

WELCOME

Congratulations on your acceptance into the Medical Assisting Program. I would like to personally welcome you and commend you on your commitment and academic standing.

The Medical Assistant is quickly becoming one of the top-rated health-care professionals in the allied health profession. I do hope that you are excited about receiving an AAS degree in Medical Assisting and are up to the challenges and opportunities that this program has to offer.

Any questions that you may have regarding the program will be answered on the first day of classes, in your Orientation to Medical Assisting class. If you have additional questions you can contact me by email at hillb@clevelandcc.edu.

Again, I am looking forward to what this program has to offer to our students and the surrounding communities. I am anticipating a very good start to the semester, and look forward to seeing you in the Fall.

Sincerely,

Colette Hill, BS, CMA(AAMA)
Medical Assisting Program Coordinator

LETTER TO THE STUDENT

Attending college is a privilege and requires hard work and commitment. Success depends upon your motivation, skill, and the effort that you put into your classes, while being a student in the Medical Assisting program at CCC.

You will be expected to be in class every day, on time and prepared to work. Excessive absences, and tardiness will not be tolerated, as they may ultimately result in dismissal from the program.

Preparation for class prior to class meetings will be expected from each student. Contributing in class discussion, group participation will enhance your success (grade) in this program. Reports, projects, papers, and tests all have deadlines, in which you are expected to abide by. If you are unable to meet a deadline, you may or may not be granted an extension depending on the reason for the late submission and/or whether proper advance-notification procedures were followed. Extensions will come with a cost (decrease) in the original grade will result.

You will be graded on how well you perform in this program by: exams, competency in skills, as well as other projects and reports. You will be allowed to not only demonstrate your knowledge of the material, but also to prove your ability to apply this knowledge in real-world situations. Periodic warnings, both verbal and in writing, will be given for sub-par performance, and will affect your grade.

Again, success in this program is your responsibility. Regular class attendance, punctuality, coming to class prepared, ready for class discussion, completion and submission of all assignments will give you the opportunity to excel in the medical assisting program. As the coordinator of this program, my desire is to see you succeed. I am committed to helping you in any way that I can.

MEDICAL ASSISTANT MISSION STATEMENT

To prepare competent entry-level Medical Assistants in cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains and to become key assets to the healthcare profession, through their education in administrative, laboratory, and clinical skills, in preparation for the American Association of Medical Assistants certification exam.

DEFINITION OF A MEDICAL ASSISTANT

Medical assistants are allied health professionals who are specifically trained to work in ambulatory settings such as physicians' offices, clinics, and group practices. The demand for Certified Medical Assistants is rapidly increasing and is projected to be one

of the fastest growing professions, according to the United States Bureau of Labor Statistics (<http://www.bls.gov/ooh/healthcare/medical-assistants.htm>).

Medical Assistants are multi-skilled health professionals who work interdependently with other health care professionals to provide quality health care to the patient. Medical Assistants are educated and trained to proficiently perform clinical and administrative procedures. These duties will vary depending on the office, location, size, and specialty of the physician. The versatility that the Medical Assistant possesses is valuable to physicians who are concerned with cost and the effective use of human resources.

Job Duties:

Clinical

- Assist physician with examination procedures
- Prepare patients for examinations
- Prepare patients for minor surgeries
- Obtain medical histories
- Perform basic laboratory tests
- Collect and prepare laboratory tests
- Perform venipuncture (Phlebotomy)
- Electrocardiograms (EKGs)
- Perform diagnostic testing
- Telephone prescriptions to a pharmacy
- Administer medications
- Remove sutures, provide wound care
- Authorize drug refills as directed by the physician
- Instruct patients about medications and special diets as directed by the physician
- Maintaining supplies, equipment, stocking and sterilizing equipment
- Practice OSHA safety standards
- Perform accurate, legal, and ethical documentation at all times

Administrative

- Update, maintain, and file patient records.
- Code insurance claims
- File insurance claims.
- Schedule appointments and answer phones.
- Make necessary referrals as directed.
- Handle billing and bookkeeping.
- Handle correspondence.
- Process mail
- Perform accounting, billing, and banking procedures.
- Arrange for hospital admissions and laboratory services.
- Process mail.
- Handle inventory and ordering of facility supplies.

- Follow appropriate legal and ethical professional conduct.

INTRODUCTION

The Medical Assisting curriculum prepares multi-skilled health care professionals qualified to perform administrative, clinical and laboratory procedures. Course work includes instruction in scheduling appointments, coding and processing insurance accounts, billing, collections, computer operations, assisting with examinations/treatments, performing routine laboratory procedures, electrocardiography, supervised medication administration, and ethical/legal issues associated with patient care.

Cleveland Community College is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award associate degrees. (SACS, 1866 Southern Lane, Decatur, Georgia 30033-4097, telephone 404-679-4500, at <http://www.sacscoc.org>).

The information provided to you in this handbook is designed to make you aware of the admission criteria, program expenses, and course descriptions for the Cleveland Community College Medical Assisting Program.

The majority of the information covered in this handbook should answer many of your questions about our program. For further information, you may contact the Medical Assisting Program Coordinator at Cleveland Community College (704-669-4135). For additional information about Cleveland Community College, visit our website at www.clevelandcc.edu.

Telephone numbers that you will need for Cleveland Community College:

Student Services:	704-669-4081
Financial Aid:	704-669-4028
Business Office:	704-669-4006

ASSOCIATE OF APPLIED SCIENCE DEGREE IN MEDICAL ASSISTING

ADMISSION REQUIREMENTS

Individuals applying for admission into the Cleveland Community College Medical Assisting Program must meet the requirements for general admission to Cleveland Community College **and** the requirements for admission to the Medical Assisting Program. This information can be found on the college website <http://clevelandcc.edu/index.php?page=medical-assisting>.

Applicants accepted into the Medical Assisting program will be notified by email of their admission status by the Admissions Counselor in Student Services. Students that are not accepted into the Medical Assisting program must reapply. Students that are reapplying for admission must meet the admission requirements current at the time of their application and must submit a new application.

In addition to the requirements for admission into the Medical Assisting Program each student must be competent in the following areas:

Communication

1. Reading tasks require the ability to read course textbooks, lab skills, lab equipment procedure manuals, check-off lists, and handouts associated with the course.
2. Writing tasks require the ability to write legibly, make reports, document data in patient charts, and take notes necessary to complete assignments.
3. Students must have adequate hearing/speech to allow for oral communications with coworkers and patients in face-to-face and automated situations.

Math Skills

Students must be able to perform basic mathematical/algebraic calculations when performing bookkeeping, assessing patient vital signs, and administering medications as directed by the physician.

Analytical/Comprehensive Skills

1. Students must be able to apply the principles of aseptic techniques and OSHA regulations during clinical lab procedures.
2. Students must be able to anticipate the needs of the physician as the examination/procedure progresses.
3. Students must be able to process and apply given information and evaluate administrative/clinical needs.
4. Students must be able to use short- and long-term memory and apply critical-thinking techniques to problem solve.

Vision

1. Students must have visual acuity to differentiate normal/abnormal patient specimens using a microscope.
2. Students must be able to determine positive/negative results on visual inspection on waived tests and instrument controls.

Physical Requirements

The students will be required to provide proof of physical and mental health by submitting a completed and signed North Carolina Community College physical form documenting their immunizations, past medical history, and present medical history.

1. The student should be able to stand and/or walk up to eight (8) hours per day.
2. The student should be able to work continuously for up to four (4) hours per day.
3. The student should be able to push heavy equipment or patients in wheelchairs weighing up to three hundred and fifty (350) pounds.
4. The student should be able to lift and manipulate/move fifty (50) pounds several times in a 3-hour period.

Behavioral Skills

The student will be expected to arrive for classes on time.

1. The student will be expected to work in groups and respond in a positive manner.
2. The student will be expected to work on lab skills during assigned times.
3. The student will be expected to maintain academic honesty.
4. The student will be expected to work cooperatively.
5. The student will be expected to conduct him/herself in a mature manner.
6. The student will be expected to adhere to the Code of Ethics of the American Medical Association and the American Association of Medical Assistants.

Motor Skills

The student must possess gross and fine motor skills sufficient to perform administrative, clinical, and laboratory duties.

1. The student should have tactile perception in both hands in order to assist the physician during minor office surgical procedures.
2. The student should have tactile perception in both hands in order to safely handle instruments/sharps, contaminated waste and body fluids, and laboratory specimens utilizing precautions and following OSHA/CLIA standards.
3. The student should be able to perform basic keyboarding skills
4. The student should be able to perform basic clinical/lab/administrative duties in a timely manner in order to maintain the normal flow of patients through the physician's office.

Interpersonal

The student must deal effectively with stress produced by the work environment and interpersonal interaction situations.

1. The student must be able to develop mature, sensitive, and effective relationships with patients and colleagues.
2. The student must be able to accept constructive criticism and make the necessary changes in performance to maintain program standards.

3. The student must be adaptable, and flexible and able to function in a fast-paced environment.
4. He or she must have integrity, motivation to serve, high level of compassion, and a consciousness of social values.
5. The student needs the interpersonal skills to interact positively with people from all levels of society, ethnic backgrounds, age and beliefs

Medical Assisting Program Objectives

The program is committed to consistently meeting the following objectives:

1. All persons applying to the program will be provided with accurate information, which will allow them to make informed decisions.
2. Students accepted into the MA program will be qualified academically and adequately informed about the field of Medical Assisting.
3. Faculty will provide positive role models for students by maintaining high professional/ethical standards and by consistently delivering high quality instructions of the current, accepted standards of practices in the field of Medical Assisting.
4. Students must maintain acceptable academic and clinical standards to continue in the program.
5. Students will achieve clinical excellence through the partnerships of the program and community health care facilities.
6. Students completing the program will be capable of gaining certification via examination.
7. Graduates will be prepared to enter the work place and assume the role of the entry level Medical Assistant. They will be ready to fulfill the following obligations:
 - Perform the duties assigned by the supervising physician in accordance with the North Carolina Practice Act and the American Association of Medical Assistants
 - Utilize the knowledge, therapeutic and problem solving skills and techniques they have gained to provide safe and effective patient care.
 - Recognize the patient's needs and effect changes in treatment within the scope of their training in accordance with accepted standards of practice.
 - Communicate the information effectively (i.e. speaking, body language, reading, writing, listening, electronically) for varied audiences and purposes.

- Function as a member of a health care team and develop appropriate interpersonal relationships.
- Exhibit ethical and professional conduct.

Medical Assisting Program Outcomes

Upon successful completion of the Medical Assisting Associate Degree program, the graduate should be able to:

1. Demonstrate effective written and oral communication skills with consumers and co-workers in the role of medical assistant;
2. Use critical thinking to recognize, analyze, and solve problems related to administrative, clinical, and laboratory procedures;
3. Understand and use policies and manuals related to administrative, clinical, and laboratory procedures;
4. Perform mathematic calculations related to generating laboratory results and preparing and administering medications.
5. Demonstrate competency in the knowledge and skills required for entry level medical assisting practice;
6. Display professionalism by projecting a positive attitude, working as a team member, and showing initiative and responsibility;
7. Practice in a legal and ethical manner.

ENGLISH AS A SECOND LANGUAGE

Please refer to the college website for information on English As A Second Language www.clevelandcc.edu.

AMERICANS WITH DISABILITIES ACT(ADA)

Please refer to the college website for information on the Americans With Disabilities Act www.clevelandcc.edu.

HEALTH REQUIREMENTS

The following are special health requirements that are to be met by all medical assisting students

https://www.carolinapedswilm.com/c/document_library/get_file?uuid=bfc7bf56-723d-4953-ab2d-6a340214e062&groupId=10406:

1. A physical exam is due before or by, the first day of the second year, fall semester. The form, "Student Medical Form for Programs that Require Health

Forms in the North Carolina Community College System Institutions”, and a list of required immunizations with their dates of completion, will be submitted to the student’s college email address. The form must be completed in its entirety and must demonstrate evidence of a physical exam within 6 months prior to the date of the submission of the form. The form must document satisfactory emotional and physical health.

2. Students with known or suspected communicable or other serious illnesses are ethically and legally obligated to evaluate their health status in light of client safety. In addition, a physician’s statement documenting that the disease state is resolved or adequately controlled must be provided.
3. The health form must be completed by a duly licensed physician, physician assistant, or nurse practitioner and must be submitted to the Medical Assisting Coordinator by the specified deadline given to students.
4. Two out of the series of three, Hepatitis B Vaccine (required immunization) must be completed by the end of the fall semester, Freshman Year, unless proof is provided from a physician as to why a student should not take this vaccine or proof is provided showing the student has had the vaccine within the past 5-7 years and is “immune.”
5. Those students who do not pursue immunization for Hepatitis B will be required to sign a waiver releasing Cleveland Community College and the Medical Assisting Program of any responsibility for the possibility of their contracting Hepatitis B. (Waiver may be picked up in the Medical Assisting Coordinator’s office).
6. Students should report any changes in health status to the Coordinator of Medical Assisting immediately. Documentation of satisfactory emotional and physical health may be required to remain in the program.

GENERAL PROGRAM INFORMATION AND POLICIES

1. A minimum grade of “C” in all Medical Assisting courses is necessary for progression in the Medical Assisting program. In courses that have a lab component, students must receive a passing grade in both theory and classroom skills procedures in order to pass the course. **A minimum grade of “C” is also required in all non-Medical Assisting courses listed in the Medical Assisting Curriculum (A45400) or the course will have to be repeated.**
2. It is recommended that students complete all related courses prior to entering the last semester of the program. Related courses are those that do not have the “MED” prefix.

3. Professional liability insurance (malpractice insurance) is required for students after admission to the program. This insurance is the responsibility of the student and is to be paid when paying tuition and other fees.
4. **Criminal Background Check, and Drug Screening:** Clinical sites require that all students accepted into an Allied Health program must have a criminal background check and drug testing through a designated third party vendor. The college will notify students accepted into the Medical Assisting Program with contact information for the designated vendor. Clinical facilities will determine all clinical participation, and have the right to deny the student access to the facility. If the student is denied access, the student will not be allowed to complete the Medical Assisting Program. Completion of clinical experiences is required for the satisfactory completion of the program. Dates for completion of these screenings will be identified by the Medical Assisting Coordinator.

If a criminal charge or conviction occurs while a student is enrolled and assigned to a clinical site, the student will be removed immediately from the placement until a review is conducted. As stated in the previous section, the clinical facility has the right to deny the student access to the facility based upon the criminal background, drug screening results; therefore, the final decision will rest with the clinical site as to any possibility of reinstatement at the facility.

Note:

Beginning in January 2001, students who have been convicted of a felony are **not** eligible to sit for the AAMA Certification Examination. Students may request the opportunity to submit written evidence to and/or request a hearing before the certifying board of the AAMA in order to obtain a waiver.

Note:

All information should be accurate to the best of the applicant's knowledge. Giving false information to or withholding necessary information from the college/program may result in dismissal from the college/program. Questionable situations shall be discussed with the Program Coordinator, the Department Chairperson of Allied Health and the Dean of Allied Health.

A student in the Medical Assisting program, as well as other health care providers, are at an increased risk for exposure to a variety of diseases, among them Hepatitis B, HIV/AIDS, and tuberculosis. Because of these risks, students will be expected to follow all infection control/exposure control guidelines and regulations that have been established by the CDC, OSHA, NC Department of Environment, Health and Natural Resources, CCC and the health sciences programs, the medical department, clinical affiliations and all other appropriate agencies.

Specific exposure control procedures and policies are strictly enforced in the clinics, radiology areas and externship sites. It is the responsibility of the student to familiarize him/herself with the protocols and to adhere to and abide by all requirements/regulations. Failure to comply with the regulations will result in course grades being adversely affected/or dismissal from the Medical Assisting program.

5. OSHA SAFETY TRAINING: Medical Assisting students will receive OSHA training in MED 140 and MED 150. Students will be tested on the material as part of their final exam for the course and as a portion of the Medical Assisting National Board exam.

6. CPR/First Aid Training: Medical Assisting students are required to obtain CPR certification and First Aid training at the Health Care Provider level prior to the end of the Fall semester (2nd year). Certification must be maintained throughout the Medical Assisting curriculum. The recommended course is HEA 112. Students not taking the recommended course will be offered the opportunity to take a scheduled CPR/First Aid class with an outside instructor.

Infectious Disease Policy:

Because of the nature of the health care profession, students participating in lab practice and required clinical education experiences will find themselves at risk for exposure to infectious diseases. The risk cannot be completely eliminated; however, it can be minimized by education and the implementation of “Universal/Standard Precautions” on all occasions.

Gloves and safety glasses, gowns, hand washing, and masks will be used at all times when appropriate. Due to the nature of the student/client relationship, the client must also be protected from a student caregiver who may transmit infectious diseases.

1. Standard Precautions

- Designed for the care of all patients, regardless of a known infection status.
- Use for contact with blood/body substances, non-intact skin, mucous membranes, contaminated items.
- Use in all healthcare settings.
- Use for known and unknown infection sources.

Standard Precautions Include:

- Treat all blood and body fluids (not patients) as potentially infectious.
- Use proper hand hygiene procedure after contact with blood or body substances.
- Wearing appropriate personal protective equipment (PPE).
- Handle sharps carefully and dispose in sharps containers appropriately.
- Do not recap needles.
- Use approved safety sharp devices, always activate the safety mechanisms.

- Eating, drinking, and applying cosmetics, smoking, or handling contact lenses are prohibited in work areas where blood exposure could occur.
- Perform procedures to minimize splashing or spraying.
- Do not store food or drink in areas where blood or body substances are present.
- Follow procedures for routine cleaning and disinfection of the environment.
- Handle soiled equipment to protect yourself, patients, and the environment from the spread of germs.
- Clean, disinfect, or sterilize reusable equipment between patients.
- Place specimens in appropriate containers during collecting, handling, processing, storing, transporting, or shipping. Use biohazard labeling.
- Remove broken glass by mechanical means such as tongs, forceps or dustpan and brush.
- Do not reach into a container with bare hands.
- All soiled linens are considered contaminated.

2. Bloodborne Pathogens

- Bloodborne pathogens are disease-causing germs carried by blood and other body fluids.
- Human immunodeficiency virus (HIV), hepatitis B virus, and hepatitis C virus are the most common Bloodborne pathogens.

Bloodborne Pathogens are spread by:

- Puncture wounds/needle sticks.
- Splash to mucous membranes or open areas of skin.
- Sexual contact.
- Mother to infant.

HIV

- The virus that causes AIDS.
- The average risk for health care workers after exposure to HIV is about 1 to 300/
- Symptoms include flu-like symptoms, fatigue, fever, swollen lymph nodes, diarrhea, and night sweats.

Hepatitis B Virus (HBV)

- Referred to as the greatest risk to healthcare workers after exposure.
- May cause severe illness, liver damage, and death.
- Symptoms include fatigue, nausea, jaundice, abdominal pain, abnormal liver tests, and loss of appetite.
- HBV can live up to 7 days at room temperature on an environmental surface in dried blood.
- After exposure, it can take 2-6 months for HBV to develop.
- Vaccinations begun immediately after exposure to the virus can often prevent infection.

Hepatitis C Virus (HCV)

- Previously known as non-A, non-B hepatitis.

- Symptoms include anorexia, vomiting, vague abdominal discomfort, jaundice, and nausea.

3. The following information deals with the Medical Assisting Program policy for handling infectious disease:

- A. Immunosuppressed students or students who have active infections will not be allowed in clinical areas. The student may be required to make up practicum time according to attendance policies and available time.
- B. Exposure to blood or other body fluids.
 1. Exposure includes percutaneous injury with a contaminated sharp object (needle, lancet, broken slide, etc.) and exposure of mucous membranes or open skin lesions to blood or body fluid of client. Immediately wash affected area with soap and warm water (as directed.)
 2. It will be the **student's responsibility** to advise the instructor and the office preceptor **immediately** when an incident has occurred.
 3. A student Exposure Incident report must be completed and filed.
 4. Student will follow the policies of the clinical practicum facility and will report to appropriate (specified by site) area to start recommended treatment when indicated.
 5. All students are required to have accident insurance, which will cover them throughout all CCC activities.

4. Hepatitis B Vaccine Policy

Faculty will provide student education regarding risk of exposure to HBV during clinical practicum experience. Students are strongly encouraged to begin and complete this series prior to clinical practicum.

At the discretion of the student's physician, and at the student's own cost, students should be evaluated for: (one of three choices is required.)

1. HBV antibody titer confirming immunity.
2. Receive the 3 recommended doses of HBV.
3. Sign a release/waiver form.

HBV:

- After completing the series of three immunizations, the HBV vaccine provides protection by building up a sufficient level of antibodies.
- The vaccine is specific to HBV and is not effective against other types of hepatitis nor does it protect against HIV or AIDS virus.
- You may want to consult your physician before taking the vaccine.
- You should not take the vaccine if:
 1. You have an allergy to yeast
 2. You are pregnant or nursing
 3. You are planning to become pregnant within the next six months
 4. You have had a fever, gastric symptoms, respiratory symptoms, or other signs of illness in the last 48 hours

Exam Policy

Written tests are a method of evaluating a student's knowledge of theory course material. Students are expected to notify the instructor prior to missing a test. The student is responsible for making arrangements to make up the test prior to the next scheduled class time. Make-up tests are administered at the discretion of the instructor; each instructor will state his/her policy on make-up tests in the course syllabus.

GRADING

The Medical Assisting program utilizes the following grading scale.

A	90-100
B	80-89
C	70-79
D	60-69
F	Below 59

Note: A grade of a D is considered failing in the Medical Assisting Curriculum.

Lab competencies (psychomotor/affective) will be graded as follows:

4	Completed all critical steps and exceeded instructor's expectations	A 93-100
3	Completed all critical steps and met instructor's expectations	B 85-92
2	Completed some critical steps, requires additional practice/training	C 77-84
1	Did not complete all critical steps	D 70-77
0	Did not complete all critical steps	F Below 69

End of Unit Competency dates will be announced / posted with a minimum of two days' notice. Each student must receive a minimum of a level 2 on each skill in order to progress in the program. This includes being able to perform the skill and answer rational questions of the instructor.

If a student does not achieve at least a level 2 on the first attempt, the student is responsible for making arrangements for additional open lab practices and may have **one** additional attempt to achieve the minimum skill level.

The original grade will still stand in the grade book. The inability to achieve a minimum of a level 2 on the second attempt will be grounds for termination from the program.

Pass = 2-3-4, Meets minimum skill level or above.

Student can:

- Demonstrate knowledge of rationale(s) for skill.
- Give evidence of preparation for clinical lab experience.
- With guidance from instructor, identify own learning needs and seek appropriate assistance.

- Demonstrate competence, skill, and critical thinking when performing skill assessment.
- Demonstrate evidence of previously learned skills and rationale(s).
- Employ ethical and legal principles.
- Administer safe and effective care.
- Demonstrate clinical course outcomes

Fail = 0-1 Does not meet minimum skill level.

Student fails to:

- Demonstrate knowledge of rationale (s) for skill.
- Demonstrate evidence of preparation for clinical lab experience.
- Demonstrate evidence of previously learned skill or knowledge.
- Administer safe and effective lab skills.
- Identify own learning needs and seek appropriate assistance.
- Demonstrate the ability to apply critical thinking process when performing skill assessments.
- Employ ethical and legal principles.
- Progress towards the achievement of clinical course outcomes.

Any student, at any time, may be required to schedule an appointment in Remediation Lab at the discretion of the instructor.

Graduation

In order to graduate from the Medical Assisting program, students must:

- Have an overall 2.0 Quality Grade Point Average
- Complete all curriculum course requirements
- Pay in full all financial responsibilities to the College
- Apply for graduation and pay the CCC graduation fee

Academic Requirements

The majority of the Medical Assisting curriculum involves approximately six or more hours per day of classroom or clinical work and at least three or more hours per day of homework and study. Students are required to maintain a GPA of 2.0 or greater to remain in the program with a grade of "C" or better in all MED and non-MED courses. Failure to remove academic probation during the following semester will result in termination from the Medical Assisting curriculum.

It is recommended that Medical Assisting students, if employed, work only part-time due to heavy class requirements. Please prepare your families for the increased time requirements.

Probation

If at any time prior to the midpoint of any semester, the student's theory or clinical grades do not meet the academic requirements set forth as passing in the medical assisting program, the student will be placed on probation for the remainder of the semester and notified of such in writing. If, however, the student maintains a passing average until the end of the semester or examination period, but does not earn a passing grade, it is not required of the instructor to give written probation. Due to curriculum design and course content, probationary periods may continue into the next semester, which allows the student ample opportunity to improve their unsatisfactory GPA. If a student fails to achieve a satisfactory GPA in the next semester, the student may be suspended from the program.

Suspension

Medical Assisting students making less than 80% final course grade or receiving a failing grade in any, **MED** course in the curriculum layout will be suspended from the program. Students who fail to achieve competency in ALL Student Learning Outcomes for **MED** prefix classes will not pass the course and will be dismissed from the program. Failure to earn the required minimum passing grades outlined for each major course at the end of any semester or failure to maintain a quality point average of 2.0 (after two semesters) will result in suspension from the medical assisting program.

Withdrawal

The medical assisting faculty reserves the right to counsel students and suggest withdrawal from the program of any student when scholastic standings, infraction of clinical rules and regulations, health, lack of interest and growth in the program, conduct or gross incompetence, lack of personal qualifications for the medical profession, or other reasonable causes make such action necessary.

All students will be given evaluation of grades and performance during each semester. If, at this time, the instructor feels that the student, due to reason of unsatisfactory theory grades, lack of interest, health, or any other reasonable cause, cannot successfully complete the program/class, the student may be requested to withdraw.

Pregnancy Policy

Pregnancy is not viewed as a disability or hindrance to completing the Medical Assisting program. The faculty, however, recognizes that pregnancy poses certain considerations pertaining to the general welfare of the expectant mother and the unborn child.

In order to promote the well-being of the pregnant student and to assist her, the MA program has established the following guidelines:

- Notify the Medical Assisting Coordinator as soon as determination of pregnancy is made.
- Notify the Medical Assisting Coordinator of any limitations and/or complications that the pregnancy may be posing. If limitations and/or complications exist, a statement from the obstetrician must be submitted giving permission to continue the course of study in the program and specifying any limitations.
- The Medical Assisting faculty recognizes that there may be special considerations pertaining to certain immunizations. Should mandatory vaccine(s) be barred due to pregnancy, a statement from the obstetrician must be submitted to the Medical Assisting Coordinator. Student will sign an affidavit to obtain the required vaccine(s) as soon as practical, after delivery. All required immunizations must be administered and documented, prior to clinical practicum; otherwise, student will not be able to progress in the program.
- Comply with guidelines specified by the clinical facility concerning radiation.

In the event that delivery is anticipated before completion of the program, the student should make an appointment with the MA Coordinator to discuss academic plans after delivery and to discuss readmission procedures if necessary. If the student intends to return prior to 4 weeks postpartum, the student must submit a statement from the obstetrician verifying physical ability to return.

Ethics & Professionalism

Medical Assisting students must adhere to and abide by the code of ethics of the American Association of Medical Assistants (AAMA). Violations include, but are not limited to, any act that puts a patient's/student's health/life at risk due to serious violations of safety and infection control exposure control procedures. **Students violating any of these regulations may be dismissed from the Medical Assisting program.**

Student Complaint Procedure

Cleveland Community College is committed to mutual respect among all stakeholders of the College community. The College provides an equitable and orderly process to resolve grievances. A grievance exists in any situation in which students feel there has been a violation, misinterpretation, or misapplication of an existing College policy including complaints alleging discrimination or harassment on the basis of race, color, creed, national origin, sex, age, sexual orientation, disability, or other personal characteristics. A student who has a grievance against a faculty or staff member should take the following steps:

1. The student should first attempt to resolve the situation with the instructor or staff member with whom the alleged problem originated. An attempt should be made to resolve the matter at this level.
2. If the grievance is not resolved, the student may file a written grievance. A grievance form shall be made available to the student by the Vice President of Student Services. The Vice President of Student Services will then refer the grievance to the supervisor(s) involved. The supervisor shall respond to the student within ten (10) working days of receipt of the grievance form.
3. If the decision of the supervisor(s) does not satisfy the grievant, a request to appear before the Grievance Committee shall be made. Students should follow the appeal procedures listed under Non-Academic Appeal Procedures (6.5.5) or Academic Appeal Procedures (6.5.6) as appropriate.

Readmission

Any student who officially withdraws from the College and later wishes readmission should contact Student Services. Readmission conditions will depend upon the individual circumstances, but generally a student is eligible to return at such a time as an appropriate course schedule can be worked out. Students who wish to reapply to an Allied Health program must see the Allied Health Admissions Counselor. Students who qualify may be readmitted to the Medical Assisting, Practical Nursing or the Associate Degree Nursing program only once. Students returning to the College after a 5 year period must complete the admission process and resubmit high school and all other previously attended college transcripts upon return. Students who have been academically suspended may enroll again after a one-term absence. Allied health students who have been academically suspended must confer with the Allied Health Admissions Counselor.

Clinical Practicum: MED 260

Offered during the last semester of the Medical Assisting program, Clinical Practicum provides each student with a supervised clinical experience. The clinical practicum will be a sixteen (16) week session, sixteen (16) hours per week, (two hour days, Monday and Wednesday). Clinical practicum will take place at an assigned clinical facility, under the supervision of the medical facility staff. There shall be **no monetary** exchange between the parties for services rendered by CCC or its participating students. The Medical Assisting faculty will conduct periodic unannounced practicum site visitation. The faculty is available by phone to the practicum site and to the student during all externship hours.

The clinical practicum should be viewed as though it were the probationary period of new employment. Externship site managers are instructed and encouraged to notify the Medical Assisting Coordinator of any concerns with the student(s) assigned to their facility and to request a meeting with the appropriate parties to discuss these concerns. Unprofessional, unethical, or disrespectful behavior and/or disregard of Medical

Assisting Program policies may result in dismissal from the Medical Assisting Program and subsequent failure of MED 260.

Clinical Practicum Regulations

1. Students are expected to report to all clinical assignments on time and in appropriate attire, according to the assigned dress code.
2. Students are expected to be prepared to provide appropriate care to all clients.
3. Students are to deliver safe, competent care.
4. Students are expected to cooperate with staff, physicians, instructors, and classmates.
5. Students are to demonstrate professional conduct at all times.
6. Based on the individual nature of the physician's office, students may be required to adjust their clinical schedule based on the needs of the office.
7. **All students will be required to have on file, a complete, current (no more than six months old), health assessment before entering the clinical practicum setting.**
8. **Students do not receive monetary compensation for clinical externship experiences.**

AS STATED ABOVE AND PER MEDICAL ASSISTING DEPARTMENT POLICY AND AAMA REGULATIONS, MEDICAL ASSISTING STUDENTS MAY **NOT** RECEIVE REMUNERATION FOR ANY DUTIES PERFORMED AS A MEDICAL ASSISTING STUDENT IN MED 260-CLINICAL PRACTICUM.

Classroom Regulations

1. All classes begin as scheduled unless otherwise specified. Students are expected to report to class on time.
2. All tests and examinations are to be completed in **black ink** unless otherwise specified and on regular 8 ½" x 11" paper, or on forms provided by the instructor.
3. All tests and examinations are to be completed in the classroom in the presence of the instructor or proctor.
4. Students are to report to class with their textbooks, supplies, and notebooks at all times. Students cannot begin a class without having the appropriate book/supplies.
5. Students are expected to abide by the classroom attire regulation and be neatly and properly dressed when attending class.
6. Students are to participate in keeping all classrooms and laboratories neat, clean, and in order.

Classroom Attire

Tasteful clothing should be worn in the classroom setting. Bare midriffs, bare backs, plunging necklines, skimpy tank tops, and short-shorts are not appropriate and do not

display the professional image that is required in our program. Underwear should never be visible through clothing or outside clothing. Shorts/skirts must be at least fingertip-length (with arms straight down at sides) and of the appropriate size. Makeup and jewelry are to be worn in conservative amounts. Tattoos and multiple body piercings should never be visible. Every effort must be made by the student to keep tattoos and body piercings covered. Visibility of tattoos and body piercings are strongly discouraged.

Uniform Dress Code
Mandatory any time student is in uniform

Uniform:(Pewter)

Must be clean and neat at all times and appropriately fitted. Torn seams must be mended. Must be washed and wrinkle-free after each time it is used. Approved uniforms, lab jackets, and uniform shoes (nurse mates OK) or solid leather white, black tennis shoes (no colored writing or emblems) must be worn during the appropriate class times (announced by the MA coordinator). Clogs, loafers and open toed shoes are not acceptable. No cracked or rundown heels on shoes. Must be clean (this includes laces) at all times.

**Name Tag Holder /
CCC Student ID:**

Worn at all times with the uniform. The tag is to be worn on lab jacket, if jacket is not worn; tag is to be worn on uniform shirt on the left chest approximately 3" below the clavicle and above the breast.

Cosmetics:

Use sparingly. Perfume, cologne, or aftershave is not permitted. Do not wear extreme eye makeup.

Nail Polish:

Clear nail polish only may be worn. Nails must be cut to just cover fingertips to insure patient safety. They should not be visible past pads of fingers. No acrylics allowed.

Jewelry:

Wear ONLY a watch and wedding band. If you have an engagement ring, you wear it at your own risk. One pair of pierced earrings may be worn, only stud type, small, pearl, gold or silver ball, no stones. Earrings are to be worn 1 in each lobe only. **NO OTHER JEWELRY IS ALLOWED.** All other piercings including nose rings/ studs, eyebrow piercings, or tongue piercings must be removed while in uniform before entering lab/clinic.

Hair:

Must be neat and clean. No extreme hair styles or color. No ribbons or bows. Medium length hair must be pulled completely off the face with plain hair ornament (navy or black). Long hair must be braided or worn up off the collar. Bangs must not fall into face.

Personal Grooming:

Good personal hygiene is essential; odors caused by some foods, poor personal hygiene, and smoking are offensive to the patients.

Smoking is not permitted on the campus of CCC

Tattoos:

Tattoos/piercings are not acceptable in the professional environment; therefore, they should never be visible when in uniform, with or without a jacket.

Academic Honesty

Cleveland Community College expects students to practice academic honesty at all times. Academic dishonesty refers to cheating on tests, examinations, projects, and other assigned work.

Plagiarism, a very serious form of academic dishonesty, is work that has been written by someone other than the student submitting the work or work obtained from an undocumented or improperly documented resource. Students are responsible for documenting both direct quotations and paraphrased material. Direct quotations must appear within quotation marks and must be documented. Paraphrased material (written in the student's own words but taken from another source) must also be documented completely and accurately.

When a suspected incidence of academic dishonesty occurs, the College will follow these procedures:

1. The faculty member must complete the College's "Academic Dishonesty Incident Report" and will ask the student to sign the Report. If the student refuses to sign the Report, the faculty member will note (on the Report) the student's refusal to sign the Report.
2. The faculty member must submit the Report immediately to the appropriate divisional dean, the appropriate vice president, and to Student Services.
3. The Report will be submitted to the Registrar's office in Student Services for placement in the student's academic file. The content of the Report will be in effect even if the student refuses to sign the document. Submission of the Report indicates to Student Services that an "F" should be entered on the student's transcript for the appropriate course.
4. The student will not have the opportunity to withdraw from the course or change from credit to audit status for that course.

The student has the right to appeal to the Grievance Committee within two weeks after written notice (the Academic Dishonesty Incident Report) has been presented to the

student. If the student appeals to the Grievance Committee, the student will be allowed to continue to attend class until the Grievance procedures are completed. The grade of "F" will remain in effect unless the Grievance Committee determines otherwise. If the student does not appeal to the Grievance Committee, he or she will not be allowed to return to class.

Students who are found guilty of committing a second act of academic dishonesty (determined by the College's established procedures set forth in this document) will receive a grade of "F" in the course in which academic dishonesty has occurred and will also be suspended from all College courses, programs, and activities for one year according to the following timetable:

Term of Suspension	Term of Readmission
Fall	Fall of the next year
Spring	Spring of the next year
Summer	Summer of the next year

More than two instances of academic dishonesty will result in denial of enrollment for a period of five (5) calendar years from the date of suspension.

Class Attendance Policy

Absences are a serious deterrent to good scholarship; it is impossible to receive instruction, obtain knowledge or gain skills when absent. Although there are numerous reasons for absences such as personal illness, death in the family, work conflicts, or unexpected emergencies, all absences will be counted in the 20% maximum. A student, who, during a term, incurs in any course absences in excess of twenty percent (20%) of the class hours for that course may be withdrawn from the course (without credit). Students who have not attended class at least once by the 10% date of the course will be withdrawn by the instructor as "never attended."

Absences may be considered legitimate and eligible for makeup at the discretion of the instructor. The student is responsible for seeing the instructor, giving the reason for the absences, and requesting a make-up assignment. This is to include students on rotating shift work schedules.

An instructor may refuse admission to class to any student who arrives more than ten minutes late to a class. One-half day's absence will be counted if a student leaves thirty minutes or more early.

Some classes may have a more restrictive attendance policy which will be noted in the class syllabus. Attendance policy described in syllabi will be the official policy for that class.

It is the philosophy of the Medical Assisting faculty that students entering the workforce must demonstrate dependability and work ethic. For this reason, attendance in the Medical Assisting Program is viewed as an essential part of the students overall education. Any violations to this attendance policy, is regarded as class disruptions and as an indifference to or lack of interest in medical assisting. Both of these infractions are grounds for dismissal from the program. I strongly encourage that each student take attendance seriously and abide by this policy.

Attendance will be taken daily. Consistent regular attendance is the student's responsibility.

A student is considered excessively absent when he/she is absent more hours than a class meets per week.

- A second occurrence of excessive absence, whether in the same semester or in a subsequent semester, will result in dismissal from the program.
- Three (3) tardies are equivalent to one (1) absence.
- When absence from clinical practicum is necessary, the student is responsible for notifying the instructor AND the practicum site prior to 8:00 am.
- MED classes meeting one time per week present a unique situation in that three (3) tardies OR one (1) absence is the maximum for the semester.

Exceptions to this attendance policy shall occur only under rare and exceptional circumstances and may be granted **one** time only during the student's enrollment in the Medical Assisting program. An exception will be considered only for a student who has previously maintained a satisfactory attendance record. Circumstances will be determined to be extraordinary by the Medical Assisting Department Chair following receipt of a written request that includes an explanation of the contributing circumstances and is accompanied by official documentation. Documentation must be submitted to the Department Chair within 24 hours of the incident. Additional tardies and/or absences occurring in the same semester in which the attendance exception is granted will result in dismissal from the MA program.

Theory Component

Students must adhere to the classroom attendance policy in order to pass a course. If a student anticipates that he/she is going to be absent, he/she must notify the instructor prior to the beginning of class. Failure to notify the instructor will constitute an unexcused absence.

Exceptions to this attendance policy shall occur only under rare and extreme circumstances as determined by the Medical Assisting Coordinator, on an individual basis. An exception is considered only for a student who has previously maintained a satisfactory attendance record. Circumstances will be determined to be extraordinary by

the MA coordinator following receipt of a written request that includes and explanation of the contributing circumstances and is accompanied by official documentation. (Dr.'s note, court papers, etc.) Documentation must be submitted to the program coordinator within 24 hours of the incident. Additional tardies and/or absences occurring in the same semester in which the attendance exception is granted will result in dismissal from the MA program.

Clinical Component

Students are required and strongly encouraged to be in attendance and punctual. Absences from clinical practicum are awarded only in cases of extreme circumstances, as determined by the Medical Assisting Coordinator, on an individual basis. Tardiness to clinical practicum beyond ten (10) minutes constitutes an absence. If the student anticipates that he/she is to be late or absent, he/she must notify the MA Coordinator **and** the practicum preceptor/coordinator, prior to the beginning of a practicum rotation. Leaving a message should be the last resort, after email and phone calls to the MA Coordinator and practicum preceptor. Failure to notify both the MA Coordinator and the practicum preceptor will constitute an unexcused absence. The absence will be determined either excused or unexcused, as determined by the MA Coordinator. If the student's absence requires a doctor's visit, a note from the attending physician is to be given to the instructor on the first day the student's return to campus, from clinical practicum.

In the event that a student is given an unsatisfactory clinical evaluation during any part of their practicum, they may be removed from the practicum site, and their evaluation reviewed. If these unsatisfactory scores are given in areas in which unsatisfactory performance is deemed a critical infraction and/or legal liability to the school or physician's office, the student will not be allowed to continue in the program. Once a student has been removed from the program, he/she must follow the readmission guidelines.

HIPAA and Students

The questions as to whether or not the HIPAA privacy rule prohibits students from accessing patient medical information as part of their education (practicum) has been an issue of concern for many programs.

HIPAA does not prohibit this access of patient medical information. A medical assisting student access to patient medical information as a part of the externship would be permitted as use of disclosure of protected health information (PHI) for health care operations. Section 164.501 of the rule, defines "health care operations" in a manner that includes training of health care providers and professionals.

The covered entity, physician's office or clinic, must take reasonable steps to limit the PHI used or disclosed to the minimum amount required to accomplish the purpose of the disclosure, and, the covered entity must have in place safeguards to protect the privacy of the information.

Students are part of the covered entity's workforce for HIPAA compliance purposes. Sections 160.163 and 164.530(b) state that students must receive training about the organization's policies and procedures related to PHI. Further such training must be provided within a reasonable period time after the student begins the practicum. The covered entity must document the training and maintain this documentation for six years.

Students, employees, and volunteers working in clinical agencies are required to maintain confidentiality of Protected Health Information (PHI) in accordance with HIPAA. Failure to do so could result in loss of employment or student privileges, fines, and/or imprisonment. PHI includes oral, written, printed, and/or electronic information or records that include patient names and/or other identifying information.

How can the student prevent HIPAA violations?

- Printed/written records or reports containing patient information should **NEVER** leave the clinical agency.
- Remove patient names &/or identifying information from papers prior to disposal (shred, make unreadable by marking through with heavy black marker, etc.).
- Refrain from discussing specific patients in common areas (hallways, reception areas, lunch rooms, etc.).
- Always be aware of who can hear your conversation.
- Don't review charts of patients if you are not involved in their care.
- Close doors.
- Place charts/records face-down.
- Do not mention patients' name on social media.

Inclement Weather

The College President will make the decision as to whether or not classes will be held during periods of inclement weather. Announcements will be sent via PunchAlert and will be posted on the College's website. Local radio and television stations will also be notified. If day classes are canceled, night classes are automatically canceled.

Drug-Free Workplace Policy

Cleveland Community College, in compliance with the Drug-Free Workplace Act, Jeanne Clery Disclosure of Campus Security Policy, and Campus Crime Statistics Act

certifies that it works to prevent the unlawful possession, use, or distribution of illicit drugs and alcohol by students and employees.

Cleveland Community College is engaged in a continuing campaign against substance abuse. This campaign includes information presented at New Student Orientations and a Campus Safety Policies at Cleveland Community College brochure that is made available to all students.

Smoking and Tobacco Products Policy

Cleveland Community College is concerned with the health, safety, and wellness of all employees, students, and visitors to the campus. Being aware of the health hazards associated with smoking and the use of other tobacco products, the Board of Trustees resolves that the College provide a smoke-free and tobacco product-free environment. The Board further resolves that effective August 1, 2007, there be no smoking or use of tobacco products permitted on the CCC campus. This includes all buildings, facilities, College vehicles, walkways, out-of-doors areas, campus grounds, and parking lots.

The Board further resolves that for College programs and courses offered off campus in public or private locations, the instructional area shall be smoke-free and tobacco product-free; and, to the extent possible, the area immediately in front of the doors entering off-campus instructional areas shall be smoke-free and tobacco product-free. All clinical rotation sites shall be smoke-free.

Harassment in the Learning Environment and Workplace

Cleveland Community College, consistent with its efforts to foster an environment of respect for the dignity and worth of all members of the College community, seeks to create and maintain a learning environment and workplace free of all forms of intimidation, hostility, offensive behavior, and discrimination, including sexual harassment.

Harassment of any employee or student based on sex, race, color, creed, religion, national origin, citizenship status, age, disability, marital status, or any other legally protected status is a form of discrimination and violates the law and CCC policy. Harassment that may result in a decision affecting status, promotions, raises, favorable work assignments, recommendations, class assignments, grades; or tolerance of such behavior, on the part of any administrator, faculty member, staff member, or student is a violation of College policy.

Harassment is prohibited and will not be tolerated. Students or employees found in violation shall be subject to disciplinary action up to and including suspension, expulsion from the College, or termination of employment. Harassment is based on individual perceptions and depends on how the person being harassed is affected – not the harasser's intent. Harassment is defined as verbal or physical conduct that is

unwarranted or offensive to the individual; or makes the individual feel uncomfortable or threatened; or negatively affects the job or classroom performance of the individual.

Student Email Policy and Procedures

All curriculum students enrolled at Cleveland Community College are provided an email account. Email is an official and preferred method of communication for delivery of information. Students are responsible for the consequences of not reading in a timely fashion College-related communications sent to their official CCC email account. Faculty shall use only College-issued email addresses to communicate with students.

Students shall not transmit or originate any unlawful, threatening, abusive, fraudulent, hateful, defamatory, obscene, or pornographic communication. Students shall also not transmit any communication where the message, or its transmission or distribution, would constitute a criminal offense, give rise to civil liability, or otherwise violate any applicable law. Unsolicited commercial advertising, mass mailings, spam/hoaxes, and political propaganda by students are also strictly forbidden. All use of email will be consistent with other Cleveland Community College policies.

Computer Network Use

Cleveland Community College computing resources are provided for the express purpose of conducting the business and mission of the College. There is no right to privacy while using computing resources. The use of these resources is subject to monitoring and may be intercepted, recorded, read, copied, and disclosed by and to authorized personnel for official purposes, including criminal investigations, and may be disclosed to third parties subject to the North Carolina public records laws. All students are given access to the Internet and course-related software. Curriculum students are given College email accounts. Community patrons are allowed access to the Internet.

The following activities are strictly prohibited by students, employees, and community patrons with no exceptions:

1. Deliberately downloading, uploading, creating, or transmitting computer viruses or installing personal or unlicensed software.
2. Destroying or modifying directory structures or registries; or interfering or tampering with another's data or files.
3. Attempting to obtain unauthorized computer access or privileges, or attempting to trespass in the work of another individual.
4. Engaging in commercial ventures or for personal profit; or, for political or charitable activities.
5. Viewing, storing, or distributing obscene, pornographic, or objectionable material.
6. Theft, damage, or modification to equipment, resources, or software.
7. Violating any local, state, or federal laws or CCC policies while using CCC equipment and/or computers.

8. Intentionally causing network congestion or significantly hampering the ability of other users to access resources.
9. Disclosing student information in violation of the provisions of the federal statute known as the Family Educational Rights and Privacy Act of 1974.
10. Allowing others to use passwords or accounts other than their own.

Student violations will be treated as academic misconduct with immediate loss of privileges and possible expulsion. Any misdemeanor or felony violations will be reported to the proper authorities.

Copyright Compliance

Cleveland Community College requires all faculty, staff, and students to respect the rights of copyright owners by refraining from actions that constitute an infringement of federal Copyright Law. As stated in, but not limited to, Title 17, U.S.C., Section 101 and following, Copyright Law governs the reproduction, distribution, and use of all copyrighted materials which includes both print and electronic versions of books, periodicals, audio recordings, video recordings, computer programs, CD-ROMs and laserdiscs. Faculty, staff, and students are responsible for adhering to Copyright Law while using College supplies and equipment and in all production and distribution of educational materials and presentations for the College.

The [CCC Copyright Manual](#) has been developed to assist with copyright compliance and is on the CCC website. Any student violation of Copyright Law will be treated as a violation of the Student Code of Conduct.

Peer-to-Peer File Sharing

In accordance with the Higher Education Opportunity Act (HEOA), Cleveland Community College is committed to reducing the illegal uploading and downloading of copyrighted works through peer-to-peer (P2P) file sharing. As such, the Vice President of Student Services will provide a Notice to Students outlining federal law, College policy, campus practices, and the potential sanctions applicable to copyright infringement, including unauthorized P2P file sharing via the campus network, every term via student email. The notice will include a link to legal alternatives and will be included on the College web site.

As a technological deterrent, the College will use a firewall to monitor network traffic. If the College suspects or receives a complaint of a user redistributing copyrighted material, the user's network access will be blocked until the complaint is resolved.

The first offense will result in a written reprimand and a minimum of 24 hour loss of network access. The second offense will result in the student being placed on probation, being required to complete remediation as assigned by the Vice President of Student Services and losing network access until remediation is completed. The third offense will result in suspension from the College.

The following is the Notice to Students:

Peer-to-Peer File Sharing Notice

Unauthorized distribution of copyrighted material, including unauthorized peer-to-peer file sharing, may result in criminal and civil penalties as well as in disciplinary action by the College.

Summary of Civil and Criminal Penalties for Violation of Federal Copyright Laws

Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement.

Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than \$750 and not more than \$30,000 per work infringed. For "willful" infringement, a court may award up to \$150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys' fees. For details, see Title 17, United States Code, Sections 504, 505.

Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to \$250,000 per offense.

For more information, please see the Web site of the U.S. Copyright Office at www.copyright.gov, especially their FAQ's at www.copyright.gov/help/faq.

Cleveland Community College disciplinary actions for Violation of Federal Copyright Laws

As stated in the [Academic Bulletin and Student Handbook](#) unauthorized peer-to-peer file sharing is a violation of the Peer-to-peer file sharing policy.

Legal Sources of Online Content

For legal alternatives to unauthorized downloading see <http://www.educause.edu/legalcontent>.

Medical Assisting (AAS) A45400

Suggested Sequence of Courses

FIRST YEAR		—	Hours		—
Fall Semester		Class	Lab/Clinical	Credit	
ACA 115	Success and Study Skills	0	2	0	1
ENG 111	Expository Writing	3	0	0	3
MED 110	Orientation to Medical Assisting	1	0	0	1
MED 130	Administrative Office Procedures I	1	2	0	2
OST 130	Comprehensive Keyboarding	2	2	0	3
PSY 150	General Psychology	3	0	0	3
		12	4	0	16
Spring Semester					
BIO 163	Basic Anatomy & Physiology	4	2	0	5
MED 122	Medical Terminology II	3	0	0	3
MED 131	Administrative Office Procedures I	1	2	0	2
MED 140	Exam Room Procedures I	3	4	0	5
		13	10	0	15
Summer					
MAT 143	Quantitative Literacy and Humanities/Fine Arts Elective	3	0	0	3
		3	0	0	3
		6	0	0	6

SECOND YEAR

Fall Semester

COM 231	Public Speaking	3	0	0	3
MED 240	Exam Room Procedures II	3	4	0	5
MED 272	Drug Therapy	3	0	0	3
OST 149	Medical Legal Issues	3	0	0	3
		12	8	0	14

Spring Semester

MED 150	Laboratory Procedures I	3	4	0	5
MED 260	Medical Clinical Practicum	0	0	15	5
MED 262	Clinical Perspectives	1	0	0	1
MED 264	Medical Assisting Overview	2	0	0	2
MED 276	Patient Education	1	2	0	2
		9	4	15	16

TOTAL CREDIT HOURS REQUIRED FOR GRADUATION: 66

*See "Course and Hour Requirements"

MED Courses

Prerequisites

MED 122 – Med Term II	MED 121- Med Term I
MED 131 – AOP II	MED 130 – AOP I
MED 140 - Exam Rm. Procedures	BIO 163 – Basic A & P
MED 150 – Lab Procedures	MED 140 –Exam Rm. Proc. BIO – 163 Basic A & P
MED 272 – Drug Therapy	
MED 260 – Med. Clinical Practicum	Completion of all MED courses offered prior to this course and current enrollment in MED courses for this semester
MED 262 – Clinical Perspectives	Completion of all MED courses offered prior to this course and current enrollment in MED courses for this semester
MED 264 – MA Overview	Completion of all MED courses offered prior to this course and current enrollment in MED courses for this semester

Competencies

The Entry-Level Competencies for the medical assistant include, but are not limited to:

a. Administrative Competencies:

(1) Perform Clerical Functions

- a) Schedule and manage appointments
- b) Schedule inpatient and outpatient admissions and procedures
- c) Organize a patient's medical record
- d) File medical records

(2) Perform Bookkeeping Procedures

- a) Prepare a bank deposit

- b) Post entries on a day sheet
- c) Perform accounts receivable procedures
- d) Perform billing and collection procedures
- e) Post adjustments
- f) Process credit balance
- g) Process refunds
- h) Post NSF checks
- i) Post collection agency payments

(3) Process Insurance Claims

- a) Apply managed care policies and procedures
- b) Apply third party guidelines
- c) Perform procedural coding
- d) Perform diagnostic coding
- e) Complete insurance claim forms

b. Clinical Competencies

(1) Fundamental Procedures:

- a) Perform hand washing
- b) Wrap items for autoclaving
- c) Perform sterilization techniques
- d) Dispose of biohazardous materials
- e) Practice Standard Precautions

(2) Specimen Collection

- a) Perform venipuncture
- b) Perform capillary puncture
- c) Obtain specimens for microbiological testing
- d) Instruct patients in the collection of a clean-catch mid-stream urine specimen
- e) Instruct patients in the collection of fecal specimens

(3) Diagnostic Testing

- a) Perform electrocardiography
- b) Perform respiratory testing
- c) CLIA Waived Tests:
 - (i) Perform urinalysis
 - (ii) Perform hematology testing
 - (iii) Perform chemistry testing
 - (iv) Perform immunology testing
 - (v) Perform microbiology testing

(4) Patient Care

- a) Perform telephone and in-person screening

- b) Obtain vital signs
- c) Obtain and record patient history
- d) Prepare and maintain examination and treatment areas
- e) Prepare patient for and assist with procedures, treatments, and minor office surgeries
- f) Prepare patient for and assist with routine and specialty examinations
- g) Apply pharmacology principles to prepare and administer and parenteral (excluding IV) medications
- h) Maintain medication and immunization records
- i) **Screen and follow-up test results**

c. General Competencies

(1) Professional Communication

- a) Respond to and initiate written communication
- b) Recognize and respond to verbal communications
- c) Recognize and respond to nonverbal communications.
- d) Demonstrate telephone technique

(2) Legal Concepts

- a) Identify and respond to issues confidentially
- b) Perform within legal and ethical boundaries
- c) Establish and maintain the medical record
- d) Document appropriately
- e) Demonstrate knowledge of federal and state health care legislation and regulations

(3) Patient Instructions

- a) Explain general office policies
- b) Instruct individuals according to their needs
- c) Provide instruction for health maintenance and disease prevention
- d) Identify community resources

(4) Operational Functions

- a) Perform an inventory of supplies and equipment
- b) Perform routine maintenance of administrative and clinical equipment
- c) Utilize computer software to maintain office systems
- d) Use methods of quality control

General competencies may be addressed in clinical, administrative or both areas.

ETHICS

American Association of Medical Assistants Code of Ethics

Members of the AAMA dedicated to the conscientious pursuit of their profession, and thus desiring to merit the high regard of the entire medical profession and the respect of the general public which they serve, do pledge themselves to strive always to:

- A. Render service with full respect for the dignity of humanity;
- B. Respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information;
- C. Uphold the honor and high principles of the profession and accept its disciplines;
- D. Seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues;
- E. Participate in additional service activities aimed toward improving the health and well-being of the community.

PRINCIPLES OF MEDICAL ETHICS FOR THE MEDICAL ASSISTANT

To maintain a high degree of ethical conduct in relating to patients, physicians, and co-workers, a medical assistant would

1. Remember that everything seen heard or read about patients is confidential and does not leave the office. Before information about a patient may be released, the patient must sign an authorization or release of information form.
2. Never criticize the physician to a patient. Absolute loyalty is essential.
3. Be neat, clean, and dignified and never degrade or malign patients.
4. Never take any action that could be construed as advertising the physician's services, because in many states a physician is not allowed to solicit.
5. Notify the physician upon learning that a patient is being treated by another physician for the same ailment (a consultation, of course, does not constitute treatment).
6. Maintain dignified, courteous relations with everyone in the office as well as with those who telephone or visit.
7. Never collect payment from another physician or members of his family for professional services unless told to do so.
8. Never discuss a patient's condition within hearing distance of others.
9. Never discuss a patient with acquaintances or the patient's friends. Never leave patient's records lying exposed on the desk.



10. Never make critical statements about the treatment given a patient by another physician.
11. Never make critical statements about the treatment given a patient by another physician.
12. Give attention to accuracy in letters, reports, insurance forms, filing, record keeping, billing, appointment scheduling, and other tasks designated by the physician.

American Association of Medical Assistants Creed

I believe in the principles and purpose of the profession of Medical Assisting.

I endeavor to be more effective.

I aspire to render greater service.

I protect the confidence entrusted to me.

I am dedicated to the care and well-being of all patients.

I am loyal to my physician-employer.

I am true to the ethics of my profession.

I am strengthened by compassion, courage and faith.



FORMS

Name: _____

SSN: _____

I have been informed that it is required of the Medical Assisting Program that I submit to a Hepatitis B Vaccine. I understand that this involves a series of three injections and that I am responsible for the cost of this vaccination as well as a general physical examination. I also understand that if I choose not to take the Hepatitis B vaccine, I must submit documented, medical rationale for this decision or proof that I have received the series before and still have immunity.

Student Signature

Date

Coordinator's Signature

Date



Name: _____

SSN: _____

I understand that due to my occupational exposure to blood or other potentially infectious materials, I may be at risk of acquiring Hepatitis B virus (HBV) infection. I have been instructed of the need to have this vaccination prior to entering the clinical setting. However, due to documented medical reasons or current immunity secondary to previous vaccination, I decline Hepatitis B vaccine at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring Hepatitis B, a serious disease. I further understand that Cleveland Community College will in no way be held liable or accountable if I acquire Hepatitis B virus as a result of clinical practice.

Student's Signature/Date

Coordinator Signature/Date

Confidentiality Statement

I, _____, understand that I must maintain confidentiality of patient/client visits and their medical records that I observe during my clinical practicum

Coordinator Date

Student Date



Assurance of Confidentiality

I, _____, understand my practicum site's policy on confidentiality of patient/client business information. In connection with my activities as a student in the Cleveland Community College Medical Assisting Program, I agree to hold all information I may have access to about patients, clients, or business issues confidential. I agree to protect the confidentiality of patient records and staff records. Furthermore, I agree to keep access codes and passwords confidential. I will not divulge any information to unauthorized persons as this will make me subject to either civil action for the collection of monetary damages and/or suspension or dismissal.

Student

Date



Release from Responsibility

I, _____, do hereby release my practicum site(s) from responsibility for any ill effect (including accident or illness) which I may incur while I am participating in the Medical Assisting Program for Cleveland Community College.

Student

Date

Consent to Release Information

Clinical affiliates that provide clinical experiences for students reserve the right to mandate various requirements per clinical education affiliation agreement in order for students to participate in clinical activities a particular clinical affiliate. Failure to abide by this affiliation agreement may determine that a student may not be able to participate in clinical activities of their respective program, therefore resulting in dismissal from the program.

I, _____, consent to have any results that arise from the requirements below shared with clinical affiliates before my student privileges are granted. This requirement is in compliance with the policies of clinical affiliates. It is the responsibility of each participating clinical affiliate to grant student clinical privileges.

Please read, acknowledge and initial each requirement below.

1. ____ Allow for verification of my social security number for identification purposes by clinical affiliates. I understand that if I have an invalid social security number, clinical affiliates may not allow me to participate in clinical activities and therefore, I may be unable to progress in the program.
2. ____ Complete a criminal background check and release results to clinical affiliates. I understand that clinical affiliates may not allow me to participate in clinical activities and therefore, I may be unable to progress in the program.
3. ____ Complete drug testing by urine specimen and release results to clinical affiliates. I understand that if I have a positive test result, clinical affiliates may not allow me to participate in clinical activities and therefore, I may be unable to progress in the program.
4. ____ Release current vaccination records. Hepatitis B vaccination is encouraged or acknowledgement of waiver signed.
5. ____ Release verification of current CPR certification.
6. ____ Maintain confidentiality regarding patients, medical records, and care provided during any clinical experience.
7. ____ Successfully complete general hospital orientation packet as applicable.
8. ____ I do not hold Cleveland Community College responsible for any consequences that may result from the sharing of this information.

Print Name of Student

Signature of Student

Date

Course / Clinical Coordinator

Date

Report: Critical Incident in the Clinical Setting

Critical Incident Defined:

An incident in the clinical setting involving a student in which:
The conduct and/or performance of the student endangered or potentially endangered patient/client welfare.

The incident could have been prevented by application of learning objectives previously covered.

Description of incident (by staff and/or instruction):

Date:

Signed

Title

Perception of incident (by the student):



Date:

Student

Clinical Probation Remediation Plan

I. Clinical objective(s) not being met on satisfactory level:

II. Plan:

(Identify skills, knowledge or affective behavior which must be demonstrated in order to obtain satisfactory evaluation. Suggestion resources and activities to meet goals.)



Cleveland Community College

III. Follow-up conference to be held: _____

Instructor's Signature

Date

Student's Signature

Date