

Dallas college  School of Health Sciences

medical front office assistant

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**Medical Front Office Assistant Program**

**Revised for Fall 2025-Spring 2026**

# **Program Summary**

The Dallas College School of Health Sciences offers the following two awards for college credit:

* Medical Front Office Assistant Occupational Skills Award (first semester)
* Medical Front Office Assistant Level I Certificate (first, second, and third semesters)

Medical front office assistants are healthcare professionals who perform day-to-day tasks that help healthcare offices run smoothly and play an important role in the patient’s experience as they are the patient’s first point of contact. Health care facilities are seeking employees who have strong communication and technological skills along with the ability to work as part of a team and with a diverse clientele to meet the needs of a busy and demanding medical office.

The Medical Front Office Assistant program is designed to prepare students with the theoretical knowledge and practical skills essential for successful employment in a medical front office setting, including practices, clinics, and hospitals.

Successful completion of the Medical Front Office Assistant Certificate program provides a foundation for students to prepare and take the Certified Medical Administrative Assistant (CMAA) exam administered by the National Healthcareer Association (NHA).

**DISCLAIMER**:

*The Medical Front Office Assistant program does not guarantee job placement in medical offices, hospitals, medical coding and billing offices or other relevant health care settings.*

This information packet contains specific application guidelines and requirements. Submission of application materials verifies that an individual has read the packet thoroughly and understands the policies and procedures for application and acceptance to the program.

**Equal Educational Opportunity**

Educational opportunities are offered by Dallas College without regard to race, color,

religion, national origin, sex, disability, age, sexual orientation, gender identity, or gender expression.

# **A. Medical Front Office Assistant Application Checklist**

This checklist is organized toward an applicant just beginning their college experience. Some items may not be applicable if you have previous college credits.

1. \_\_\_\_Download and read through the Medical Front Office Assistant [program information packet](https://www.dallascollege.edu/cd/credit/pages/ecc-health-packets-sessions.aspx).
2. \_\_\_\_ View the mandatory online [Medical Front Office Assistant Information Session](https://www.dallascollege.edu/cd/credit/pages/ecc-health-packets-sessions.aspx)
3. \_\_\_\_ Complete and submit the required questionnaire obtained after watching the information session to receive the program application form.
4. \_\_\_\_ If you have questions about the program, email [AskSOHS@dallascollege.edu](mailto:asksohs@dallascollege.edu?subject=Questions%20about%20a%20health%20program).
5. \_\_\_\_ Complete an [application for college admission](https://www.applytexas.org/) if not already a Dallas College student.
6. \_\_\_\_ Submit official transcripts from all previously attended colleges/universities to [studenttranscripts@dallascollege.edu](mailto:studenttranscripts@dallascollege.edu) or to Dallas College, Attn: Admissions Processing, 3737 Motley Drive, Mesquite, TX 75150.
7. \_\_\_\_See a [Success Coach](https://www.dallascollege.edu/resources/success-coaching/pages/default.aspx) (advisor) as needed.
8. \_\_\_\_If desired, request an [Educational Plan](https://www.dallascollege.edu/cd/credit/pages/ecc-health-resources.aspx) for evaluation of external credit course work that applies to the Medical Front Office Assistant curriculum.
9. \_\_\_\_ Once you have completed all above steps, request access to ***Secure Link*** by emailing Nehal Rangnekar at [nrangnekar@dallascollege.edu](mailto:nrangnekar@dallascollege.edu) to upload all application documents. The subject line of the email must be **Medical Front Office Application Materials**.
10. Upload the following required application materials to the Secure Link ***prior to enrolling in the MDCA 1421 Administrative Procedures course:***
    1. \_\_\_\_ Completed Medical Front Office Assistant Program Application and Statement of Students’ Responsibility forms.
    2. \_\_\_\_ Copy of ***unexpired*** official government-issued ID (examples – driver’s license, passport, or state ID card)
11. \_\_\_\_ Upon completion of Semester I courses with a minimum grade of “C” or higher, you may apply for the OSA award.
12. \_\_\_\_ To enroll in Semesters II and III:
    1. \_\_\_\_ Must have completed all Semester I courses with a minimum grade of “C” or higher.
    2. \_\_\_\_ Must request enrollment by emailing Nehal Rangnekar at [nrangnekar@dallascollege.edu](mailto:nrangnekar@dallascollege.edu) and if approved, will be enrolled in the courses by the program or the Health Science Pathway Specialists.
13. \_\_\_\_ To enroll in the final externship clinical MDCA 1260 course:
    1. \_\_\_\_ Must have completed all Semester I and Semester II courses with a “C” or better.
    2. \_\_\_\_ Must have requested enrollment and if approved, will be enrolled in the course by the program or the Health Science Pathway Specialists.
    3. \_\_\_\_ Create a SurPath account ***no earlier than 30 days prior to start date of the externship course*** and complete all the following items:
       1. \_\_\_\_ Submit proof of current personal health insurance to SurPath.
       2. \_\_\_\_ Submit a professional and current resume to SurPath.
       3. \_\_\_\_ Complete a background check and drug screening through SurPath (results must be within 30 days of start date of the course).
       4. \_\_\_\_ Submit TB screening results to SurPath (must be within 12 months of start date of the course).
       5. \_\_\_\_ Submit any additional immunizations/documents as required by the assigned clinical site to SurPath within specified timeframe.

# **B. General Admission Requirements to the College**

Applicants to the Medical Front Office Assistant program must meet all [college admission requirements](https://www.dallascollege.edu/admissions/pages/default.aspx) as outlined in the official college catalog.

*Applicants must have earned either a high school diploma or General Education Diploma (GED).*

Students pursuing the Medical Front Office Assistant program are waived from TSI standards but must be able to demonstrate at least 12th grade level reading, writing and mathematics skills to be successful in college level courses. Students should consult the Success Coaching/advising office to determine their TSI status prior to beginning the prerequisites courses for a Health Sciences program.

## **Official College Transcripts**

Prior to application to the Medical Front Office Assistant program, potential applicants must have submitted ***official transcripts from ALL colleges and universities the applicant has attended whether the coursework is or is not relevant to the program application***. Transcripts from Dallas College (formerly Dallas County Community College District) campuses are not required.

The transcripts must be current with the **print date no earlier than three years** prior to the applicant’s anticipated admission to the program unless the student has not had a break in enrollment with Dallas College since the transcripts were originally submitted. If the official transcripts have not been submitted, the individual’s application will be voided.

Official transcripts must be sent electronically from the applicant’s previous colleges to [studenttranscripts@dallascollege.edu](mailto:studenttranscripts@dallascollege.edu). Transcripts sent by the applicant in pdf or other formats are not accepted. Transcripts may also be mailed from a college in a sealed envelope to Dallas College, Attn: Admissions Processing, 3737 Motley Drive, Mesquite, TX 75150.

## **Initial Advisement**

Students who are beginning college for the first time will follow the [Steps to Enrollment](https://www.dallascollege.edu/admissions/pages/new-credit-students.aspx) which will guide them from applying the college system to placement testing, selecting a degree plan, contacting a Success Coach, and enrolling in basic courses.

A student who has not completed college coursework should request a general Associate of Science Degree plan from [Success Coaching](https://www.dallascollege.edu/resources/success-coaching/pages/centers.aspx) as a starting point toward future application to a health sciences program. ***Note: Additional assessment testing in computer literacy and learning frameworks courses may be required for certain students.***

# **C. Previous Coursework Evaluation**

Official transcripts are fully evaluated by the Dallas College Transcript Evaluation Center after a student has been enrolled for at least one regular semester. However, students can request an Educational Plan, an evaluation of their previous coursework toward a Health Sciences program. The [Educational Plan](https://forms.office.com/Pages/ResponsePage.aspx?id=U1R-1i9z3EqUpEiI8tl9XR-JTZXG4gtGtI5xwkPieuFUOFdER1BQS1k5TU02R09FQTU0WFVDTEJQWSQlQCN0PWcu) is a preliminary, unofficial degree plan for advisement purposes and only reflects specific courses toward a health sciences program.

*Educational Plans are optional and are not required for application to a health sciences program.* They are usually completed within 4-8 weeks. An Educational Plan should be requested at least one semester prior to a program application filing deadline if possible.

The School of Health Sciences and the Allied Health Admissions Office reserve the right to accept or reject any coursework completed at other colleges presented for transfer evaluation toward Health Science programs.

## **Five-Year Time Limit for Select Courses**

Any previous coursework that is being presented for transfer for the Medical Front Office Assistant program must have been completed less than five years prior to the start of the class for which you are applying. For example, a course completed in Fall 2020 would be valid only up to application for a course which begins in Fall 2025.

A student may petition for a waiver of the time limit by emailing [ASKSOHS@dallascollege.edu](mailto:ASKSOHS@dallascollege.edu) under the following considerations:

1. The student has current and active workexperience in a healthcare setting utilizing their related knowledge. An original letter on official facility letterhead with an original ink signature by the individual’s supervisor will be required reiterating their specific duties at the facility and the manner in which the relevant knowledge is being utilized.
2. The student has successfully completed advanced courses in a related area with a grade of “C” or higher. Student must have applied to the college system and official transcripts from all colleges or universities previously attended other than Dallas College campuses must have been submitted to the college registrar’s office.

It is to the individual’s advantage to submit a five-year waiver petition at their earliest convenience prior to application to the program. After a review of all required documentation, the individual will be notified whether the five-year time limit waiver has been approved or disapproved.

***Waiver of the five-year time limit toward the Medical Front Office Assistant Program will be at the discretion of the program coordinator.***

## **Coursework from Institutions Outside of the United States**

No coursework will be accepted from a college outside of the United States.

# **D. Medical Front Office Assistant Application Materials Submission**

## **Online Program Information Packet and Session**

Potential applicants are required to view an online [Medical Front Office Assistant Information Session](https://www.dallascollege.edu/cd/credit/pages/ecc-health-packets-sessions.aspx) as well as carefully review this program information packet where the program application and acceptance, policies and procedures are discussed in detail.

* After viewing the information session, applicants must complete the Required Questionnaire over the information covered.
* Completion of the questionnaire will record your attendance for the information session.
* An email will be sent to you as well as our staff once you have completed the questionnaire. Please retain this email for your records and verification that you have watched the information session.
* You can then expect to receive the program application form via email in 2-3 business days.

## **Application Packet Submission**

After completing all steps listed in Sections B and C above, watching the mandatory information session, submitting the Required Questionnaire, and obtaining the program application form, the student is ready to submit their application materials.

Request access to **Secure Link** by emailing Nehal Rangnekar at [nrangnekar@dallascollege.edu](mailto:nrangnekar@dallascollege.edu) to upload all application documents by the application filing deadline. The subject line of the email must be **Medical Front Office Application Materials.**

***Note*:** Documents sent as email attachments to the program director will not be accepted and will be discarded upon receipt.The completed application materials must be scanned as PDF documents.

Upload the following completed application materials as PDF documents to the Secure Link ***prior to enrolling in the MDCA 1421 Administrative Procedures course:***

1. Completed and signed Medical Front Office Assistant Program Application and Statement of Students’ Responsibility forms (handwritten/wet signature required on both pages).
2. Copy of unexpired official government-issued ID (examples – driver’s license, passport, or state ID card)

Submitting incomplete application materials will disqualify the application and the student will not be considered further in the application process. Students are advised to retain a photocopy of all materials submitted as their application packet.

# **E. Application Filing Period(s)**

The Medical Front Office Assistant program accepts two classes per year. ***All steps as listed in Sections B, C, D above should be completed by the following application filing deadlines:***

Fall semester (August) admission: March 1st – July 31st

Spring semester (January) admission: September 1st – November 30th

A student who applies during the official filing period will receive an acceptance email (sent to their Dallas College student email) and is required to acknowledge acceptance within a specified time limit to confirm his/her space in the class.

Should any space remain in the Fall or Spring class after the initial selection procedure outlined above is completed, late applications will be entertained during the following timelines:

Late Application filing for Fall: August 1st – second Friday in August

Late Application filing for Spring: January 2nd – second Friday in January

*It should not be assumed that late application spaces will be available for every fall or spring class.*

NOTE: Students who are not selected for admission in the semester for which they apply, or students who decline their acceptance or fail to acknowledge acceptance for that semester must submit a new application packet during the next filing period to be considered for the next admission opportunity.

# **F. Selection Process**

*Enrollment is on a first come first serve basis; the program accepts a maximum of 20\* students each semester.*

Applicants will be considered for official acceptance to the Medical Front Office Assistant program if the following steps are taken:

1. Official acceptance to Dallas College.
2. Completed all steps as listed in Sections B, C, D above by the application filing deadlines listed.

*\*The Dallas College School of Health Sciences reserves the right to make changes in program enrollment capacity.*

# **G. Medical Front Office Assistant Program Information:**

## **Essential Requirements**

In considering medical front office assistant as a career, the student should be aware of the following essential requirements of the occupation.

Student must:

* Demonstrate professionalism and project a positive and respectful attitude.
* Respect and protect patient privacy and confidentiality including medical records.
* Maintain respect for cultural diversity and patient preferences without personal bias.
* Demonstrate behavior that preserves the safety of others.
* Follow dress code and practice personal hygiene.
* Communicate fluently in spoken and written English.
* Demonstrate empathy and exceptional customer service while working with patients.
* Communicate effectively with patients, families, health care team members and peers.
* Communicate appropriately and efficiently while handling telephone calls.
* Follow oral and written directions.
* Demonstrate effective administrative, computer and information technology skills.
* Possess and apply basic mathematical skills.
* Appropriately assess and respond to non-verbal and verbal communication.
* Function competently under stressful situations.
* Be able to work as part of a team and be able to work independently.
* Prioritize requests and work concurrently on multiple tasks.
* Meet deadlines and work effectively under time constraints.
* Maintain alertness and concentration during a normal work period
* Be able to lift and move objects of at least 20 pounds.
* Possess auditory acuity to use the telephone and interpret various equipment signals.
* Possess visual acuity to read and distinguish colors, to read handwritten/printed/electronic orders, and documents.
* Possess psychological health required for full performance of duties and utilization of abilities.
* Recognize emergency situations and take appropriate actions.
* Perform duties assigned within the scope of practice for a medical front office assistant.

## **Curriculum Overview**

The Dallas College School of Health Sciences offers the following two awards for college credit:

* Medical Front Office Assistant Occupational Skills Award (first semester, 11 credit hours)
* Medical Front Office Assistant Certificate (first, second, and third semesters, 22 credit hours)

|  |  |  |
| --- | --- | --- |
| Semester 1 | | |
| Course | **Title** | **Credit Hours** |
| POFT 1127 | Intro to Keyboarding | 1 |
| POFI 1301 | Computer Applications I | 3 |
| MDCA 1313 | Medical Terminology | 3 |
| MDCA 1421 | Administrative Procedures | 4 |
| Subtotal | | 11 |

|  |  |  |
| --- | --- | --- |
| Semester 2 | | |
| Course | **Title** | **Credit Hours** |
| MDCA 1205 | Medical Law and Ethics | 2 |
| MDCA 1443 | Medical Insurance | 4 |
| MDCA 1391 | Special Topics in Medical Assistant | 3 |
| Subtotal | | 9 |

|  |  |  |
| --- | --- | --- |
| Semester 3 | | |
| Course | **Title** | **Credit Hours** |
| MDCA 1260 | Clinical - Medical/Clinical Assistant | 2 |
| Subtotal | | 2 |
| Program Total | | 22 |

* If you complete Semester I, apply for the Medical Front Office Assistant Occupational Skills Award. MDCA 1421 Administrative Procedures is the capstone course for this award.
* If you complete Semesters I, II and III, apply for the Medical Front Office Assistant Certificate.

MDCA 1260 Clinical - Medical/Clinical Assistant is the capstone course for this award.

## **Program Sequence**

Courses are scheduled in a particular sequence for a reason. Knowledge, skills, and attitudes are developed throughout each course, and they build upon each other, moving from the simple to the complex.

* It is recommended that all courses be completed in the semester in which they are scheduled as listed in the curriculum.
* Some courses in this program will be offered only in the fall and spring. Please check [browsable class schedule](https://schedule.dcccd.edu/) for specific course offerings each semester.

**Suggested Course Sequence** **for** **Fall Entry**

|  |  |  |
| --- | --- | --- |
| Fall - Semester I | Spring - Semester II | Summer - Semester III |
| POFT 1127 Intro to Keyboarding  POFI 1301 Computer Applications I  MDCA 1313 Medical Terminology  MDCA 1421 Administrative Procedures | MDCA 1205 Medical Law and Ethics  MDCA 1443 Medical Insurance  MDCA 1391 Special Topics in Medical Assistant | MDCA 1260 Clinical - Medical/Clinical Assistant |

**Suggested Course Sequence for Spring Entry**

|  |  |  |
| --- | --- | --- |
| Spring - Semester I | Fall - Semester II | Spring - Semester III |
| POFT 1127 Intro to Keyboarding  POFI 1301 Computer Applications I  MDCA 1313 Medical Terminology  MDCA 1421 Administrative Procedures | MDCA 1205 Medical Law and Ethics  MDCA 1443 Medical Insurance  MDCA 1391 Special Topics in Medical Assistant | MDCA 1260 Clinical - Medical/Clinical Assistant |

* Students who plan to work while completing the program, or students who have significant family responsibilities are encouraged to plan their schedules to accommodate the time commitment which this program will require.
* While majority of the courses in this program can be completed online, the final externship clinical experience requires students to complete 160 hours in person at an assigned medical office on days/times set by the specific healthcare facility.
* All courses in the program must be completed with a minimum grade of “C” or higher to be eligible to enroll in the next classes and to obtain the certificate.
* **Upon successful completion of Semester I, students can continue their education by requesting registration for Semester II and III courses of the certificate program:**
* Students interested in pursuing the certificate program should request enrollment before the end of the semester in which they completed all Semester I courses.
* To be eligible for enrollment in Semester II of the certificate program:
* Students must have completed all following Semester I courses with a minimum grade of “C” or higher:
* POFT 1127 Intro to Keyboarding
* POFI 1301 Computer Applications I
* MDCA 1313 Medical Terminology
* MDCA 1421 Administrative Procedures
* To be eligible for enrollment in the final externship MDCA 1260 course in Semester III:
* Students must have completed all following Semester I and Semester II with a minimum grade of “C” or higher:
  + - * POFT 1127 Intro to Keyboarding
      * POFI 1301 Computer Applications I
      * MDCA 1313 Medical Terminology
      * MDCA 1421 Administrative Procedures
      * MDCA 1205 Medical Law and Ethics
      * MDCA 1443 Medical Insurance
      * MDCA 1391 Special Topics in Medical Assistant
* Your academic records will be checked and if approved, you will be enrolled in the courses by the program or the Health Sciences Pathway Specialists.
* You will be dropped from any class that you have enrolled in prior to meeting the above requirements and course prerequisites.
* Program Coordinator approval will be required for any situation justifying concurrent enrollment with a course from another semester.
* Students must create a SurPath account ***no earlier than 30 days prior to start date of the externship course*** and complete the following (*see detailed information under Externship Information*):
  + - * Submit proof of personal health insurance to Surath prior to beginning the externship course.
      * Submit a professional and current resume listing all previous and current education and work history (if you need assistance with your resume, contact [Dallas College Career Services](https://www.dallascollege.edu/resources/career-services/pages/default.aspx) for an appointment).
      * Submit specified immunization records and physical examination form to SurPath.
      * Complete a background check and drug screening prior to beginning the externship course (results must be within 30 days of the start date of course).
      * Submit TB screening results to SurPath prior to beginning the externship course ( results must be within 12 months of days of the start date of course).
      * Submit any additional immunizations/documents as required by the assigned clinical site to SurPath within specified timeframe.
* Successful completion of the Medical Front Office Assistant Certificate program provides a foundation for students to prepare and take the [Certified Medical Administrative Assistant](https://www.nhanow.com/certification/nha-certifications/medical-admin-assistant-(cmaa)) (CMAA) certification exam administered by the [National Healthcareer Association](https://www.nhanow.com/) (NHA).

## **Externship Information**

* MDCA 1260 Clinical - Medical/Clinical Assistant (***also called the externship***) is the capstone course for the Medical Front Office Assistant certificate.
* ***This externship course requires students to complete 160 hours of unpaid, hands-on work experience at an assigned medical office setting to perform the skills they have obtained through classroom application.***
* Students must have completed all Semester I and Semester II courses with a minimum grade of “C” or higher.
* Students must have requested registration for this course and, if approved, will be enrolled in the course by the program or the Health Science Pathway Specialists.
* ***Students will be required to attend a mandatory on-campus orientation session in the first week of this course.*** Important information regarding the externship policies and procedures will be discussed during this session. Students will be given advance notice via email about the specific date/time/location for the orientation and no make-up session will be scheduled.
* Student site placement will be madeby the Externship Coordinator/Instructor in conjunction with the Site supervisor.
* While every attempt will be made to place students near the student’s home or work, there are no assurances. Student’s work site will be dependent upon the availability, acceptance and/or approval by the externship site.
* Students who plan to work while completing the externship hours, or students who have significant family responsibilities are encouraged to plan their schedules to accommodate the time commitment which this course will require.
* The externship must be completed within the designated semester for which the student is enrolled.
* Students must have a professional resume to be forwarded to the clinical site; an interview will be scheduled at the facility’s discretion.
* Students are responsible for all charges incurred for required screenings and immunizations.
* Students are responsible for their own transportation arrangements to campus and to their assigned healthcare facilities for externship experience.
* Students are not entitled to compensation, remuneration or benefits of any kind, including workers' compensation from Dallas College or the externship site for the hours spent obtaining the 160 hours of work experience.
* Externship opportunities may be limited for students without Social Security numbers. If accepted to the program, a student must contact the Designated School Officer at [International@dallascollege.edu](mailto:International@DallasCollege.edu) regarding eligibility to apply for a Social Security number before graduation from the program for future employment opportunities.

## **SurPath**

Students enrolled in the Medical Front Office program are required to complete a tuberculosis screening, background check and drug screening and submit proof of current personal health insurance and a professional resume within 30 days prior to beginning the final externship course.

***Note:*** These screenings and documentations are not a requirement for application to the program but must be completed in the set timeframes prior to start date of the externship course.

The Dallas College School of Health Sciences utilizes SurPath, a medical record management company, to verify these requirements. Applicants submit this documentation directly to SurPath which will verify whether the records are complete. The SurPath fees will cover your records, documentation verification/tracking and background checks/drug screens.

**Students who have been approved for, and registered in the final externship course will receive SurPath registration information from the program coordinator, Nehal Rangnekar.**

Please be aware that it can take up to 4 weeks to complete the verification process in SurPath. Failure to submit this documentation and complete these requirements within the specified timeframes will result in disqualification of the applicant.

**Health Insurance:**

* + Proof of current personal healthcare insurance coverage is required for all Dallas College School of Health Sciences students.
  + Students are responsible for any personal injury that occurs at the college or externship site. It is the student’s responsibility to maintain personal healthcare insurance coverage and payment of any medical bills incurred during the program.
  + ***For the Medical Front Office Assistant program, documentation of current personal healthcare insurance must be submitted to SurPath within 30 days prior to start date of the MDCA 1260 externship course.***
  + Students must secure their own coverage, and the insurance policy must cover the student at any medic facility. Information on college student policies and rates can be found at <https://www.healthcare.gov>.

**Current Resume:**

* + ***Students must submit a current, professional resume listing all education and work history to SurPath* *within 30 days prior to start date of the MDCA 1260 externship course.***
* Your resume will be forwarded to the clinical site and an interview will be scheduled at the facility’s discretion.
* If you need assistance with your resume contact [Dallas College Career Services](https://www.dallascollege.edu/resources/career-services/pages/default.aspx) for an appointment.

**TB Screening:**

* TB skin test, QuantiFeron Gold (blood test) or T-Spot are accepted. If screen results are positive (+), those results and documentation of a chest x-ray is required and must be negative for active disease.
* The Dallas College Campus Health Centers can administer TB skin tests. Please contact Dallas College Health Centers [here](https://www.dallascollege.edu/resources/health-centers/pages/contact.aspx).
  + - ***TB test must have been completed within 12 months of the start date of the MDCA 1260 externship course and results submitted to SurPath within 30 days prior to start date of the MDCA 1260 externship course.***

**Immunizations:**

* Immunizations are not a requirement for application to the program. However, *please note that students may be assigned to health care facilities that may require additional proof of immunity or additional inoculations/immunizations, including but not limited to vaccination for COVID-19, in accordance with their policies, procedures, and/or safety protocols.*
* Dallas College cannot waive or make exceptions to those requirements, nor does the College control the requirements or policies imposed by external health care facilities.
* Failure to provide evidence of immunization, as requested by Dallas College or a health care facility to which a student is assigned, may have profound implications on a student’s ability to complete the program.
* ***Any additional immunizations/documents as required by the assigned clinical site must be submitted to SurPath within specified timeframe.***
* See the [SOHS Immunization Requirements](https://www.dcccd.edu/cd/credit/pages/ecc-immunization-requirements.aspx) link for more information.

**Criminal Background Check/ Drug Screening:**

* All students enrolled in the Dallas College School of Health Sciences are required to undergo a criminal background check and drug testing.
* ***For the Medical Front Office Assistant program, the criminal background check and drug screening must be completed no earlier than 30 days prior to start date of the MDCA 1260 externship course.***
* Results of these screenings are forwarded to the School of Health Sciences for review and verification that a student is eligible to attend clinical rotation. All background check and drug screening results become the property of the Health Sciences Division and will not be released to the student or any other third party.

*Criminal Background Check*

The criminal background check reviews a person’s criminal history. The check will include all cities and counties of the person’s residency reported. The following histories will disqualify an individual from consideration for an externship.

* Felony convictions
* Misdemeanor convictions or felony deferred adjudications involving crimes against persons (physical or sexual abuse)
* Misdemeanor convictions related to moral turpitude (prostitution, public lewdness/exposure, etc.)
* Felony deferred adjudications for the sale, possession, manufacture, distribution, or transfer of narcotics or controlled substances
* Registered sex offenders

*Drug Screen Policy*

The drug screen follows National Institute on Drug Abuse (NIDA) guidelines and screens for 10 substances as designated in the Substance Abuse Panel 10 (“SAP 10”).

These substances are:

Amphetamines Cocaine Metabolites Opiates

Barbiturates Marijuana Metabolites Phencyclidine

Benzodiazepines Methadone Propoxyphene

* SAP 10 test results which fall outside of any of the acceptable ranges are considered positive test results and are automatically sent for a separate confirmatory test by a Gas Chromatography MSS Spectrometry (GCMS) method. If these results remain positive, the test results are sent to a Medical Review Officer (MRO), which will entail an additional cost of $25-$75 to the student. The MRO will then contact the student to determine if there is a valid prescription for the drug in question. If a valid prescription exists and is verified, the test result will be deemed negative and acceptable.
* If the test result is positive, the student will be dismissed from the program. The student can reapply during the next application process but will only be admitted after a negative drug test. If the student tests positive a second time, the student will be ineligible to reapply.
* If a student is readmitted after a positive drug test, the student may be drug tested on any random date throughout his/her program experience. On a random date, the student will be sent to a drug screen laboratory for immediate testing. If the student refuses to be tested, the student will be dismissed from the program. If the student tests positive, the student will be dismissed from the program and referred to Counseling and Psychological Services for counseling.
* A clinical agency reserves the right to remove a student from the facility for suspicion of substance use or abuse including alcohol. The clinical agency reserves the right to request that a student submit to a repeat drug screening at the student’s expense on the same day that the student is removed from the clinical facility. Failure to comply will result in the student’s immediate expulsion from the clinical facility. Furthermore, regardless of testing or testing results, a clinical agency reserves the right to expel a student from their facility.
* A clinical agency reserves the right to remove a student from the facility for any behavior that disrupts the clinical setting or endangers a patient or peer’s well-being. If a student is removed from an externship site for behavioral reasons, the student will be counseled by the Clinical Coordinator and the Program Director and will receive discipline up to and including dismissal from the program.
* Students must complete any additional safety/compliance training as required by the assigned clinical agency.
* Students are responsible for their own transportation arrangements to campus and to their assigned healthcare facilities for the externship experience. Clinical assignments will vary in the DFW area.
* While assigned to an external health care facility, Dallas College School of Health Sciences students are subject to and must abide by the policies of the facility to which they are assigned.
* Students are responsible for their own actions and must not engage in any activities considered non-professional or non-conducive to proper patient care. Failure of a student to maintain a professional attitude may result in reduction of course grade, course failure, and expulsion from the program.
* ***NOTE: Should a student who has been accepted to the Medical Front Office program be prohibited from attending the externship due to findings of a criminal background check and/or drug screening, and/or behavioral reasons, the student may be dismissed from the program, and this will be considered one failure in the program. A student may only fail once and be readmitted to the program.***

## **Contact Information**

* Email [AskSOHS@DallasCollege.edu​](mailto:AskSOHS@DallasCollege.edu) or call 972-669-6400, press 1 for Admissions, followed by 2 for Nursing and Allied Health Admissions with additional questions.
* You may also email Nehal Rangnekar, Professor/Coordinator, Medical Front Office program, at [nrangnekar@DallasCollege.edu](mailto:nrangnekar@DallasCollege.edu). Please include “Medical Front Office Program” in the subject line of the email and include your full name and seven-digit student ID in the body of the email along with the details of what you are needing assistance with.

# **H. Estimated Expenses for the Medical Front Office Program**

* For credit classes, the amount of tuition you pay is based on where you live and the number of credit hours you are taking.

|  |  |  |
| --- | --- | --- |
| **Residency Status** | **Total estimated program tuition expense for Medical Front Office Assistant Occupational Skills Award  (11 credit hours)** | **Total estimated program tuition expense for the Medical Front Office Assistant Certificate  (22 credit hours)** |
| Dallas County Resident | $1,089.00 | $2,178.00 |
| Out-of-County Resident | $1,859.00 | $3,718.00 |
| Out-of-State/Country Resident | $2,750.00 | $5,500.00 |

* [IncludED on Day One](https://www.dallascollege.edu/resources/books/pages/included.aspx): Dallas College’s IncludED program provides students access to the learning materials at the start of each semester. The price of required learning materials including digital textbooks and online publisher content will be included with the price of tuition for the Medical Front Office program.
* Tuition does not include the fees for immunizations, electronic record maintenance, criminal background check, drug testing, personal health insurance, and transportation or parking fees at the hospital clinical sites.
* ***Tuition stated is subject to change***. For more information on cost and tuition, click [here](https://www.dallascollege.edu/paying-for-college/cost-tuition/pages/default.aspx).

**Financial Aid:**

* Students needing financial assistance are encouraged to complete the applications for financial aid as early as possible. Please call 972-669-6400 or email [FinancialAid@dallascollege.edu](mailto:FinancialAid@dallascollege.edu) for assistance. ​
* Visit [financial aid](https://www.dallascollege.edu/paying-for-college/financial-aid/pages/default.aspx#contact) link where you can locate a variety of tools and resources and learn more about financial aid.

***NOTE:***Program guidelines are subject to change. Program information packets are revised each year as needed. Students are responsible for insuring they have the latest program information packet from:

[Allied Health Sciences Information Packets and Sessions](https://www.dallascollege.edu/cd/credit/pages/ecc-health-packets-sessions.aspx) website.

Visit the[Medical Front Office](https://www.dallascollege.edu/cd/credit/medical-front-office/pages/default.aspx)web page for more information.