

# MEDICAL ASSISTING

GATEWAYCC.EDU/MEDICAL-ASSISTING

[INFORMATION PACKET]



HEALTH SCIENCES



GATEWAY  
COMMUNITY COLLEGE  
A MARICOPA COMMUNITY COLLEGE



MARICOPA  
COMMUNITY COLLEGES

The Maricopa County Community College District (MCCCD) is an EEO/AA institution and an equal opportunity employer of protected veterans and individuals with disabilities. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, age, or national origin. A lack of English language skills will not be a barrier to admission and participation in the career and technical education programs of the District.

The Maricopa County Community College District does not discriminate on the basis of race, color, national origin, sex, disability or age in its programs or activities. For Title IX/504 concerns, call the following number to reach the appointed coordinator: (480) 731-8499. For additional information, as well as a listing of all coordinators within the Maricopa College system, <http://www.maricopa.edu/non-discrimination>.

For the latest information on programs, graduation rates and other important consumer information, please visit our website at [gatewaycc.edu](http://gatewaycc.edu)

## WELCOME LETTER

## Your Journey Starts Today!

Dear Future Student,

Welcome to GateWay Community College! We're delighted that you've chosen us to be part of your educational journey, and we are here to support you every step of the way.

As you begin the enrollment process, there are several important pre-admission criteria you'll need to complete, all of which are outlined in this packet. Since some steps can take several weeks, we encourage you to start as soon as possible to prevent any delays. To expedite the process, we recommend working on multiple criteria at once when possible.

In order to avoid any delays in enrollment, it's crucial that you work closely with both your [Clock Healthcare Advisor](#) and the [Health and Safety Coordinator](#) to complete all the necessary requirements for your program including your [reading placement assessment](#). For details on how to schedule an appointment, please refer to the [Clock Healthcare Advisor](#) section in this packet.

Once enrolled, you will receive an email invitation from a program representative to attend the mandatory student orientation. To ensure you receive this important notification, please make sure your contact information is accurate and up to date in your Student Service Center, accessible at <https://www.maricopa.edu/students>.

At the orientation, you will be required to purchase a [Criminal Background Check](#), an [American Databank Account](#), a MyClinicalExchange (mCE) account, and a [Level-One Fingerprint Clearance Card](#). Please come prepared to pay for these items at the new student orientation.

This packet contains all the essential information you'll need, so we urge you to read through it thoroughly. Many of your questions will be answered here, and this will help ensure a smooth start to your program.

We are thrilled to have you as part of the GateWay community and look forward to helping you achieve your goals. If you have any questions or need assistance along the way, please don't hesitate to reach out. We're here to make sure you succeed!

Sincerely,

The Clock Hour Healthcare Team

**Medical Assisting Program Webpage:**

<https://www.gatewaycc.edu/degrees-certificates/medical-assisting>

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**PROGRAM OVERVIEW**

## Program Overview

At GateWay, we take the most direct path to help you land your dream career. With our clock programs, you can earn a certification in your desired field in as little as six months. You will learn by doing and receive hands-on training from industry professionals.

Our knowledgeable instructors and state-of-the-art facilities help ensure you will have the skills you need to save a life, create a style, reduce other's stress, build a shelter, machine future technologies, and so much more.

## Medical Assisting

If you love helping people, it's time to consider a career as a medical assistant in the growing healthcare field. The Medical Assisting program will train you to assist physicians and serve as a liaison between healthcare providers and patients. As a medical assistant, you are essential to the practice and an integral member of the administrative and clinical healthcare team.

The program will teach you medical terminology, anatomy, and physiology, and you'll learn administrative skills and procedures. It will also train you on how to perform your duties professionally, with sensitivity and respect. Program graduates will be eligible to take a national certification exam.

Completing the Medical Assisting program will open up employment opportunities in a variety of healthcare specialties. It's time to start your journey to a new career today.

Students at any Maricopa Community College may need to complete courses at more than one of our colleges.

Visit <https://www.gatewaycc.edu/degrees-certificates/medical-assisting> for more information.

**PRE-ADMISSION CRITERIA**

## Virtual Information Sessions

For detailed information about your program of interest, we encourage you to attend one of our virtual information sessions. Participation is required for some programs and is strongly recommended before enrollment. Attending a session before contacting an advisor is highly recommended.

To register for a virtual information session, visit [gatewaycc.edu/virtual-sessions](http://gatewaycc.edu/virtual-sessions).

## Clock Healthcare Advisor

To schedule a meeting with the advisor for the Medical Assisting program, please use the online scheduling tool below:

- Self-schedule an appointment with Debra Phillips: [Schedule an appointment](#)
- Email Debra Phillips:
  - [clock.health.sciences.advising@gatewaycc.edu](mailto:clock.health.sciences.advising@gatewaycc.edu)
  - [phillipsdm@gatewaycc.edu](mailto:phillipsdm@gatewaycc.edu)

For a complete listing of Enrollment Steps, visit [gatewaycc.edu/enroll/clock-enrollment-steps](http://gatewaycc.edu/enroll/clock-enrollment-steps).

## Complete Admission Application

If you are new to college or Maricopa Community Colleges, or if you need to reapply, visit [gatewaycc.edu/enroll](http://gatewaycc.edu/enroll) and follow the steps below to complete the admission application:

- **New Students:** Click "Join Now" to create an account.
- **Returning MCCC Student:** Click "Log In" and enter your MEID and password. If you do not remember your MEID or password, select "Forgot your Username?" and/or "Forgot your Password?" for assistance.

Enter/Verify the Following Information During the Admission Application	
<b>Primary College of Interest</b>	GateWay Community College
<b>Field of Interest</b>	Health Sciences
<b>Primary Reason for Attending</b>	Get a Certificate
<b>Select a Plan</b>	Medical Assisting (CER)
<b>Select Expected Start</b>	Select Academic Year

*For assistance, please contact Enrollment Services at (602) 286-8200.*

## PRE-ENROLLMENT CRITERIA

## Assessment and Placement Information

Student assessment helps us put you in the appropriate college classes in English, math, reading, or English as a Second Language (ESL) so you have a solid start to your educational career. At Maricopa Community Colleges, we use multiple measures like your high school GPA, GED scores, or college entrance exam scores, such as the ACT or SAT. We also provide placement testing through the EdReady online placement tool. And, we have placement information and options if you are a student in the English as a Second Language (ESL) program.

Visit <https://www.maricopa.edu/students/assessment-placement> for more information.

To reach the Testing and Essential Skills Center visit <https://www.gatewaycc.edu/testing>, email [testing@gatewaycc.edu](mailto:testing@gatewaycc.edu), or call (602) 286-8160.

Reading Placement (need one of the following)

- High School GPA between 3.0 and 4.0 within the past 10 years
- EdReady Critical Reading Score of 90 or above
  - <https://www.gatewaycc.edu/testing>
- ACT Reading Score of 22 or higher
- ACCUPLACER Next Gen Reading: 249 or higher
- ACCUPLACER Classic Reading: 92 or higher
- ASSET Reading: 47 or higher
- COMPASS Reading: 91 or higher
- HS GPA: 3.0 or higher
- ACT Reading Score: 22 or higher
- GED Reasoning Through Language Arts Score: 175 or higher
- SAT – Reading & Writing Score:
  - Old Version (Prior to 2016): 860 or higher
  - New Version (2016 - Current): 480 or higher

## Request Enrollment

To request enrollment in the Medical Assisting program, send an email from your Maricopa Student Email address to: [clockenroll@gatewaycc.edu](mailto:clockenroll@gatewaycc.edu).

**Please be sure to include the following in your email:**

- Medical Assisting program and desired [start date](#)
- The [funding source](#) you intend to use to pay for your program

*Enrollment is based on eligibility, completed documents, and space in the program.*

## Financial Aid Eligible Programs

A student's goal of attaining higher education shouldn't be out of reach because of cost. GateWay Community College Financial Aid Office's goal is to provide resources for students to find the funding needed to help pay for their educational expenses, including tuition, fees, and books.

**Apply for Financial Aid** (if this is the method you plan to use to pay for your program)

- If applying for Financial Aid; visit the following website: [www.fafsa.gov](http://www.fafsa.gov)
- Use Gateway school code: E00701 (Clock Hour Programs)
- For Financial Aid assistance please call (602) 286-8117 or email [finaid@gatewaycc.edu](mailto:finaid@gatewaycc.edu)

**Note:** Confirm that all of the “To Do” items on MCCCDC Student Center have been completed and cleared in order to be eligible to be awarded for financial aid.

It is suggested that you are enrolled prior to applying for Financial Aid. Financial Aid can take up to 2-4 weeks to be processed. You will be required to have Financial Aid in place at a minimum of two weeks before your program begins. If your Financial Aid package is not complete you will be required to set up a payment plan until your package is ready. Please see [Payment Options](#) for information on paying for your program.

For additional information, visit <https://www.gatewaycc.edu/pay-college/financial-aid> and/or <https://www.gatewaycc.edu/pay-college/financial-aid/financial-aid-faqs>.

## POST-ENROLLMENT CRITERIA

## Health and Safety Coordinator

To enroll in the Medical Assisting program, which includes a Clinical Practicum class, you must meet several important requirements. Maricopa Community Colleges require all students to comply with the placement criteria established by the program's most stringent clinical partner. This ensures that students can be randomly placed at any clinical site. Your Health and Safety Coordinator is **Misty Martinez**, and she can assist with all health and safety-related questions:

- **Misty Martinez:** [misty.martinez@gatewaycc.edu](mailto:misty.martinez@gatewaycc.edu)
- **Phone:** (602) 392-5368

## Practicum Health and Safety Requirements

The Maricopa County Community College District (MCCCD) has reviewed the clinical requirements for all partner agencies under contract. To ensure students meet the standards of all clinical sites, we adopt the most restrictive requirements across our partners. This guarantees that every student, regardless of placement, will meet the pre-clinical requirements for their assigned agency.

More information can be found at: [Health & Safety Requirements](#)

## Practicum Compliance Requirements and Online Portals

Practicum placement depends on site availability, and students do not have the option to choose their location. Practicum schedules and hours vary and may not align with classroom days or times. You may be required to travel throughout the greater Phoenix area, so reliable transportation is essential as 100% attendance is mandatory for completing your practicum. Once a practicum site is assigned, it cannot be changed.

Failure to attend your assigned site or refusal to accept the placement may result in withdrawal from the program and failure to complete it, which will affect your ability to receive a certificate of completion.

## Establish Account with American Databank (ADB).

To upload your health and safety documents, you must first establish an account with American DataBank (ADB). Please contact your [Health and Safety Coordinator](#) for instructions on setting up your account:



## Required Documents for American Databank (ADB)

The following documents must be uploaded to your ADB account:

- Basic Life Support (BLS) Provider CPR Certification (must include hands-on component)
- COVID-19 Vaccination
- Healthcare Clearance Form
- MMR (Measles, Mumps, Rubella)
- Varicella (Chickenpox)
- TDaP (Tetanus, Diphtheria, Pertussis)
- Influenza (Flu Vaccine)
- Two-Step TB (Tuberculosis) Test
- Hepatitis B (Hep B) Series
- Level One Fingerprint Clearance Card
- Complete Criminal Background Check
  - **Important:** Do not order your background check until instructed to do so by your instructor or the Health and Safety Coordinator.

For information regarding deadlines and the document upload process, please contact your [Health and Safety Coordinator](#).

## Uniforms and Professional Appearance

- Students are required to wear GWCC Medical Assistant Program Logo, Navy Blue colored scrub tops and matching scrub pants/skirt.
  - For uniform orders: Apparel Pro USA website:
  - <https://www.apparelprousa.com/gateway-skills-center/skills-center-students.html>
- Shoes must be either all white or all black sneakers made of a non-absorbent material (leather-like, no absorbent fabric, no holes).
- Hair is required to be of a natural color and pulled up off of the collar at all times.
- No visible body piercings.
- Tattoos may need to be covered during clinical rotations.
- Nails must be clean and trimmed.

**FINANCIAL INFORMATION**

**Program Costs \***

**REQUIRED TUITION AND FEES**

<b>PROGRAM TUITION AND FEES</b>	<b>Medical Assisting</b>
Registration Fee	\$ 15.00
Tuition Clock Hour	\$ 4,150.00
Course Fees	\$ 946.00
<b>TOTAL Tuition &amp; Fees</b>	<b>\$ 5,111.00</b>

**ADDITIONAL EXPENSES ESTIMATED COST**

<b>ADDITIONAL EXPENSES</b>	<b>ESTIMATED COST</b>
Books	\$350.00
Uniform (approx. cost per uniform)	\$35.00+
American Databank – Immunization Tracker	\$10.00
MyClinicalExchange (mCE) – Clinical Practicum  The clinical site that you are assigned to for Practicum may require you submit documents and complete modules through this third party.	\$20.00
Physical Exam-Medical Clearance	<i>Varies depending on insurance coverage, copays, and deductibles</i>
Immunizations	<i>Varies depending on insurance coverage, copays, and deductibles</i>
Criminal Background Check <i>(completed during program)</i>	\$59.00
Urine Drug Screen <i>(completed at random during program)</i>	\$58.00
Level-One Fingerprint Clearance Card	\$75.00

ADDITIONAL EXPENSES	ESTIMATED COST
Basic Life Support (BLS) Provider CPR Card	\$70.00
Certification Exam – CMA or RMA  These exams are optional. Certification is not required to work as a Medical Assistant in Arizona, however many employers do require it.	\$125.00 - \$150.00

*\*Please note that these are only estimates and may change. Additional fees may apply.*

## Payment Options

After registering for your classes, you will need to pay your tuition. Understanding the available options will help you create a payment plan that suits your financial needs.

### Key Steps:

- Act early if you plan to apply for financial aid or need to set up a payment plan.
- Regularly check your Maricopa student email and Student Center for updates on payment balances, due dates, and financial aid awards.

**Financial Responsibility:** Students are responsible for the total cost of their program, including tuition, fees, out-of-pocket expenses, and any additional costs associated with the program. Students are expected to secure sufficient financial aid, Agency funding, or set up a payment plan to cover their tuition and fees during enrollment.

**Payment Process:** We recognize that paying for college can involve several steps. Because tuition and fees are due before classes begin, we have provided a list of accepted payment methods.

**Important Note:** Certification will not be granted until all tuition and fees are paid in full.

For more information on payment options and deadlines, visit: [Payment Options](#)

### Explore available scholarship opportunities to help fund your education:

- Visit the [Maricopa Community Colleges Foundation Scholarships](#) for more information.
- For specific details about scholarships available at GateWay Community College, visit [GateWay Scholarships](#).

**What You Should Know About Payment Plans:**

- Payment plans are not loans, so no interest or finance charges will apply.
- No credit check is required.
- A down payment is necessary to initiate the plan.
- Payments are divided into manageable installments over a specified period.

**Payment Plan Details:**

- Contact Student Business Services at (602) 238-4347 or (602) 286-8277 for specific payment plan details as options vary by program.
- A 10% down payment is due 30 days before the program start date.
  - 1 – 6 scheduled payments: Requires a 10% down payment plus a \$25 enrollment fee.\*
  - 7 – 12 scheduled payments: Requires a 10% down payment plus a \$45 enrollment fee.\*

**Important Information:**

- Payment plans must be set up online through your Student Center.
- All payment options require an immediate (same-day) down payment.
- To avoid having your classes dropped, sign up for the payment plan before your tuition due date.

**Payment Methods:**

- Automatic Bank Payment (ACH): This option involves pre-approved transfers from your checking or savings account, processed on the 5th of each month until your balance is fully paid within your enrollment period.
- Credit Card: Monthly payments are automatically charged to your credit card, processed by American Card Services, Inc., on the 5th of each month until the balance is fully paid within your enrollment period. eCashier registration is available online.

For more information or to pay your tuition and fees, visit: [Pay for College](#).

## Your Financial Account

- For your convenience, you can view your financial account activity in your Student Center located at [Students | Maricopa Community Colleges](#)
- Credit/debit payments can be made online through MCCCCD Student Center, in person at Student Business Services Department, or over the phone at (602) 238-4347 or (602) 286-8277
- Cash/check payment can be made in person at the Student Business Services Department (Check website for hours).

## Payment Reminders

If you applied for and received financial aid, please check your student center to determine if you have any To Do List items as this may prolong being Awarded.

- Students unable to secure financial aid prior to their start date will be required to utilize a payment plan or third-party funding source.
- Your seat will not be secured until you have verified funding for your program. Failure to secure your seat by your due date may result in a drop from your program for Non-Payment.
- Continued enrollment in the program is contingent upon the ability to secure tuition funding. Students who do not adhere to tuition payment guidelines will be withdrawn from the program.
- Students who are withdrawn prior to the program start date due to failure to comply with tuition payment guidelines will void their seat in class and it will be given to the next student in line who is on the waitlist.

## Refund Policy

Students who officially withdraw from classes within the withdrawal deadlines listed below will receive a 100% refund for tuition, course and registration fees. Deadlines that fall on a weekend or a college holiday will advance to the next college workday except for classes fewer than 10 calendar days in length or as specified by the college. Calendar days include weekdays and weekends. Refer to individual colleges for withdrawal and refund processes. Never attending is not an allowable refund exemption or an excuse of the debt incurred through registration.

Length of Class	Official Withdrawal Deadlines for 100% Refund
1-9 calendar days	Prior to the class start date
10-19 calendar days	1 calendar day including the class start date
20-29 calendar days	2 calendar days including the class start date
30-39 calendar days	3 calendar days including the class start date
40-49 calendar days	4 calendar days including the class start date
50-59 calendar days	5 calendar days including the class start date
60-69 calendar days	6 calendar days including the class start date
70+ calendar days	7 calendar days including the class start date

*\* Course fees will be refunded only if the student qualifies for a 100% refund. Debts owed to any MCCCDC college must be satisfied before any refunds are paid to the student. Refunds for students receiving federal financial assistance are subject to federal guidelines. Requests for exceptions to the refund policy must be filed within one year from the semester in which the course was taken.*

Visit this webpage for additional information:

<https://www.maricopa.edu/students/tuition-payment-information/student-refunds>

## How to Obtain a Refund

When dropping classes, you must officially do so during the refund period to be eligible for a refund. You can do this online using your Online Student Center or in person at your college's Admissions, Records, and Registration office.

Once you have officially dropped from your classes, and if you are eligible for a refund, you must contact Student Business Services at your college to receive your refund.

Student Business Service processes all refunds. All refunds of cash, check, and checking/saving payment plan payments are issued through the Maricopa Student Refund Program (MSRP). No refunds of cash are available. Refunds of credit card payments will be made only to the credit card on which the original payment was processed.

To ensure you receive your refund as quickly as possible, make sure your current address is correct, and update it if necessary in your Student Center in the Personal Information section.

If financial aid was used to pay your tuition, you may receive a refund via your selected refund method for any funds remaining after your tuition, fees, and other charges have been paid.

Click this link for additional information:

<https://www.maricopa.edu/students/tuition-payment-information/student-refunds>

## Disability Resources

Students with disabilities who believe that they may need accommodations in a class or program must contact the Disability Resource Center (DRC) at Gateway at (602) 286-8171. The Director of Disability Resources, Learning, & Testing Services is responsible for determining a student's eligibility for services and will notify the faculty in writing of the accommodations requested. During the first class session, faculty members shall announce that students may meet with them during office hours if they need special accommodations for a disability. If you have a question or concern, please contact the DRC.

[gatewaycc.edu/disability-resources](http://gatewaycc.edu/disability-resources) | email: [disability.services@gatewaycc.edu](mailto:disability.services@gatewaycc.edu) | 602-286-8171

## Medical Marijuana Policy

Maricopa Community Colleges prohibit the possession and use of marijuana on all campuses and in all off-campus student activities, including clinical practicum and clinical learning experiences in health programs. This policy is dictated by Arizona Revised Statutes § 15-108, which prohibits any person, including a medical marijuana cardholder, from possessing or using marijuana on the campus of any public university, college, community college or post-secondary education institution. Federal legislation prohibits any institution of higher education that receives federal funding from allowing the possession and use of marijuana.

Maricopa Community Colleges receive federal funds through grants and financial aid. Maricopa Community Colleges continue to enforce current policies regarding controlled substances and any student or employee who violates university policy prohibiting the use or possession of illegal drugs on campus or in student activities - including educational practicum - will be subject to disciplinary action and criminal prosecution.

Urine drug screens are required of students prior to attending healthcare clinical practicum. Medical marijuana, or its metabolite, is not an accepted substance in urine drug screens and will result in a positive urine drug screen. Students with a prescription for medical marijuana would not be considered exempt from urine drug screening.

## Nondiscrimination Policy

The Maricopa County Community College District does not discriminate on the basis of race, religion, color, national origin, sex, handicap/disability, sexual orientation, age, or Vietnam era/disabled Veteran status in employment or in the application, admission, participation, access and treatment of persons in instructional or employment programs and activities.

## Notice

GateWay Community College reserves the right to change, without notice, any materials, pricing, information, curriculum requirements, and regulations stated in this publication