Medical Assisting
STUDENT HANDBOOK PROGRAM ADDENDUM

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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
Sally Sackett	Instructor	ssackett@wcscc.org	1324
Terri Hildebrand	Instructor	thildebrand@wcscc.org	1324
Sandy Elliott	Dean/Acting Director	selliott@wcscc.org	1322
Taryn Wolf	AE Financial Aid	twolf@wcscc.org	1323
Joann Tabellion	Incoming Program Director	jtabellion@wcscc.org	2012
Josi Weaver-Kranz	Career Services/Practicum Coord	jweaver-kranz@wcscc.org	6013

3   Entrance Requirements

In order to be accepted into the Adult Medical Assisting Program, specific requirements must be met. These prerequisites are separated into two broad categories, *immunizations* and *documentation*.

3.1   Immunizations

The following immunizations are required prior to beginning the program.

☐ Mantoux #1   Date_____
☐ Mantoux #2   Date_____
☐ Tetanus   Date_____
☐ Hepatitis   Date_____
☐ MMR #1   Date_____
☐ MMR #2   Date_____
☐ Rubeola Titer   Date_____
☐ Mumps Titer   Date_____
☐ Chickenpox   Date_____
☐ Varicella Titer   Date_____

3.2   Documentation

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

☐ Physical   Date_____
☐ BCI / FBI Background Check   Date_____
☐ Drug Statement   Date_____
☐ Information Release Form   Date_____
☐ Emergency Medical Form   Date_____
☐ Lability Waiver   Date _____
☐ Photo Release   Date_____
☐ Network User Agreement   Date_____

3.3   Advanced Placement through Articulation

This agreement provides for collaboration between the Institutional Partners of WCSCC 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 95%
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   50%

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 ones-self

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 pro- mote professionalism in our students. Personal appearance is a reflection on you, your profession, and your school. Each student is expected to maintain appropriate appear- ance 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 and white. 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.

Explanatory Note: Students are required to pass all the psychomotor and affective competencies in the MAERB Core Curriculum, as is outlined in Standard IV.A.1. In addition, programs must demonstrate that students have passed those competencies by tracking their successful completion in order to illustrate "programmatic summative measures" in Standard IV.B.1. The type of tracking mechanism can vary according to the program. Some programs use a Master Competency Checklist, some outline all the competencies in a detailed gradebook, others have an electronic form, and there are variations within all of those methods. All of those forms are acceptable, as long as programs are able to share the tracking form with the site surveyors and send it in to the MAERB office if requested for progress reports.

Below is a template of a form that can be used as a tracking mechanism. The psychomotor and affective competencies are combined under each specific content area and numbered appropriately.

Institution Name:
Student Name:
Date of Graduation:

Master Competency Checklist
2015 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				

7 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.

7.1 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.

8 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.

Entrance 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

☐   FINANCIAL MEETING COMPLETE

_____ (student name) HAS COMPLETED ALL ENTRANCE 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 HAND-BOOK.

_____

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