

NASH COMMUNITY COLLEGE

MEDICAL ASSISTING PROGRAM

STUDENT HANDBOOK



2020-2021

**MEDICAL ASSISTING PROGRAM
2020-2021 STUDENT HANDBOOK
TABLE OF CONTENTS**

Welcome	3
Program Contact Information.....	3
General Information.....	5
NCC Mission; Program Philosophy, Goal and Description	6
Criminal Background Checks/Drug Screens	7
Essential Functions for Medical Assisting	8
Curriculum Sequence.....	9
Resources	11
Student Services.....	11
Program Costs/ Financial Aid	11
Academic Dishonesty	12
Student Conduct.....	12
Incomplete Grade	13
Withdrawal.....	13
Class Scheduling.....	13
Student Illness or Injury	13
Inclement Weather	14
Campus Safety.....	15
Visitors.....	15
Cell Phone Policy.....	15
Social Media Policy.....	15
Criminal Background Checks/Drug Screen Due Process.....	16
Due Process	16
Academic and Clinical Policies	17
Grading.....	17
Failure to Progress.....	17
Course Evaluations.....	18
Attendance.....	18
Classroom Safety.....	19
Clinical Practicums.....	19

Clinical Placement Policy	19
Student Appearance	20
Required Apparel and Supplies	21
Confidentiality and HIPAA	22
Commuting and Transportation.....	22
Readmission.....	22
Transfer of Credits/Experiential Learning/Advanced Placement.....	23
Policy on Pregnancy	23
AAMA Student Membership.....	24
Skills USA	24
AAMA Code of Ethics and Creed.....	25
CAAHEP Medical Assisting Competencies.....	26
Criminal Background Check / Drug Screen Form.....	43
Liability Release Form	45
Student Handbook and Policy Agreement Form.....	47
2020 - 2021 Deadlines	4

Welcome

You have made the choice of pursuing a diploma or degree in Medical Assisting. If you have not attended Nash Community College before, we welcome you to this campus and to this program.

The Course Sequences for the three-semester Diploma Program and five-semester Associate in Sciences Degree Program are rigorous. The Medical Assisting Advisory Committee and the Program faculty have worked diligently to plan a program that will enhance your ability to earn the credential of Certified Medical Assistant through successful certification testing, contribute as a vital team member of the health care community, and to attain personal satisfaction and growth in your chosen career.

This Student Handbook is designed to be a reference for you throughout the program by providing information about the policies and expectations of the program. Please retain this Handbook in a secure place, as you will need to refer to it from time to time during your program progression.

Always feel free to come to the faculty for clarification of policies or for answers to any additional questions you may have that are not covered in this Handbook.

Medical Assisting Program Contact Information

Nash Community College:

Department Chair for Allied Health and
Medical Assisting Program Director

Nancy Worsinger, MS, MT(ASCP), RMA
Office 2114
252-451-8383
ngworsinger102@nashcc.edu

Medical Assisting Program Faculty
and Practicum Coordinator

Amber Greer, BS, CMA(AAMA)
Office 2103
252-451-8333
aagreer137@nashcc.edu

Vice President for Instruction and
Chief Academic Officer:

Tammie Clark, DPT, PT
Office 1207
252-451-8372
tlclark215@nashcc.edu

Health Sciences Admissions Coordinator

Nicole Lawrence
Office 2130
252-451-8390
dnlawrence146@nashcc.edu

Accreditation and Professional Organizations:

AAMA	American Association of Medical Assistants 20 North Wacker Drive, Suite 1575 Chicago, IL 60606 312-899-1500 www.aama-ntl.org
MAERB	Medical Assisting Education Review Board 20 N. Wacker Drive, Suite 1575 Chicago, IL 60606 312-392-0155 www.maerb.org
CAAHEP	Commission on Accreditation of Allied Health Education Programs 25400 US Highway North, Suite 158 Clearwater, FL 33763 727-210-2350 www.caahep.org
SACS	Southern Association of Colleges and Schools Commission on Colleges 1866 Southern Lane Decatur, GA 30033-4097 404-679-3558 www.sacscoc.org
NCSMA	North Carolina Society of Medical Assistants www.ncsma.org

As per recommendations by the Commission on Accreditation of Allied Health Education Programs (CAAHEP), the minimum expectations of the Medical Assisting Diploma program at Nash Community College are to prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills) and affective (behavior) learning domains.

Nash Community College does not unlawfully discriminate in offering equal access to its educational programs and activities or with respect to employment terms and conditions on the basis of an individual's race, color, national origin, sex, sexual orientation, gender, gender expression, gender identity, genetic information, disability age, religion, or veteran status.

Nash Community College Catalog

General Information

The Nash Community College Medical Assisting Diploma program is a three- or five-semester curriculum that prepares the student for a career as a Medical Assistant through classroom, laboratory, and clinical education. The Medical Assisting Diploma program is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP; www.caahep.org) upon the recommendation of the Medical Assisting Education Review Board.

The Nash Community College Medical Assisting Associate in Applied Science Degree program is a five-semester curriculum that builds on the Diploma foundation with additional classroom and laboratory preparation in specialized Medical Assisting topics.

Nash Community College has been granted permission by the North Carolina Community College System (NCCCS) to offer these programs as outlined in the NCCCS Common Course Library. The Medical Assisting program accepted its first students in the fall of 2007. The Diploma program was awarded accreditation status by CAAHEP in March of 2010. Nash Community College is accredited by the Southern Association of Colleges and Schools commission on Colleges (SACS).

Students entering the Medical Assisting profession should understand they are entering a profession that operates according to established standards of conduct, both legal and ethical, and that by enrolling in this program they become bound by these standards. The program is not an isolated institution, but rather part of a nationwide network of healthcare that involves individual practitioners and group practices which operate under professional, institutional, state, and federal regulations.

The policies presented in this Handbook are not to be regarded as an irrevocable contract between Nash Community College and students. The Health Sciences Department and Nash Community College reserve the right to change any policies or schedules at any time.

Successful completion of requirements for the Diploma or Associate in Applied Science Degree in Medical Assisting at Nash Community College does not convey a guarantee of success in attaining the status of Certified Medical Assistant through examination by any national agency.

Medical Assisting students are encouraged to join the American Association of Medical Assistants (AAMA) through student membership. AAMA is a local, state, and national professional organization created in association with the American Medical Associations (AMA), which is the professional organization for physicians. AAMA is especially designed to meet the needs of Medical Assistants in the rapidly and continually changing medical profession.

Graduates of CAAHEP accredited Medical Assisting programs are eligible to sit for the AAMA's Certification Examination to become Certified Medical Assistants. Employment opportunities include physician's offices, health maintenance organizations, health departments, and hospitals. Medical Assisting has been recognized by the U.S. Bureau of Labor and Statistics as among the fastest growing occupations of the next decade.

Nash Community College Mission

Nash Community College's mission is to provide an educational environment that meets students where they are and prepares them for successful college transfer and rewarding careers in a global and diverse society. Through quality instruction, support, services, technology, workforce development, research, and community partnerships, Nash Community College fosters lifelong learning opportunities for individuals, communities, and organizations.

Medical Assisting Program Philosophy

The Nash Community College Medical Assisting Program fully supports and pursues the College mission by providing learner-centered, research-based learning activities including hands-on practice and collaborative learning as well as experiential learning in the clinical setting. We promote a culture of mutual respect and professionalism in the classroom that is transferable to a compassionate, patient-centered healthcare workplace. We believe it is the instructors' role to develop and assign appropriate learning activities and to serve as resources but that ultimately, learning is the responsibility of the learner.

Medical Assisting Program Goal

Nash Community College Medical Assisting Program goal is to prepare medical assistants who have the knowledge, skills, and professional behavior necessary to perform competently in entry-level positions in the surrounding community, and who are prepared to successfully complete the certifying examination of the American Association of Medical Assistants.

Program Description

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. Graduates completing the associate degree develop additional understanding of human disease, competencies in clinical skills, and effective communications.

Graduates of CAAHEP-accredited medical assisting programs may be eligible to sit for the American Association of Medical Assistants' Certification Examination to become Certified Medical Assistants. Employment opportunities include physicians' offices, health maintenance organizations, health departments, and hospitals.

Physical Examination, Immunizations and CPR Certification

Students accepted into the Medical Assisting Diploma program must submit items in the following list to the Practicum Coordinator by the first day of classes in January of the second semester of the program.

1. Evidence of a recent physical examination using a form provided by the College and available from the Health Sciences Admissions Coordinator. The physical exam must take place no earlier than one year prior to the Clinical Practicum, which takes place during the third semester of the Program (May-July).
2. Evidence of Immunity as follows:
 - a. Tetanus/Diphtheria booster or TDAP within 10 years
 - b. MMR: Two doses (28 days apart) required or titer lab report indicating immunity
 - c. Hepatitis B Series: Three doses required OR Waiver signed. Second dose min. one month after first; third min. two months after second and four months after first.
 - d. Varicella: Two doses required (28 days apart) or lab titer report indicating immunity
 - e. Negative Two-step TB Skin test result within one year of clinical experience.
 - f. Annual Influenza vaccine
3. Evidence of American Heart Association (AHA) Health Care Provider CPR certification which will be current for the entire duration of the Clinical Practicum.

Failure to provide the required documentation by the due date may result in dismissal from the Medical Assisting program.

Criminal Background Checks and Drug Screens

Criminal background checks and drug screens are not required for admissions to the Health Sciences programs at Nash CC. However, students can expect to submit to criminal background checks (state and/or federal, which may also include fingerprint, sex offender index, social security verification, and health care fraud and abuse) and drug screens in order to meet regulatory criteria of facilities participating in the clinical education component of the Medical Assisting program once admitted to the program. The Medical Assisting faculty recognizes and is fully supportive of clinical facilities mandating criminal background checks and drug screens on students in the program.

If a clinical facility prohibits a Medical Assisting student from participating at the facility based on the results of the criminal background check and drug screen, the student will be dismissed from the Medical Assisting program for failure to progress. No alternative clinical experience will be arranged on behalf of the student, resulting in the inability of the student to meet the curriculum requirements of the program. Students are encouraged to follow the due process procedures for the Medical Assisting program should they feel ineligibility was determined as a result of false or inaccurate information.

Students can expect to absorb all costs related to criminal background checks and drug screens. Specific procedures will be provided to students approximately eight weeks prior to the start of the clinical experience, and applications for the criminal background check and drug screen must be completed by six weeks prior to the semester in which clinical practicums take place.

Students should also expect to submit to a criminal background check, at their own expense, when seeking eligibility for national certification.

Technical Standards (Essential Functions) of the Medical Assisting Student

Students enrolled in the Medical Assisting Program at Nash Community College must demonstrate competence in various intellectual, physical, and social areas. The Americans with Disabilities Act (ADA) ensures qualified applicants to public institutions the ability to pursue program admissions, however, the applicant must meet essential requirements. All students admitted to the Medical Assisting Program will be held to the same standards with or without reasonable accommodations. The following functions are considered essential requirements for admission, retention and graduation in Nash Community College's Medical Assisting Program. The purpose of these functions is to ensure Medical Assisting students provide safe, competent, and timely patient care.

Physical and Emotional Standards:

Medical Assisting students should possess and be able to demonstrate the following:

1. **Interpersonal Skills** – Interpersonal abilities sufficient to interact with individuals, families, and health care professionals from a variety of emotional, cultural and intellectual backgrounds. For example, the Medical Assisting student shall establish rapport with patients and the health care team members.
2. **Communication Skills** – Communication abilities sufficient for interaction with others in verbal and written form. Verbal communication must be clear and easily understood. For example, the Medical Assisting student shall interview patients to obtain an accurate medical history.
3. **Cognitive Abilities:** - Ability to be oriented to time, place, and person; organize responsibilities, and make decisions. For example, the Medical Assistant shall recognize emergency situations and be able to take effective and appropriate action.
4. **Mobility** – Physical abilities sufficient to move from room to room and maneuver in small spaces, stand and walk for extensive periods of time. For example, the Medical Assistant may make repeated trips from reception area to patients' rooms.
5. **Motor Skills** – Gross and fine motor abilities sufficient to provide and assist with procedures safely. For example, the Medical Assisting student must be able to support patients when ambulating and assist patients in and out of a wheelchair and on and off an exam table.
6. **Hearing** – Auditory ability sufficient to monitor health needs of patients/clients. For example, the Medical Assisting student shall monitor alarms, emergency signals, and patient requests.
7. **Visual** – Visual ability sufficient to perform medical procedures and for observation skills necessary in Medical Assisting duties. For example, the Medical Assistant student must be able to read instruments, scales, charts and graphs; prepare and maintain medical records; observe the position of a needle bevel for injections and venipuncture.
8. **Tactile** – Tactile ability sufficient to manipulate medical tools and equipment and carry out medical procedures. For example, the Medical Assisting student shall identify by touch potential sites for venous punctures and distinguish between veins and other subcutaneous structures.

**Medical Assisting
Curriculum Sequence 2020 - 2021
Course and Hour Requirements**

		Class	Lab	Clin/Exp	Credit
Fall Semester					
ACA 122	College Transfer Success	0	2	0	1
BIO 163	Basic Anatomy & Physiology	4	2	0	5
ENG 111	Writing and Inquiry	3	0	0	3
MED 110	Orientation to Medical Assisting	1	0	0	1
MED 130	Admin Office Procedures I	1	2	0	2
OST 141	Med Term I-Medical Office	3	0	0	3
OST 149	Medical Legal Issues	3	0	0	3
Semester Total					18
Spring Semester					
MED 131	Admin. Office Procedures II	1	2	0	2
MED 140	Exam Room Procedures I	3	4	0	5
MED 150	Laboratory Procedures I	3	4	0	5
OST 142	Med Terms II Medical Office	3	0	0	3
PSY 150	General Psychology	3	0	0	3
Semester Total					18
Summer Semester***					
MED 260	MED Clinical Practicum	0	0	15	5
MED 262	Clinical Perspectives	1	0	0	1
Semester Total					6
**Diploma Completed after Summer Semester					
Total Hours for Diploma Graduation					42
Fall Semester					
MED 240	Exam Room Procedures II	3	4	0	5
MED 270	Symptomatology	2	2	0	3
MAT 110	Mathematical Measurements	2	2	0	3
OST 148	Med. Coding, Billing & Insur	3	0	0	3
Semester Total					14
Spring Semester					
COM 110	Intro to Communication	3	0	0	3
Hum/FA	Humanities/Fine Arts Elective	3	0	0	3
MED 274	Diet Therapy/Nutrition	3	0	0	3
	OR				
OST 247	Procedure Coding	1	2	0	2
	AND				
OST 248	Diagnostic Coding	1	2	0	2
MED 272	Drug Therapy	3	0	0	3
Semester Total					12-13
Total Hours for Associate Degree Graduation					68-69

Resources

The Medical Assisting classroom and lab is room 2115 in Building B. This classroom contains medical equipment and teaching aides used for learning during coursework in the program. Most of this equipment is very expensive and some is dangerous if misused. Students are prohibited from using equipment that has not been thoroughly explained during class or lab and should handle it carefully to avoid damage. Students may use equipment only after a faculty member has observed the student using the equipment safely and effectively.

Please note that it is up to students and faculty to maintain the classrooms and equipment in proper order. Materials should never be removed from the classroom or lab area without specific permission. Students will be asked to contribute to maintaining the appearance of the facilities.

Medical assisting faculty are available during scheduled office hours, which are posted outside their offices. Students may schedule appointments with faculty outside of their scheduled office hours.

The College library has many texts related to medical and health care subjects, computerized reference systems, and Internet access. Class materials may be left on reserve in the library. A copy machine is available for student use for a fee.

Student Services

There are several resources on campus to assist students with tutorial, advising, career planning, and counseling services. Please visit www.nashcc.edu, or Student and Enrollment Services for detailed information. Please make sure to contact your advisor or Student and Enrollment Services in a timely manner if you feel you might benefit from any of their services. Student and Enrollment Services offices are located in Building A (telephone: 252/451-8219).

The Student Wellness Center provides free confidential mental health services from a dually licensed clinical including treatment for Anxiety, Depression, PTSD, Autism Spectrum Disorder, Substance Use Disorder, Domestic Violence, Crisis Intervention and Safety Planning. We also offer support for Recovery Maintenance, Grief, Veterans, and the LGBTQAI Community. The Student Wellness Center is located in building B, Room 2112, telephone: 252-451-8319 or email: hmchristman286@nashcc.edu.

Single Stop services include free tax preparation; benefits screening and access to financial helping resource at the national, state, and local level; financial counseling; and legal services. The Single Stop main office is located in building B, room 2111, telephone: 252-428-7334 or email: singlestop@nashcc.edu.

Program Costs/Financial Aid

Students can expect to absorb all costs related to the Medical Assisting program. Tuition and activity fees are calculated per credit hour as established by the North Carolina Legislature. The estimated cost of text books, uniforms and supplies, assessment testing fees, criminal background checks, drug screens, graduation fees and certification expenses is an additional \$1600.00. The program's clinical component involves travel to health care facilities in Nash County and surrounding communities. Costs of transportation and meals associated with clinical affiliations are also the student's responsibilities. *All costs identified above are intended as estimates only, and are subject to change.*

Nash Community College makes every effort to provide financial assistance, where need exists, for students whose primary goal is to acquire post-secondary education. The *College Catalog* details the Financial Aid process and types of aid available (this can also be accessed online at www.nashcc.edu). Financial Aid awards are based upon many considerations, but primarily on demonstrated financial need of the applicant. Aid is available through several funding sources: loans, work-study employment, grants and scholarships, or a combination of these sources. Some students may receive veteran's assistance for college. Please contact the Financial Aid Office (nccfinancialaid@nashcc.edu or veterans@nashcc.edu or call 252-428-7378) for more information.

Department of Education regulations dictate to colleges what criteria must be met before financial aid awards from federal and state funds can be disbursed, including proper attendance documentation.

Academic Dishonesty

Nash Community College upholds the integrity of the academic process. Academic dishonesty undermines that integrity. Academic dishonesty includes cheating and plagiarism.

Cheating is an attempt to use unethical or dishonest means to perform work for a course. These may include, but are not limited to, copying the work of others, bringing unapproved sources of information during tests or other work ("cheat sheets," the use of information stored on electronic devices, the use of others' work on out of class assignments, etc.), and any other covert means to complete work without the approval of the instructor. Cheating encompasses both those giving and receiving aid.

Plagiarism is the undocumented use of information or the work of others presented as one's own. Nash Community College recognizes two types of plagiarism - accidental plagiarism and deliberate plagiarism.

Accidental plagiarism occurs when a student attempts to cite their sources, but does so improperly or incompletely. Nash Community College treats accidental plagiarism as poor work, and it will be graded as such.

Deliberate plagiarism occurs when a student copies the work of others or purposefully uses information from sources with no attempt to document it and presents it as their own. Nash Community College treats deliberate plagiarism as academic dishonesty.

Academic dishonesty is dealt with as follows:

1. For a first offense within a course, the student will receive a zero for the work in question. The student will be counseled by the instructor. An *Academic Dishonesty Report* form will be forwarded to the Associate Vice President of Instruction and maintained on file.
2. For a second offense within a course, the student will receive an F for the course. An *Academic Dishonesty Report* form will be forwarded to the Associate Vice President of Instruction and maintained on file.
3. Repeated offenses may lead to the recommendation of additional actions and penalties, including suspension or expulsion from the College in accordance with the *Student Dismissal, Suspension, or Expulsion Authority* procedure.
4. Additional information is presented in the *Nash Community College Academic Catalog*.

Student Conduct

Students at Nash Community College are expected to conduct themselves as responsible adults in accordance with generally accepted standards of morality and decency at all times. The Conduct Code is printed in the NCC catalog and the NCC Student Calendar. A violation of any of the listed behaviors will warrant immediate disciplinary action and may result in suspension from the College.

Eating, drinking, and use of tobacco products are prohibited in the classrooms and are limited to designated areas of clinical facilities and the college. Chewing gum or use of tobacco products is not permitted while in the clinical setting.

Students are expected to leave classrooms and labs clean and in order.

Students are expected to work with all other students, regardless of personal preferences, gender, race, creed, or national origin. Students should demonstrate respect for instructors and peers during class discussions and lab exercises. Comments and contributions to class discussions should be brief and pertinent to the discussion. Lengthy descriptions of personal and family situations are not appropriate in the classroom setting.

Incomplete Grades

An “Incomplete” in a medical assisting course must be removed before a student can continue in the program. Failure to act promptly and responsibly may result in the student being unable to enroll for subsequent (required) classes. This policy applies to all required courses identified in the Medical Assisting Curriculum Sequence.

College Administrative Withdrawal Policy

Nash Community College is an attendance taking institution with regular attendance required for all curriculum courses regardless of program, degree level, or delivery type. The attendance of students will be recorded by faculty on a regular basis and within the guidelines supported by the course’s delivery format. Attendance verification is first used to establish course enrollment within the first 10% of the course. After the 10% point of a course, faculty must administratively withdraw a student if at any point in the semester the student demonstrates two (2) consecutive weeks of nonattendance in a course. Nonattendance means missing two consecutive weeks of regularly scheduled class meetings (if applicable) in addition to no participation in any assignments or activities during that period. Students who have been approved for excused absences (field trips, medical related, etc) are still required to actively participate in class and are responsible for coordination of approved activities with the course instructor. For more information, please review the Attendance Policy and Withdrawal Policy in the College Catalog.

Official withdrawal from a required course, whether voluntary or involuntary, may leave the student unable to continue in the program. Consult a faculty advisor about available options and potential consequences prior to withdrawing from any course identified in the Curriculum Sequence.

Class Scheduling

The program faculty will assist students in dealing with matters concerning scheduling of courses. Students must not jeopardize their standing in the program by attempting schedule adjustments without consulting an advisor. The courses in the medical assisting program must be taken in sequence as outlined on the Curriculum Sequence.

Student Illness / Injury

If a student becomes ill or injured during class, they are to promptly report the problem to the instructor. If a student is at an assigned clinical facility when ill or injured, they are to report immediately to the Clinical Supervisor and then to the Program Director.

If ill and medical attention is required, the student is responsible for the cost of medical treatment provided by their personal provider.

If injured, a Nash CC incident report must be filled out in addition to whatever is required at the facility. If necessary, the student should report to the physician or an emergency care facility. All students who register for curriculum classes are insured for accidental injuries which may occur while in class, on college property, or while attending college sponsored internships. Students will need to pay for treatment up front and then will be reimbursed by the College's insurance. This coverage does not apply to commuting time between home and class. All costs incurred for examination and treatment for illnesses, however, shall be the responsibility of the student.

Students are not to expect treatment for illness or injury in patient/client areas at assigned clinical facilities. (An exception to this may be in case of accidental needlestick – see Communicable Disease Exposure Incident Protocol).

Communicable Disease Exposure Incident Protocol

In keeping with current standards, requirements and recommendations of the Center of Disease Control (CDC), and the Occupational Safety and Health Act (OSHA), any student(s) involved in a possible exposure incident will follow these guidelines.

Any student injury or accident with a sharp instrument (needle stick, scalpels, glass, etc.) or with a splash of blood, body fluid, or body substance into a mucous membrane, lining of the eye, nose, or mouth, or open skin area must be reported to the Instructor and/or Program Director, and Department Chair. Both the student injured and the source from which the potential contamination has occurred (student or patient) will be informed and tested for HIV and HBV infections, after consent is obtained.

If either individual's consent is refused or if either individual tests positive, the student(s) will be evaluated clinically and by HIV antibody testing as soon as possible and advised to report and seek medical evaluation of any acute febrile illness that occurs within 12 weeks after exposure. HIV seronegative students shall be retested 6 weeks after exposure and on a periodic basis thereafter (12 weeks and 6 months after exposure).

Nash Community College will provide the following information to the evaluating physician:

- A. A copy of OSHA Standard #29 CFR 1910.1030
- B. A description of the affected student's role as they relate to the exposure

Nash Community College will also obtain and provide the student with a copy of the physician's written opinion within 15 days after completion of the evaluation. The opinion is to include the following:

- A. The physician's recommended limitations upon the student's ability to receive Hepatitis B vaccination.
- B. A statement that the student has been informed of the results of the medical evaluation and that the student has been told of any medical conditions resulting from exposure to blood or other potentially infectious materials which require further evaluation or treatment.
- C. Specific findings or diagnosis which are related to the student's ability to receive HBV vaccination. Any other findings are to be kept confidential.

Follow-up procedures will also be taken for students exposed or potentially exposed to HBV. The types of procedures depends on the immunization status of the student (whether HBV vaccine has been received and antibody response is adequate) and the HBV serologic status of the source student.

Inclement Weather Policy

When severe inclement weather interrupts the College's operating schedule, the postponements or cancellations are publicized on area television and radio stations, as well as the College's web site. Students may also contact the College for specific information at 252/443-4011. If the College schedule has not been affected by the weather, but a student lives in an area that has experienced severe weather, the student may want to contact the faculty.

Class time missed due to inclement weather may be made up either through independent written/online assignments or through make-up days scheduled by the instructor.

If a student is unable to attend scheduled clinical hours due to inclement weather, the student must contact the assigned Clinical Site Supervisor **and** the Practicum Coordinator at the College. Students will be expected to make up missed clinical days at the discretion of the faculty, in consultation with the Practicum Coordinator. Remember the two most important points: 1) inform the faculty, and 2) use sound judgment to not endanger anyone (the student and others).

Campus Safety

Nash Community College is committed to providing a healthy, safe, and secure environment for all members of the campus community. Faculty, staff, and students should review the campus Emergency Plan for Nash CC posted in each classroom. The Emergency Plan may also be accessed here: https://www.nashcc.edu/downloads/11-12%20Academic%20Catalog_WEB.pdf/P288 . Students are encouraged to e-mail any safety and security concerns to NashCCSafety@nashcc.edu or contact the Campus Security & Safety Director at 252-451-8313.

Visitors

Family members/visitors may not accompany students to class, lab, or clinical facilities due to legal implications and responsibility for the safety of persons attending state supported schools/colleges. NO personal visits by anyone are allowed at the clinical facilities.

Telephone Calls / Cell Phones

Use of cell phones or other electronic devices during class is extremely distracting to instructors and students alike. Therefore, cell phones must be turned off during class or placed on vibrate. Students may leave the room to take emergency phone calls only. Texting during class is not allowed. Violations of this policy will be reflected in the student's Professional Behavior grade.

Cellular phones, smart watches and similar devices are not to be taken into clinical facilities. NO personal phone calls are allowed in clinical settings except in the event of an emergency. Significant others should be instructed to contact the assigned Clinical Supervisor if an extreme emergency arises.

Social Media Policy

Students enrolled in the program are expected to exhibit professional behaviors on- and off-campus. At no time is it acceptable for a student to verbally insult another student, college faculty, and/or associated agencies or representatives on Social Networking sites. Any student who slanders, defames, harasses, or insults another student, faculty, or any associated agency and representative will receive disciplinary action which may result in immediate dismissal from the program.

Students may post content freely to social networking sites and to those of others, so long as the content is not illegal, obscene, defamatory, threatening, infringing of intellectual property rights, invasive of privacy, or otherwise injurious or objectionable. Privacy and confidentiality laws and regulations, including federal, state, local, and institutional mandates, must be adhered to in all situations.

Students may not use the College, program, or any affiliated organization's name to endorse or promote any product, opinion, cause, or political candidate. Representation of your personal opinions as institutionally endorsed by Nash Community College or organizations associated with the Medical Assisting program is strictly prohibited.

By posting content to any social networking site, the student warrants and represents that they either own or otherwise control all of the rights to that content, including, without limitation, all the rights necessary to provide, post, upload, input, or submit the content, or that use of the content is a protected fair use. Students agree that they will not knowingly, and with intent to defraud, provide inaccurate material and misleading or false information. The student represents and warrants also that the content they supply does not violate these terms, and that the student will indemnify and hold Nash Community College and the Medical Assisting program harmless for any and all claims resulting from content they supply.

The student acknowledges that Nash Community College and the Medical Assisting program do not pre-screen or regularly review posted content, but that it shall have the right to remove, in its sole discretion, any content that it considers to violate these terms or the terms of any other campus user agreements that may govern your use of the campus networks.

Please Note: No photographic or video imaging is allowed that depicts patients or their families, clinical facilities, clinical staff or images of themselves in a clinical agency. Students must follow all policies and procedures related to the clinical facility.

Criminal Background and Drug Screen Due Process

The following procedures have been established for students who feel information contained on the criminal background check or drug screen is false or inaccurate, resulting in the inability of the student to participate in a clinical education experience, and, therefore, dismissal from the program due to failure to progress:

1. Students will notify the Director of Medical Assisting, in writing, of their intent to initiate an investigation into the information they believe to be false or inaccurate within 24 hours of being notified of the dismissal.
2. The student will provide the Director of Medical Assisting with evidence that supports the information contained was false or inaccurate within one week (7 days) and which supports dismissal is not warranted based on the new information.
3. Students will sign a Consent to Release form allowing this new information to be provided to and reviewed by the clinical agency for their determination of eligibility to complete the clinical learning experience. Students must understand that the timeframe for the learning experience may be adjusted to reflect the contact hours needed to complete the experience.
4. Students who fail to provide this evidence within one week can follow the College's due process as stated in the *College Catalog* and summarized below.

Due Process

Students with complaints regarding disciplinary actions taken by Medical Assisting faculty or any grievance regarding the Medical Assisting program should refer to the Nash CC College catalog sections on Disciplinary Due Process and Student and Public Grievance/Complaint Procedure. Additional policies and procedures specific to the Medical Assisting program are as follows:

1. Complaints regarding the Medical Assisting curriculum or its policies and procedures should be presented to the Program Director.
2. Complaints regarding the actions of a Medical Assisting Program faculty member should be directed to the faculty member involved. If the student feels uncomfortable with this, the Program Director should be contacted. If the complaint concerns the Program Director, the student should contact the Health Sciences Department Chair.
3. Complaints regarding the actions of another student should be presented to the Program Director.
4. Complaints regarding clinical affiliations should be presented to the Practicum Coordinator.
5. Complaints from individuals outside the Program should be presented to the Program Director.
6. Neither the Medical Assisting Program nor Nash Community College will review anonymous grievances or grievances sent electronically or through facsimile transmission.

Under no circumstances is it acceptable to verbalize complaints against Nash Community College, the Medical Assisting Program faculty or Director, or other Medical Assisting students while in clinical rotation facilities without first attempting to resolve the issue through due process. A student found to have engaged in this behavior may be dismissed from the program.

Academic and Clinical Policies

Grading Policy

The grading system outlined in the Nash Community College catalog will be followed. It reads:

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

Additional information regarding grading that is specific to each course will be provided to students in the course syllabi.

In order to earn a passing grade in each of the Medical Assisting (MED) courses, the student must demonstrate mastery of all of the CAAHEP defined psychomotor and affective competencies listed for that course. Administrative and clinical competencies require a check-off format which includes a time limit for successful completion of the competency. A grade of 80% or greater must be achieved within the stated time limit on each competency checklist in order to pass the course in which the competency is demonstrated. Students will be given an opportunity to repeat failed competencies two times; competencies must be repeated within one week after grades are posted. Five points will be deducted from the grade achieved for each subsequent attempt.

Failure to Progress Policy

In addition to the general institutional academic policies described in the *College Catalog*, the Medical Assisting Program adheres to the following standards:

1. In order for courses to be accepted for credit in the Medical Assisting program, the following minimum grades must be achieved:

Medical Assisting courses (MED prefix):	80% or greater
MED Practicum (MED 260):	S (Satisfactory)
All other required courses:	C or greater
2. Students admitted into the Medical Assisting program must maintain an overall grade point average of 2.000 or greater to maintain their admission status as well as to remain in satisfactory academic standing for progression through the Medical Assisting program.

Failure to achieve the above minimum grades, maintain the minimum GPA, or failure to complete any courses required after admission into the program is grounds for dismissal.

Course Evaluations

For seated and online courses, students will be evaluated according to each individual course syllabus. In addition, each MED course in the Diploma program will use a standardized Professional Behavior Scoresheet to evaluate students on behaviors expected in the healthcare workplace. The Professional Behavior Scoresheets are an important learning tool, particularly for those students with limited workplace experience.

Students are awarded a grade of either "S" for Satisfactory or "U" for Unsatisfactory for the Clinical Practicum experience. Grades are determined by evaluations completed by the Site Supervisor in conjunction with other staff members who have served as preceptors.

Program Attendance Policy

The attendance policies in health science courses are designed to help students develop behaviors that are desirable in a working environment, therefore students are expected to conduct themselves as they would on the job. Regular and punctual attendance in seated classes and participation in online classes is expected and is an obligation of all students. Additionally, students are expected to engage and participate in class discussions, whether seated or online. Students who are drowsy or inattentive are not engaged and may be asked to leave the classroom.

For a student to receive the optimum benefit of course instruction, regular class activity is required and recorded by the instructor. For seated classes, students are expected to arrive on time and stay for the duration of each class; attendance will be recorded by the instructor at the beginning of every class. Students must participate in online courses, at minimum, on a weekly basis. Failure to do so will be marked as an absence. Upon failure to participate in any course in a 14-day window, the instructor is required to withdraw students from the course.

An excused absence occurs when the instructor is able to determine without doubt that the absence was unavoidable. The College further stipulates that an excused absence is an absence for which the student is held harmless and for which the instructor provides the student the opportunity to make up any tests, exams, assignments, or other work missed as a result of the absence. The excused absence shall still be recorded as an absence for attendance purposes. The instructor may require proof of absence such as a doctor's note or police report. Excused absences due to deaths are limited to immediate family only. For this purpose, immediate family is defined as spouse, parents, children, brother, sister, grandparents and grandchildren. Also included are the step-, half-, and in-law relationships of the same degree of relationship as listed above.

Additional attendance requirements are placed on the laboratory portions of courses in which critical manual skills are acquired; specifically MED 140 and MED 150. A student missing over five lab periods of 2 hours each (approximately 15% of the total lab time in each course) will receive a grade of F in the course. Be aware that some class days consist of lab only and count as two lab periods.

Tardiness is extremely unprofessional and will not be tolerated. Students are expected to be seated and ready to engage in classroom activities at the start of the class session. A student who arrives at or after the start time, is gathering materials or is storing personal items after the instructor has begun, is disruptive and will be recorded as tardy. Chronic tardiness (more than twice per month) will result in progressive disciplinary action, leading to and including dismissal from the Medical Assisting program.

1. Students should inform the course instructor ahead of time if class is going to be missed (an email or voice mail to the course instructor is both effective and efficient).
2. Students should arrange all routine appointments and activities so as not to conflict with classroom experiences.
3. Students with family care responsibilities should arrange for back-up care in the event of situations such as public school closings or illness of family member or care-giver.
4. Legitimate reasons for tardiness, i.e. transportation issues, should be brought to the attention of the instructor.
5. When asked, the instructor will provide the opportunity to make up work missed due to an excused absence. It is the student's sole responsible for seeking those assignments and other missed work from the instructor.

College Attendance and Administrative Withdrawal Statement:

Nash Community College is an attendance taking institution with regular attendance required for all curriculum courses regardless of program, degree level, or delivery type. The attendance of students will be recorded by faculty on a regular basis and within the guidelines supported by the course's delivery format. Attendance verification is first used to establish course enrollment within the first 10% of the course. After the 10% point of a course, faculty must administratively withdraw a student if at any point in the semester the student demonstrates two (2) consecutive weeks of nonattendance in a course. Nonattendance means missing two consecutive weeks of regularly scheduled class meetings (if applicable) in addition to no participation in any assignments or activities during that period. Students who have been approved for excused absences (field trips, medical related, etc) are still required to actively participate in class and are responsible for coordination of approved activities with the course instructor. For more information, please review the Attendance Policy and Withdrawal Policy in the [College Catalog](#).

Classroom Safety

Student safety is a very real concern in the Medical Assisting classroom as true hazards exist. Medical Assisting course content includes instruction in all appropriate safety precautions prior to exposure to hazards. Students are expected to apply all safety precautions learned in the course to situations in the classroom and clinical facilities. The following safety precautions are enforced:

1. NO food or beverages are allowed in the classroom
2. Students are required to wear closed toe shoes and all personal protective equipment (PPE) appropriate to the procedures being performed, including disposable fluid-resistant lab coats and disposable gloves. PPE must be removed prior to leaving the classroom.
3. Students are instructed in the location and use of emergency equipment such as eye wash stations, fire extinguishers, and first aid kits.
4. Current Safety Data Sheets are maintained in the classroom.
5. All sharps and biohazardous materials are disposed of according to OSHA regulations.
6. Classroom surfaces are regularly disinfected
7. The classroom contains a variety of equipment that could be dangerous if used incorrectly. Students must not attempt to use any equipment without thorough instruction in safe use.
8. All equipment is checked for safety on an annual basis and the program maintains records of maintenance and repair. Students should report any problems or damage to the instructor immediately.

Clinical Practicums

During the summer (third) of the Medical Assisting program, students will attend an UNPAID clinical practicum at an affiliated healthcare facility in eastern North Carolina. Students must have successfully completed MED 131, MED 140, and MED 150 prior to beginning the clinical practicum. Students are required to attend 240 hours at their assigned clinical site. This is typically accomplished by scheduling three eight-hour days per week for ten weeks. In addition, students will participate in a one credit hour seminar course each week during the clinical experience.

Affiliated clinical facilities require students to submit to a criminal background check and a drug screen within one month prior to the clinical experience. These will be performed through a College-selected third party. Additional information and instructions will be provided during the spring semester prior to the clinical practicum.

Students will be asked to prepare a resume one month prior to the semester in which clinical practicums take place. Additional policies governing attendance and grading specific to the Practicum experience are described in the Student Practicum Booklet.

Clinical Placement Policy

Nash Community College admits students to the Medical Assisting program based upon the projected number of Clinical Practicum positions available at contracted clinical facilities. It is always possible that unforeseen circumstances may arise during the year which would limit the number of positions available. If not enough clinical sites are available to accommodate all students in a given cohort, selection of students for placement will be made based upon the students' current MED core class average at the time of assignment. Every attempt will be made to place students left without clinical assignments into a facility during the early part of the following semester, but this cannot be guaranteed. Students would then be given preference for placement in the next available MED 260 class. The prerequisite of MED 260/262 for second year MED courses would be waived.

Student Appearance

As professional behavior is a desired outcome for graduates of the Medical Assisting program, students are expected to dress and conduct themselves professionally both while on Nash Community College campus and at clinical sites. Students dressed inappropriately may be asked to leave the classroom, in which case the absence would be considered unexcused. Clinical faculty will dismiss students who are not appropriately dressed. Dress codes will apply during individual and group make-up procedures/times.

During class or clinical periods when **street clothes** are allowed:

1. Fingernails must not extend beyond the fingertips; must be even in length, clean and filed smoothly; only clear polish is acceptable. Artificial nails are a health hazard and are not allowed for students in the campus laboratory setting or the clinical setting *regardless of facility policy*.
2. Students must avoid wearing clothing that is revealing, dirty or worn out. No holes, patches, or tears.
3. Dress must be conservative; **no cleavage or midriff is to be exposed; no undergarments should be observable. Sleeveless shirts must have straps at least 2" wide for classrooms**; sleeveless shirts are not appropriate for clinical facilities.
4. No articles of clothing that display controversial or offensive messages or symbols are allowed.
5. Clothing must be properly fitted (not too tight or too large; not touching floor)
6. No hats, hoods or other headwear (except for religious reasons). Hair ties are limited to white, black, or similar to hair color and must be conservative. Any additional accessories are limited to bobby pins or small clips that must blend in with hair color.
7. Jewelry worn in nose, eyebrow, tongue, or other visible pierced body part besides the earlobe **is not allowed**. For clinical faculties, jewelry must be conservative and is limited to small one small post earring per ear and wedding bands.
8. Thong-type sandals are not allowed at the clinical facilities.

The following specific guidelines apply to students when **uniforms** are required: (while attending MED 140, MED 150, MED 240, and during Clinical Practicums):

1. Fingernails must not extend beyond the fingertips; must be even in length, clean and filed smoothly; only clear polish is acceptable. Artificial nails are a health hazard and are not allowed for students in the campus laboratory setting or the clinical setting *regardless of facility policy*.
2. Personal hygiene must be maintained. Body or breath odor, and strong perfume are unacceptable. Personal hygiene is essential to acceptable interpersonal activities such as those engaged in by the professional Medical Assistant. Particular care must be given to skin, hair, bathing, proper oral hygiene, and use of antiperspirant.
3. Tattoos must be covered.

4. Hair must not fall in the eyes or below the collar of the uniform. Long hair must be pulled back and pinned up so it does not fall loosely over shoulders and face. Hair must be kept clean and manageable. Hair must be a natural color and neatly and conservatively styled. Hair that is artificially colored should be maintained so that no obvious roots or grown-out areas are visible. Beards, mustaches, and sideburns must be groomed neatly.
5. No hats, hoods or other headwear (except for religious reasons) are allowed. Hair ties are limited to white, navy, or similar to hair color and must be conservative. Any additional accessories are limited to bobby pins or small clips that must blend in with hair color.
6. Jewelry worn in nose, eyebrow, tongue, or other visible pierced body part besides the earlobe is not allowed. Jewelry must be conservative and is limited to small one small post earring per ear and wedding bands.
7. Scrub-type uniforms are required as described in the Required Apparel section which follows. Uniforms must be properly fitted (not too tight or too large; not touching floor), clean and neatly pressed. No cleavage or midriff is to be exposed; no undergarments other than white or skin tone should be observable.
8. Nash Community College logo patches are to be purchased through the bookstore and attached to the left shoulder of both the scrub top and the lab jacket, 1 ½" below the shoulder seam.
9. A professional style, white, closed-toed shoe must be worn. Shoes must be clean and polished.
10. Clean white crew socks or hose may be worn under pants. Ankles are not to be exposed.
11. While at clinical facilities, the student nametag must be worn at all times.

Business casual dress may include dress slacks, khaki pants, skirts, dresses, blouses, polo shirts, or shirts with a collar but no necktie. During the administrative portion of the Practicum experience when **business casual** clothes are allowed:

1. Students must avoid wearing clothing that is revealing, dirty, or worn out. No holes, patches, or tears.
2. Denim or jeans pants of any color or style, sweat pants, leggings, warm-up/wind suits, sweatshirts, and logo t-shirts are not allowed.
3. Undergarment apparel should not be visible outside or through clothing.
4. Shorts or Capri style pants are not allowed.
5. Dresses or skirts can be worn but should not be more than 2 inches above the knee.
6. Tops should not be tight or revealing.
7. Dress sandals and open toed shoes can be worn in the administrative areas only. Thong sandals of any kind are not allowed.
8. Fingernails must not extend beyond the fingertips. They should be clean and filed smoothly and only clear polish is acceptable. Artificial nails are a health hazard and are not allowed for students in the campus laboratory setting or the clinical setting *regardless of facility policy*.
9. No hats, hoods or other headwear (except for religious reasons) are allowed.
10. Jewelry worn in nose, eyebrow, tongue, or other visible pierced body part besides the earlobe is not allowed. Jewelry must be conservative and is limited to one post earring per ear and wedding bands only.

Required Apparel and Supplies

Uniforms and equipment are required while participating in on-campus courses beginning in the second semester and in Clinical Practicums. All students (first and second year) must have the following uniform and equipment:

1. navy blue scrub pants
2. white scrub top
3. white lab jacket with elastic cuffs

4. closed-toe, solid plastic or leather white uniform shoes (no mesh or fabric)
5. Nash Community College logo patch
6. stethoscope
7. manual blood pressure cuff
8. student nametag (required for Clinical Practicum only)

Specific brand, style, and color must be purchased to insure uniformity of style and color, and low cost. Do not purchase without additional information, to be provided by the instructor.

Confidentiality and HIPAA

HIPAA stands for the Health Insurance Portability and Accountability Act of 1996. HIPAA requires health care providers to follow certain rules to protect patient information. This information may be written, spoken, or electronically produced. Information that is protected under HIPAA includes identifiable patient information such as name, address, photos, and insurance account numbers. Students may come in contact with patient records, financial records, reports, memos, and contracts. HIPAA requires students to limit internal use of protected patient information to the minimum necessary. Students must only access patient information appropriate for patient care. Students are not to look up information or disclose information to family members, friends, or health care providers that are not involved in the patient's care. Students should not give information to outside sources or ask for information from outside sources. Students are not to make unauthorized copies of confidential information. Students should not dispose of any confidential information unless told to do so. Confidential medical documents must be shredded. Any violation of HIPAA may result in disciplinary action by the clinical facility and/or Department Chair/ Practicum Coordinator leading to dismissal from the Medical Assisting Program. There are also legal penalties, fines, and imprisonment for violating HIPAA.

Commuting and Transportation

A variety of facilities are utilized for Clinical Practicums. Every effort will be made to match students with facilities closest to their homes, but students must understand this is not always possible and **commuting times may exceed one hour**. Students must have reliable transportation with back-up arrangements. Failure of transportation is not a valid excuse to miss clinical hours.

Readmission Policy

The following policy describes the conditions under which a student who exits the Program without satisfying all of its requirements may return to the Program to resume progress toward the Diploma in Medical Assisting or the Associate in Applied Science in Medical Assisting degree.

1. A student who fails to complete the MED program as scheduled may reapply to the program by meeting the admissions criteria that are in effect at the time of reapplication.
2. Re-entry into the program is not guaranteed and will be considered on a case by case basis considering the point of re-entry, the number of currently enrolled students at the point of re-entry, and confirmed space availability for clinical education learning experiences.
3. The applicant will be required to demonstrate retention of knowledge and skills in MED technical courses by successfully completing both a written proficiency examination and laboratory competency examination for each prerequisite course to the point of re-entry, regardless of an original passing grade for the course.

The requirement to demonstrate retention of knowledge and skills may be waived in the case of a Nash CC Diploma graduate requesting re-entry at the associate degree level if one of the following conditions have been met:

- a. The applicant has passed the AAMA certification exam at any time in the past and is currently employed as a medical assistant, OR
- b. The applicant has passed the AAMA certification exam within the previous six months

4. A student dismissed from the program as a result of inappropriate internet use; misconduct or unprofessional behavior during on- and off-campus learning activities; non-adherence to laboratory safety and clinical education policies; or significant concerns in regard to clinical expectations for safety, ethical, and legal standards will not be considered for re-entry to the MED program or subsequent admission to any other health sciences program at Nash Community College.

Transfer of Credits/Experiential Learning/ Advanced Placement

The Medical Assisting program at Nash Community College accepts transfer of credits for MED technical courses from institutions within North Carolina provided that the medical assisting program at the college at which the credits were earned was accredited by the Commission on Accreditation of Allied Health Education Programs(CAAHEP) at the time the courses were taken. Credits earned at another institution, whether MED core courses or general education courses, must meet the same grade standards as courses taken at Nash Community College in order to apply toward the Diploma or Associate in Applied Sciences in Medical Assisting.

The Medical Assisting program does not give credit for experiential learning toward the Diploma or Associate in Applied Sciences in Medical Assisting.

The Medical Assisting program accepts Advanced Placement credit for English (ENG 111) and Psychology (PSY 150) toward the Diploma or Associate in Applied Sciences in Medical Assisting as described in the Nash CC Academic Catalog. Advanced Placement credits are not accepted for any other courses required for the Diploma or Associate in Applied Sciences in Medical Assisting.

An applicant who wishes to transfer successfully completed MED technical courses required for the Diploma or Associate in Applied Sciences in Medical Assisting from another CAAHEP accredited program may be considered for entry to the program by meeting the admissions criteria that are in effect at the time of application with the following considerations:

1. Transfer into the program is not guaranteed and will be considered on a case by case basis considering the point of entry, the number of currently enrolled students at the point of entry, and space availability for confirmed clinical education learning experiences.
2. Applicants will be required to demonstrate retention of knowledge and skills for MED technical courses previously completed if more than one year has elapsed since completion of the course. Retention will be demonstrated by successfully completing both a written proficiency examination and laboratory competency examination for each course to the point of re-entry regardless of an original passing grade for the course.
3. Per Nash Community College Graduation Requirements, a minimum of 25 percent of the required semester credit hours of the Diploma or Associate in Applied Sciences in Medical Assisting must be earned at Nash Community College.

Policy On Pregnancy

1. Upon declaration of pregnancy by the student to program director or faculty, general program policies will be reviewed in detail in order to provide the student with a complete understanding of their status in the program.
2. The pregnant student must follow the established program policies and meet the same clinical and educational criteria as all other students before recommendation for the clinical practicum and graduation.
3. If the student chooses to leave the program during their pregnancy, they will be eligible for reinstatement into the program upon completion of their pregnancy leave. Re-entry will be based on the program's readmission policy.
4. **If the student remains in the MED program during their pregnancy, they accept full responsibility for their actions and relieve Nash Community College, its faculty, and practicum affiliates of any responsibilities in case of adverse effects.**

AAMA Student Membership and Certification Exam Information

The American Association of Medical Assistants (AAMA) is a local, state, and national professional organization created in association with the American Medical Associations (AMA), which is the professional organization for physicians. AAMA is especially designed to meet the needs of Medical Assistants in the rapidly and continually changing medical profession. The mission of the AAMA is to enable medical assisting professionals to enhance and demonstrate the knowledge, skills and professionalism required by employers and patients; protect medical assistants' right to practice; and promote effective, efficient health care delivery through optimal use of the CMA (AAMA). Student memberships are available at a discount and include a subscription to CMA Today, a professional magazine devoted to Medical Assisting. For more information, visit the website www.aama-ntl.org.

Nash Community College Student Medical Assisting Association

Pre-Medical Assisting students as well as those already accepted into the Medical Assisting program are encouraged to join the Student Medical Assisting Association, which operates under guidelines provided by the AAMA. The SMAA exists to help prepare students for careers in Medical Assisting by encouraging knowledge and skill growth; developing leadership, advocacy, and critical thinking skills; and by encouraging and developing active participation in local and state levels of NCSMA and AAMA.

SkillsUSA[®]

SkillsUSA[®] is a partnership of students, teachers and industry working together to ensure America has a skilled workforce. SkillsUSA helps each student excel by providing educational programs, leadership opportunities, events and competitions that support career and technical education (CTE). Students enrolled in the Medical Assisting program at Nash Community College are automatically enrolled in the Nash CC SkillsUSA Chapter and are invited to attend regular chapter meetings. The Medical Assisting curriculum at Nash CC is consistent with the three components of the SkillsUSA Framework: technical skills grounded in academics, workplace skills, and personal skills.

AAMA Medical Assistant Code of Ethics

The Code of Ethics of the American Association of Medical Assistants shall set forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting. Members of 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.

AAMA Medical Assistant Creed

I believe in the principles and purposes 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 people.

I am loyal to my employer.

I am true to the ethics of my profession.

I am strengthened by compassion, courage and faith.

**Core Curriculum for Medical Assistants
Medical Assisting Education Review Board (MAERB)
2015 Curriculum Requirements**

Individuals graduating from Medical Assisting programs accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) must demonstrate knowledge of the subject matters required for competence in the profession. They must incorporate the cognitive (C) knowledge in performance of the psychomotor (P) and affective (A) competencies required in the following academic subjects.

**FOUNDATIONS FOR CLINICAL PRACTICE
CONTENT AREA I-IV**

CONTENT AREA I: Anatomy & Physiology		
Cognitive (Knowledge) I.C Anatomy & Physiology	Psychomotor (Skills) I.P Anatomy & Physiology	Affective (Behavior) I.A Anatomy & Physiology
<ol style="list-style-type: none"> 1. Describe structural organization of the human body 2. Identify body systems 3. Describe: <ol style="list-style-type: none"> a. body planes b. directional terms c. quadrants d. body cavities 4. List major organs in each body system 5. Identify the anatomical location of major organs in each body system 6. Compare structure and function of the human body across the life span 7. Describe the normal function of each body system 8. Identify common pathology related to each body system including: <ol style="list-style-type: none"> a. signs b. symptoms c. etiology 9. Analyze pathology for each body system including: <ol style="list-style-type: none"> a. diagnostic measures b. treatment modalities 	<ol style="list-style-type: none"> 1. Measure and record: <ol style="list-style-type: none"> a. blood pressure b. temperature c. pulse d. respirations e. height f. weight g. length (infant) h. head circumference (infant) i. pulse oximetry 2. Perform: <ol style="list-style-type: none"> a. electrocardiography b. venipuncture c. capillary puncture d. pulmonary function testing 3. Perform patient screening using established protocols 4. Verify the rules of medication administration: <ol style="list-style-type: none"> a. right patient b. right medication c. right dose d. right route e. right time 	<ol style="list-style-type: none"> 1. Incorporate critical thinking skills when performing patient assessment 2. Incorporate critical thinking skills when performing patient care 3. Show awareness of a patient's concerns related to the procedure being performed

<p>10. Identify CLIA waived tests associated with common diseases</p> <p>11. Identify the classifications of medications including:</p> <ul style="list-style-type: none"> a. indications for use b. desired effects c. side effects d. adverse reactions <p>12. Identify quality assurance practices in healthcare</p> <p>13. List principles and steps of professional/provider CPR</p> <p>14. Describe basic principles of first aid as they pertain to the ambulatory healthcare setting</p>	<ul style="list-style-type: none"> f. right documentation <p>5. Select proper sites for administering parenteral medication</p> <p>6. Administer oral medications</p> <p>7. Administer parenteral (excluding IV) medications</p> <p>8. Instruct and prepare a patient for a procedure or a treatment</p> <p>9. Assist provider with a patient exam</p> <p>10. Perform a quality control measure</p> <p>11. Obtain specimens and perform:</p> <ul style="list-style-type: none"> a. CLIA waived hematology test b. CLIA waived chemistry test c. CLIA waived urinalysis d. CLIA waived immunology test e. CLIA waived microbiology test <p>12. Produce up-to-date documentation of provider/professional level CPR</p> <p>13. Perform first aid procedures for:</p> <ul style="list-style-type: none"> a. bleeding b. diabetic coma or insulin shock c. fractures d. seizures e. shock f. syncope 	
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CONTENT AREA II: Applied Mathematics

Cognitive (Knowledge) II.C Applied Mathematics	Psychomotor (Skills) II.P Applied Mathematics	Affective (Behavior) II.A Applied Mathematics
<ol style="list-style-type: none">1. Demonstrate knowledge of basic math computations2. Apply mathematical computations to solve equations3. Define basic units of measurement in:<ol style="list-style-type: none">a. the metric systemb. the household system4. Convert among measurement systems5. Identify abbreviations and symbols used in calculating medication dosages6. Analyze healthcare results as reported in:<ol style="list-style-type: none">a. graphsb. tables	<ol style="list-style-type: none">1. Calculate proper dosages of medication for administration2. Differentiate between normal and abnormal test results3. Maintain lab test results using flow sheets4. Document on a growth chart	<ol style="list-style-type: none">1. Reassure a patient of the accuracy of the test results

CONTENT AREA III: Infection Control		
Cognitive (Knowledge) III.C Infection Control	Psychomotor (Skills) III.P Infection Control	Affective (Behavior) III.A Infection Control
<ol style="list-style-type: none"> 1. List major types of infectious agents 2. Describe the infection cycle including: <ol style="list-style-type: none"> a. the infectious agent b. reservoir c. susceptible host d. means of transmission e. portals of entry f. portals of exit 3. Define the following as practiced within an ambulatory care setting: <ol style="list-style-type: none"> a. medical asepsis b. surgical asepsis 4. Identify methods of controlling the growth of microorganisms 5. Define the principles of standard precautions 6. Define personal protective equipment (PPE) for: <ol style="list-style-type: none"> a. all body fluids, secretions and excretions b. blood c. non-intact skin d. mucous membranes 7. Identify Center for Disease Control (CDC) regulations that impact healthcare practices 	<ol style="list-style-type: none"> 1. Participate in bloodborne pathogen training 2. Select appropriate barrier/personal protective equipment (PPE) 3. Perform handwashing 4. Prepare items for autoclaving 5. Perform sterilization procedures 6. Prepare a sterile field 7. Perform within a sterile field 8. Perform wound care 9. Perform dressing change 10. Demonstrate proper disposal of biohazardous material <ol style="list-style-type: none"> a. sharps b. regulated wastes 	<ol style="list-style-type: none"> 1. Recognize the implications for failure to comply with Center for Disease Control (CDC) regulations in healthcare settings

CONTENT AREA IV: Nutrition

<p align="center">Cognitive (Knowledge) IV.C Nutrition</p>	<p align="center">Psychomotor (Skills) IV.P Nutrition</p>	<p align="center">Affective (Behavior) IV.A Nutrition</p>
<ol style="list-style-type: none"> 1. Describe dietary nutrients including: <ol style="list-style-type: none"> a. carbohydrates b. fat c. protein d. minerals e. electrolytes f. vitamins g. fiber h. water 2. Define the function of dietary supplements 3. Identify the special dietary needs for: <ol style="list-style-type: none"> a. weight control b. diabetes c. cardiovascular disease d. hypertension e. cancer f. lactose sensitivity g. gluten-free h. food allergies 	<ol style="list-style-type: none"> 1. Instruct a patient according to patient's special dietary needs 	<ol style="list-style-type: none"> 1. Show awareness of patient's concerns regarding a dietary change

**APPLIED COMMUNICATIONS
CONTENT AREA V**

CONTENT AREA V: Concepts of Effective Communication		
Cognitive (Knowledge) V.C Concepts of Effective Communication	Psychomotor (Skills) V.P Concepts of Effective Communication	Affective (Behavior) V.A Concepts of Effective Communication
<ol style="list-style-type: none"> 1. Identify styles and types of verbal communication 2. Identify types of nonverbal communication 3. Recognize barriers to communication 4. Identify techniques for overcoming communication barriers 5. Recognize the elements of oral communication using a sender-receiver process 6. Define coaching a patient as it relates to: <ol style="list-style-type: none"> a. health maintenance b. disease prevention c. compliance with treatment plan d. community resources e. adaptations relevant to individual patient needs 7. Recognize elements of fundamental writing skills 8. Discuss applications of electronic technology in professional communication 	<ol style="list-style-type: none"> 1. Use feedback techniques to obtain patient information including: <ol style="list-style-type: none"> a. reflection b. restatement c. clarification 2. Respond to nonverbal communication 3. Use medical terminology correctly and pronounced accurately to communicate information to providers and patients 4. Coach patients regarding: <ol style="list-style-type: none"> a. office policies b. health maintenance c. disease prevention d. treatment plan 5. Coach patients appropriately considering: <ol style="list-style-type: none"> a. cultural diversity b. developmental life stage c. communication barriers 6. Demonstrate professional telephone techniques 7. Document telephone messages accurately 	<ol style="list-style-type: none"> 1. Demonstrate: <ol style="list-style-type: none"> a. empathy b. active listening c. nonverbal communication 2. Demonstrate the principles of self-boundaries 3. Demonstrate respect for individual diversity including: <ol style="list-style-type: none"> a. gender b. race c. religion d. age e. economic status f. appearance 4. Explain to a patient the rationale for performance of a procedure

<p>9. Identify medical terms labeling the word parts</p> <p>10. Define medical terms and abbreviations related to all body systems</p> <p>11. Define the principles of self-boundaries</p> <p>12. Define patient navigator</p> <p>13. Describe the role of the medical assistant as a patient navigator</p> <p>14. Relate the following behaviors to professional communication:</p> <ul style="list-style-type: none"> a. assertive b. aggressive c. passive <p>15. Differentiate between adaptive and non-adaptive coping mechanisms</p> <p>16. Differentiate between subjective and objective information</p> <p>17. Discuss the theories of:</p> <ul style="list-style-type: none"> a. Maslow b. Erikson c. Kubler-Ross <p>18. Discuss examples of diversity:</p> <ul style="list-style-type: none"> a. cultural b. social c. ethnic 	<p>8. Compose professional correspondence utilizing electronic technology</p> <p>9. Develop a current list of community resources related to patients' healthcare needs</p> <p>10. Facilitate referrals to community resources in the role of a patient navigator</p> <p>11. Report relevant information concisely and accurately</p>	
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**MEDICAL BUSINESS PRACTICES
CONTENT AREAS VI-IX**

CONTENT AREA VI: Administrative Functions		
Cognitive (Knowledge) VI.C Administrative Functions	Psychomotor (Skills) VI.P Administrative Functions	Affective (Behavior) VI.A Administrative Functions
<ol style="list-style-type: none"> 1. Identify different types of appointment scheduling methods 2. Identify advantages and disadvantages of the following appointment systems <ol style="list-style-type: none"> a. manual b. electronic 3. Identify critical information required for scheduling patient procedures 4. Define types of information contained in the patient's medical record 5. Identify methods of organizing the patient's medical record based on: <ol style="list-style-type: none"> a. problem-oriented medical record (POMR) b. source-oriented medical record (SOMR) 6. Identify equipment and supplies needed for medical records in order to: <ol style="list-style-type: none"> a. Create b. Maintain c. Store 7. Describe filing indexing rules 8. Differentiate between electronic medical records (EMR) and a practice management system 9. Explain the purpose of routine maintenance of administrative and clinical equipment 10. List steps involved in completing an inventory 	<ol style="list-style-type: none"> 1. Manage appointment schedule using established priorities 2. Schedule a patient procedure 3. Create a patient's medical record 4. Organize a patient's medical record 5. File patient medical records 6. Utilize an EMR 7. Input patient data utilizing a practice management system 8. Perform routine maintenance of administrative or clinical equipment 9. Perform an inventory with documentation 	<ol style="list-style-type: none"> 1. Display sensitivity when managing appointments

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| <p>11. Explain the importance of data back-up
12. Explain meaningful use as it applies to EMR</p> | | |
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CONTENT AREA VII: Basic Practice Finances

<p align="center">Cognitive (Knowledge) VII.C Basic Practice Finances</p>	<p align="center">Psychomotor (Skills) VII.P Basic Practice Finances</p>	<p align="center">Affective (Behavior) VII.A Basic Practice Finances</p>
<p>1. Define the following bookkeeping terms:</p> <ul style="list-style-type: none"> a. charges b. payments c. accounts receivable d. accounts payable e. adjustments <p>2. Describe banking procedures as related to the ambulatory care setting</p> <p>3. Identify precautions for accepting the following types of payments:</p> <ul style="list-style-type: none"> a. cash b. check c. credit card d. debit card <p>4. Describe types of adjustments made to patient accounts including:</p> <ul style="list-style-type: none"> a. non-sufficient funds (NSF) check b. collection agency transaction c. credit balance d. third party <p>5. Identify types of information contained in the patient's billing record</p> <p>6. Explain patient financial obligations for services rendered</p>	<p>1. Perform accounts receivable procedures to patient accounts including posting:</p> <ul style="list-style-type: none"> a. charges b. payments c. adjustments <p>2. Prepare a bank deposit</p> <p>3. Obtain accurate patient billing information</p> <p>4. Inform a patient of financial obligations for services rendered</p>	<p>1. Demonstrate professionalism when discussing patient's billing record</p> <p>2. Display sensitivity when requesting payment for services rendered</p>

CONTENT AREA VIII: Third Party Reimbursement

<p align="center">Cognitive (Knowledge) VIII.C Third Party Reimbursement</p>	<p align="center">Psychomotor (Skills) VIII.P Third Party Reimbursement</p>	<p align="center">Affective (Behavior) VIII.A Third Party Reimbursement</p>
<p>1. Identify:</p> <ul style="list-style-type: none"> a. types of third party plans b. information required to file a third party claim c. the steps for filing a third party claim <p>2. Outline managed care requirements for patient referral</p> <p>3. Describe processes for:</p> <ul style="list-style-type: none"> a. verification of eligibility for services b. precertification c. preauthorization <p>4. Define a patient-centered medical home (PCMH)</p> <p>5. Differentiate between fraud and abuse</p>	<p>1. Interpret information on an insurance card</p> <p>2. Verify eligibility for services including documentation</p> <p>3. Obtain precertification or preauthorization including documentation</p> <p>4. Complete an insurance claim form</p>	<p>1. Interact professionally with third party representatives</p> <p>2. Display tactful behavior when communicating with medical providers regarding third party requirements</p> <p>3. Show sensitivity when communicating with patients regarding third party requirements</p>

CONTENT AREA IX: Procedural and Diagnostic Coding

Cognitive (Knowledge) IX.C Procedural and Diagnostic Coding	Psychomotor (Skills) IX.P Procedural and Diagnostic Coding	Affective (Behavior) IX.A Procedural and Diagnostic Coding
<ol style="list-style-type: none"> 1. Describe how to use the most current procedural coding system 2. Describe how to use the most current diagnostic coding classification system 3. Describe how to use the most current HCPCS level II coding system 4. Discuss the effects of: <ol style="list-style-type: none"> a. upcoding b. downcoding 5. Define medical necessity as it applies to procedural and diagnostic coding 	<ol style="list-style-type: none"> 1. Perform procedural coding 2. Perform diagnostic coding 3. Utilize medical necessity guidelines 	<ol style="list-style-type: none"> 1. Utilize tactful communication skills with medical providers to ensure accurate code selection

**MEDICAL LAW AND ETHICS
CONTENT AREAS X-XI**

CONTENT AREA X: Legal Implications		
Cognitive (Knowledge) X.C Legal Implications	Psychomotor (Skills) X.P Legal Implications	Affective (Behavior) X.A Legal Implications
<ol style="list-style-type: none"> 1. Differentiate between scope of practice and standards of care for medical assistants 2. Compare and contrast provider and medical assistant roles in terms of standard of care 3. Describe components of the Health Information Portability & Accountability Act (HIPAA) 4. Summarize the Patient Bill of Rights 5. Discuss licensure and certification as they apply to healthcare providers 6. Compare criminal and civil law as they apply to the practicing medical assistant 7. Define: <ol style="list-style-type: none"> a. negligence b. malpractice c. statute of limitations d. Good Samaritan Act(s) e. Uniform Anatomical Gift Act f. living will/advanced directives g. medical durable power of attorney h. Patient Self Determination Act (PSDA) i. risk management 8. Describe the following types of insurance: <ol style="list-style-type: none"> a. liability b. professional (malpractice) c. personal injury 	<ol style="list-style-type: none"> 1. Locate a state’s legal scope of practice for medical assistants 2. Apply HIPAA rules in regard to: <ol style="list-style-type: none"> a. privacy b. release of information 3. Document patient care accurately in the medical record 4. Apply the Patient’s Bill of Rights as it relates to: <ol style="list-style-type: none"> a. choice of treatment b. consent for treatment c. refusal of treatment 5. Perform compliance reporting based on public health statutes 6. Report an illegal activity in the healthcare setting following proper protocol 7. Complete an incident report related to an error in patient care 	<ol style="list-style-type: none"> 1. Demonstrate sensitivity to patient rights 2. Protect the integrity of the medical record

<p>9. List and discuss legal and illegal applicant interview questions</p> <p>10. Identify:</p> <ul style="list-style-type: none"> a. Health Information Technology for Economic and Clinical Health (HITECH) Act b. Genetic Information Nondiscrimination Act of 2008 (GINA) c. Americans with Disabilities Act Amendments Act (ADAAA) <p>11. Describe the process in compliance reporting:</p> <ul style="list-style-type: none"> a. unsafe activities b. errors in patient care c. conflicts of interest d. incident reports <p>12. Describe compliance with public health statutes:</p> <ul style="list-style-type: none"> a. communicable diseases b. abuse, neglect, and exploitation c. wounds of violence <p>13. Define the following medical legal terms:</p> <ul style="list-style-type: none"> a. informed consent b. implied consent c. expressed consent d. patient incompetence e. emancipated minor f. mature minor g. subpoena duces tecum h. respondent superior i. res ipsa loquitur j. locum tenens k. defendant-plaintiff l. deposition m. arbitration-mediation n. Good Samaritan laws 		
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CONTENT AREA XI: Ethical Considerations		
Cognitive (Knowledge) XI.C Ethical Considerations	Psychomotor (Skills) XI.P Ethical Considerations	Affective (Behavior) XI.A Ethical Considerations
1. Define: <ul style="list-style-type: none"> a. ethics b. morals 2. Differentiate between personal and professional ethics 3. Identify the effect of personal morals on professional performance	1. Develop a plan for separation of personal and professional ethics 2. Demonstrate appropriate response(s) to ethical issues	1. Recognize the impact personal ethics and morals have on the delivery of healthcare

**SAFETY AND EMERGENCY PRACTICES
CONTENT AREA XII**

CONTENT AREA XII: Protective Practices		
Cognitive (Knowledge) XII.C Protective Practices	Psychomotor (Skills) XII.P Protective Practices	Affective (Behavior) XII.A Protective Practices
<ol style="list-style-type: none"> 1. Identify: <ol style="list-style-type: none"> a. safety signs b. symbols c. labels 2. Identify safety techniques that can be used in responding to accidental exposure to: <ol style="list-style-type: none"> a. blood b. other body fluids c. needle sticks d. chemicals 3. Discuss fire safety issues in an ambulatory healthcare environment 4. Describe fundamental principles for evacuation of a healthcare setting 5. Describe the purpose of Safety Data Sheets (SDS) in a healthcare setting 6. Discuss protocols for disposal of biological chemical materials 7. Identify principles of: <ol style="list-style-type: none"> a. body mechanics b. ergonomics 8. Identify critical elements of an emergency plan for response to a natural disaster or other emergency 	<ol style="list-style-type: none"> 1. Comply with: <ol style="list-style-type: none"> a. safety signs b. symbols c. labels 2. Demonstrate proper use of: <ol style="list-style-type: none"> a. eyewash equipment b. fire extinguishers c. sharps disposal containers 3. Use proper body mechanics 4. Participate in a mock exposure event with documentation of specific steps 5. Evaluate the work environment to identify unsafe working conditions 	<ol style="list-style-type: none"> 1. Recognize the physical and emotional effects on persons involved in an emergency situation 2. Demonstrate self-awareness in responding to an emergency situation

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Medical Assisting Program

CRIMINAL BACKGROUND and DRUG SCREEN CONSENT FORM

Students can expect to submit to a criminal background check (state and/or federal) and drug screen in order to meet regulatory criteria of facilities participating in the clinical education component of the Medical Assisting Program. The Medical Assisting Program recognizes and is fully supportive of clinical facilities mandating criminal background checks and/or drug screens on students in the program.

If a clinical facility prohibits a student in the Medical Assisting Program from participating at the facility based on the results of the criminal background check and/or drug screen, the student will be dismissed from the Medical Assisting Program. No alternative clinical experience will be arranged on behalf of the student, resulting in the inability of the student to meet the curriculum requirements of the Medical Assisting Program.

Students can expect to absorb all costs related to criminal background checks and/or drug screens. Specific procedures will be provided to students in the Medical Assisting Program at the appropriate time in the curriculum sequence.

Students should also expect to submit to a criminal background check when seeking eligibility for employment in North Carolina (and other states).

By signing below, I understand criminal background checks and/or drug screens are required of all NCC Medical Assisting Program students, in order to progress through clinical education courses.

I will follow the Program's policies and procedures regarding criminal background checks and/or drug screens.

Student Name (print) Telephone Number

Signature Date

**Note: This page should be signed and submitted to Medical Assisting faculty.*

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**Nash Community College
Medical Assisting Program**

Liability Release

I, _____, understand that I am voluntarily participating in Medical Assisting Courses which include Examination Room Procedures I and II, and Laboratory Procedures I. I understand the instructor will teach and guide me in correct techniques and procedures including but not limited to performing ECGs, giving injections and collecting blood samples. It is my responsibility to follow instructions and learn the correct methods of use for all techniques and procedures.

I understand that I will be expected to work with all other students, regardless of personal preferences, gender, race, creed, or national origin, and that I must demonstrate professional behavior and respect for instructors and peers during class discussions and lab exercises.

Lab practice components of the NCC Medical Assisting program includes students practicing on and with each other. I understand other students will practice various procedures including performing ECGs, giving injections on various body locations, as well as collecting blood samples from veins located in my hands, arms, and fingers using various venipuncture and dermal puncture devices after appropriate instruction and practice on manikins.

I agree not to hold Nash Community College, the instructor, or any student liable for any damages or pain that may occur to me as a result of practice.

Student Signature

Date

Witness Signature

Date

Instructor Signature

Date

**Note: This page should be signed and submitted to Medical Assisting faculty.*

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Student Handbook and Policy Agreement

I have reviewed the ALL sections of the Nash Community College *Medical Assisting Student Handbook*, have been given the opportunity to have them explained in further detail, understand them, and agree to comply with them.

In addition, I agree to comply with these specific items: (Initial EACH item)

- Welcome, General Information
- Advising/Student Support Services
- Attendance/Grading Policies
- Clinical Placement Policy
- Student Conduct Policy
- Social Media Policy
- Academic Dishonesty (Cheating and Plagiarism)
- Failure to Progress and Dismissal Policy
- Readmission Policy
- Due Process and Complaints
- Campus and Classroom Safety
- Criminal Background and Drug Screen Check
- Student Appearance
- Required Apparel and Supplies
- Confidentiality and HIPAA
- Commuting and Transportation
- Documentation of Physical Exam and Immunizations
- Documentation of Provider-Level CPR

Print Name: _____

Signed Name: _____

Date: _____

**Note: This page should be signed and submitted to Medical Assisting faculty*

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Medical Assisting Day Option Deadlines 2020-2021

October 1, 2020	Gather immunization records. Start immunization series for Hepatitis B and/or Varicella. Schedule Medical Exam.
Oct. – Nov. 2020	Submit medical records, CPR documentation.
January 11, 2021	Uniforms required – ALL components including shoes and jackets. No admittance to class without full uniform.
January 11, 2021	FINAL DEADLINE: Medical Exam, Immunization, and CPR Documentation.
April 1, 2021	Resume
April 15, 2021	Criminal Background Check and Drug Screen Application
June 1, 2021	Diploma Graduation Application DUE