

Hawai'i Pacific Health Medical Assistant Program

Program Catalog

2026–2027

Disclaimer

This program catalog was developed to provide information for the student accepted into the Hawai'i Pacific Health Medical Assistant Program. In addition to the program catalog, please refer to the student handbook for additional rules and policies. This document is subject to change. Every effort has been made to ensure all information is accurate. This handbook, associated documents, requirements, and policies may be modified, amended, deleted, or otherwise changed by the Hawai'i 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.

The program catalog and student handbook for the current academic year, represent the governing guidelines that the student and Hawai'i 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.

Aloha,

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 Dorado

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

Table of Contents

Partner Organizations	8
Accreditation.....	8
Organization Information	9
Vision.....	9
Mission	9
Values.....	9
Educational Philosophy	9
History	9
Overview: Medical Assistant Program.....	11
Program Goals	11
Program Learning Outcomes.....	11
Program Competencies	11
Description of the Profession.....	11
Hawai'i State Licensing Requirements	12
Certificates Offered.....	12
Certification Exam Eligibility.....	12
Curriculum	13
Program Schedule.....	14
Externship.....	14
Approval for Externship	15
Externship High School Graduation Requirement	15
Physical Location (Residency) Requirements.....	16
Determination of Physical Location.....	16
Notification of Change in Physical Location.....	16
Impact of Physical Location	16
Admission Procedures	17
Who May Apply.....	17
Admission Timeline and Requirements	18
Application Requirements.....	19
Online Application Instructions	19
Selection Criteria	21
Admissions Appeal Process	21

Once Accepted	22
Enrollment and Registration	22
Student Classification	22
New Student Orientation.....	23
Health Clearance.....	23
Background Check and Drug Screening.....	23
Tuition and Fees	24
Disclaimer Notices	24
Overview.....	24
Program Financial Responsibility.....	25
Student Financial Responsibility.....	25
Financial Aid.....	26
Refund Policy	26
Withdrawal by Student.....	27
Before Start of Program.....	27
During the Program	27
Program Dismissal	27
Graduation Requirements	29
Grading Scale and GPA	29
Measuring Didactic and Practical Competencies.....	30
Satisfactory Academic Progress (SAP)	30
Academic Warning and Probation	31
Repeating a Course.....	32
Awarding Certificate of Completion.....	32
Post-Graduation Employment.....	33
Program Facilities	34
Travel Requirements.....	35
Travel Warning	35
Learning Modalities	36
Technical Requirements	36
Microsoft Office Requirements	36
Learning Management System (LMS) Requirements.....	37
Video Conferencing Requirements.....	37

Publisher Site Requirements	37
Technical Support (Tech Support).....	37
General Program Policies.....	39
Student Handbook	39
Semester, Credit Hour and Outside Hours	39
Earning Credits.....	40
Transfer Credits, Prior Learning, Experiential Learning.....	40
Academic Integrity	40
Academic Grievances.....	42
Student Confidentiality Policy	42
Parent/Guardian Communication	42
Student Services	43
Student Advising.....	43
Record Retention, Transcript Requests.....	43
Equal Opportunity Policy/Reasonable Accommodations.....	44
Consumer Concerns	44
Advisory Board	46
Program Consultant	47
Program Management & Administrative Staff	47
Program Management.....	47
Administrative Staff.....	47
Faculty.....	47
APPENDIX	49
APPENDIX A: Program Contact List.....	50
APPENDIX B: Minimum Program Competencies	51
APPENDIX C: Course Descriptions.....	55
APPENDIX D: Academic Calendar.....	65
APPENDIX E: Images of Facilities.....	67
Waipahu High School, Room P-9.....	67
Farrington High School, Room J-176	68
Straub Benioff Medical Center, Kapolei Clinic and Urgent care	69
Pearlridge Office Center, Center for Simulation and Education	70
Pearlridge Office Center, Straub Benioff Pearlridge Clinic	72

Harbor Court 74

Partner Organizations

The Hawai'i Pacific Health Medical Assistant Program is an affiliate of Hawai'i Pacific Health (HPH). Hawai'i Pacific Health and its four medical centers are a not-for-profit healthcare system that is fully licensed by the Hawai'i 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 Hawai'i 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 Hawai'i State Department of Education.

The Hawai'i State Department of Education (HIDOE), is the only statewide educational system in the country. It is comprised of over 200 public schools and over 30 charter schools. *(Note: Unless otherwise specified, all references to "high school" throughout this catalog include charter schools.)*

Accreditation

The Hawai'i 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: abhес.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.

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

Hawai'i Pacific Health Medical Assistant Program

As Hawai'i Pacific Health continues to expand across the state, it – like many others – is affected by the medical assistant shortage in Hawai'i. To address the shortage, Hawai'i Pacific Health reached out to Kapi'olani Community College's Medical Assisting Program. The initial goal was to utilize the expertise of Kapi'olani'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 Hawai'i Pacific Health and other health organizations.

Working with Waipahu High School to create a home campus, seniors from Hawai'i's public schools were selected from a rigorous application process. On August 22, 2018, Hawai'i 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 Hawai'i Pacific Health in partnership with the Hawai'i State Department of Education.

Overview: Medical Assistant Program

Program Goals

The Hawai'i Pacific Health Medical Assistant Program seeks to train qualified high school seniors in the State of Hawai'i 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 Hawai'i 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 08/28/2025), from 2024 to 2034, employment of Medical Assistants is expected to grow by 12%. This is much faster than the average for all professions. 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.

Hawai'i State Licensing Requirements

In the State of Hawai'i, there are currently no state-mandated educational requirements, licenses, or specific permissions required to practice as a Medical Assistant. However, depending on the state or jurisdiction, Medical Assistants may be required to be licensed or obtain specific state authorization.

While state licensure is not required in Hawai'i, most healthcare employers require Medical Assistants to hold a nationally recognized certification. To remain competitive in the field and ensure compliance with various federal and state healthcare regulations, the Hawai'i Pacific Health Medical Assistant Program strongly advises all students to obtain national certification.

Certificates Offered

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

Receiving the Certificate of Completion is an academic achievement and does not automatically grant the graduate a "certified" or other professional credentialed designation. To obtain a professional certification, graduates must take and pass a national certification exam.

Certification Exam Eligibility

After earning a Certificate of Completion, graduates are eligible to sit for a national certification exam with the National Healthcareer Association (NHA). Currently, the NHA exam is the only certifying exam for which the program covers registration fees on behalf of the student.

Upon successfully passing the NHA national exam, graduates earn the Certified Clinical Medical Assistant (CCMA) certification. The graduate may use the professional initials CCMA after their name.

Curriculum

The Hawai'i Pacific Health Medical Assistant Program requires successful completion of 33 credits. The following course sequence is organized by the semester or session in which the courses are typically offered. Course hours are based on a 15-week academic schedule, with a condensed 10-week summer session. This sequence and timing of the course are subject to change at the discretion of the program. (See *Appendix C for course descriptions*).

Fall Semester					
Course #	Course Name	Lecture Hours	Lab Hours	Externship Hours	Credits
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					
Course #	Course Name	Lecture Hours	Lab Hours	Externship Hours	Credits
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					
Course #	Course Name	Lecture Hours	Lab Hours	Externship Hours	Credits
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 the courses required, students must sit for a certification exam. Completing at least one attempt on the exam will mark the student's completion of the Hawai'i Pacific Health Medical Assistant Program.

Program Schedule

Note: Hawai'i Pacific Health Medical Assistant Program and its faculty reserve the right to extend the duration of any semester/session to ensure learning outcomes are achieved and to maintain the integrity of the program and curriculum.

Hawai'i Pacific Health Medical Assistant Program operates on a semester system. Students must complete a minimum of 40 weeks, 33 credits, and 875 contact hours. The curriculum 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 | 6 credits | 20 lecture hours +225 externship hours.

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

Externship

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

It is the responsibility of the Hawai'i Pacific Health Medical Assistant Program to secure an externship site for every enrolled student. Sites are evaluated by qualified faculty, managers or administrators to ensure students gain clinical and administrative experience that aligns with the program's competencies and learning objectives.

Students are assigned to externship sites to gain practical experience. During this time, students will be under the direct supervision of an assigned preceptor. Students are allowed to perform duties within a Medical Assistant's scope of practice as allowed by their site.

With permission of the program, externship managers may allow students to rotate to other approved externship sites to gain more experience.

Students are expected to manage their time and complete no more than 40 hours per week at an approved site. Students are allowed to complete fewer hours per week provided they remain on track to complete their externship hours by program's deadline.

Approval for Externship

During the last week in April of the current academic year, instructors begin approving students for externship. Initially, students who are on track to complete all learning objectives and meet satisfactory academic progress (SAP) requirements are referred to program management for tentative externship approval.

Final approval will be granted when:

- All instructors confirm the student has successfully achieved all course standards and learning competencies for Fall and Spring semesters.
- Program management approves of the student's overall progress and professional readiness to date.
- *Note: Students who do not meet these requirements may be placed on Academic Warning or Academic Probation if they are permitted to continue the program.*

Approval for externship must be finalized by the third Monday in May. Failure to gain approval by this date may result in:

- A delay to the start of the externship.
- The student falling below satisfactory academic progress requirements.
- Referral to program management for further action, which may include dismissal from the program.

Externship High School Graduation Requirement

To maintain compliance with program and regulatory body requirements, all students must be a high school graduate before beginning their externship. A student may not officially start their externship hours until:

- The program receives official proof of graduation.
- The student's high school commencement ceremony has been completed.

Proof of graduation must be submitted by the end of May of the current academic year. Failure to meet this deadline will result in the immediate suspension of the externship start date until documentation is provided.

Acceptable forms of proof are:

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

Other forms of proof may be accepted on a case-by-case basis at the discretion of the program.

Physical Location (Residency) Requirements

The Hawai'i Pacific Health Medical Assistant Program is authorized to provide education only in the state of Hawai'i, and the curriculum is only available on O'ahu. Students are required to physically reside on O'ahu for the full duration of their enrollment.

Determination of Physical Location

At the time of enrollment, a student's physical location is determined based on the physical location address provided on their signed Physical Location (Residency) Attestation. PO boxes are not accepted for location determination. The program reserves the right to verify this location through government-issued identification or other documentation. Providing false, inaccurate, or misleading address information may result in the immediate termination of the student's enrollment.

Notification of Change in Physical Location

If a student has a change to their physical location (e.g., relocating to a neighboring island or outside the state) or address, they must notify the Campus Lead or Program Manager in writing within five business days of the change.

Impact of Physical Location

Any change to a student's physical location may impact their ability to complete the program or gain employment in the field. Students who relocate to a neighboring island or outside of the state of Hawai'i while enrolled are no longer in compliance with the program's residency requirements and will be unable to continue in the program. Relocation may impact the student's eligibility for specific certification requirements for employment in other locations.

Please consult with the Program Manager or another program representative (Program Administrator, Campus Lead, or high school liaison) for further information regarding relocation and its impact on your status.

Admission Procedures

Who May Apply

Note: Some high schools may have additional qualifications. Applicants should contact their high school counselor to determine if there are added requirements.

The Hawai'i Pacific Health Medical Assistant Program is open to high school seniors from participating Hawai'i State Department of Education (HIDOE) district high schools and charter schools. All applicants must meet physical location requirements. (See *Physical Location (Residency) Requirements*).

All applicants must be on track for graduation by the end of their junior year. Per Hawai'i State Department of Education Policy 102-15, a high school diploma will be issued upon completion of these minimum requirements:

COURSE REQUIREMENTS*	HAWAI'I HIGH SCHOOL DIPLOMA
English	4.0 credits including: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • U.S. History and Government (1.0 credit), and • World History and Culture (1.0 credit); and • Modern History of Hawai'i (0.5 credit); and • Participation in a Democracy (0.5 credit); and • Social Studies basic elective (1.0 credit)
Mathematics	3.0 credits including: <ul style="list-style-type: none"> • Algebra 1 (1.0 credit); and • Geometry (1.0 credit); and • Mathematics basic elective (1.0 credit)
Science	3.0 credits including: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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 HIDOE has a process for requesting and approving equivalent credit courses.

** Or equivalent course.

Admission Timeline and Requirements

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

November – March: Application & Information

- Application Period Opens
 - See Online Application Instructions for deadline and the application process.
- Attend Information Meeting
 - Meeting should be attended by the student and at least 1 parent or legal guardian.
 - Program overview and expectations will be discussed.

March – April: Screening and Placement Scores

- Screening
 - Applicants are reviewed and selected for interviews.
 - Applicants not selected will be notified by the phone or email provided on their application.
 - Student evaluations are emailed directly to each applicant's high school for completion by high school staff.
- Placement Scores
 - Information is sent after the applications are closed.
 - Applicants submit scores meeting English 100 and Math 100 placement.

April: Interviews

- Conducted by program employees.
- Applicants are expected to dress in professional business attire.

May: Admission Decision & Uniform Day

- Notification of acceptance or denial is emailed to the address provided on the application.
- Applicants review program information packet before signing acceptance letter.
- Applicants must accept or decline entry into the program.
- If accepting, see *Once Accepted*.
- Uniform Day
 - Accepted students try on uniforms to confirm size before ordering.
 - Brief overview of the program is provided to accepted students and their guests.

July: New Student Orientation

- Accepted students must attend New Student Orientation. (*See Once Accepted*).

Application Requirements

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

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

2. Send documents that meet placement criteria.
 - a. Placed into English 100 or higher using the program's scoring guidelines.
 - b. Placed into Math 100 or higher using the program's scoring guidelines.
3. Student Evaluation
 - a. Evaluation(s) are completed by high school personnel.
 - b. The program will not share the results of the evaluations.

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 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 Hawai'i 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 Hawai'i Pacific Health Medical Assistant Program, you will be required to present official transcripts later if you submitted unofficial transcripts as part of your application.
 - 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?
 - You can call the Human Resources office who will direct your call at 808-535-7571.

Selection Criteria

Candidates are selected into the program using an objective admission standard to generate an application score and interview score. The best qualified are 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.

Admissions Appeal Process

An applicant who feels 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 addressed by the Program Manager, they may request the Program Administrator to review the case. The Program Administrator's decision will be final.

Once Accepted

Enrollment and Registration

Upon receipt of the signed Hawai'i Pacific Health Medical Assistant Program Acceptance Letter, students are automatically registered for Fall Semester courses including any distance education courses.

Final enrollment is contingent upon the following:

- Students must submit a signed Enrollment Agreement before being permitted to attend any program classes.
- Students must attend at least one full day of a program course.

For program reporting purposes, a student is considered fully enrolled once they have started and completed 14 calendar days of the program.

If an accepted student decides not to enroll and has not yet attended any classes, they can cancel their enrollment by submitting an email to the program.

Student Classification

Enrollment in the Hawai'i Pacific Health Medical Assistant Program does not grant post-secondary (college) status. Students will remain classified as high school students for the duration of their enrollment until they successfully graduate from high school. Upon graduation from high school, students will be classified as high school graduates or still referred to as students.

Student Governance

Students must follow the standards of both HIDOE, and the Medical Assistant Program.

HIDOE

Students must continue to follow all HIDOE policies and graduation requirements. This includes high school curriculum, participation in high school activities, and following the high school's code of conduct.

Medical Assistant Program

Student must follow the policies of the Hawai'i Pacific Health Medical Assistant Program for all program specific matters. This includes administrative and clinical requirements, professional conduct, and specialized coursework.

New Student Orientation

New students are required to attend and participate in all New Student Orientation sessions. These orientations are designed to prepare students for their classes and will cover:

- Enrollment paperwork.
- Learning Management System (LMS), Zoom, and HIPAA (patient privacy).
- Program schedule.
- Uniforms, textbooks, and supplies.

Health Clearance

Students are required to obtain a medical health clearance before starting classes. More information is provided upon acceptance. The health clearance will include, but is not limited to:

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

Background Check and Drug Screening

Students are not required to complete a background check or complete a drug screening to be admitted into the Hawai'i Pacific Health Medical Assistant Program.

Future employers may require students to complete a background check, drug screening, and other requirements prior to employment.

Tuition and Fees

Disclaimer Notices

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

The costs listed refer specifically to the Hawai'i Pacific Health Medical Assistant Program. Students may be assessed separate fees by their respective high schools. High school fees are independent of the Medical Assistant Program and the responsibility of the student.

While every effort is made to ensure accuracy of the financial information provided, all amounts listed are estimates. Actual costs may vary depending on the vendor through which the items are purchased.

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 one 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 their academic year of enrollment. These costs are covered without any 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.
- Two Hawai'i Pacific Health Scrub Sets.
- Three Hawai'i Pacific Health Polo Shirts.
- Cost of one certification exam and related study material.
- Health clearance if done through the program when available. (*See Health Clearance for more information*).

Student Financial Responsibility

Accepted students are responsible for covering the following costs during their year of enrollment. Total costs are estimated between \$800 and \$1,500.

- Personal computer or laptop.
- Textbooks or software not provided by the program (e.g., SIMnet, Microsoft Office).
- Personal equipment (e.g., stethoscope, blood pressure cuff, second-hand watch, headphones with a microphone).
- Closed toe shoes for clinical settings.
- Any fees, incentives, obligations, etc., that are required by the high school/HIDOE.
- All costs not covered by the Hawai'i Pacific Health Medical Assistant Program.

It is the responsibility of the student to inquire with their high school regarding any additional financial requirements.

Financial Aid

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

Students may seek financial aid from third-party organizations to help cover their financial responsibilities. It is the student's responsibility to contact these organizations and meet any requirements to receive monetary aid.

The Hawai'i Pacific Health Medical Assistant Program under no obligation to accept payment – monetary or otherwise – from third-party organizations on behalf of the student.

Refund Policy

Since the Hawai'i Pacific Health Medical Assistant Program covers the majority of program related expenses, refunds are strictly limited.

In the event of a withdrawal or dismissal from the program, students will not receive monetary refunds or credits for any items or expenses paid for by the program. These non-refundable items include:

- Tuition for Fall, Spring and Summer Semesters.
- Professional Fees for Fall, Spring and Summer Semesters.
- Miscellaneous Training Fees.
- Liability Insurance.
- Two Hawai'i Pacific Health Scrub Sets.
- Three Hawai'i Pacific Health Polo Shirts.
- Cost of one certification exam and related study material.
- Health clearance if done through the program.

For expenses paid directly by the student to outside vendors, refund eligibility is determined by the vendor's policy. The student is responsible for contacting these vendors to request any potential refunds or credits.

Withdrawal by Student

Before Start of Program

Students who withdraw before the first day of instruction may do so by emailing the program to provided formal notification. In these cases, no record of participation will be created.

During the Program

Students may choose to withdraw from the program at any time. To ensure that high school graduation requirements are not negatively impacted, students must continue to attend Medical Assistant classes until a transitional plan is completed with their high school counselor or authorized representative. The steps to withdraw are as follows:

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

The program will make up to three attempts to obtain the student's signature on the withdrawal notice. If these attempts are unsuccessful, or if the student refuses to sign, the program will document the circumstances and file the notice in the student's record.

Grades for courses completed prior to withdrawal will be recorded on the on the student's program transcript. A "W" (Withdrawal) will be recorded 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 student's enrollment if, in the program's judgment, further association is not in the best interest of the student or program; to be compliant with regulations; or to restructure the program. Reasons for program dismissal include, but are not limited to:

- Failure to maintain satisfactory academic progress within the program or at the high school level.
- Violation of HIDOE or program policies.

- Behavioral, medical, or ethical concerns that compromise the safety or standards of the program.
- Any form of student conduct that undermines the integrity or clinical environment of the program.

Program dismissal will be conducted at a meeting held in-person or virtually. The meeting will include the student and program personnel such as the Program Manager, Program Administrator, or Campus Lead. A high school representative and a student's parent or legal guardian may be invited to attend if the student is still enrolled in high school; but their attendance is not required.

A dismissal notice must be signed by the student. The program will make up to three attempts to obtain the student's signature on the dismissal notice. If these attempts are unsuccessful, or if the student refuses to sign, the program will document the circumstances and file the notice in the student's record.

The student has one 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 and cannot be appealed. The Advisory Board has the following options:

1. Uphold the dismissal. Student will receive a grade of "PD" (Program Dismissal) on their program transcript for all courses currently enrolled.
2. Reinstate the student. The Advisory Board maintains wide discretion to impose any stipulations, guidelines, or probationary rules it deems necessary to maintain the integrity of the program and its objectives.

Graduation Requirements

Grading Scale and GPA

To maintain Satisfactory Academic Progress, students must complete all courses with a minimum grade of 70% (C) or higher.

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

Grade	Definition	Percentage	Grade Points
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	Indicates student completed final enrolled semester but elected not to return for subsequent semester.	
W	Withdrawn	Indicates student withdrew after first day of instruction but before the semester concluded.	
I	Incomplete	Assigned at instructor discretion, with program, approval when course has concluded, but student still has outstanding, requirements.	
PD	Program Dismissal	Indicates the student was dismissed by the program.	

Measuring Didactic and Practical Competencies

The program evaluates both theoretical knowledge (didactic) and hands-on application to ensure students are fully prepared for the field.

Didactic evaluations measure a student's understanding of core concepts and theory. They are assessed using:

- Standardized assessments (tests, quizzes, midterm and final exams),
- Class discussions (in-person, or online),
- Case studies, research papers, individual or group projects.
- Peer presentations and community outreach initiatives.
- Skills testing (written or oral verification of technical knowledge).

Practical evaluations measure a student's ability apply their knowledge in a real-world clinical setting. They are assessed using:

- Skills testing (hands-on demonstration of administrative and clinical tasks).
- Evaluations completed by an externship preceptor or other externship site personnel.
- On-site evaluations and preceptor interviews conducted by the program faculty.
- Review of the student's daily externship journal entries.

Program management, in consultation with course instructors, determines whether didactic and practical competencies have been achieved. To successfully complete the program, students must demonstrate the ability to perform the duties of a Medical Assistant in full compliance with a Medical Assistant's scope of practice and the program's core curriculum.

Satisfactory Academic Progress (SAP)

Student progress is continuously monitored by instructors and Program Management. Formal evaluations are conducted at the following intervals: Before the start of Spring Semester, before the start of the Summer Session, prior to approval for the certification exam. Students on academic warning or probation are also evaluated during these periods.

To successfully complete the Hawai'i Pacific Health Medical Assistant Program, students must:

1. Graduate High School on the original scheduled timeline.
2. Achieve 70% or higher in all Medical Assistant course requirements and weighted categories.
3. Pass all Medical Assistant courses with a minimum overall grade of 70% or higher.
4. Meet all program objectives as measured through didactic and practical evaluations that meet or exceed industry standards.

5. Successfully complete a 225-hour externship.
6. Demonstrate behavior and conduct consistent with healthcare industry, HIDEOE, and high school expectations.
7. Complete at least one attempt on an approve certifying exam.

All program requirements must be completed before a student takes the certifying exam. year. The program reserves the right to grant case-by-case extensions. Students must strictly adhere to any new deadlines provided.

Failure to meet these requirements may result disciplinary action, including being recommended for program dismissal. (*See Program Dismissal*).

Academic Warning and Probation

If at any point during the program, a student jeopardizes their satisfactory academic progress (e.g., dropping below 70% in a required area, violating student conduct rules, etc.) they may be issued an academic warning or placed on academic probation. An academic warning is not a prerequisite for academic probation, nor is probation a prerequisite for program dismissal. The program reserves the right to proceed directly to program dismissal depending on the severity of the issue.

Academic Warning – Instructor Level

An academic warning is issued in writing by a specific course instructor, when they have concerns about a student's progress within their course. The warning is to notify a student of concerns that if left unaddressed, may lead to academic probation or program dismissal. The student is required to sign the warning.

Academic Warning – Program Level

An academic warning is issued in writing by the Campus Lead, Program Manager or Program Administrator. The warning addresses broader concerns that may include multiple courses. If concerns are left unaddressed, it may lead to academic probation or program dismissal.

This warning will include feedback provided by the student's instructors, externship site, or other program personnel. The student is required to sign the written notice, and a copy will be sent to the Home Campus Liaison. (*This does not apply if a student has already graduated high school*).

Academic Probation

A student placed on academic probation must meet with the Program Manager or Campus Lead to address concerns and develop a plan for improvement. During this meeting, a Student Learning Contract will be created. This document is a detailed summary of the issues that led to probation, and outlines steps the student must take to be released from probation. The document must be signed by the student, Campus Lead, Program Manager (if applicable), and Program Administrator.

If the student violates any terms of the Student Learning Contract, they will be referred for further disciplinary action or recommended for program dismissal. (*See Program Dismissal*).

A copy of the signed contract will be sent to the Home Campus Liaison who is responsible for notifying the student's high school and the student's parent or legal guardian. (*This does not apply if a student has already graduated high school*).

Repeating a Course

The program's curriculum is designed so that each current semester builds upon the information gained in the prior semester. Courses are offered only once per academic year. If a student fails to meet satisfactory academic progress, it may prevent them from advancing with their current cohort.

The student may be placed on academic warning or academic probation if the failure can be remediated within the current term.

If the failure prevents progression, the student must exit the program.

Awarding Certificate of Completion

The Certificate of Completion in Medical Assisting is officially conferred upon students who have demonstrated mastery of the program's curriculum and professional standards.

All certificates are conferred by August 31.

Post-Graduation Employment

The Hawai'i Pacific Health Medical Assistant Program does not, under any circumstances, guarantee that a student will obtain or secure employment upon graduation. Completion of the Hawai'i Pacific Health Medical Assistant Program does not guarantee employment with Hawai'i Pacific Health, or any of its partner affiliates.

Graduates are under no obligation to seek employment with Hawai'i Pacific Health. They maintain full discretion to seek employment opportunities with any employer or organization of their choosing.

Upon successful completion of the program and the attaining a national certification, graduates are eligible to apply for employment with Hawai'i Pacific Health. Graduates who meet the specific hiring criteria established by Hawai'i Pacific Health may be given primary consideration for employment. The acceptance or refusal of any application or offers of employment remains at the sole 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 students 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 are assigned to a home campus located at Farrington High School (Honolulu Campus) or Waipahu High School (Leeward Campus) and a clinical site for specific courses and training. Students are required to provide their own transportation to travel to and from their assigned home campus, clinical sites, and any other approved program locations. Students may travel beyond a distance that is considered reasonable and customary. Hawai'i Pacific Health Medical Assistant Program reserves the right to add or change a location to comply with program policies.

Students are required to complete a 225-hour externship at a Hawai'i Pacific Health facility located on O'ahu. Students may travel beyond a distance that is considered reasonable and customary. Students may be required to travel between their externship site and their home campus or clinical site within the same day to attend scheduled courses or activities. 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. The rigorous curriculum and required externship hours can make it difficult to catch up after an extended absence. Traveling during the program may affect a student's progress, and their ability to successfully complete the program. If a student must travel it is recommended that trips be scheduled during program's breaks.

Learning Modalities

Courses may be offered in the following formats:

- Residential: In-person, face-to-face.
- Blended – A mix of residential and online.
- Online or Distance Education: Instructor is not physically present with the students in the classroom. Classes may be asynchronous or synchronous. A learning management system and video conferencing software is highly utilized (*see LMS Requirements and Video Conferencing Requirements*),

Technical Requirements

It is the student's responsibility to make sure any computer they use is compatible with required programs or software. All assigned activities must be completed in the format instructed. For the duration of the program, students are required to have access to a working laptop that has the following.

- Stable internet connection.
- Speakers.
- Microphone.
- Webcam.
- Up-to-date Internet Browser (Chrome or Microsoft Edge).
- Compatible with full version of Microsoft Office.
- Compatible with Zoom for video conferencing.

A student's home campus may require that students utilize technology 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 are used.

Microsoft Office Requirements

Microsoft Office (Word, PowerPoint, and Excel) is 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. Students should 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.).

Not all computers are compatible with Microsoft Office and may offer modified access with some capabilities removed (e.g. Chromebooks). It is the student's responsibility to make sure any computer they use is compatible with Microsoft Office.

Full system requirements can be found at <https://support.microsoft.com/en-us/office/system-requirements/system-requirements-for-microsoft-365-for-home-use>

Learning Management System (LMS) 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 is no cost for the student to use Canvas.

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 for the student to use Zoom. Full system requirements can be found at:

https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0060748

Publisher Site Requirements

Publishers may have a web-based learning platform that is used in addition to a textbook (e.g. MyLab, MindTap, Connect). Students will be notified if instructors utilize these 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.

Should the instructor require a specific program or software, it will be included on the supply list and listed on the course syllabus.

Technical 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.hphprograms.instructure.com>

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

Program Name: Hawai'i Pacific Health Med Assist

How to Receive Help:

- Use the website to verify if there is a reported outage.
- If no reported outage, select “Need Product Support?” or call support directly.

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

General Program Policies

Student Handbook

The student handbook provides additional rules and policies. All students are expected to review and follow all policies in the student handbook.

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

For classes and laboratories 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 externship 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 are 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 *Appendix 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, plagiarism, or submitting false documents, 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, assignments, printouts, passwords, or site access unless stated otherwise. Examples of academic dishonesty 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
- Providing any kind of false information, oral or written, regarding externship timesheets.
- 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 or falsifying information on any school record or form (including transcripts, grade checks, application forms, hall passes).
- Changing or falsifying information on any legal record or form.

- 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 or legal 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 cited. 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 the Hawai'i Pacific Health Medical Assistant Program, Hawai'i State Department of Education, 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 be informed of any violations, and the high school 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 modify this policy to align with their specific course structure and classroom guidelines. Any changes or additions will be communicated to students at the start of the semester, or in advance of the affected assignment or 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 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 their concerns in writing to the instructor who issued the grade. Upon receipt of the grievance, the instructor will contact the applicant to try to resolve the issue.

If the applicant believes their concerns were not addressed by the instructor, 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) decision is final.

Student Confidentiality Policy

The Family Educational Rights and Privacy Act of 1974, as amended (also known as FERPA or the Buckley Amendment), affords students certain privacy rights regarding their education records.

Although our program is not legally mandated to follow FERPA, we recognize the vital importance of protecting student records. Accordingly, we have incorporated the core principles and key provisions of FERPA into our own Student Confidentiality Policy to ensure your information is handled with the highest standard of privacy. The policy is posted on the program's website 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

For information regarding parent or legal guardian access to a student's educational records, please see the Student Confidentiality Policy online at

www.hawaiipacifichealth.org/medicalassistantprogram

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

The Hawai'i Pacific Health Medical Assistant program reserves the right to, at any time, limit communication to between the parties of the program and the adult student. Exceptions will be allowed when a parent's/guardian's/third party's participation is required, is stated otherwise, or is deemed necessary by the program. An adult student, on their own, may choose to share information with a parent, legal guardian, or 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 understand how this program will affect your high school obligations, please contact your high school counselor or Home Campus Liaison.

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

Record Retention, Transcript Requests

Student academic records are held for three years after the end of the program's most recent fiscal year during which the students were last enrolled.

Transcripts are held indefinitely. Submit transcript requests by completing the Transcript Request Form located online at www.hawaiiipacifichealth.org/medicalassistantprogram

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

The Hawai'i State Department of Education (HIDOE), 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 HIDOE policy, notifying others within the HIDOE system as necessary. The liaisons are the first point of contact and includes the VP when necessary.

Program Contact (See Appendix A for more information):

Phone: (808) 535-7571

Email: HPHstudents@hawaiipacifichealth.org

Contact: Shanyng 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 is comprised of one current faculty member, one program graduate, one employer, one current medical assistant practitioner, a distance education specialists, 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 serves on the Advisory Board and assists the Program Manager and Program Administrator. Her duties include ensuring that the curriculum meets current standards of medical practice. She also provides guidance on new industry trends that are occurring in the medical office and healthcare workspace.

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 personnel of the Hawai'i Pacific Health Human Resources Department acts as the administrative staff of the Hawai'i Pacific Health Medical Assistant Program. 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 Medical Assistant (CMA), American Association of Medical Assistants (AAMA).

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, Kapi'olani Community College, Medical Assisting; Certified Medical Assistant (CMA), American Association of Medical Assistants (AAMA).

APPENDIX

APPENDIX A: Program Contact List

Address:

Hawai'i 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

- Oversees the Hawai'i 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

To provide for student attainment of entry-level competencies, the curriculum includes, but is not limited to, the following:

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 of general responsibilities and skills of the medical assistant within their scope of practice

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 treatment
- 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
- e. Assist patient in navigating issues and concerns (i.e., insurance policy information, medical bills, and physician/ provider orders)
- f. Define the developmental stages of life and their appropriate care
- g. Analyze the effect of hereditary and environmental influences on behavior
- h. Demonstrate an understanding of the core competencies for an inter-professional collaborative practice (i.e., values/ethics, roles/responsibilities, interprofessional communication, teamwork)
- i. Partner with health care teams to attain optimal patient outcomes
- j. Display effective interpersonal skills with patients and caregivers
- k. Demonstrate an understanding of diverse populations (e.g., culture, religion, race, age, gender, sexual orientation, disability or patients with special needs, and economic status) and the ways that diversity influences language and communication, particularly between patients and their healthcare providers.

6. Pharmacology

Graduates will be able to:

- a. Identify drug classification, indications, dosages, side effects, and contraindications for the most commonly used medications
- b. Calculate proper dosages for medication administration
- c. 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
- d. 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

APPENDIX C: Course Descriptions

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 Medical 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 2026 Academic Calendar *Modified schedule due to changes in HIDEOE schedule

August 3	First day of Fall Semester.
August 21	HOLIDAY: Statehood/Admission Day.
September 7	HOLIDAY: Labor Day.
October 5 – 9	Fall Break.
November 3	HOLIDAY: Election Day.
November 11	HOLIDAY: Veterans Day.
November 26	HOLIDAY: Thanksgiving Day.
November 27	School Holiday.
December 20	Last day of Fall Semester.

Spring 2027 Academic Calendar

January 4	First day of Spring Semester.
January 18	HOLIDAY: Dr. Martin Luther King Jr. Day.
February 15	HOLIDAY: Presidents' Day.
March 15 – 19	Spring Break.
March 26	HOLIDAY: Good Friday.
March 29	HOLIDAY: Prince Kuhio Day (School Observed).
May 1	Last day of Spring Semester for the Program.
May 27	Last Day of Spring semester for HIDEOE.
May 31	HOLIDAY: Memorial Day.

(continues)

Summer 2027 Academic Calendar

June 1	First day of Summer Session. Official First Day of Externships
June 11	HOLIDAY: King Kamehameha Day. Externship site determines availability.
June 18	HOLIDAY Federal Only : Juneteenth (Observed, listed for clarification).
July 4	Independence Day (Actual Day). Externship site determines availability.
July 5	HOLIDAY: Independence Day (Observed). Externship site determines availability.
July 4	HOLIDAY: Independence Day. Externship sites determine availability.
July 30	Last day of instruction of Summer Session. Last day of Externships
August 2	Certification Exam Completed.* Last day of Summer Session*. Conclusion of the Academic year*. <i>*The last day of the certification exam (excluding any exceptions granted) marks the conclusion of the Summer Session and end of the academic year. Date(s) may change based on exam availability.</i>

The academic calendar is subject to change to account for updates by HIDOE, Home Campus Schools, and program extensions/modifications to achieve program competencies and learning outcomes.

Revised 06/01/2026

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



Harbor Court

Diamond Head Conference Room, "Main Broadcast Center"



Staff Offices, "Alternate Broadcast Space"

