

A woman with braided hair, wearing blue scrubs and a stethoscope, is looking down at a tablet device. In the background, another person in white scrubs is partially visible, pointing towards something off-camera. The scene is set in a clinical or hospital environment.

# Certified Clinical Medical Assistant (CCMA)

# Clinical Handbook

## Disclaimer

While completing clinical requirements is NOT necessary to complete MedCerts' Medical Assistant program, or to obtain **National Healthcareer Association Certified Clinical Medical Assistant (CCMA)** certification, a MedCerts student may choose to seek their own clinical experience for an opportunity to apply learned course skills in real-world, clinical settings. This handbook serves as a guide for suggested clinical experiences.

## Preface

You are enrolled in a MedCerts program that will allow you to sit for the National Healthcareer Association Certified Clinical Medical Assistant (CCMA) exam as your target certification. While the National Healthcareer Association's CCMA certification does not have a required clinical component to obtain certification, you may choose to gain some clinical experience while attending your program. In this section, we provide some additional guidance. To ensure you have all the necessary tools and knowledge to be successful, the Student Success and Career Services teams at MedCerts have put together this Clinical Handbook. We encourage you to take full advantage of this handbook and all its contents.

Inside you will find:

- Suggestions for locating clinical sites
- Tips for writing a standout resume
- Guidance for requesting MedCerts sponsorship and much more

We want to remind you that you are not alone! If you need further assistance, have questions, or need a boost of encouragement, please drop a line to your Student Success Advisor. We are here to support you as you work to become one of healthcare's newest medical assisting professionals!

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# MedCerts and the Pathway to Certification

## MedCerts' Philosophy

MedCerts' programs offer a highly immersive environment, utilizing 12 unique eLearning elements designed to keep students engaged, stimulated, and entertained throughout the training. The student learning experience is driven by recorded video lecture delivered by expert instructors, alongside simulations, video demonstrations, virtualized environments and many other professionally produced learning objects. Multiple assessments test students' knowledge and understanding of the material contained in each lesson, leading up to a comprehensive final exam while simultaneously preparing them to sit for industry-driven certifications.

## Certification Preparation

Upon reaching a 70% pass rate on assigned MedCerts' Knowledge Review Assessments, students will have the opportunity to sit for the National Healthcareer Association Certified Clinical Medical Assistant (CCMA) certification.

## Certification Exam Details

**Target Certification:** Certified Clinical Medical Assistant (CCMA)

Physician offices, hospitals, outpatient care centers, and other employers have an increasing demand for medical assistants. Most seek, and many require, a professional certification. With a CCMA certification, you'll have the credentials you need to set yourself apart from other applicants as you embark on a rewarding healthcare career. As more employers require certifications, the CCMA will help improve your marketability in a growing and rewarding field.

**Issuing Authority:** National Healthcareer Association

**Exam Questions:** 150 Questions, 30 Pretest Questions

**Passing Score:** 390/500

**Exam Time:** 3 Hours

## Clinical Overview

While completing a clinical component is NOT required to complete MedCerts' program or to obtain National Healthcareer Associations CCMA certification, a clinical experience may allow a MedCerts medical assisting student the opportunity to:

- Experience interaction with healthcare professionals and patients in a real-world setting
- Practice universal precautions and infection control principles
- Demonstrate appropriate communication with the healthcare team and patients
- Adhere to standards and policies related to patient confidentiality and HIPAA compliance
- Exhibit understanding of medical office procedures and administrative functions
- Demonstrate patient care knowledge and ability to provide basic assistance to providers
- Demonstrate knowledge and ability to perform medical procedures as required by the clinical site
- Gain work experience with an opportunity to exhibit professionalism

**If you are an employer-sponsored student, the following sections regarding securing a clinical site will not apply to you. Please skip down to MedCerts' [Professional Standards and Policies](#).**

## Identifying a Clinical Site

MedCerts Career Coaches are here to help, but students are responsible for securing their own clinical sites.

Clinical site opportunities may be either unpaid volunteer positions or paid employment positions, depending on the site and their needs. Some medical facilities may prefer to hire you and give you the supervision you need to complete your clinical requirements upon employment.

The following are some recommendations from the MedCerts Career Services team that you can utilize as you begin the process of locating and securing your clinical site:

- Search online job websites (Ex: Indeed, ZipRecruiter, Linked In, nhanow.com) to find sites that may offer paid positions that would allow you to gain clinical experience.

- Network with friends and family to see if they have any connections to medical facilities
- Reach out to healthcare professionals. They have connections to a variety of facilities and may be able to refer you to their colleagues
- Utilize social networking platforms (social media, Twitter, Facebook) to let people know that you're looking for a clinical site to gain some on-the-job, clinical experience

## Steps to Securing a Clinical Site

**Step 1:** Create a list of potential clinical sites in your area. Clinical requirements can be completed at one of many different medical locations, such as, but not limited to **medical offices, hospitals, and outpatient care centers.**

**Step 2:** Contact potential sites and inquire about clinical opportunities. You may have the most success reaching the supervisor or manager if you call the site, but you can also try to send an email (see sample email language below).

**Step 3:** If the site is willing to host you, check to see if they require MedCerts sponsorship. Be sure to gather contact information for the site supervisor or manager (Name, email, phone number, address of site).

**Step 4:** Once you have secured a site, please complete the Clinical Site Information Form.

**Step 5:** Complete any documents required by the clinical site and confirm your start date. You may be required to have a criminal background check and complete a drug screening assessment. Please see the section in this handbook below on "Criminal Background Check, Drug and Other Screenings."

**Step 6:** Document your requirements on the Clinical Log form and return your completed form to the MedCerts Clinical Support Team ([clinicalsupportteam@medcerts.com](mailto:clinicalsupportteam@medcerts.com)).

## Approaching Clinical Sites/Employers

Be well-prepared and treat this like you would a job search.

- Develop and polish your resume. Writing a resume may sound daunting, but [these Tips for Writing a Standout Resume](#) will help you to get started.
- Identify the appropriate department and person to approach, which may include the education department, volunteer department, or someone in human resources.
- Prepare customized cover letters for each site you approach. A cover letter is a way to briefly introduce yourself to the employer and share your goals. The letter is a chance to demonstrate your professionalism and clarify your clinical requirements.

- Email or hand deliver your resume and cover letter.
- Communicate promptly and professionally with the site.
- Dress professionally for the meeting or interview (Look your best!).

If the site requires a [letter of enrollment/verification](#), please utilize the letter found in this in the resource section of this handbook.

## Clinical Site Sponsorship & Process

Some clinical sites may require “sponsorship” from MedCerts, which often includes a signed Affiliation Agreement and Certificate of Insurance. MedCerts can reach out to the site on your behalf once this [Clinical Site Information Form](#) has been completed.

MedCerts reserves the right to approve or deny site requests. The site is required to meet minimum clinical requirements as set forth in the ‘Clinical Requirements’ section above. MedCerts also reserves the right to deny sponsorship for a clinical site, if it is determined that the site is not able to meet the minimum clinical requirements.

To request sponsorship, the [Clinical Site Information Form](#) must be completed. A member of the MedCerts’ Career Services team will review the site information to determine if the location is suitable to meet your clinical requirements. You will be notified of the decision, and if sponsorship is required, the Clinical Coordinator will arrange this with the site supervisor.

## MedCerts’ Professional Standards & Policies

Students are expected to adhere to MedCerts’ professional standards as set forth in this section, as well as the standards set forth by the clinical site, at all times throughout the duration of a student’s time at the clinical site. Students found violating these standards may be subject to disciplinary action to the severity of termination from the clinical site and dismissal from their MedCerts program.

MedCerts has established the following Professional Standards to ensure the success of the student and the continued professional relationship between MedCerts and the clinical site. Students receiving MedCerts sponsorship will be required to sign the MedCerts’ Sponsorship Agreement, indicating the student understands and agrees to meet all Professional Standards set forth below.

**ATTENDANCE:** Take every precaution to avoid any absences from your Clinical Site position, since dependability is a professional expectation of all healthcare facilities. If you are unable to attend all scheduled shifts due to illness or emergency, please notify your clinical site’s manager or supervisor as soon as possible. Clinical site leave must be approved based on the policies set forth by the clinical site.

**CONFIDENTIALITY:** Students are required to maintain confidentiality of patient information in accordance with HIPAA (Health Insurance Portability and Accountability Act).

**PROFESSIONAL DRESS CODE:** Appropriate dress standards have been established to present and maintain a professional appearance to patients, visitors, and the healthcare team. The standards allow comfortable performance of duties and promotion of safety and infection control.

- ID badge, if required, must be worn at all times as required by the clinical site (i.e., above the waist with name visible).
- Hair must have a clean and neat appearance with shoulder-length hair pulled back. Facial hair must be clean, neat, and well groomed.
- Headgear, religious or culture in nature, may be worn.
- Jewelry must be appropriate and professional, and not present a safety hazard when working with patients or equipment. Students must be prepared to remove jewelry and/or piercings as required by clinical site.
- Tattoos must be covered as required by the clinical site.
- Attire as required by the clinical site, i.e., clean, and ironed scrubs or uniforms and OSHA-compliant shoes. No denim, short skirts, sweatshirts, low necklines, tank tops, halter tops or T-shirts with advertising or offensive graphics, sweatpants, jogging pants, leggings, or shorts (or any other attire deemed inappropriate by site).
- Fragrances, such as perfume or cologne, may cause allergic reactions in others and may not be worn.
- Fingernails must be neat, clean, and trimmed as not to extend beyond the tips of the fingers; no artificial nails are allowed.

## **Criminal Background Checks, Drug Screening, & Other Policies**

Some clinical sites may require screening prior to placement. **Students are responsible for all required screening(s) and applicable fee(s).** The requirements and types of screening are dependent on the requirements of the site. Potential fees, which vary per state, include but are not limited to, a background check, drug screening, Basic Life Support (BLS) for Healthcare Providers (CPR) certification, TB (Tuberculosis) tests, and required immunizations. Students should speak with their clinical site for more information about potential screening(s), additional requirements, and applicable fee(s).



**MedCerts does not perform criminal background checks, nor do we test students for illicit drug use.** Please be advised that the student's drug, criminal, or immunization status may prevent future employment as a healthcare or IT (Information Technology) professional. Clinical sites, employers, and State Boards, or other regulatory boards have regulations about drug use and criminal backgrounds. Regulatory boards, clinical sites, employers, and other organizations that may require these screenings for placement, and adverse results may prohibit you from completing the clinical requirements. The student understands that MedCerts does not hold any control over the drug, immunization, criminal, or background screening processes or policies held by any organization outside of MedCerts.

## **Clinical Site Partnership/ Preceptor Responsibilities**

### **The Role of a Preceptor (Trainer)**

A preceptor guides the student's clinical learning experience while acting as a role model, supporting the student through facilitating student autonomy, and promoting self-confidence, leading to clinical competency for safe and effective practice by:

- Direct progressive expectations and goals for the clinical experience
- Identify and discuss learner needs to meet course objectives within the practicum
- Assess the nature of patient care encounters to enable the student to meet progressive expectations and required clinical experiences
- Utilize appropriate teaching methods to help the student meet learning objectives
- Evaluate achievement of student objectives
- Provide ongoing feedback to the student
- Demonstrate attitudes and qualities consistent with those of ethical healthcare professionals

### **The Responsibilities of Preceptor (Trainer)**

- Orient the student to the clinical site and staff
- Review progressive clinical expectations to structure the experience

- Assist the student in completing clinical experience recommendations and evaluations with listed objectives
- Advise the student of expectations with respect to communication, attire, documentation, and patient engagement, teaching, and professional disposition
- Maintain a 1:1 ratio during all clinical learning activities, on any given day. Students should not be utilized as additional staff/clinician
- Provide access to patients and help the student select appropriate patient opportunities to develop in their role
- Promote a positive learning environment- encourage inquiry, critical analysis, and reflection
- Discuss diagnostic tests relevant to patient care
- Assist the student in preparing for the next day's clinical assignment by reviewing patient case/chart
- Observe the student for continuous improvement

# Final Evaluation of Student

Completed By Experiential Learning Site **Preceptor/Supervisor**

**Student Name:** \_\_\_\_\_ **Experiential Learning Site:** \_\_\_\_\_

**Supervisor Name:** \_\_\_\_\_ **Phone Number:** \_\_\_\_\_

The student evaluation is completed by the preceptor/supervisor on or before the last day of the Experiential Learning.

Please evaluate the above-named student using the following guidelines:

4 = Excellent	3 = Above Average	2 = Average	1 = Needs Improvement
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<b>The MedCerts Student demonstrates:</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>N/A</b>
The ability to learn and retain information					
Sufficient speed in completion of tasks					
Interest in self improvement					
Ability to adapt to new procedures					
Anticipation of provider's or coworkers' needs					
Professionalism in appearance					
Professionalism in attitude					
Dependability in attendance					
Cooperation with healthcare team and patients					

Student appears to show strengths in these areas:

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Suggestions for areas of improvement:

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No commitment required: Student would be a potential candidate if a position were available. \_\_\_\_\_

**Signature of individual completing this evaluation:** \_\_\_\_\_

**Credentials & Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor/Trainer:** Please return (via email or fax) to MedCerts within three days of Experiential Learning completion.

**Email:** [clinicalsupportteam@medcerts.com](mailto:clinicalsupportteam@medcerts.com) **Fax:** 734-655-9445

\_\_\_\_\_  
Clinical Externship Coordinator

\_\_\_\_\_  
Date

# MedCerts' Medical Assistant Program

## STUDENT PRACTICUM GUIDE

Completed by Clinical Site **Preceptor/Supervisor**

Name of Student Being Evaluated: \_\_\_\_\_

**INSTRUCTIONS:** Consider each item separately and rate each item independently. Indicate by checkmark in the appropriate box the student's level of competency. Note each skill/task not performed, observed or available.

CLINICAL TASKS/SKILLS LIST	Competent	Needs Work	Student was able to observe	Not Available at this site
<b>Patient Care</b>				
Measure and record adult measurements (height and weight)				
Measure and record adult vital signs (BP, pulse, respirations)				
Measure and record infant measurements (weight, length, head and chest circumference) and document on growth chart				
Measure and record pulse oximetry and/or pulmonary function				
Perform electrocardiography and/or other cardiac testing				
Perform venipuncture and/or capillary puncture				
Perform patient screening using established protocols				
Verify the rules of medication administration				
Administer oral medications				
Administer parenteral (excluding IV) medications after choosing proper site and calculating proper dose				
Instruct and prepare a patient for a procedure or a treatment				
<b>Evaluator's Initials:</b>		<b>Date:</b>		

Assist provider with a patient exam				
Obtain specimen and perform CLIA-waved test				
Maintain lab test results using flow sheets, differentiating between normal and abnormal test results				
Incorporate critical thinking skills when performing patient assessment and/or patient care and demonstrate awareness of concerns				
Other (Please describe):				
Other (Please describe):				
Other (Please describe):				
Other (Please describe):				
<b>Infection Control and Protective Practices</b>				
Participate in bloodborne pathogen training				
Select appropriate barrier/personal protective equipment (PPE)				
Perform handwashing				
Prepare disinfection, sterilization, and/or items for autoclaving				
Prepare and perform within a sterile field				
Perform wound care and/or dressing change				
Demonstrate proper disposal of biohazardous material (sharps and regulated waste)				
Comply with safety signs, symbols, and labels				
Demonstrate proper use of eyewash or sharps containers				
Demonstrate proper use of body mechanics				
Demonstrate proper awareness of an emergency situation				
Other (Please describe):				
Other (Please describe):				
<b>Evaluators Initials:</b>	<b>Date:</b>			

<b>ADMINISTRATIVE TASKS/SKILLS LIST:</b> <b>(Recommended Perform a Minimum of 12)</b>	<b>Competent</b>	<b>Needs Work</b>	<b>Student was able to observe</b>	<b>Not available at this site</b>
<b>Concepts of Effective Communication</b>				
Use feedback techniques to obtain patient information, respond to nonverbal communication and use active listening				
Use medical terminology correctly, pronouncing accurately to communicate information to providers and patients				
Interact and communicate with patients appropriately considering patient's health literacy, concerns, culture diversity, developmental stage or communication barriers				
Demonstrate respect for individual diversity related to gender, race, religion, economic status, and appearance				
Provide patient coaching or education regarding diet or health maintenance, disease prevention, or treatment plan as prescribed by physician, showing empathy and awareness of patient concerns.				
Demonstrate professional telephone techniques and documentation of phone messages				
Compose professional correspondence utilizing electronic technology				
Develop a current list of community resources related to patients' healthcare needs and facilitate referrals as a patient navigator				
Report relevant information concisely and accurately				
Other (Please describe):				
Other (Please describe):				
<b>Medical Office Procedures</b>				
Manage appointment schedule using established priorities and/or schedule a procedure or appointment				
Utilize an EMR or EHR; input data				
Create and/or organize a patient's medical record				
Perform filing procedures				
<b>Evaluator's Initials:</b>		<b>Date:</b>		

Perform routine maintenance of administrative or clinical equipment				
Perform an inventory with documentation				
Other (Please describe):				
Other (Please describe):				
<b>Basic Practice Finances and Third-Party Reimbursement</b>				
Perform accounts receivable procedures including posting charges, payments, or adjustments to patient accounts				
Prepare a bank deposit				
Obtain accurate patient calling information and/or inform a patient of financial obligations for services rendered				
Demonstrate professionalism and sensitivity when discussing patient's billing record and/or requesting payment for services rendered				
Interpret information on an insurance card and/or verify eligibility				
Obtain precertification or preauthorization including documentation				
Complete and insurance claim				
Interact professionally with third party representatives				
Display tactful behavior when communicating with medical providers regarding third party requirements				
Perform procedural and/or diagnostic coding				
Utilize medical necessity guidelines				
Other (Please describe):				
Other (Please describe):				
<b>Law and Ethics</b>				
Participate in HIPAA Training (1)				
Apply HIPAA rules regarding confidentiality and release of information (1)				
<b>Evaluator's Initials:</b>	<b>Date:</b>			

Complete an incident report related to an error in patient care PRN (1)				
Demonstrate personal ethics and morals in dental healthcare and/or demonstrate appropriate response(s) to ethical issues (1)				
Other (Please describe):				

**Additional Comments:** Feedback on practicum process?

**Printed Name of individual completing this evaluation:** \_\_\_\_\_

**Signature of individual completing this evaluation:** \_\_\_\_\_

**Credentials & Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Preceptor/Supervisor:** Please return (via email) to MedCerts within three days of experiential learning completion.

\_\_\_\_\_  
**Signature – MedCerts Program Director - Healthcare      Date**



## Sample Verification or Letter of Enrollment

First, Last Name

Address

Town, State, Zip Code

Date:

Facility Name

Address

Town, State, Zip Code

Dear Clinical Site Contact/Preceptor/Trainer:

Thank you for your willingness and consideration to serve as a preceptor/trainer for one of MedCerts' Medical Assisting students. The faculty appreciate your interest in being an integral part in the education of future medical assistants. We recognize and appreciate the time it takes from your already busy schedule to precept and train our students.

The purpose of this letter and handbook is to provide you with information about medical assisting requirements. It includes guidelines for the preceptor's role regarding teaching, supervising, and evaluating students.

If you have any questions or concerns, please contact us. Should you have any questions regarding requirements, recommendations, or for clinical placements, please contact our clinical coordinator at [clinicalsupportteam@medcerts.com](mailto:clinicalsupportteam@medcerts.com). We will get back to you right away.

Thank you for your time and consideration.

Best Regards,

MedCerts Clinical Support Team

P: 800-734-1175

F: 734-655-9445

[clinicalsupportteam@medcerts.com](mailto:clinicalsupportteam@medcerts.com)

# Letter of Intent

[Company]



8/3/2022

[Company]  
[Company Address]  
[Abstract]

MedCerts  
14143 Farmington  
Rd.  
Livonia, MI 48153

The purpose of this Letter of Intent is to identify a mutually beneficial, non-binding partnership between MedCerts and [Company].

As part of this partnership, MedCerts agrees to showcase [Company] as a “Featured Employer” in the MedCerts Career Center and post relevant employment opportunities at [Company] as “Featured Jobs”. Featured Employers and Featured Jobs are promoted in several locations in the Career Center and are included in weekly promotional emails to students.

[Company] is interested in receiving, as well as potentially reviewing and advancing applications from MedCerts graduates who meet all eligibility requirements and complete programs that qualify them for the posted positions. It is understood that employment cannot be guaranteed.

MedCerts, is committed to creating enhanced career pathways for students seeking quality education in noble Allied Health and IT vocations and is excited for this collaboration with [Company] to provide a source of qualified applicants and increase potential opportunities for MedCerts graduates.

[Company]

**Name of Contact:**

**Title:**

**Signature:**

**Date:**

**MedCerts LLC**

**Name of Contact:**

**Title:**

**Signature:**

**Date:**

AFFILIATION AGREEMENT  
BETWEEN MedCerts and \_\_\_\_\_

This Agreement, effective as of this \_\_\_\_\_ is between MedCerts and \_\_\_\_\_ located at [Company Address] hereinafter referred to as "Externship Site".

WHEREAS, the Externship Site can provide quality training for students enrolled at MedCerts, and

WHEREAS, MedCerts provides classes and curricula in health care professions that require clinical training in an Externship Site, and

WHEREAS, the parties hereto desire to enter into this Externship Agreement, ("Agreement"), for training of MedCerts' students at the Externship Site, subject to the terms and conditions set forth below;

NOW THEREFORE, it is hereby mutually agreed by and between the parties as follows:

1. Subject to compliance by MedCerts of all terms and conditions of this Agreement, the Externship Site will permit MedCerts to use Externship Site's facilities for the clinical training/externship of MedCerts students.
2. MedCerts shall comply and shall cause its students to comply with the Externship Site's Policies and Procedures for Student Clinical Affiliations/Externships. The Externship Site shall, within a reasonable time, provide MedCerts with a copy of the Externship Site's Policies and Procedures for Student Clinical Affiliations/Externships for distribution and explanation to students.
3. The Externship Site will provide MedCerts with copies of its rules, regulations, and policies within a reasonable time before each rotation of the clinical training program begins. Further, the Externship Site will provide MedCerts reasonable notice of any changes in its rules, regulations, or policies.
4. MedCerts will provide clinical training/externship only to those students who have satisfactorily completed the prerequisite didactic portion of the MedCerts curriculum.
5. This agreement shall be in effect and valid until [Abstract] . It may be terminated by either party on 30-day advance written notice of termination.

6. Indemnification.
  - A. MedCerts shall indemnify, defend, and hold harmless Externship Site and its officers, agents, employees, assigns and successors in interest from and against any and all liability, damage, claim, cost or expense including reasonable attorney's fees and other reasonable expenses of litigation resulting from (a) any conduct, act or omission of MedCerts, its faculty, representatives, agents, employees or students, to the extent Externship Site is not insured or otherwise indemnified for the same, or (b) the nonperformance or breach of any provision of this Agreement by MedCerts, its faculty, representatives, agents, employees or students. However, this indemnification shall not apply to the extent any loss, damage, liability, cost, or expense results from the primary conduct, act, omission or negligence of Externship Site and/or any of its officers, agents, employees, assigns or successors in interest.
  - B. Externship Site shall indemnify, defend, and hold harmless MedCerts and its officers, agents, employees, assigns and successors in interest from and against any and all liability, damage, claim, cost or expense including reasonable attorney's fees and other reasonable expenses of litigation resulting from (a) any conduct, act or omission of Externship Site, its representatives, agents, or employees or students, to the extent MedCerts is not insured or otherwise indemnified for the same, or (b) the nonperformance or breach of any provision of this Agreement by Externship Site, its representatives, agents, or employees. However, this indemnification shall not apply to the extent any loss, damage, liability, cost or expense results from the primary conduct, act, omission or negligence of MedCerts and/or any of its officers, agents, employees, assigns or successors in interest.
  - C. The party seeking indemnification shall (a) allow the indemnifying party and/or its insurer to assume direction and control of the defense of any action, suit, or proceeding, if they elect to do so, including the right to select or approve defense counsel (b) allow the indemnifying party and/or its insurer the right to settle such actions, suits, or proceeding at the sole discretion and expense of the indemnifying party or its insurer, and (c) cooperate fully with the indemnifying party and its insurer in defending against and settling such actions, suits, or proceedings.
7. MedCerts agrees to procure and maintain or cause to be procured and maintained for not less than the duration of this Agreement at least the following types and amounts of insurance for claims which may arise from or in connection with this Agreement, including the training of MedCerts's students at Externship Site:
  - A. General liability policy in the amount of One Million Dollars (\$1,000,000) per occurrence and Three Million Dollars (\$3,000,000) in the aggregate per year and

- B. Professional liability in the minimum amount of One Million Dollars (\$1,000,000) per occurrence and Three Million Dollars (\$3,000,000) in the aggregate year. Such policy shall specify that the liability coverage with regard to Externship Site is primary and non-contributing.

Evidence of the above insurance policies shall be provided to Externship Site within 7 days of execution of this Agreement and on a continuous basis thereafter.

8. Externship Site or MedCerts may withdraw any student from the program at any time if the qualifications, performance, or actions of such individuals is unsatisfactory or if an individual is disruptive or otherwise interferes with desirable work relationships within the Externship Site. If, in the opinion of the Externship Site or its agents, the health of the student may be detrimental to the health of the Externship Site's patients or employees, the Externship Site may remove that student. The above actions may be exercised summarily and without recourse.
9. The Externship Site shall not be liable for any loss of or damage to the personal property of the instructors or students while on the premises.
10. The Externship Site shall retain overall responsibility for the care, treatment and safety of its patients and shall control the number of students permitted to participate under this Agreement. Externship Site will comply with all applicable statutes, rules and regulations respecting the maintenance of and release of information from such records, including HIPAA laws and regulations.
11. The students participating in Externship Site Programs shall in no way be considered to be servants, agents or employees of the health facility, nor shall they be entitled to any fringe benefits, Worker's Compensation, or any other rights that may be offered to health facility employees.
12. Externship Site agrees that it will obtain directly from student any and all necessary information reasonably requested by the hosting site, prior to or at any time, student is enrolled in a program at a hosting site. Externship Site anticipates, and student should be prepared to provide, at a minimum, the following: a drug screen, background check, immunization record, state licensure, and board certification of the relevant area student will be engaged in. Externship Site may make such other reasonable requests for information as it deems appropriate, including asking Student to undergo a health examination. Externship Site and student understand that at no time should any of this information be provided to MedCerts, but only to the hosting site or Affiliate directly.
13. If fees are generated by the student, the Externship Site retains the right to keep any and all of those fees.

14. The Externship Site agrees to provide general first aid arising from incident resulting from the Externship Site Assignment, until student seeks own health care, at the cost customarily charged to the general public for such services. Students are responsible for any bills generated from illness or injuries resulting from the Clinical Assignment/Externship.
15. No provision of this Agreement will prevent any patient from requesting not to be a teaching patient or prevent the Externship Site staff from designating any patient as a non-teaching patient.
16. The Externship Site will cooperate with MedCerts in the planning and the conduct of the students' clinical experiences, to the end that the students' clinical experiences may be appropriate in light of the MedCerts's experiential objectives.
17. The Externship Site may submit a written request to MedCerts for the withdrawal of any student or instructor from the program for a reasonable cause related to the need for maintaining an acceptable standard of patient care, and MedCerts will immediately comply with such request. The written request from the Externship Site will set forth the basis for the removal.
18. The Externship Site will hold MedCerts harmless from an adjudicated liability stemming from MedCerts' compliance with the Externship Site's refusal to accept a student or instructor or request for withdrawal of a student or instructor.
19. The Externship Site consents to MedCerts LLC, use of its name and logo for the purposes of press releases and MedCerts list of Affiliates (which may be published on its website, made available to the public in digital media or hard copy materials, in an email or displayed in MedCerts LLC facilities). Both parties agree to collaborate and contribute to a joint press release, written and released within 30 days of the partnership launch. As necessary, both parties will cross-promote the partnership on their marketing channels including but not limited to social media platforms, email marketing, website marketing and paid advertising. All press/marketing materials that use either parties' name/brand, will have the other party approve these materials before moving forward with making any of these materials public.
20. The laws of the State of Michigan govern this agreement. Any and all claims brought under this agreement shall be exclusively brought in Oakland County, Michigan, or the Eastern District of Michigan. The Parties consent to exclusive jurisdiction in this County or District and waive any right to objection to these being the proper forum. Any claim brought by one party against the other must be brought within one hundred and eighty (180) days of the termination or expiration of this Agreement.

21. This Agreement constitutes the entire agreement of the parties. All prior arrangements of the parties, oral or written, are merged herein and shall be of no force and effect. This Agreement may not be modified, changed or amended except by an agreement signed by both the Externship Site and MedCerts.
22. This Agreement may be signed in counterparts by the parties, via e-mail, faxed signature, or doc-sign, with such signatures for purposes of signing this Agreement to be deemed originals.
23. In the event any of the provisions of this Agreement shall be held invalid or unenforceable because of any final judgment, administrative ruling, or any legislation now existing or hereinafter enacted, such invalidity or unenforceability shall have no effect on the remaining provisions of this Agreement.

IN WITNESS WHEREOF, each of the parties has caused this Agreement to be executed on its behalf as of the day and year first above written.

[Company]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

**MedCerts LLC**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: RAFAEL CASTANEDA

Title: SVP, STRATEGIC PARTNERSHIPS AND WORKFORCE

## Additional Resources

<a href="#"><u>MedCerts Career Center</u></a>
<a href="#"><u>Tips for Writing a Standout Resume</u></a>
<a href="#"><u>Cover Letters</u></a>
<a href="#"><u>Tips and Tricks for Professional Job Search</u></a>
<a href="#"><u>Interview Preparation</u></a>
<a href="#"><u>Clinical Site Information and Sponsorship Request Form</u></a>