture and clinical site. This site is complete with a conference room and access to several clinics including OBGYN and Internal Medicine Clinics, as well as a laboratory. Students have access to examination tables, instruments for examinations and minor procedures, sphygmomanometers (manual and electronic), venipuncture equipment, CLIA waived tests and more.

Also located at Pearlridge Office Center at 98-211 Pali Momi Street, Room 325, Aiea, Hawai'i 96701, is the Hawai'i Pacific Health Center for Simulation and Education. This location provides a lecture area that can be used to complete basic clinical work. Included are computers, a television for projection and a large workspace.

Located at 55 Merchant, 25th Floor, Honolulu, Hawai'i 96813, is the Hawai'i Pacific Health's Harbor Court location. This location houses the Human Resources Department for Hawai'i Pacific Health and the program's clerical/administrative staff. Classes are broadcasted from this location.

For pictures of locations, see *Appendix E.*

Travel Requirements

Students will be assigned to a home campus located at Waipahu High School (Leeward Campus) or Farrington High School (Honolulu Campus), and a clinical site in which certain classes will also be conducted. Students are required to provide their own transportation to travel to/from their assigned home campus, any clinical site, and any other approved location to attend the Medical Assistant courses or activities. Travel may be *beyond a distance that is considered customary and usual*. Hawai'i Pacific Health Medical Assistant Program reserves the right to add/change a home campus and/or site to meet accommodations in accordance with program policies.

Students are required to complete a 225-hour externship. Currently, students will be placed at a Hawai'i Pacific Health facility. Externship sites are located throughout the island of O'ahu, requiring students in some instances to travel *beyond a distance that is considered customary and usual*. Students may be required to travel from their externship site to their home campus, clinical site, or other approved location to attend a Medical Assistant class. Students are responsible for providing their own transportation.

Travel Warning

Students are encouraged to limit travel while enrolled in the Hawai'i Pacific Health Medical Assistant Program. If a student must travel it is recommended that trips be scheduled during program breaks (e.g., Spring Break, Winter Break, etc.). Traveling during the program may affect a student's progress, and their ability to successfully complete the program.

The program may utilize 1-2 days during Fall Break to conduct CPR and First Aid training. Dates are announced once they are finalized.

Learning Modalities & Requirements

Courses may be offered in the following formats:

- Residential – on-ground, in-person, face-to-face.
- Blended – a mix of residential and online.
- Online – instruction is provided through distance education (see *Distance Education).*

Learning Management System Requirements

All classes are supported by a Learning Management System (LMS). An LMS is an online platform that helps administer and manage online courses, activities, and resources. It is a place where students can find additional resources for their classes, find, and submit assignments, and keep track of their course progress. Canvas is the LMS that will be used for the duration of the program (subject to change). There will be no cost to the student to use Canvas.

System Requirements

- Up-to-date internet browser (Chrome, Microsoft Edge are preferred).
- Reliable internet connections.

Video Conferencing Requirements

Classes may utilize Zoom Video Conferencing, which is an online cloud-based platform for video and audio conferencing, collaborations, chats, and webinars. There is no cost to the student to use Zoom.

Full system requirements in addition to those listed below can be found at:
https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0060748

- An internet connection – broadband wired or wireless (3G or 4G/LTE).
- Speakers and a microphone – built-in, USB plug-in, or wireless Bluetooth.
- A webcam or HD webcam - built-in, USB plug-in, or:
  - An HD cam or HD camcorder with a video-capture card.
    Note: See the list of **supported devices**.
  - Virtual camera software for use with broadcasting software like OBS or IP cameras.
    Note: For macOS, **Zoom client 5.1.1 or higher is required**.

Supported Operating Systems

- Mac OS X with MacOS 10.13 or later, Windows 10 (Running Windows 10 Home Pro or Enterprise), Windows 11.

Supported Tablet and Mobile Devices – Refer to link above.

- Surface PRO 2 or higher, running Windows 8.1 or higher.
- Tablet PCs:
    - *Note: Tablet PCs running Windows 10 must run Windows 10 Home, Pro, or Enterprise. S Mode is not supported. Tablet PCs only support the desktop client.*

Supported Internet Browsers – Most up to date versions

- Desktop: Chrome, Firefox, Edge, Safari.
- Mobile: Chrome, Firefox, Safari.

Processor and RAM Requirement

- Processor:
    - Minimum – Dual-core 2Ghz or higher.
    - Recommended – Quad-core 2.5Ghz or higher.
- RAM:
    - Minimum – 4 GB
    - Recommended – 16 GB.

Other Requirements
Publishers may have a web-based learning platform that is used in addition to a textbook. Students will need a computer, stable internet connection, and an up-to-date internet browser. Students will be notified if instructors will be utilizing this platform, the costs have been included in the estimated costs for textbooks. Costs may increase if the student chooses to purchase materials from a different source.

Distance Education (DE)
Some classes will take place in a setting in which the instructor is not physically present with the student and/or the student is not physically present in the classroom. For these classes, the Learning Management System called Canvas and the video conferencing software Zoom, may be utilized. Refer to *Residency Requirements – Distance Education for further information.*

Students accepted into the program will be required to enroll in courses delivered in the online format. Refer to *Learning Modalities*, *Technology Resources, and Distance Education (DE) – Residency Requirements* for further information.

Technology Resources

A laptop computer, although not required, it is strongly recommended. Students are required to have access to a working computer with a stable internet connection for the duration of the program. For classes utilizing video conference software (Zoom) a working web camera will be required.

A student's home campus may require that students utilize technological resources of the home campus. In the event this is required, the resources will be provided for the student. Students will follow all policies regarding how the resources will be used.

For requirements to use the Learning Management System and Video Conference software refer to *Learning Modalities and Requirements.*

Technology Support (Tech Support)

Should students encounter issues with a publisher's web-based learning platform or the Canvas LMS site, they should inform their instructor of the issue and contact technical support using the information below. The website provided will contain the most up-to-date hours of operations and contact information. When possible, please take screenshots or pictures of the issue and save all correspondence.

Canvas LMS
Website: https://www.instructure.com/canvas/login/free-for-teacher
Services Available: Email
Hours of Operation: Sunday – Saturday, 24 hours a day

How to Receive Help:
- Select "Help" icon from left of screen on navigation panel.
- Select "Report a Problem"
- Complete information form
- If unable to log in, select "Help" from the bottom of the log-in screen.

Cengage MindTap
Website: https://techcheck.cengage.com/
Phone: 1-800-354-9706
Other Services Available: Chat
Hours of Operation: Sunday – Saturday, 8 AM to 12 AM EST

How to Receive Help:
- Use the website to verify if there is a reported outage.
- If no reported outage, select "Need Product Support?"

McGraw-Hill for Connect and SIMnet
Website: https://www.mheducation.com/highered/contact.html

Phone: 1-800-331-5094
Other Services Available: Email, Chat
Hours of Operation:
- Sunday: 12 PM to 12 AM EST
- Monday-Thursday: 24 hours
- Friday: 12 AM to 9 PM EST
- Saturday: 10 AM to 8 PM EST

Pearson MyLab
Website: https://support.pearson.com/getsupport/s/contactsupport
Services Available: Text, Chat, Phone, Email. *Services assigned based on student issue.*
Hours of Operation: Sunday – Saturday, 24 hours a day

Submission of Assignments

All students are required to submit all assignments in whatever format set forth by their instructor. Students are responsible for submitting work in a format that the instructor can open and grade according to the instructor's criteria.

Should the instructor require a specific program or software, it will be included on the book and supply list provided during New Student Orientation. Estimated costs are included in the estimated costs of textbooks (refer to *Tuition and Fees)* *as well as on the book and supply list.*

Microsoft Office & Chromebook Warning

Microsoft Office (Word, PowerPoint, and Excel) is a highly utilized software and is preferred by the program. While there are alternatives to Microsoft Office, these alternatives usually do not allow the student and instructor to perform the required tasks. It is strongly recommended that students purchase a certified copy of Microsoft Office that includes Word, PowerPoint, and Excel. Students should not use an alternative (e.g.: Google Docs, Google Slides, etc.).

Google Chromebooks do not fully support Microsoft Office. The Medical Assistant Program does not recommend that students use Google Chromebooks to complete assignments when Microsoft Office is needed.

General Program Policies

Student Handbook

Upon entry into the program, each student will receive, review, and sign the program catalog and the student handbook acknowledgement. The student handbook provides additional rules and polices for accepted students. All students are expected to review and follow all policies set forth by the program catalog, the student handbook, the Hawai'i Pacific Health Medical Assistant Program, Hawai'i Pacific Health, Hawai'i Department of Education, the student's home campus, and the student's respective high school.

Semester, Credit Hour and Outside Hours

Semester Definition

The Hawai'i Pacific Health Medical Assistant Program awards program credits on a semester basis. A semester is defined as being a minimum of 15 weeks in length except for the summer session which is a minimum of 10 weeks in length.

Credit Hour Definition

Credit hours (also referred to as credits) are awarded by semester. Credit hours represent the amount of work expected to be accomplished through instruction and/or laboratory work that achieves the intended learning objectives.

For a traditional face-to-face class, one credit hour is a minimum of one hour of instruction per week for approximately one semester.

For a class that is a lecture and laboratory combined, one credit hour is a minimum of two hours of instruction per week for approximately one semester.

For laboratory and classes that have an alternate mode of delivery (online, blended, etc.), one credit hour represents the equivalent amount of work needed to accomplish the intended learning objectives per week for approximately one semester.

For externship, credit hours are calculated based on the minimum number of hours that need to be completed per day, for the required amount of externships hours to be completed by the end of the 10-week summer session. Calculations are based on a 5-day work week and account for a 30-minute lunch break.

Outside Hours

Credit hours are used to calculate the ideal amount of outside student preparation (e.g., homework, studying, etc.) a student should complete to be successful in the course. This calculation can be used to gauge how rigorous and involved the program is. The calculation is as follows:
- Face-to-face classes: 1 hour of lecture, lab/week = 3 outside hours/week.
- Combined lecture/lab: 1 hour of lecture, lab/week = 3 outside hours/week.
- Blended or hybrid classes: 1 hour of lecture, lab/week = 3 outside hours/week.

- Online classes: 1 hour of lecture, lab/week = 3 outside hours/week. The academic rigor of online classes is comparable to the same course being delivered face-to-face. To recognize this, online classes are assigned the same weekly lecture and/or lab hours as though the class were delivered in-person.
- Externship: 1 week of the summer session = 1 outside hour/week. Although students will be externing, they will be required to submit assignments related to their externship. Outside hours are calculated on a weekly basis instead of a lecture or lab hour.

For a detailed list of classes including credits, and hours of lecture per week see A*ppendix C.*

Earning Credits

Credits will only be awarded after satisfactory completion of a student's work showing that they have achieved the intended learning outcomes and program competencies.

Transfer Credits, Prior Learning, Experiential Learning

To ensure that all students achieve the same learning objectives of the program, the Hawai'i Pacific Health Medical Assistant Program does not and will not accept transfer credits or prior learning credits or grant credit for experiential learning of any type. Students are expected to complete all courses required to earn the Certificate of Completion in Medical Assisting through the Hawai'i Pacific Health Medical Assistant Program.

Academic Integrity

Any form of academic dishonesty, including *cheating and/or plagiarism, will not be tolerated by the Hawai'i Pacific Health Medical Assistant Program. Work submitted must be the student's own original thought and be properly cited when needed. Students may not share files, printouts, passwords, or site access unless stated otherwise. Examples of cheating include, but is not limited to:
- Discussing test information with other students after you have completed an exam; quiz; or skills test, with students that have not completed the work.
- Using help from any authorized source (i.e., from another student, book, notes, etc.) during a quiz or test of any kind.
- Providing help to another student during a quiz or test of any kind.
- Obtaining and/or using any part of a quiz or test of any kind without proper authority before taking that test or quiz.
- Providing any kind of false information, oral or written, regarding attendance.
- Changing any answers or grades on an assignment after it has been graded.
- Turning in plagiarized work (including work with any portion; copied from another source, published or unpublished, without identifying the original source).
- Changing any school record or form (including transcripts, grade checks, application forms, hall passes).

- Forging signatures (i.e., parents/guardians, teachers, and other staff members etc.);
- Conducting oneself dishonestly in any sort of competition.
- Submitting any form or written communication which creates a false impression about oneself regarding one's abilities, skills, or accomplishments.
- Using unauthorized school forms/documents.
- Using any unauthorized electronic devices to assist you or others.
- Copying individually assigned homework from a classmate or allowing such homework to be copied.
- Using artificial intelligence to complete work on the student's behalf.

The use of Artificial Intelligence (AI) can be used as an aid to assist the student's learning process by providing initial insights or clarifying concepts. Having AI complete submitted work is not allowed unless an instructor explicitly allows it. Work submitted must be the student's own original thoughts and their own work. Should an instructor allow AI to be incorporated into the work submitted, a statement of its use must be made, and AI-generated work or text must be sited. Copying large portions of AI-generated work or text without citation is the same as plagiarism and is regarded as academic dishonesty.

Students are expected to conduct themselves in a manner that maintains the standards of Hawai'i Pacific Health Medical Assistant Program, Hawai'i Pacific Health, Hawai'i Department of Education, the student's home campus, the student's respective high school and the medical assisting profession.

A violation of these policies by any student and/or collaborators may result in, but is not limited to, dismissal from the program. The student's respective high school will also be informed, and they may choose to take additional action. Be honest with yourself and with others. If you have concerns, please discuss them with your instructor.

Instructors reserve the right to add/change this policy based on how they conduct their course(s) and their classroom policies. Any additions/changes will be made known to the student at the start of the semester or as they occur, and/or before the start of the assignment/activity.

Note: Cheating and Plagiarism are defined as follows

> *Cheating: A false representation of a piece of work that you claim as ownership which includes (1) direct copying of another person's work and taking credit for it or allowing others to copy information from your work to take credit as their own, and/or (2) having someone else, including artificial intelligence (AI) do your assignments and assessments and claiming it as your own.*
> *Plagiarism: Direct copying from any media including artificial intelligence (AI), books, texts, graphics, music, website content, etc. without the proper citation is a copyright infringement.*

Academic Grievances

Any student who has concerns that they received a grade in error may file a grievance up to 1 week after their final grade is posted. An applicant must first submit in writing their concerns to the instructor who issued the grade in question. Upon receipt of the grievance, the instructor will contact the applicant to try to resolve the issue.

If the applicant believes that the instructor did not resolve their concerns, they may request that the Program Manager (or the Program Administrator if the issue is with the Program Manager) review their concerns. The Program Manager (or administrator) has the final decision.

Use of Personal Information

The disclosure of your Social Security Number (SSN) during the application process is not required but is recommended to help streamline administrative processes. Your SSN will not be used as an identifying number on any program documentation. Upon receipt of your application to the program students will receive a unique computer-generated identification number (student ID) that will be used in place of the SSN.

An applicant's SSN will be used to verify identity and reconcile other documentation that the school may receive on a student's behalf. Such documents may include but are not limited to academic records and transcript requests.

Student Confidentiality Policy

The Family Educational Rights and Privacy Act of 1974, as amended (also known as the Buckley Amendment), affords students certain privacy rights with respect to their education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

While the Hawai'i Pacific Health Medical Assistant Program is not required to follow FERPA, we understand how important it is to protect a student's educational record. As a result, the program has incorporated key parts of FERPA into its Student Confidentiality Policy. For more information on the policy refer to www.hawaiipacifichealth.org/medicalassistantprogram

To have protected information released, students must complete the Student Confidentiality Release Form. Forms are located online at www.hawaiipacifichealth.org/medicalassistantprogram

To find out more about your high school privacy rights please contact your high school's administrative office.

Parent/Guardian Communication Policy

For information regarding parent/guardian access to a student's educational records, please refer to the Student Confidentiality Policy located at
www.hawaiipacifichealth.org/medicalassistantprogram

An adult student is defined as a student who is 18 years of age and older.

An adult student may choose to share information with a parent/guardian/third party. This is the right of the adult student to consult with these parties.

The Hawai'i Pacific Health Medical Assistant program reserves the right to, at any time, limit any and all communication to solely between the parties of the program and the adult student. Exceptions will be allowed were a parent's/guardian's/third party's participation is required, is stated otherwise, and/or it is deemed necessary by the program. The student reserves the right to share information, on their own, with any parent/guardian/third party.

Student Services

Student Advising
Academic Advising is available to both student candidates and accepted students. To find out more about the Medical Assistant Program please contact the Program Manager or your high school counselor.

To find out more information about how this program will affect your high school obligations, please contact your high school counselor or liaison.

Students may reach out to their instructors, or assigned high school liaison, for any assistance they may need (referrals to community resources, etc.)

Record Retention, Transcript Requests
Student academic records will be held for three years after the end of the institution's most recent fiscal year during which the students were last enrolled.

Transcripts will be held indefinitely.

Any transcript requests must be made by completing the Transcript Request Form. Forms are located online at www.hawaiipacifichealth.org/medicalassistantprogram

See the form for further instructions. There will be a $5 processing fee for each request. Do not mail cash. *Please make checks or money orders payable to Hawai'i Pacific Health.*

Updating Personal Information
If a program graduate needs to update any personal demographic information, they may do so by completing the Student Demographic Form. Forms are located online at www.hawaiipacifichealth.org/medicalassistantprogram

See the form for further instructions.

Equal Opportunity Policy/Reasonable Accommodations

Hawai'i Pacific Health Medical Assistant Program is an equal opportunity program and employer. In all decisions related to hiring, recruiting, admissions, applicant selection, activities, services, classification, pay and any other term, condition or privilege or student or employee position, equal measures will be applied without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability, genetic information, height, weight, arrest record (except at permissible and required under State law) or disability unrelated to job duties.

This program will provide reasonable accommodation to qualified disabled students to access programs, services, and activities. Reasonable accommodation will be provided to qualified individuals except where it imposes an undue hardship on the program. Students needing accommodations should first contact their high school counselor.

Consumer Concerns

Consumer concerns and questions can be addressed by contacting the program's management, contacting liaisons at each Home Campus location, or by contacting the program's approval agency.

Liaisons are employed by the Department of Education (DOE) and are not employed by the Hawai'i Pacific Health Medical Assistant Program. Liaisons are there to primarily support the students and parents in addition to assisting the program with all things related to the DOE. Liaisons are unique in that they understand program requirements and rigors, but they also understand the workings of the DOE system and how this program fits within that system. This dual insight allows students to have an outside support system with someone that can relate to their experience while in the program, and parents/guardians have a point of contact with someone who is monitoring the students and can help address any DOE or program concerns.

The State of Hawai'i Department of Education (DOE) is the program's approval agency. The program's point of contact is the Principal or Vice Principle (VP) of the Academy of Health & Sciences at one of the assigned Home Campus locations. They will address the concern(s), per high school and DOE policy, notifying others within the DOE system as necessary. The liaisons are the first point of contact, including the VP when necessary.

Program Contact (also Refer to Appendix A for more information):
Phone: (808) 535-7571
Email: HPHstudents@hawaiipacifichealth.org
Contact: Shanyn Kanemori, Program Administrator

Home Campus Contact Information
Honolulu Campus – W.R. Farrington High School
Address: 1564 North King Street, Honolulu, HI 96817
Phone: (808) 305-5000
Liaison: Danielle Ushijima

Leeward Campus – Waipahu High School
Address: 94-1211 Farrington Highway, Waipahu, HI 96797
Phone: (808) 307-9555
Liaison: Hayley McDermott

Advisory Board

The Advisory Board represents the interests of the community and assists the administration and faculty in fulfilling stated educational objectives and competencies. Duties include, but are not limited to:

- Providing advice on curriculum changes.
- Ensuring the needs of the community are fulfilled by the program.
- Provide a current perspective on the career and practice of Medical Assistants.
- Assist in the appeals process with students.

At least once every twelve months, members of the Advisory Board will meet to discuss program issues. At a minimum, the Advisory Board will be compromised of one current faculty member, one program graduate, one employer, one current medical assistant practitioner, and one consultant (physician/physician assistant/nurse practitioner licensed within United States or its territories).

To help maintain consistency, the following people have tenured positions with the Advisory Board:

- Ihori, Shelli: Advisory Chair; Associate Director of Workforce Development for Hawai'i Pacific Health.
- Kanemori, Shanyn: Advisory Vice-Chair; Manager of Workforce Planning and Compliance for Hawai'i Pacific Health, Program Administrator.

Program Consultant

Amy Thomas, MSN, APRN, FNP, serves as the program consultant and medical advisor for the program. She is employed with Hawai'i Pacific Health as the Director of Clinical Education/Employee Health/Work Compensation and System Chief Nurse. She will be serving on the Advisory Board and assisting the Program Manager and Program Administrator. Her duties will include ensuring that the curriculum meets current standards of medical practice. She will also provide guidance on new industry trends that are occurring in the medical office and healthcare workplace.

Program Management & Administrative Staff

Program Management
Kanemori, Shanyn: Program Administrator; Manager of Workforce Planning and Compliance for Hawai'i Pacific Health; Master of Human Resource Management (MHRM), University of Hawai'i at Manoa; BA, University of Hawai'i at Manoa, Business Administration; SHRM Certified Professional (SHRM-CP), Society for Human Resource Management.

Dorado, Mae: Program Manager; Medical Assistant Instructor; Masters of Education (MEd), University of Hawai'i-Manoa, Learning Design and Technology; BA, University of Hawai'i-West O'ahu, Public Administration with a concentration in Healthcare Administration; Certificate of Achievement and AS, Kapi'olani Community College, Medical Assisting; Certified Medical Assistant (CMA), American Association of Medical Assistants (AAMA); Certified Professional Coder-Instructor (CPC-I) and Certified Professional Coder (CPC), American Academy of Professional Coders (AAPC).

Administrative Staff
The Hawai'i Pacific Health Medical Assistant Program is supported by the personnel of the Hawai'i Pacific Health Human Resources Department. Their role is to support the program by providing clerical and administrative services.

Faculty
Dorado, Mae: Program Manager; Medical Assistant Instructor; Masters of Education (MEd), University of Hawai'i-Manoa, Learning Design and Technology; BA, University of Hawai'i-West O'ahu, Public Administration with a concentration in Healthcare Administration; Certificate of Achievement and AS, Kapi'olani Community College, Medical Assisting; Certified Medical Assistant (CMA), American Association of Medical Assistants (AAMA); Certified Professional Coder-Instructor (CPC-I) and Certified Professional Coder (CPC), American Academy of Professional Coders (AAPC).

Bermejo, Clarence: Medical Assistant Instructor; Quality Improvement Manager; Clinical Laboratories of Hawai'i; MPH (Master Public Health), George Washington University; BS, University of Hawai'i-Manoa, Medical Technology; Medical Laboratory Scientist (MLS), American Society of Clinical Pathologists (ASCP); Medical Technologist Hawai'i License, Hawai'i State Department of Health State Laboratories Division.

Bush, Sharice: Medical Assistant Instructor; AS and Certificate of Achievement, Kapi'olani Community College, Medical Assisting; Certified Medical Assistant (CMA), American Association of Medical Assistants (AAMA).

Costa, Eva: Medical Assistant Instructor; BSN (Bachelor of Science in Nursing), University of Hawai'i-Manoa; ADN (Associate Degree Nursing), Kapi'olani Community College; AS and Certificate of Achievement, Kapi'olani Community College, Medical Assisting; Associate of Arts, Kapi'olani Community College, Liberal Arts; Registered Nurse (RN); Certified Medial Assistant (CMA), American Association of Medical Assistants (AAMA).

Dela Rosa-Tabilisma, Nicholas: Medical Assistant Instructor; MSW (Maste of Social Work), University of Hawai'i Thompson School Social Work and Public Health; BA, University of Hawai'i-West O'ahu, Public Administration with a concentration in Healthcare Administration; Certificate of Achievement, Kapi'olani Community College, Medical Assisting; Certified Medical Assistant (CMA), American Association of Medical Assistants (AAMA); Associate of Arts, Kapi'olani Community College; LSW and LCSW (Both In Progress).

Edwards, Latanya: Medical Assistant Instructor; BA, University of Hawai'i-West O'ahu, Public Administration with a concentration in Healthcare Administration; AS and Certificate of Achievement, Kapi'olani Community College, Medical Assisting; Certified Medical Assistant (CMA), American Association of Medical Assistants (AAMA); Certified Professional Coder (CPC), American Academy of Professional Coders (AAPC).

Filo, Lydia: Medical Assistant Instructor; Associate of Applied Science Degree in Clinical Medical Assisting; Remington College - Honolulu, National Certified Medical Assistant (NCMA), National Center for Competency Testing (NCCT).

Gabriel, Glenn: Medical Assistant Instructor; Medical Assistant Instructor; AS and Certificate of Achievement, Kapi'olani Community College, Medical Assisting.

Kiyota, Shaylynn: Medical Assistant Instructor; AS, Kapi'olani Community College, Medical Assisting; Certificate of Completion, Hawai'i Pacific Health Medical Assistant Program; Certified Clinical Medical Assistant (CCMA), National Healthcareer Association (NHA); Certified Professional Coder (CPC), American Academy of Professional Coders (AAPC).

Ramos, Dennis: Medical Assistant Instructor; EMR Clinical Systems Trainer; BS, University of Phoenix, Healthcare Administration; AS and Certificate of Achievement, Kapiʻolani Community College, Medical Assisting; Certified Medical Assistant (CMA), American Association of Medical Assistants (AAMA).

Ruiz, Maria: Medical Assistant Instructor; Certificate in Medical Assisting, Concorde Career College; Certified Clinical Medical Assistant (CCMA), National Healthcareer Association (NHA).

APPENDIX

APPENDIX A: Program Contact List

Address:
Hawaiʻi Pacific Health Medical Assistant Program
55 Merchant St., 25th Floor
Honolulu, HI 96813

Phone:
(808) 535-7571

Email:
HPHstudents@hawaiipacifichealth.org

Website:
www.hawaiipacifichealth.org/medicalassistantprogram

Program Administrator(s):

Shanyn Kanemori
Program Administrator
- Oversees the Hawaiʻi Pacific Health Medical Assistant Program.
- Oversees admissions, enrollment, student services.

Program Manager(s):
Mae Dorado
- Oversees day-to-day program operations.

APPENDIX B: Minimum Program Competencies

Listed are the minimum program competencies each student is required to meet.

1. General Orientation
Graduates will be able to:
a) Describe the current employment outlook for the medical assistant.
b) Compare and contrast the allied health professions and understand their role in medical assisting.
c) Describe and comprehend medical assistant credentialing requirements.
d) List the general responsibilities and skills of the medical assistant.

2. Anatomy and Physiology
Graduates will be able to:
a) List all body systems and their structures and functions.
b) Describe common diseases and disorders as they apply to each system.
c) Identify diagnostic and therapeutic modalities as they relate to each body system.
d) Provide patient education by identifying diet and nutrition requirements.

3. Medical Terminology
Graduates will be able to:
a) Define and apply the entire basic structure of medical terminology and accurately identify the correct context (i.e., root, prefix, suffix, combinations, spelling and definitions).
b) Apply medical terminology for each specialty.
c) Define and use medical abbreviations when appropriate and acceptable.

4. Medical Law and Ethics
Graduates will be able to:
a) Follow documentation guidelines.
b) Institute federal and state guidelines when:
   i. Releasing medical records or information.
   ii. Entering orders in and utilizing electronic health records.
c) Follow established policies when initiating or terminating medical treatmen.t
d) Distinguish between employer and personal liability coverage.
e) Perform risk management procedures.
f) Comply with federal, state, and local health laws and regulations as they relate to healthcare settings.
   i. Define the scope of practice for the medical assistant per state requirements.
   ii. Describe what procedures can and cannot be delegated to the medical assistant and by whom orders can be given.
   iii. Comply with meaningful use regulations.

iv.   Comply with HIPAA guidelines, the ADA Amendments Act, and the Health Information Technology for Economic and Clinical Health (HITECH) Act.
g) Display compliance with the Code of Ethics of the profession.

5. Human Relations
Graduates will be able to:
a) Respond appropriately to patients with abnormal behavior patterns.
b) Provide support for terminally ill patients.
   i.   Communicate effectively with empathy.
   ii. Identify the stages of grief.
   iii. List organizations and support groups that assist patients and family members.
c) Assist patient in navigating issues and concerns (i.e., insurance policy information, medical bills, and physician/ provider orders).
d) Define the developmental stages of life and their appropriate care.
e) Analyze the effect of hereditary and environmental influences on behavior.
f) Demonstrate an understanding of the core competencies for an inter-professional.
   collaborative practice (i.e., values/ethics, roles/responsibilities, interprofessional communication, teamwork).
g) Partner with health care teams to attain optimal patient outcomes.
h) Display effective interpersonal skills with patients and caregivers.
i) Demonstrate an understanding of cultural diversity.

6. Pharmacology
Graduates will be able to:
a) Identify drug classification, indications, dosages, side effects, and contraindications for the most commonly used medications.
a) Calculate proper dosages for medication administration.
b) Prescriptions
   i.   Identify parts of the prescription.
   ii. Identify abbreviations commonly used in prescriptions.
   iii. Comply with legal aspects of creating prescriptions, including federal and state laws.
c) Properly utilize the Physician's Desk Reference (PDR), drug handbooks, and/or other drug references to identify a drug's classification, usual dosage, usual side effects, and contraindications.

7. Administrative Procedures
Graduates will be able to:
a) Collect and process documents.
b) Navigate electronic health records systems and practice management software.
c) Perform coding, billing, and collection procedures.
d) Process insurance claims.

e) Apply scheduling principles.
f) Maintain inventory of equipment and supplies.
g) Display professionalism through written and verbal communications.
h) Perform basic computer skills.

8. Clinical Procedures
Graduates will be able to:
a) Practice standard precautions and perform disinfection/ sterilization techniques.
b) Obtain and document chief complaint, patient history, and vital signs.
c) Assist provider with general/physical examination.
d) Assist provider with specialty examination, including pediatric care, cardiac, respiratory, OB-GYN, neurological, and gastroenterology procedures.
e) Perform specialty procedures, including but not limited to pediatric care, minor surgery, cardiac, respiratory, OB-GYN, neurological, and gastroenterology.
f) Prepare and administer oral and parenteral medications and monitor the patient.
g) Recognize and respond to medical office emergencies.
h) Teach self-examination, disease management, and health promotion.
i) Identify community resources and Complementary and Alternative Medicine practices (CAM).
j) Accommodate patients with special needs (psychological or physical limitations).
k) Demonstrate and identify care for patients across life span.
l) Demonstrate nationally recognized CPR for healthcare providers.

9. Medical Laboratory Procedures
Graduates will be able to:
a) Practice quality control.
b) Perform selected CLIA-waived tests that assist with diagnosis and treatment
   i. Urinalysis.
   ii. Hematology testing.
   iii. Chemistry testing.
   iv. Immunology testing.
   v. Microbiology testing.
c) Dispose of biohazardous materials.
d) Collect, label, and process specimens
   i. Perform venipuncture.
      a. Evacuate tube system.
      b. Winged Infusion Set.
      c. Syringe.
   ii. Perform capillary puncture.
   iii. Perform wound culture procedures.
   iv. Obtain throat specimen.
e) Instruct patients in the collection of
   i. Urine specimens.

     ii.   Fecal specimens.

     iii.   Sputum specimens

10. Career Development
Graduates will be able to:

a) Perform the essential requirements for employment, such as resume writing, effective interviewing, dressing professionally, time management, and following up appropriately.

b) Demonstrate professional etiquette.

c) Identify the importance of continuing education and how it is achieved.

Listed are the full course descriptions and prerequisites for the Hawai'i Pacific Health Medical Assistant Program. The program outcomes found here are in addition to the ABHES program competencies found in Appendix B.

HMAP 100 Clinical Laboratory
2 credits, 4 hours lecture/lab per week
Prerequisites: Acceptance into the Hawai'i Pacific Health Medical Assistant Program. Satisfactory completion of program's fall courses or Instructor/Program Manager approval.
Offered in the Spring only. Letter Grade Only.

HMAP 100 is an introduction to the clinical laboratory including: CLIA waived tests, venipuncture, successfully preparing, performing, and reporting office approved tests and test results. Hazards, safety precautions, and proper storage/disposal of equipment will also be covered.

Upon successful completion HMAP 100, the student should be able to:

- Demonstrate knowledge of clinical laboratory organizations and the roles of various laboratory personnel within the organization.
- Perform basic laboratory techniques.
- Use basic laboratory instruments and equipment.
- Demonstrate competence in obtaining blood specimens.
- Demonstrate ability to effectively interact with patients, hospitals, and laboratory personnel.
- Describe quality control in the clinical laboratory.
- Properly identify the patient prior to sample collection.
- Properly label laboratory specimens
- Use proper personal protective equipment based on the testing being performed, diagnosis of patient and type of sample being collected.

HMAP 101 Ambulatory Care and the Patient
1 credit, 3 hours of lecture per week
Prerequisites: Acceptance into the Hawai'i Pacific Health Medical Assistant Program
Offered in the Fall only. Letter Grade Only.

HMAP 101 provides a basic understanding for interaction with the patient as a Medical Assistant. Basic psychology and human growth and development will be introduced.

Upon successful completion of HMAP 101, the student should be able to

- Describe the current employment outlook for the medical assistant.

- Compare and contrast the allied health professions and understand their role in medical assisting.
- Describe and comprehend medical assistant credentialing requirements.
- List the general responsibilities and skills of the medical assistant.
- Provide support for terminally ill patients.
- Identify the stages of grief.
- Define the developmental stages of life and their appropriate care.
- Analyze the effect of hereditary and environmental influences on behavior.
- Demonstrate an understanding of cultural diversity.
- Demonstrate and identify care for patients across lifespan.

HMAP 102 Medical Office Communications
1 credit, 3 hours of lecture per week
Prerequisites: Acceptance in the Hawai'i Pacific Health Medical Assistant Program
Offered in Fall only. Letter grade only.

HMAP 102 provides an understanding of communication in the medical office.

Upon successful completion of HMAP 102, the student should be able to:

- Provide support for terminally ill patients.
- Communicate effectively with empathy.
- List organizations and support groups that assist patients and family members.
- Demonstrate an understanding of the core competencies for an interprofessional collaborative practice (e.g.: values/ethics, roles/responsibilities, interprofessional communication, teamwork)
- Display effective interpersonal skills with patients and caregivers.
- Assist patient in navigating issues and concerns (e.g.: insurance policy information, medical bills, and physician/ provider orders)
- Partner with health care teams to attain optimal patient outcomes.
- Display professionalism through written and verbal communications.
- Make adaptations to care for patients across the lifespan.

HMAP 103 Math for the Medical Assistant
1 credit, 3 hours of lecture per week
Prerequisites: Acceptance in the Hawai'i Pacific Health Medical Assistant Program
Offered in Fall only. Letter grade only.

HMAP 103 introduces fundamental applications of mathematical principles found in the medical office.

Upon successful completion of HMAP 103, the student should be able to:

- Use applicable mathematical principles to solve problems in the medical office.
- Convert measurements from one system to another.

- Perform drug dosage calculations.

HMAP 104 Nutrition for the Medical Assistant
1 credit, 1 hour of lecture per week
Prerequisites: Acceptance in the Hawai'i Pacific Health Medical Assistant Program
Offered in Fall only. Letter grade only.
HMAP 104 provides a basic understanding of food and nutrition and how it relates to health.

Upon successful completion of HMAP 104, the student should be able to:

- Identify nutrients and their functions.
- Utilize the MyPlate and the most current dietary guidelines in planning a healthy diet.
- Explain the relationship between nutrition and chronic diseases.
- Identify deceptive nutrition advertising.

HMAP 111 Science of Medical Assisting I
4 credits, 4 hours of lecture per week
Prerequisites: Acceptance in the Hawai'i Pacific Health Medical Assistant Program
Offered in Fall only. Letter grade only.

HMAP 111 covers basic human anatomy and physiology and medical terminology. The whole body and the major body systems are covered.

Upon successful completion of HMAP 111, the student should be able to:

- Name and locate the parts and state the major functions of the human organ systems: integumentary, skeletal, muscular, nervous, endocrine, cardiovascular, respiratory, digestive, urinary, and reproductive.
- Define medical terms related to the body as a whole.
- Define and use word parts to build medical terms.
- Apply knowledge of word parts, analyze, and define medical terms associated with the systems of the human body and related diagnostic, surgical, and treatment procedures and disease conditions.
- Recognize and apply terminology pertaining to injuries and disease processes.

HMAP 121 Clinical Procedures I
1 credit, 1 hour of lecture per week
Prerequisites: Acceptance in the Hawai'i Pacific Health Medical Assistant Program
Offered in Fall only. Letter grade only.

HMAP 121 introduces fundamental clinical care skills as a Medical Assistant assisting providers in the medical office.

Upon successful completion of HMAP 121, the student should be able to:

- Explain basic ambulatory care concepts and principles in the performance of back-office duties.
- Discuss routine patient care/diagnostic procedures to assess the health status of patients.
- Explain the role of the Medical Assistant in preparation of back office, equipment and supplies to facilitate the smooth flow of patients through the clinic and/or physician's office.
- Discuss the role and responsibilities of the Medical Assistant in preparing the patient for specific examinations and medical procedures.
- Discuss principles of aseptic technique and infection control.
- Discuss the role of the Medical Assistant in assisting the physician to carry out specific examinations and procedures.
- Describe procedures for screening and following up on patient test results.
- Employ electronic media to access information about clinical medical assisting principles and methods.

HMAP 121L Clinical Procedures I Lab
1 credit, 4 hours of lab per week
Prerequisites: Acceptance in the Hawai'i Pacific Health Medical Assistant Program
Offered in Fall only. Letter grade only.

HMAP 121L provides instruction and practical lab practice successfully performing and assisting with basic clinical office procedures and diagnostic tests.

Upon successful completion of HMAP 121L, the student should be able to:

- Apply basic ambulatory care concepts and principles with entry-level proficiency in the performance of duties in the back office.
- Demonstrate routine patient care procedures to assist the physician in the examining room.
- Apply aseptic techniques and infection control in the back office.
- Demonstrate sterilization/disinfection of instruments and supplies.
- Assemble and record medical data from patients.
- Prepare patients for exams and/or treatments.
- Measure and record vital signs, height, and weight.

HMAP 122 Clinical Procedures II
1 credit, 1 hour of lecture per week
Prerequisites: Acceptance into the Hawai'i Pacific Health Medical Assistant Program.
Satisfactory completion of program's fall courses or Instructor/Program Manager approval.
Offered in the Spring only. Letter Grade Only.

HMAP 122 introduces more advanced clinical care skills as a Medical Assistant assisting providers in the medical office.

Upon successful completion of HMAP 122, the student should be able to:

- Describe routine patient care/diagnostic procedures to assess the health status of patients including vision testing, hearing testing, electrocardiography.
- Examine the role of the Medical Assistant in facilitating the smooth flow of patients through the clinic and/or physician's office.
- Discuss the role and responsibilities of the Medical Assistant in preparing the patient for specific examinations and medical procedures.
- Discuss the role of the Medical Assistant in assisting the physician to carry out specific examinations and procedures.
- Explain the role of the Medical Assistant in screening and following up on patient test results.
- Describe quality assurance practices applicable to the medical office.
- Express the importance of radiation safety principles and practices in preparing patients for imaging and related procedures.
- Use electronic media to access information about clinical medical assisting principles and methods.

HMAP 122L Clinical Procedures II Lab
1 credit, 4 hours of lab per week
Prerequisites: Acceptance into the Hawai'i Pacific Health Medical Assistant Program. Satisfactory completion of program's fall courses or Instructor/Program Manager approval.
Offered in the Spring only. Letter Grade Only.

HMAP 122L provides instruction and practical lab practice in successfully performing and assisting with routine and more specialized medical office procedures and diagnostic tests.

Upon successful completion of HMAP 122L, the student should be able to:

- Demonstrate back-office duties with entry-level proficiency.
- Dramatize routine patient care procedures to assist the physician in the examining room in simulated lab situations.
- Demonstrate screening and follow up procedures related to patient test results in simulated lab situations.
- Demonstrate compliance with quality assurance practices applicable in the medical office.
- Perform hearing and vision screening.
- Perform single-channel or multi-channel electrocardiography.
- Demonstrate instructing patients in follow-up care/procedures in simulated lab situations.

HMAP 143 Administrative Procedures I
3 credits, 6 hours of lecture/lab per week
Prerequisites: Acceptance in the Hawai'i Pacific Health Medical Assistant Program
Offered in Fall only. Letter grade only.

HMAP 143 introduces administrative medical assisting and front office processes. Basic concepts of computers and computer systems is also covered.
Upon successful completion of HMAP 143, the student should be able to:

- Identify, describe, and use basic computer application programs used in medical assisting.
- Accurately process and communicate information in a medical office using keyboarding, proofreading, and editing skills.
- Perform basic administrative medical assisting functions.
- Schedule, coordinate, and monitor appointments, inpatient admissions, and outpatient procedures.
- Input, obtain, and process accurate data for various medical office applications.
- Demonstrate keyboarding and typing techniques.
- Organize and file patient's medical records.
- Compose professional/business letters, memoranda, and other forms of written communication documents.
- Demonstrate telephone techniques.
- Perform an office inventory and demonstrate routine maintenance of office equipment with documentation.
- Ethically handle confidential medical data.
- Develop an environmental, personal (patient and employee) safety, and evacuation plan for a physician's office.

HMAP 152 Science of Medial Assisting II
4 credits, 4 hours of lecture per week
Prerequisites: Acceptance into the Hawai'i Pacific Health Medical Assistant Program.
Satisfactory completion of program's fall courses or Instructor/Program Manager approval.
Offered in the Spring only. Letter Grade Only.

HMAP 152 introduces the disease processes, etiology, methods of control, and development of diseases in each major body system. HMAP 152 also includes a pharmacology component that provides an overview of pharmacology and covers the most common medications used in a medical office to prevent, diagnose, and treat diseases.

Upon successful completion of HMAP 152, the student should be able to:

- Identify and discuss basic concepts, principles, and characteristics of disease processes.
- Recognize and apply terminology pertaining to injuries and disease processes.
- Identify and discuss the etiology of selected diseases from each of the major body systems.
- Identify and discuss methods of external control and treatment of known diseases.
- Apply knowledge of disease processes and conditions to the smoother functioning of a medical office or clinic.
- Interpret abbreviations and symbols accurately as they relate to drug administration.
- Discuss standards and legislation as they related to selected drugs.
- Use appropriate references for obtaining drug information.
- Identify drugs commonly used in the prevention, diagnosis, and treatment of disease.
- Discuss current status of pharmaceuticals commonly used in immunizations for the prevention of specific diseases.
- Identify major drug classifications, and drugs within each classification, commonly used in treatment of specific disease conditions encountered in the medical office.
- Cite specific action, side effects, and responsibilities related to use of all pharmaceuticals discussed in class.

HMAP 163 Administrative Procedures II
3 credits, 6 hours of lecture/lab per week
Prerequisites: Acceptance into the Hawai'i Pacific Health Medical Assistant Program. Satisfactory completion of program's fall courses or Instructor/Program Manager approval.
Offered in the Spring only. Letter Grade Only.

HMAP 163 introduces more advanced administrative medical assisting and front office processes. Further computer concepts will be covered. Medical transcription, medical coding, maintaining patient records and patient accounts are concepts that are introduced and covered.

Upon successful completion of HMAP 163, the student should be able to:

- Accurately submit claims, obtain reimbursement, and monitor third-party reimbursement.
- Perform basic procedural and diagnostic coding.
- Manage accounts payable and process payroll.
- Proficiently apply computer systems in maintaining patient records and accounts.
- Apply knowledge of medical terminology and transcription skills in processing medical data.
- Document and maintain accounting and banking records.

- Develop and maintain fee schedules.
- Manage renewals of business and professional insurance policies.
- Manage personnel benefits and maintain records.
- Perform marketing, financial, and strategic planning.
- Transcribe reports dealing with terminology, disease conditions, and procedures related to various body systems and medical specialties.

HMAP 175 Medication Administration
1 credit, 2 hours of lab per week
Prerequisites: Acceptance into the Hawai'i Pacific Health Medical Assistant Program. Satisfactory completion of program's fall courses or Instructor/Program Manager approval.
Offered in the Spring only. Letter Grade Only.

HMAP 175 introduces and provides practical application of fundamental medication administration processes. Topics covered include using proper equipment; approved techniques; hazards; intramuscular, subcutaneous, and intradermal injections; preparation and administration of oral medications; immunizations.

Upon successful completion of HMAP 175, the student should be able to:

- Apply the basic concepts required for medication administration.
- Solve conversion problems within and among the following systems: household, metric, and apothecary.
- Interpret abbreviations and symbols accurately as they relate to drug administration.
- Discuss legislation relating to drug administration.
- Calculate pharmaceutical equations correctly.
- Apply the specific rules of safe drug administration.
- Prepare and administer oral, ophthalmic, otic, nasal, and parenteral preparations in simulated lab situations.

HMAP 201 Law and Ethics in the Medical Practice
2 credit, 2 hours of lecture per week
Prerequisites: Acceptance into the Hawai'i Pacific Health Medical Assistant Program. Satisfactory completion of program's fall courses or Instructor/Program Manager approval.
Offered in the Spring only. Letter Grade Only.

HMAP 201 focuses on legal and ethical responsibilities found in the medical office and while providing and managing patient care. Ethics in healthcare and a as a healthcare professional are also covered.

Upon successful completion of HMAP 201, the student should be able to:

- Correlate laws that affect medical practice and the practice of Medical Assistants.
- Discuss basic concepts of medical ethics in relationships with physicians, patients and co-workers as applied to the performance of duties as a Medical Assistant.
- Use electronic media to gain knowledge of basic concepts of laws and medical ethics in the practice of Medical Assistants.

HMAP 250 Exam and Job Preparation

1 credit, 2 hours of lecture per week for minimum of 10 weeks
Prerequisites: Acceptance into the Hawai'i Pacific Health Medical Assistant Program. Satisfactory completion of program's fall and spring courses or received Instructor/Program Manager approval. Referred to externship by each instructor and/or approved for externship by the Program Manager.
Offered in Summer only. Letter grade only.

HMAP 250 provides an analytical approach to the correlation of theory and learned skills to practical experience in the delivery of quality patient care in the ambulatory healthcare setting. Career development will also be covered: resume writing, interviewing, professional dress, time management and professional behavior.

Upon successful completion of HMAP 250, the student should be able to:

- Navigate basic functions of the EPIC Ambulatory EMR system.
- Discuss knowledgeably the responsibilities of the Medical Assistant as a healthcare team member in the delivery of quality patient care.
- Describe standards of performance of entry-level skills and proficiency in all aspects of a beginning professional Medical Assistant.
- Correlate basic ambulatory patient care concepts and principles to analyze, synthesize, and evaluate patient situations in the externship experience.
- Describe potential ethical and legal ramifications of both medical and economic aspects of patient management.
- Discuss applicable laws, safety standards, record maintenance, quality patient care and education regarding patient situations in the externship experience.
- Effectively use electronic media to apply knowledge about medical assisting principles, practices, and methods.
- Identify problem areas in clinical practice, discuss possible ways to solve them, and select the best one using problem solving methods, effective communication skills, and active participation in class.
- Perform satisfactorily in objective testing of in-depth knowledge of illness/wellness, medical care objectives and/or philosophies and the role of the Medical Assistant in procedures for diagnosis, examination, and treatment of the ambulatory patient.
- Select and complete individual projects; seek out and pursue avenues for professional development.
- Compile a procedure manual as a guide and reference for a medical office.

- Review and prepare for certification as a Professional Medical Assistant.

HMAP 260 Externship
5 credits. A total of 225 externship hours of administrative and clinic experience
Prerequisites: Acceptance into the Hawai'i Pacific Health Medical Assistant Program.
Satisfactory completion of program's fall and spring courses or received
Instructor/Program Manager approval. Referred to externship by each instructor and/or
approved for externship by the Program Manager.
Offered in Summer only. Letter grade only.

HMAP 260 provides practical administrative and clinical experience in a medical office setting for the development of professional characteristics as a practicing Medical Assistant.

Upon successful completion of HMAP 260, the student should be able to:

- Function as a clinical professional and demonstrate professional characteristics expected of a beginning practicing Medical Assistant.
- Apply basic ambulatory patient care concepts and principles with entry-level proficiency in the performance of his/her duties in the administrative and clinical areas.
- Perform routine patient care procedures to assist the physician in examination and treatment rooms.
- Perform simple laboratory diagnostic tests to assist the physician in the health appraisal of patients.
- Prepare the back office, equipment and supplies to facilitate the smooth flow of patients through the clinic and/or physician's office.
- Perform routine front office procedures to assist the physician in the care (health appraisal) of patients.
- Prepare the front office, equipment and supplies to facilitate the smooth functioning of this area.
- Apply the working knowledge by which the law affects a medical practice and himself/herself specifically as a Medical Assistant.
- Apply the basic concepts of medical ethics and economics in relationships with the physician, patients, and co-workers in the performance of identified duties as a Medical Assistant.

APPENDIX D: Academic Calendar

Fall 2025 Academic Calendar *Modified schedule due to changes in DOE schedule

Monday, August 4	First day of instruction for Fall semester of the Hawai'i Pacific Health Medical Assistant Program. First day for public high schools (per Hawai'i Department of Education)
Friday, August 15	HOLIDAY: Statehood Day
Monday, September 1	HOLIDAY: Labor Day
October 6 – 10	Fall Break. Course progress will determine if students to attend classes.
Tuesday, November 3	HOLIDAY: Election Day
Tuesday, November 11	HOLIDAY: Veterans Day
Thursday, November 27	HOLIDAY: Thanksgiving Day
Friday, November 28	School Holiday
Saturday, December 20	Last day of Fall semester of the Hawai'i Pacific Health Medical Assistant Program; all instruction and exams completed.

Spring 2026 Academic Calendar

Monday, January 5	First day of instruction for Spring semester of the Hawai'i Pacific Health Medical Assisting Program.
Monday, January 19	HOLIDAY: Dr. Martin Luther King Jr. Day
Monday, February 16	HOLIDAY: Presidents' Day
March 16 – 20	Spring Break. Course progress will determine if students to attend classes.
Thursday, March 26	HOLIDAY: Prince Kuhio Day
Friday, April 3	HOLIDAY: Good Friday
Friday, May 1	Start of grades and student progress to be forwarded to Program Manager for tentative externship approval and assignment.
Saturday, May 2	Last day of Spring semester of the Hawai'i Pacific Health Medical Assistant Program. May extend until last day of high school semester if needed.
Monday, May 25	HOLIDAY: Memorial Day Deadline for students to be assigned externship site.
Friday, May 29	Last Day of Spring semester for public high schools (per Hawai'i Department of Education)

(continues)

Summer 2026 Academic Calendar

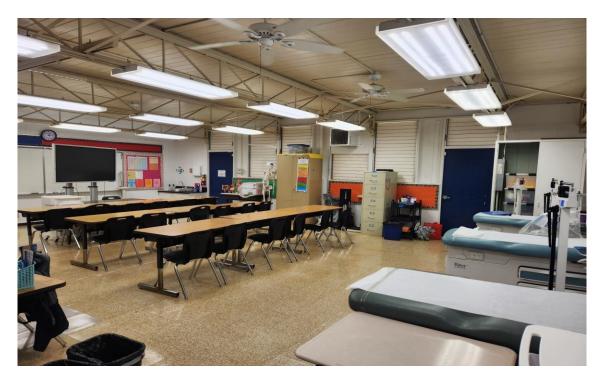|	
Monday, June 1	First day of Summer Session. Students will either be preparing for or starting externship sites. *May start earlier or later depending on graduation schedule.
Thursday, June 11	HOLIDAY: King Kamehameha Day. Students will refer to externship site to determine how this holiday is observed and any changes to hours.
Friday, June 19	HOLIDAY **Federal Only**: Juneteenth. Listed for clarification
Friday, July 3	HOLIDAY: Independence Day (observed). Students will refer to externship site to determine how this holiday is observed and any changes to hours.
Friday, July 4	HOLIDAY: Independence Day. Students will refer to externship site to determine how this holiday is observed and any changes to hours.
Friday, July 31	Last day of instruction for Summer Session. HMAP 250 and HMAP 260 courses complete. 225 externship hours complete. All program requirements have been met. Students are approved to sit for credentialing exam.
Friday, August 8	Last day of Summer Session. One attempt at credentialing exam completed. *Last day is based on the last day of the program's scheduled credentialing exam.

These calendars are subject to change due to updates by the Hawaiʻi Department of Education, Waipahu High School, Farrington High School, and program extensions/modifications to achieve program competencies and learning outcomes.

For more information, refer to *Program Schedule* in the main program catalog.

Revised 07/01/2025

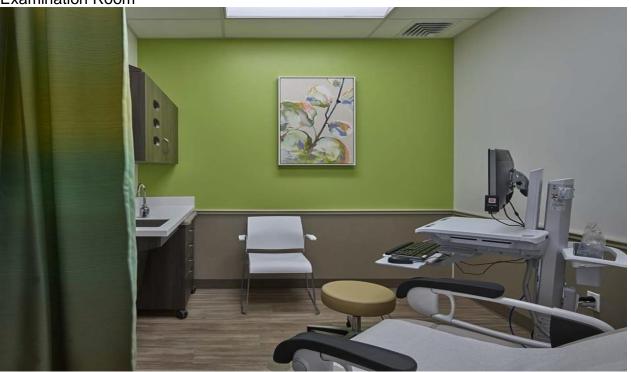# APPENDIX E: Images of Facilities

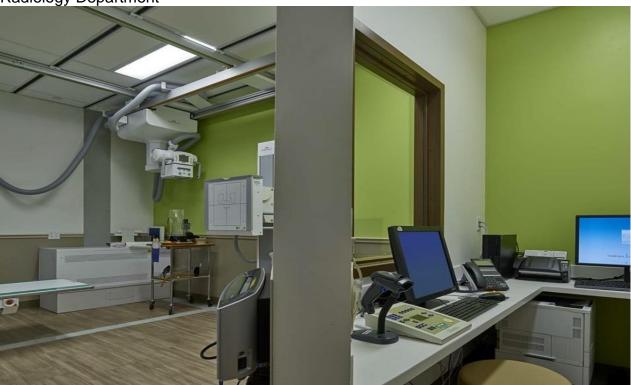## Waipahu High School, Room P-9

Farrington High School, Room J-176

Straub Benioff Medical Center, Kapolei Clinic and Urgent care

Examination Room

Radiology Department

Pearlridge Office Center, Center for Simulation and Education
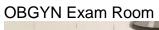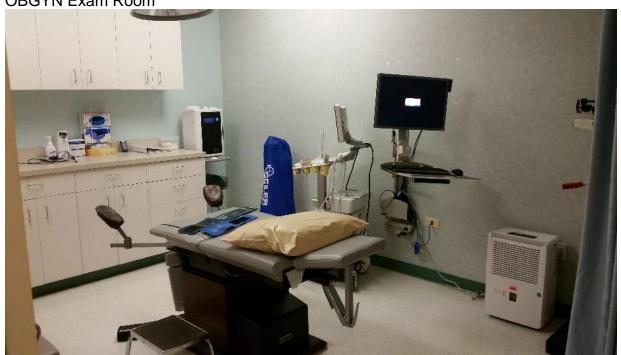
Conference Room

Computer Workstation

Pearlridge Office Center, Straub Benioff Pearlridge Clinic

Conference Room

OBGYN Exam Room

Internal Medicine Clinic Lab

Diamond Head Conference Room, "Main Broadcast Center"

Staff Offices, "Alternate Broadcast Space"