

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

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, you must work closely with your **Clock Healthcare Advisor** and **Health and Safety Coordinator** to complete all the 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 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:
gatewaycc.edu/degrees-certificates/medical-assisting

PROGRAM OVERVIEW.....	4
Clock Hour Trade & Technical Training.....	4
Medical Assisting.....	4
Courses and Hours.....	5
Certificate of Competency (CCT) Information.....	5
PRE-ADMISSION.....	6
Virtual Information Sessions.....	6
Clock Hour Healthcare Advisor.....	6
Complete Admission Application.....	6
PRE-ENROLLMENT.....	7
Assessment and Placement Information.....	7
Request Enrollment.....	7
Financial Aid.....	8
How to Apply for Financial Aid.....	8
Important Reminders.....	8
Processing Time & Payment Requirements.....	8
Additional Resources.....	8
POST-ENROLLMENT.....	9
Health and Safety Coordinator.....	9
Practicum Health and Safety Requirements.....	9
Practicum Compliance Requirements and Online Portals.....	9
Establish an Account with American Databank (ADB).....	9
Required Documents for American Databank (ADB).....	10
Uniforms and Professional Appearance.....	10
FINANCIAL INFORMATION.....	11
Program Costs *.....	11
Estimated Costs for Additional Expenses.....	11
Payment Options.....	12
Clock Hour Payment Plans.....	12
Payment Methods.....	12
Important Reminders:.....	12
Refund Policy.....	13
How to Obtain a Refund.....	13
POLICIES, RESOURCES, AND STUDENT SUPPORT.....	14
Disability Resources and Services (DRS).....	14
Medical Marijuana Policy.....	14
Nondiscrimination Policy.....	14
Notice.....	14

PROGRAM OVERVIEW

Clock Hour Trade & Technical Training

GateWay Community College offers specialized clock-hour trade and technical programs designed to prepare students for careers through focused, hands-on learning. Unlike traditional credit-hour programs, clock-hour programs measure progress based on the number of hours and weeks of instructional time completed, providing a direct path to certification. These programs emphasize practical training, allowing students to develop industry-specific skills from experienced professionals. In as little as six months, students can earn certifications in fields such as healthcare, cosmetology, construction, and advanced manufacturing.

With expert instructors and state-of-the-art facilities, GateWay ensures students gain the real-world experience needed to succeed. Whether your goal is to save lives, design new styles, reduce stress, construct shelters, or machine future technologies, GateWay's programs are tailored to provide the essential skills for career success. Located in the Phoenix metropolitan area, GateWay has been serving the community since 1968, committed to innovation and excellence in education.

Medical Assisting

If you're passionate about helping others, consider a fulfilling career as a clinical or medical assistant in the rapidly growing healthcare industry. The Medical Assisting program equips you to support physicians and bridge the connection between healthcare providers and patients, making you an essential part of both administrative and clinical teams.

In this program, you'll learn medical terminology, anatomy, physiology, and vital administrative procedures, along with training in professional conduct to ensure compassionate and respectful patient care. You'll graduate with the cognitive (knowledge), psychomotor (skills), and affective (behavior) competencies necessary for success and will be eligible to take a national certification exam, further enhancing your career prospects.

Led by experienced instructors, the program emphasizes the organizational skills required to excel in fast-paced healthcare settings, opening doors to diverse job opportunities across healthcare specialties. For more details on career pathways and salary potential, visit onetonline.org.

Get Started as a Medical Assistant Today!

Courses and Hours

Block	Course Number	Course Name	Clock Hours
Block 1	MDC103	Introduction to Medical Assisting	156
	MDC104	Fundamentals of Administrative Medical Assisting	159
	MDC105	Fundamentals of Clinical Medical Assisting I	141
Block 2	MDC106DC	Fundamentals of Clinical Medical Assisting II	174
	MDC130	Medical Assisting Practicum	200
Total Clock Hours			830

Certificate of Competency (CCT) Information

- **Medical Assisting**

Please note that the curriculum and prerequisites for the program will be revised periodically. It is the applicant's responsibility to remain aware of any changes in admission requirements.

Virtual Information Sessions

To learn more about your program of interest, we encourage you to attend one of our virtual information sessions. These sessions are recommended for all programs and provide valuable insights. Attending a session prior to contacting an advisor is highly encouraged.

→ To register for a Virtual Information Session, visit gatewaycc.edu/virtual-sessions

Clock Hour Healthcare Advisor

All students must meet with the Clock Hour Healthcare Advisor, Debra Phillips, before enrolling. To schedule an appointment, please use the online scheduling tool linked below:

- ★ [Schedule Appointment](#)
- ★ Email: clock.health.sciences.advising@gatewaycc.edu

Complete Admission Application

If you are new to college or Maricopa Community Colleges, or if you need to reapply, visit maricopa.edu/become-student and follow the steps below to complete the admission application:

- **New Students:** Click "Join Now" to create an account.
- **Returning Students:** 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

Primary College of Interest:	GateWay Community College
Primary Reason for Attending:	Get a Certificate
Select a Plan:	Medical Assisting (CER)
Select Expected Start:	Select Academic Year

For assistance, please contact Enrollment Services at (602) 238-4350.

PRE-ENROLLMENT

Assessment and Placement Information

Student assessments at Maricopa Community Colleges ensure you're placed in the right classes for English, math, reading, or English as a Second Language (ESL) to give you a strong start to your educational journey. We use multiple measures for placement, such as high school GPA, GED scores, or ACT/SAT scores. Additionally, we offer placement testing through the EdReady online tool. If you're enrolled in the ESL program, we also provide tailored placement information and options.

For more details, visit [Course Selection and Placement](#). To contact the Testing and Essential Skills Center, visit gatewaycc.edu/testing, email testing@gatewaycc.edu, or call **(602) 286-8160**.

Reading Placement *(need one of the following)*

- ❖ **High School GPA:** between 3.0 and 4.0 - *(no time limit for the use of high school GPA)*
 - Unofficial high school transcripts can be emailed to testing@gatewaycc.edu but they must list an unweighted GPA.
- ❖ **EdReady** Critical Reading and Thinking Score: 90 or above
- ❖ **ACT Reading Score:** 22 or higher - *(scores are valid for 5 years from the assessment date)*
- ❖ ACCUPLACER Next Gen Reading: 249 or higher
- ❖ ACCUPLACER Classic Reading: 92 or higher
- ❖ ASSET Reading: 47 or higher
- ❖ COMPASS Reading: 91 or higher
- ❖ **GED Reasoning Through Language Arts Score:** 175 or higher
- ❖ **SAT – Reading & Writing Score** - *(scores are valid for 5 years from the assessment date)*
 - Old Version (Prior to 2016): 860 or higher
 - New Version (2016 - Current): 480 or higher
- ❖ Successful completion of RDG100 or higher
- ❖ Appropriate reading placement into CRE101 (based on any of the criteria listed above)

Request Enrollment

To request enrollment in this clock hour program, send an email from your Maricopa Student Email address to: clockenroll@gatewaycc.edu.

Please be sure to include the following in your email:

- Program name, program location, and desired **start date**
- The funding source you intend to use to pay for your program *(self-pay, FAFSA, VA benefits, etc.)*

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

Financial Aid

Pursuing higher education shouldn't be limited by financial barriers. The GateWay Community College Financial Aid Office is committed to helping students access the funding they need to cover educational expenses, including tuition, fees, and books.

How to Apply for Financial Aid

If using financial aid for your program, submit your Free Application for Federal Student Aid (FAFSA) at StudentAid.gov using the GateWay Skill Center (clock program) school code **E00701**. For assistance, contact the Financial Aid Office at **(602) 286-8117** and follow the prompts for financial aid, and then clock financial aid. You can also reach them via email at finaid@gatewaycc.edu.

Important Reminders

- ★ **Complete "To-Do" Items:** Ensure all required tasks in the MCCCDC **Student Center** are marked complete to remain eligible for financial aid awards.
- ★ **Enroll First:** It's recommended that you enroll in your program before applying for financial aid.

Processing Time & Payment Requirements

- **Processing Time:** Financial aid processing can take 2-4 weeks.
- **Plan Ahead:** Financial aid must be in place at least two weeks before your program starts.
- **Payment Plan:** If your financial aid package isn't finalized by the deadline, you'll need to set up a payment plan until the aid is processed. Refer to **Pay for College** for more details.

Additional Resources

- Learn more about financial aid at GateWay: [Financial Aid](#)
- Browse frequently asked questions: [Financial Aid FAQs](#)

POST-ENROLLMENT

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 College requires 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:

- ★ **Email:** 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 an 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 about deadlines and uploading documents, contact your [Health and Safety Coordinator](#)

Uniforms and Professional Appearance

Students in the GWCC Medical Assistant Program are required to wear navy blue scrub tops and matching scrub pants or skirts, with the program logo. These uniforms can be purchased either in person or online from Apparel Pro. Students should plan ahead to ensure they have their program uniform ready for the first day of class. To guarantee your uniform is available on time, please place your order at least 14 days prior to your start date.

Apparel Pro USA

- **Address:** 2150 W University Dr, Tempe, AZ 85281
- **Phone:** [\(480\) 894-4632](tel:4808944632)
- **Website:** [GateWay Skills Center - Apparel Pro Health Care Wear](#)

Footwear: Shoes must be all-white or all-black sneakers made of non-absorbent material (leather-like). No absorbent fabric or perforated materials are allowed.

Hair: Hair must be a natural color and should be pulled up off the collar at all times.

Body Piercings and Tattoos: No visible body piercings are allowed. Tattoos may need to be covered during clinical rotations.

Nails: Nails must be clean, trimmed, and well-maintained.

FINANCIAL INFORMATION

Program Costs *

PROGRAM TUITION AND FEES	Medical Assisting
Registration Fee **	\$ 15.00
Tuition Clock Hour	\$ 4,150.00
Course Fees	\$ 991.00
TOTAL Tuition & Fees	\$ 5,156.00

Estimated Costs for Additional Expenses

ADDITIONAL EXPENSES	ESTIMATED COST
Books	\$350.00
Uniform (<i>approx. cost per uniform</i>)	\$35.00+
American Databank – Immunization Tracker	\$10.00
MyClinicalExchange (mCE) – Clinical Practicum <i>The clinical site that you are assigned to for Practicum may require you to submit documents and complete modules through this third party.</i>	\$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 the program</i>)	\$54.00
Urine Drug Screen (<i>completed at random during the program</i>)	\$58.00
Level-One Fingerprint Clearance Card	\$75.00
Basic Life Support (BLS) Provider CPR Card	\$70.00
Certification Exam – CMA or RMA <i>These exams are optional. Certification is not required to work as a Medical Assistant in Arizona, however many employers do require it.</i>	\$125.00 - \$150.00

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

**Two registration fees will apply if the program extends into the next term.

Payment Options

After enrolling in a clock hour program, tuition must be paid by the due date. Be sure to explore your payment options and set up a plan that works for you. Payment plans can be arranged online through your **Student Center**, and it's crucial to do so before the tuition due date to avoid being dropped from your program. Please note that Nelnet payment plan enrollment fees are non-refundable. Students are responsible for covering all program costs, including tuition, fees, and other expenses. Certification will not be granted until all tuition and fees are paid in full.

→ For more details, visit [Payment Options](#)

Clock Hour Payment Plans

Payment plans allow you to divide your tuition into manageable installments with no interest or credit checks. A down payment is required, and the remaining balance is paid over time. Contact Student Business Services at [\(602\) 286-8277](tel:6022868277) or DL-GWC-CAS@gatewaycc.edu for specific details.

- 10% down payment due 30 days before the start date
- 1 – 6 scheduled payments require a 10% down payment plus a \$25 enrollment fee*
- 7 – 12 scheduled payments require a 10% down payment plus a \$45 enrollment fee*

All payment options require an immediate (same-day) down payment. If you choose to sign up for the payment plan, please do so before your tuition due date, otherwise, your classes may be dropped.

**Enrollment fee is non-refundable*

Payment Methods

- **Online:** Log in to your **Student Center** to pay by credit card or e-check.
- **By Phone:** Call [\(602\) 238-4347](tel:6022384347) to make a credit card payment by phone. Wait times may increase during peak periods of enrollment.
- **In Person:** Visit the campus where you are enrolling for classes to make your payment in full using cash, credit, or check. A picture ID may be required for payment transactions.

Important Reminders:

- ★ Regularly check your Maricopa student email and **Student Center** for updates on payment balances and deadlines.
- ★ If you've applied for financial aid, check for any pending "To Do List" items that may delay your award.
- ★ Your seat in the program is not secured until your funding is confirmed. Failure to meet payment deadlines may result in being dropped from the program.

→ For more details, visit [Pay for College](#)

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 for 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 MCCCCD 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.

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 [Student Center](#), by calling **(602) 286-8200** or in person at the [Admissions and Records](#) office. Once you have officially dropped from your classes, and if you are eligible for a refund, you must contact [Student Business Services](#) 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, verify your current address is correct, and update it if necessary in your [Student Center](#) in the Personal Information section.

→ For more details, visit [Student Refunds](#)

POLICIES, RESOURCES, AND STUDENT SUPPORT

Disability Resources and Services (DRS)

Students with disabilities who need accommodations for a class or program should contact the GateWay Disability Resources & Services (DRS) Department by calling **(602) 286-8171** or emailing DRS@gatewaycc.edu. A qualified DRS professional will assess the student's eligibility and notify faculty in writing about the necessary accommodations. During the first class session, faculty will announce that students can meet with them during office hours to discuss any required accommodations. For questions or concerns, please contact DRS.

gatewaycc.edu/disability-resources | DRS@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 practicums 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.

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.