

Medical Assisting
STUDENT HANDBOOK PROGRAM ADDENDUM



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<http://www.wcsc.org/adulted/handbooks>

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1 Program Overview

This handbook serves several purposes. Initially, it is used to document student progress as they prepare for the program. The following section, *Entrance Requirements* focuses on these items. A second objective is to delineate, in a supplementary fashion, general guidelines for students while they complete the program. More precisely, these components, namely the *Code of Conduct* and the *Dress Code* sections, instruct students what's expected in terms of their behavior and appearance while attending class and participating in their externship experience.

The third aim of the Medical Assisting Student Handbook is to provide a vehicle for documenting academic progress. This is a critical component, as specific criteria must be met prior to setting up the externship experience. As students master each skill, the instructor initials the corresponding *competency* in the *Competencies* section of this booklet. Once the requisite number of competencies are attained, a student may pursue their externship experience, assuming they continue to meet the general requirements listed in the *Code of Conduct* and *Dress Code* sections. The goal of the WCSCC Medical Assisting Program is specifically to prepare competent entry-level medical assistants in the cognitive knowledge, psychomotor skills, and affective behavior learning domains.

Finally, the last section of this document, *Signature Pages*, provides an area for your instructor and the Adult Education Career Services Advisor to document milestones and their endorsement of a student's work as they prepare to graduate. The entire Adult Education team congratulates you on your commitment to furthering your education and stand ready to provide whatever supports you require as you pursue your goals. This document provides the guidelines for making this a successful partnership!

2 Staff

Students should become familiar with the following individuals, as they are primarily responsible for the administration of the Medical Assisting Program. Contact information is provided for the student's convenience.

	Staff Member's Name	Title/Department	Email Address	Extension
	Terri Hildebrand	Instructor	thildebrand@wccsc.org	
	Sandy Elliott	Dean	sellott@wccsc.org	1322
4	Taryn Wolf	AE Financial Aid	twolf@wccsc.org	1323
	Joann Tabellion	Program Director/Instructor	jtabellion@wccsc.org	2012
	Josi Weaver-Kranz	Career Services/Practicum Coord	jweaver-kranz@wccsc.org	6013

3 Additional Program Requirements

In order to be placed at a clinical site for the Adult Medical Assisting Program, specific requirements must be met. Requirements should be completed between October 1 and October 31, 2018—completing them prior to October 1 could cause them to expire prior to clinical placement and require updated records before placement. These clinical prerequisites are separated into two broad categories, *immunizations* and *documentation*.

3.1 Immunizations

The following immunizations are required.

- | | |
|--|-----------|
| <input type="checkbox"/> Mantoux #1 | Date_____ |
| <input type="checkbox"/> Mantoux #2 | Date_____ |
| <input type="checkbox"/> Tetanus | Date_____ |
| <input type="checkbox"/> Hepatitis | Date_____ |
| <input type="checkbox"/> MMR #1 | Date_____ |
| <input type="checkbox"/> MMR #2 | Date_____ |
| <input type="checkbox"/> Rubeola Titer | Date_____ |
| <input type="checkbox"/> Mumps Titer | Date_____ |
| <input type="checkbox"/> Chickenpox | Date_____ |
| <input type="checkbox"/> Varicella Titer | Date_____ |

3.2 Documentation

The following documents must be completed and submitted prior to beginning the program.

- | | |
|---|-----------|
| <input type="checkbox"/> Physical | Date_____ |
| <input type="checkbox"/> BCI / FBI Background Check | Date_____ |
| <input type="checkbox"/> Drug Statement | Date_____ |

3.3 Advanced Placement through Articulation

This agreement provides for collaboration between the Institutional Partners of WSCC secondary and post secondary Medical Assisting programs in order to enhance and further the educational opportunities available to eligible students. The goal of the collaboration is to create a seamless learning progression of technical skills from the secondary level to the adult level thus qualifying the students to sit for the Certified Medical Assisting (CMA)Exam.

Eligible students:

1. Maintain an A- average in their secondary medical assisting program
2. Maintain a B- average in all academic coursework

3. Maintains an overall attendance percentage of 90%
4. Registered member of Drug Free Clubs of America (DFCA)
5. Successful completion of the A-Game program
6. Maintains excellent behavior as demonstrated by the absence of any infractions categorized as Level II or Level III in the student handbook

This criteria will be reviewed by the admissions committee early in the fourth quarter of the school year. Those students who are granted entrance to the Bridge Program will be required to meet the entrance requirements of the AE medical assisting program, including passage of the WorkKeys examination and the submission of all requisite medical records.

4 Grading Scale

Letter Grade Percent Range Point Value

A	94 – 100%	4.0
A-	90 – 93%	3.7
B+	87 – 89%	3.3
B	83 – 86%	3.0
B-	80 – 82%	2.7
C+	77 – 79%	2.3
C	73 – 76%	2.0
C-	70 – 72%	1.7
D+	67 – 69%	1.3
D	63 – 66%	1.0
D-	60 – 62%	0.7
F_	59%	0.0

In order to pass this program you must successfully complete all of the psychomotor and affective competencies in the course.

Your grade point average (GPA) will be calculated by this point value system. Each letter grade is assigned a point value. Your points will be totaled then divided by the number of graded subjects in which you were enrolled. To graduate, your final GPA must be 2.0 or above. Programs are non-term and by Department of Education definition are not made up of modules.

Evaluation Assessment: Based on the following activities

Attendance	Must maintain 90% overall attendance
Professionalism	10%
Tests and Quizzes	50%
Homework/lab/assignments	40%

5 Code of Conduct

Student behavior is expected to reflect the high standards and expectations of the Career Center. Inappropriate behavior outside of school that involves law enforcement may impact your enrollment status. Other reasons for disciplinary actions are listed below.

- I. Any action that may jeopardize the safety or well-being of a patient, a peer or oneself
- II. Any violation of the Patients' Rights or breach of patient confidentiality
- III. Plagiarism, cheating, or any other academic behavior deemed unacceptable by the Career Center staff
- IV. Any unprofessional behavior, including cursing, vulgar language, fighting, inappropriate gesturing, insubordination, sleeping in class, or other behaviors deemed disruptive to the learning environment
- V. General violations of school or Board of Education policies
- VI. Absenteeism or habitual tardiness
- VII. Lack of aptitude or unsafe performance in the clinical area, resulting in possible harm to patient, co-worker or self
- VIII. Unprofessional behavior in the classroom, lab, or externship setting with regard to patients, faculty, staff, visitors, high school students, or a classmate
- IX. Disrespectful treatment of others, including threatening comments

6 Dress Code

The Wayne County Schools Career Center's Medical Assisting Program strives to promote professionalism in our students. Personal appearance is a reflection on you, your profession, and your school. Each student is expected to maintain appropriate appearance at all times. This includes personal grooming and attire.

General Appearance

- I. An identification badge (ID) must be worn at all times
- II. All garments must be clean and in good repair
- III. Hats, hoods, caps, etc. may not be worn inside the building
- IV. Hair must be kept off the collar and be neat in appearance
- V. Strong perfumes, colognes, and heavy cosmetics are prohibited
- VI. Earrings are limited to one pair per ear; dangling earrings are prohibited
- VII. Neck chains, if worn, must be out of sight
- VIII. Facial hair must be well-trimmed and groomed
- IX. No visible tattoos
- X. Gum chewing is not permitted

Tops

- I. Scrub tops must be clean and fit appropriately
- II. Warmer tops (sweatshirts, warm-up tops, sweaters) may be worn in class if such garments are free of inflammatory or inappropriate language or symbols.

Pants and Shoes

- I. Scrub pants must be clean and reach the top of the shoes
- II. Only white undergarments and neutral stockings are permitted. White crew socks may be worn with pants
- III. Shoes are to be closed-toe/heal and leather. Sandals are not permitted.

Failure to comply with the preceding dress code will result in dismissal from the class and be considered a class absence.

7 MA Lab Safety Protocol/Safety Procedures

Follow all OSHA rules and regulations for Blood Borne Pathogens and bodily fluids. You MUST have your hepatitis vaccine series.

Always wear appropriate PPE

Follow directions precisely for all lab procedures and when using any equipment so accidents are prevented. If you are unsure, ASK!

Use extreme care when using the autoclave. It can cause burns from steam or water.

Unplug electrical equipment after use. Turn power off first and stand by the machine until it stops when working with all electrical equipment. Make sure your hands are dry. Remove plug from outlet by pulling on the plug, not the cord.

Immediately report any electrical cords or plugs that appear frayed.

Handle all lab instruments with care. Many are pointed and very sharp.

Handle glassware carefully and as directed to prevent cuts and breakage.

Use extreme care when handling needles and medical instruments. Skin punctures from contaminated instruments can transmit diseases. Notify instructor if you are punctured.

Handle liquids carefully and as directed as some are flammable or contain harmful chemicals. Always read labels before using. Be familiar with SDS sheets

Wipe up spills immediately

Use proper body mechanics when lifting heavy objects or giving physical assistance to others.

Fire, tornado and other emergency procedures must be learned and followed.

All equipment and instruments are provided to enhance your learning as a Medical Assistant and will be used only for that purpose.

THINK BEFORE YOU ACT! Practice safety at all times. DO NOT attempt to use any equipment until instructed in its use.

Complete proper incident as needed.

I have read the above procedures and understand protocol completely.

Name (signature) _____

Date _____

Master Competency Checklist
MAERB Core Curriculum

Psychomotor & Affective Competencies	Grade	Pass	Date	Int.
I Anatomy & Physiology				
I.P.1. Measure and record:				
a. blood pressure				
b. temperature				
c. pulse				
d. respirations				
e. height				
f. weight				
g. length (infant)				
h. head circumference (infant)				
i. pulse oximetry				
I.P.2. Perform:				
a. electrocardiography				
b. venipuncture				
c. capillary puncture				
d. pulmonary function testing				
I.P.3. Perform patient screening using established protocols				
I.P.4. Verify the rules of medication administration:				
a. right patient				
b. right medication				
c. right dose				
d. right route				
e. right time				
f. right documentation				
I.P.5. Select proper sites for administering parenteral medication				
I.P.6. Administer oral medications				
I.P.7. Administer parenteral (excluding IV) medications				
I.P.8. Instruct and prepare a patient for a procedure or a treatment				
I.P.9. Assist provider with a patient exam				
I.P.10. Perform a quality control measure				
I.P.11. Obtain specimens and perform:				
a. CLIA waived hematology test				
b. CLIA waived chemistry test				
c. CLIA waived urinalysis				
d. CLIA waived immunology test				

e. CLIA waived microbiology test				
I.P.12. Produce up-to-date documentation of provider/professional level CPR				
I.P.13. Perform first aid procedures for:				
a. bleeding				
b. diabetic coma or insulin shock				
c. fractures				
d. seizures				
e. shock				
f. syncope				
I.A.1. Incorporate critical thinking skills when performing patient assessment				
I.A.2. Incorporate critical thinking skills when performing patient care				
I.A.3. Show awareness of a patient's concerns related to the procedure being performed				
II Applied Mathematics				
II.P.1. Calculate proper dosages of medication for administration				
II.P.2. Differentiate between normal and abnormal test results				
II.P.3. Maintain lab test results using flow sheets				
II.P.4. Document on a growth chart				
II.A.1. Reassure a patient of the accuracy of the test results				
III Infection Control				
III.P.1. Participate in bloodborne pathogen training				
III.P.2. Select appropriate barrier/personal protective equipment (PPE)				
III.P.3. Perform handwashing				
III.P.4. Prepare items for autoclaving				
III.P.5. Perform sterilization procedures				
III.P.6. Prepare a sterile field				
III.P.7. Perform within a sterile field				
III.P.8. Perform wound care				
III.P.9. Perform dressing change				
III.P.10. Demonstrate proper disposal of biohazardous material				
a. sharps				
b. regulated wastes				

III.A.1. Recognize the implications for failure to comply with Center for Disease Control (CDC) regulations in healthcare settings				
IV Nutrition				
IV.P.1. Instruct a patient according to patient's special dietary needs				
IV.A.1. Show awareness of patient's concerns regarding a dietary change				
V Concepts of Effective Communication				
V.P.1. Use feedback techniques to obtain patient information including:				
a. reflection				
b. restatement				
c. clarification				
V.P.2. Respond to nonverbal communication				
V.P.3. Use medical terminology correctly and pronounced accurately to communicate information to providers and patients				
V.P.4. Coach patients regarding:				
a. office policies				
b. health maintenance				
c. disease prevention				
d. treatment plan				
V.P.5. Coach patients appropriately considering:				
a. cultural diversity				
b. developmental life stage				
c. communication barriers				
V.P.6. Demonstrate professional telephone techniques				
V.P.7. Document telephone messages accurately				
V.P.8. Compose professional correspondence utilizing electronic technology				
V.P.9. Develop a current list of community resources related to patients' healthcare needs				
V.P.10. Facilitate referrals to community resources in the role of a patient navigator				
V.P.11. Report relevant information concisely and accurately				
V.A.1. Demonstrate:				
a. empathy				
b. active listening				

c. nonverbal communication				
V.A.2. Demonstrate the principles of self-boundaries				
V.A.3. Demonstrate respect for individual diversity including:				
a. gender				
b. race				
c. religion				
d. age				
e. economic status				
f. appearance				
V.A.4. Explain to a patient the rationale for performance of a procedure				
VI Administrative Functions				
VI.P.1. Manage appointment schedule using established priorities				
VI.P.2. Schedule a patient procedure				
VI.P.3. Create a patient's medical record				
VI.P.4. Organize a patient's medical record				
VI.P.5. File patient medical records				
VI.P.6. Utilize an EMR				
VI.P.7. Input patient data utilizing a practice management system				
VI.P.8. Perform routine maintenance of administrative or clinical equipment				
VI.P.9. Perform an inventory with documentation				
VI.A.1. Display sensitivity when managing appointments				
VII Basic Practice Finances				
VII.P.1. Perform accounts receivable procedures to patient accounts including posting:				
a. charges				
b. payments				
c. adjustments				
VII.P.2. Prepare a bank deposit				
VII.P.3. Obtain accurate patient billing information				
VII.P.4. Inform a patient of financial obligations for services rendered				
VII.A.1. Demonstrate professionalism when discussing patient's billing record				
VII.A.2. Display sensitivity when requesting payment for services rendered				

VIII Third Party Reimbursement				
VIII.P.1. Interpret information on an insurance card				
VIII.P.2. Verify eligibility for services including documentation				
VIII.P.3. Obtain precertification or preauthorization including documentation				
VIII.P.4. Complete an insurance claim form				
VIII.A.1. Interact professionally with third party representatives				
VIII.A.2. Display tactful behavior when communicating with medical providers regarding third party requirements				
VIII.A.3. Show sensitivity when communicating with patients regarding third party requirements				
IX Procedural and Diagnostic Coding				
IX.P.1. Perform procedural coding				
IX.P.2. Perform diagnostic coding				
IX.P.3. Utilize medical necessity guidelines				
IX.A.1. Utilize tactful communication skills with medical providers to ensure accurate code selection				
X Legal Implications				
X.P.1. Locate a state's legal scope of practice for medical assistants				
X.P.2. Apply HIPAA rules in regard to:				
a. privacy				
b. release of information				
X.P.3. Document patient care accurately in the medical record				
X.P.4. Apply the Patient's Bill of Rights as it relates to:				
a. choice of treatment				
b. consent for treatment				
c. refusal of treatment				
X.P.5. Perform compliance reporting based on public health statutes				
X.P.6. Report an illegal activity in the healthcare setting following proper protocol				
X.P.7. Complete an incident report related to an error in patient care				
X.A.1. Demonstrate sensitivity to patient rights				
X.A.2. Protect the integrity of the medical record				

XI Ethical Considerations				
XI.P.1. Develop a plan for separation of personal and professional ethics				
XI.P.2. Demonstrate appropriate response(s) to ethical issues				
XI.A.1. Recognize the impact personal ethics and morals have on the delivery of healthcare				
XII Protective Practices				
XII.P.1. Comply with:				
a. safety signs				
b. symbols				
c. labels				
XII.P.2. Demonstrate proper use of:				
a. eyewash equipment				
b. fire extinguishers				
c. sharps disposal containers				
XII.P.3. Use proper body mechanics				
XII.P.4. Participate in a mock exposure event with documentation of specific steps				
XII.P.5. Evaluate the work environment to identify unsafe working conditions				
XII.A.1. Recognize the physical and emotional effects on persons involved in an emergency situation				
XII.A.2. Demonstrate self-awareness in responding to an emergency situation				

8 Externship Requirements

Medical Assisting students will complete 160 hours of **unpaid** clinical externship experiences at one site during the Medical Assisting program. In addition to all the entrance requirements, including additional immunizations (see below) and documentation requirements (3.1, 3.2), students must meet the following requirements before being considered for externship placement:

- I. Students must be current in their coursework, and making satisfactory progress (C or better) in each of the three program areas.
- II. Students must maintain a 90% overall attendance record.
- III. Students must meet with the Medical Assisting Clinical Coordinator when they feel they are ready to begin an externship experience, so that they may collaboratively generate a list of possible sites based on the student's interest and the coordinator's expertise in the field.
- IV. Students are required to get the signature and a list of recommended externship sites from the Medical Assisting Program Instructor from page 18 of this handbook and make an appointment with the Career Services Externship Advisor, who will make the externship arrangements with the site. (Please note: We wish to place students where they have an interest, but it is not always possible to grant a first choice based on the availability of the site listed.)
- V. Students must meet all requirements of an individual site, in addition to the requirements listed in this handbook.
- VI. The Externship Advisor will explain the paperwork and ensure the correct paperwork is distributed to both the student and the externship site supervisor.

Notes

Externships are handled on a student-by-student basis. The WCSCC staff takes great care in matching students and site, based on student-preference and site-availability. As such, there may be cases in which a student meets all of the above-listed requirements yet is not immediately put on placement.

Students must inform the WCSCC staff of their site preference(s). Student are not to contact sites directly.

8.1 Student Responsibilities

Students must meet additional requirements while on clinical. These requirements are listed below and must be met to successfully complete the externship experience.

- I. Students are responsible to document externship hours on the time-sheets provided by the Externship Coordinator on a weekly basis, and turn them in to the Adult Education Office.
- II. Students are responsible to complete the Student's Evaluation of the Practicum Site and return it to the Externship Coordinator at the conclusion of their externship.
- III. Students are required to call off to both their externship site and the Externship Coordinator, should an absence be necessary.
- IV. Should student concerns arise at an externship site, the Program Supervisor and the Externship Coordinator should be notified as soon as possible, and attendance at the site should continue until handled by the Program Supervisor and the Externship Coordinator.

9 Signature Pages

Each of the following signature pages corresponds to a specific period of the program. The *Entrance Page* is completed prior to beginning the program, once all of the entrance requirements are documented as complete. The *Externship Release* is filled out by the signatories once a student has met the prescribed objectives. Finally, the *Graduation Page* will be signed once a student has fulfilled all program requirements and is ready to graduate.

Clinical Requirements

By signing below, staff indicates that they entrance requirements, as delineated in the Entrance Requirements section, have been completed by the student.

- IMMUNIZATIONS COMPLETE
- DOCUMENTATION COMPLETE
- IN GOOD FINANCIAL STANDING

_____ (student name) HAS COMPLETED ALL
REQUIREMENTS DELINEATED ABOVE.

Program Supervisor

Career Services Advisor

Financial Aid Officer

Dean

Externship Release

By signing below, staff indicates that the externship requirements, as delineated in this document, have been completed by the student.

OPTION 1

Name: _____

Contact: _____

Phone: _____

OPTION 2

Name: _____

Contact: _____

Phone: _____

OPTION 3

Name: _____

Contact: _____

Phone: _____

_____(student name) HAS COMPLETED ALL EXTERNSHIP REQUIREMENTS DELINEATED IN SECTION 7 OF THIS HANDBOOK.

Program Instructor(s)

Program Director

AE Career Services Advisor

Dean

Graduation Requirements

By signing below, staff indicates that the graduation requirements, as delineated below, have been completed by the student.

- CURRICULUM COMPLETE
- EXTERNSHIP COMPLETE
- PAYMENT IN FULL

_____ (student name) HAS COMPLETED ALL
GRADUATION REQUIREMENTS DELINEATED ABOVE.

Program Instructor(s)

Program Director

Career Services Advisor

Financial Aid Officer

Dean