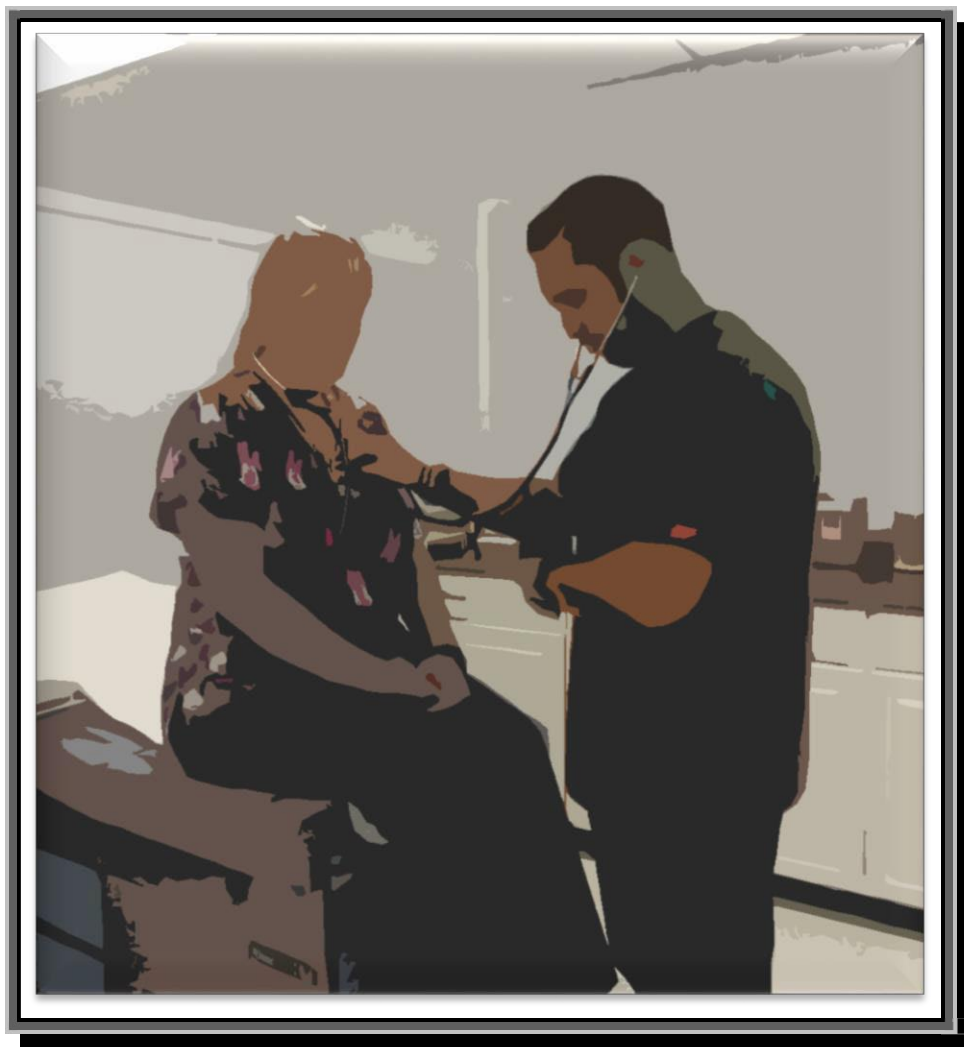


Medical Assisting Programmatic

2023-2024 Academic Year

Student Handbook



Mohave Community College
Medical Assisting Program
Introduction

Mohave Community College welcomes you to the Medical Assisting program. We hope the coming months will be meaningful and look forward to assisting you in attaining your educational goals. This handbook serves as a guide for students and contains meaningful information and should be readily available as a reference for you as you progress through the Medical Assisting program.

All students accepted into the Mohave Community College Medical Assisting Program are expected to know the information contained in this handbook when beginning the program. Failure to read the regulations will not be considered an excuse for non-compliance. Students will be expected to sign the documents indicating an understanding of the handbook and specific policies/procedures.

The Medical Assisting Program Director, in cooperation with the program faculty and administrative personnel, reserves the right to revise policy guidelines as needed if a change is felt necessary for improvement of the program. Students will be notified of any change that affects them. The educational program takes place in the classroom and clinical lab, as well as in a supervised clinical setting.

CONTENTS

MEDICAL ASSISTING PROGRAM CONTACT INFORMATION	3
MCC POLICY AND PROCEDURE	4
THE MEDICAL ASSISTANT	4
PROGRAM PHILOSOPHY	6
MEDICAL ASSISTANT PROGRAM MISSION STATEMENT	6
MEDICAL ASSISTANT PROGRAM GOAL STATEMENT	6
EXPECTED STUDENT OUTCOMES.....	6
MEDICAL ASSISTANT STUDENT RESPONSIBILITIES.....	7
ACADEMIC INTEGRITY AND PROFESSIONAL BEHAVIOR.....	7
OPEN DOOR PHILOSOPHY	8
ATTENDANCE POLICY	8
STUDENTS TAKING ON-LINE OR SYNCHRONOUS COURSES.....	9
Z GRADES & NON-PARTICIPATION.....	9
ONLINE / SYNCHRONOUS COURSES	10
PROFESSIONALISM	11
GROOMING ANDHYGIENE STANDARDS.....	11
GRADINGAND PARTICIPATION	12
GRADING POLICIES AND REMEDIATION	13
CLASSROOM ATTIRE	14
DISMISSAL PROCEDURES.....	14
READMISSION POLICY AND PROCEDURES.....	14
LAB NOTIFICATIONS.....	15
EXTERNSHIP INFORMATION	16
EXTERNSHIP RECORDS REQUIREMENTS.....	21
STATEMENT REGARDING DRUG AND ALCOHOL SCREENING	22
MCC MEDICAL MARIJUANA POLICY STATEMENT	28
STUDENT HANDBOOK SIGNATURE PAGE	29

MEDICAL ASSISTING PROGRAM CONTACT INFORMATION

Frequently Visited Links:

[Medical Assisting Webpage](#)

[Medical Assisting Certificate Program Requirements](#)

Please contact one of the following individuals or the program website if you have additional questions about the Medical Assisting:

Holly Berebitsky

Director, Medical Assisting

Phone: 928-692-3039

Email: hberebitsky@mohave.edu

MCC POLICY AND PROCEDURE

It is important that students be well informed about their college and academic program rules and regulations, as well as their own rights and responsibilities. To accomplish this task, students are expected to be aware and maintain a running knowledge of the following items upon the first day of class start:

[STUDENT CODE OF CONDUCT](#)

[STUDENT HANDBOOK](#)

[CAMPUS SAFETY and TITLE IX](#)

[DISABILITY SERVICES \(ADA\)](#)

THE MEDICAL ASSISTANT

Medical Assistants are essential in the medical office. They work under the direct supervision of the physician, and their work includes both administrative and clinical duties. Administrative Medical Assistants will answer phones, schedule appointments, set up patient records, verify insurance, perform billing procedures, as well as many other office duties. The Clinical Medical Assistant will take vital signs, assist with minor office surgery, administer medications, perform laboratory procedures, take patient histories and play an important part in controlling the spread of infection. Medical Assistants also provide patient education, phone calls to patients and pharmacies, and many other clinical and administrative duties. The Medical Assisting program provides the student with an entry level understanding of the concepts, basic skills, and terminology to function as a medical assistant. The student will gain an understanding of the regulations, guidelines, responsibilities, and liabilities of being a medical assistant.

The student will gain an understanding of his or her role in the administration of the medical office and knowledge of the basic principles of human behavior and how it affects patient or client interactions. The skills laboratory classes are designed to give the student hands-on application of the procedures performed in a medical office setting. At the end of the course work, the clinical medical assistant student will complete 180 hours of unpaid externship in a medical office practicing the skills and knowledge learned to prepare for certification through the AMT (American Medical Technologist) or AAMA (American Association of Medical Assistants).

The curriculum is designed for the optimal use of technical innovation, hands-on learning, and thorough practical clinical education. This structure drives our emphasis on technology and communication to facilitate learning in the classroom and the lab. Graduates will meet the diverse needs of employers in the community while providing high quality patient care under the direction and supervision of a Physician and/ or Nurse Practitioner.

The Medical Assisting program provides students with a curriculum consistent with the Medical Assisting Educational Review Board Core Curriculum.

The Medical Assisting program curriculum is highly structured, involving classroom, web-enhanced courses, lab and clinical work as well as a considerable amount of personal study. The program format is designed to be a full-time program however; students may work on the program on a part-time schedule understanding that it will take additional time to complete. Some courses may not be offered each semester. Courses are offered during the day, evening and online. Most courses are not offered at the same times or days on every campus. Students may need to attend one of the other campuses outside of their local area to complete a needed course. Program faculty will assure that students demonstrate competency in all skills (cognitive, psychomotor, and affective) through practical exams and competency checkoffs, prior to student use of these skills on patients during practicum.

Expectations of the Program include, but are not limited to:

- ✓ Being available and on time for class or clinic as scheduled
- ✓ Preparing in advance for class/lab activities
- ✓ Providing your own transportation to assigned Practicum (Externship) sites and Lab courses
- ✓ Providing for your own housing during assigned clinical externships
- ✓ Continual demonstration of professional behavior

Upon successful completion of the Medical Assistant educational experience at MCC you will be awarded a Certificate of Proficiency in Medical Assisting, and will be eligible to sit for a national certification exam, RMA. The RMA exam is scheduled through AMT, and must be taken during the last part of the Practicum/ externship course. Additionally, it is hoped that all students will participate in the college and program evaluation process by notifying the program faculty about areas of strengths and/or needing improvement. Faculty and staff hope your time spent in the Medical Assistant education is successful and enjoyable.

PROGRAM PHILOSOPHY

We believe Medical Assistants are a valuable and integral part of health care. Medical Assistants function as effective members of the health care team and require specialized knowledge and skills. They work under the direction and supervision of a licensed Physician and/ or Nurse Practitioner in the healthcare setting.

The entry level Medical Assistant should be able to practice in an ethical, legal, safe and effective manner. We, as educators, accept the responsibility for supplying students with opportunities to learn the necessary information and clinical practice required for state regulation and entry-level competence in the field.

In our role as faculty and health care providers, we believe education and learning are lifelong processes which should be evidence based. We strive to create a learning centered environment that facilitates the adaptability and flexibility which reflects the changing environment and culture in which we live; as well as changes in accordance with sound scientific developments in education, instructional delivery methodology, and medical science. Likewise, it is the student's responsibility to fully utilize the opportunities provided by this educational program.

The choice of career is a personal decision, and having chosen a profession, the individual must assume the professional inherent responsibilities and adhere to established professional ethics and standards of practice. As students begin the process of becoming Medical Assistants, they must constantly utilize critical thinking and adapt to different situations, patients, treatment techniques, disease processes and other conditions.

COLLEGE MISSION STATEMENT

Mohave Community College serves our communities, empowering students to succeed through innovative pathways and quality education.

MEDICAL ASSISTANT PROGRAM GOAL STATEMENT

The goal of the Mohave Community College medical assisting program is to train competent, entry-level medical assistants in the cognitive (knowledge), psychomotor (skills) and affective (professional behavior) domains.

1. Facilitate student success through a quality curriculum that is student-centered.
2. Obtain entry level mastery of administrative and clinical procedures performed in an

ambulatory (out-patient) care setting.

3. Meet the patient needs and respond by providing appropriate care per physician's orders.

4. Exhibit compliance to scope of legal and regulatory boundaries.

5. Conduct self in an ethical and professional manner while functioning as an integral member of the healthcare team.

6. Take a professional credentialing exam and demonstrate a commitment to life-long learning through professional development to ensure up-to-date knowledge.

7. Maintain a Medical Assisting program that meets CAAHEP accreditation standards.

EXPECTED STUDENT OUTCOMES

STUDENTS WILL DEMONSTRATE:

1. Appropriately treat patients under the supervision of a licensed Physician
2. The application and modification of acceptable practice within the scope of training/ practice
3. Maximize functional independence in the ambulatory care setting
4. Contribute as a functional team member within the Medical Assisting profession, the healthcare team, and society

STUDENTS WILL HAVE ACADEMIC AND CLINICAL EDUCATION TO:

1. Sit for a Medical Assistant National Certification exam
2. Learn necessary tools to find employment in a timely fashion
3. Transition from an academic setting to an employment setting

MEDICAL ASSISTANT STUDENT RESPONSIBILITIES

It is important that you be well informed about your academic program. To accomplish this task, students are expected to maintain a running knowledge of the following items:

- ✓ MCC's current [Catalog](#) and [Student Handbook](#)
- ✓ MCC's course schedule for each semester you are enrolled
- ✓ The Medical Assisting Programmatic Handbook

We are committed to helping you reach your educational and life goals. All students at MCC are subject to the policies of the college as found in the MCC Catalog, MCC Student Handbook and Medical Assisting Programmatic Handbook. The Medical Assistant program documents have been developed as additional information resources for you.

Individuals may have unique and varying needs, capabilities, and experiences. The key to success lies in the recognition by each individual student to determine learning areas that may need improvement, and in assuming responsibility for strengthening any deficiency. MCC has numerous resources to assist students including help with such things as study habits, test-taking skills, reading skills, and time management. These are only a few of the resources available. Please reach out to your Instructors or your Academic Advisor for more information. When necessary they may have the student reach out to the Director of Medical Assisting to assist.

ACADEMIC INTEGRITY AND PROFESSIONAL BEHAVIOR

In addition to fully supporting MCC's Honor Code, the Medical Assisting program believes academic integrity and professional accountability are inextricably linked. These qualities are essential to practicing as a Medical Assistant in a safe and ethical manner within the parameters stated in the [AAMA Code of Conduct](#) document. During clinical lab experiences, students are required to exercise confidentiality regarding all patient and staff information. The student's progress in developing professional characteristics, including observances of legal and ethical standards is evaluated in all Medical Assistant courses.

[Student Honor Code](#)

Professional Conduct

Integrity is crucial in the medical field, and in the practice of Medical Assisting. Therefore, the behavior of all Medical Assisting students must demonstrate acceptable moral, ethical and legal values. Medical Assisting students must adhere to the Mohave Community College conduct code as found in the student handbook.

Any incident involving a breach of integrity will be reviewed by the Medical Assisting Program Director and the program faculty and **may be grounds for dismissal** from the Medical Assisting program. Please note the Academic Integrity and Conduct Policy in the College Student handbook.

Email etiquette

- Proper salutation (Dear Dr./Mr. /Mrs. _____;
- Good Morning, Dr./Mr./Mrs. _____, etc.)
- No texting abbreviation
- Complete information on the subject line

Response time from faculty will be within 24 hours Monday thru Friday

OPEN DOOR PHILOSOPHY

The Program Director, Faculty and Academic Advisors are committed to the success of each Medical Assisting student. Faculty are available to discuss professional and educational issues with all the students. The program encourages students to immediately speak with any faculty member regarding comprehension of the material to ensure success with the course material. Students are encouraged to arrange a meeting whenever the need arises, such as supplemental instruction or to address learning difficulties. Each faculty has their office hours and supplemental instruction hours posted within their course syllabi.

PROGRAM ACCEPTANCE

Applicants who have completed an application and meet the educational requirements are eligible for acceptance and will be placed on the Eligible for Acceptance list. Applicants are offered acceptance based on the date their applicant file was completed. Students who share the same file completion date will be ranked according to their prerequisite cumulative GPA.

WAITING LIST

If the number of eligible applicants is greater than the number of program seats available, accepted students may be placed on the Waiting List, based on their ranking as described above.

Prerequisites			
Course Number	Course Title	Credits	Grade
HES 113	Medical Terminology	3	C
HES 129	Human Anatomy & Physiology	4	C

Term 1 Core Courses			
Course Number	Course Title	Credits	Grade
MEA 100	Medical Law & Ethics	3	C 78%
MEA 110 or MEA 103	Administrative Medical Assisting	3	C 78%
MEA 256	Clinical Assisting I	4	C 78%
MEA 205	Pathophysiology	3	C 78%

Term 2 Core Courses			
Course Number	Course Title	Credits	Grade
MEA 116	Electronic Medical Records	3	C 78%
MEA 250	Lab Procedures	4	C 78%
MEA 257	Clinical Assisting II	3	C 78%
HES 128	Introduction to Pharmacology	3	C 78%
Term 3 Core Courses			
Course Number	Course Title	Credits	Grade
MEA 258	Medical Assistant Practicum	4	C 78%
MEA	Medical Assistant Capstone	2	C 78%

Prerequisites cannot exceed 10 years of age.

****Students must achieve a minimum "C" 70% for their final grade in ALL Medical Assisting Core courses. This must include these two criteria**

- 1. Student must have an avg exam score of 85% or higher in each Core course,**
- 2. Every Student competency must be passed at an 80% or higher.**

If these two criteria are not met for each course, the Final grade for that course will be a maximum of 60 % D

***Graduates are eligible to take the national certification exam, which is recommended to work in any state. Please keep in mind, a social security number is required in order to take exams and apply for certification.**

Methods of Evaluation in Courses

Each course syllabus in the Medical Assisting Program provides an overview of the assigned activities and exams designed to evaluate student learning in the cognitive, psychomotor, and affective learning domains. The methods used for this evaluation may vary from course to course.

Certification

Capstone courses represent the culminating experiences in the student's program. The college places a strong emphasis on student learning outcomes as a focus for planning and institutional improvement. MEA 258 Medical Assistant Practicum has been designated as the practicum course in the Medical Assisting program. Students are required as a part of the MEA 258 Medical Assistant Practicum to complete the RMA exam. Mohave Community College cannot guarantee any student will pass a certification exam. Success will be determined by several factors beyond the instruction students are given in the classroom, including test-taking skills, willingness to study outside of class, and satisfactory completion of appropriate practice exams. Certification exam questions are drawn from databases of hundreds of possible questions; therefore, a thorough understanding of the subject matter is required. Professional certification signifies a level of expertise in your field. Additionally, it is a professional credential that is recognized in all 50 states without the need for reciprocity. Furthermore, accommodations may not be offered for the certification exam. If students are provided with accommodations for their MCC courses, it is not a guarantee of accommodations for the certification exam. They are in no way related and Instructors cannot recommend accommodations to the CMA testing board. It is also recommended students do not use testing accommodations during their MEA Capstone course. Students are encouraged to access the American Association of Medical Assistants website at www.aama-ntl.org to learn more about the benefits of this highly-regarded, professional credential.

Positive findings on a criminal background check may impact an individual's ability to obtain certification or to gain employment.

STUDENT REQUIREMENTS ASSOCIATED WITH EXTERNSHIP AFFILIATION AGREEMENTS

Student externship experiences are arranged by the Program Director/Practicum Coordinator and affiliation agreements obtained with affiliating agencies. The 180-hr externship requirement is unpaid. These agreements outline the responsibilities and privileges of both parties. In an off-campus setting, it is the policy of the College that faculty and students shall conform to all policies of the affiliating agency, including drug screening, criminal background checks, physical examination, immunization records, tuberculosis screening, and certification in basic life support.

Criminal Background Checks and Drug Screening

This is a MCC College policy that applies to all students enrolled in courses/programs in the Allied Health Department

Purpose: Requiring criminal background checks and drug screenings ensures students meet the

same standards as health care facility employees. This will also provide consistency for Mohave Community College Dean of Health Professions, Human Services, and Public Safety. Health care facilities are obligated to document that any individual authorized to provide such care does not have a criminal history of mistreatment, neglect, violence, defrauding the public, or otherwise taking advantage of another person and has no record of illegal use of pharmaceuticals or use of any illegal substances.

Organizational Scope or Audience:

This policy applies to all students who will have direct patient contact within a healthcare facility or laboratory, or other setting where health care is provided, as well as students who do not have direct patient contact but engage in practice-based learning within a setting where health care is provided.

Further, additional or different requirements may apply to students in any program for which rules or regulations external to College policy exist. Students who are not continuously enrolled in a program until completion may be required to complete additional checks upon re-entry to a program or admission to a different program in the Health Professions, Human Services, and Public Safety Department. Clinical sites or the College may request additional background checks or drug screenings at their discretion.

Action:

Students who refuse drug screening or have positive findings on a background check and/ or Drug Screen will be denied clinical placement and removed from the MA program. A failed drug screen constitutes: 1. Failure to provide a specimen to the contracted occupational health office in the required time frame (minimum of 24 hours, maximum of 72 hours), 2. Positive findings of drugs not consistent with student's prescribed medication, 3. Refusal to provide a urine and/ or serum specimen in the required allotted timeframe by the contracted occupational health office. A failed background check constitutes: 1. Failure to provide required background information to complete the National Background check in a timely manner 2. Report of a Criminal Felony activity findings.

Students who are denied externship placement due to an externship site refusal to accept students with positive findings on criminal background checks and/ or drug screenings will not be placed at any externship site. Student will then be unable to complete the MA program therefore failing the MEA 258 course and be ineligible for certification. College program admission and progression policies will apply.

Procedure:

The college uses Precheck to store the results of drug screens, background checks, proof of immunizations, and physical exam results. The student is responsible for completing the PreCheck online processes and other required paperwork by required due dates, as well as paying the required student fees for these services. If a student does not complete ALL the PreCheck requirements by the stated deadline, they may be asked to leave the program. By participating in the required criminal background check and drug screening, students are giving

the College permission to release information as needed to the clinical affiliates. The College will provide clinical sites an assurance that background checks and drug screenings will be completed for every student. The student, the College, and clinical sites will have access to the secure web-based results.

Essential Functions and Physical Requirements

Physical Examination and Health Record:

A physical examination is required prior to beginning externship course(s) in order to identify health status and accommodation needs. The student's health care provider must complete a physical assessment to determine if the student is capable of undertaking the Essential Functions of Medical Assisting Students (included on the following pages). Records of current immunization status and tuberculosis screening are required by affiliating externship institutions and the Arizona State Department of Health. Students will be required to keep immunizations and tuberculosis screening current and to provide the college and the Medical Assisting Program, with updated health records as necessary throughout their enrollment in the program.

Essential Functions of Medical Assisting **with or without reasonable accommodations**

Frequency: O = Occasionally (1-33%) F = Frequently (34-66%) C = Constantly (67-100%)

Function	Program-Specific Examples	Frequency
GROSS MOTOR SKILLS	Move within confined spaces. Maintain balance while sitting and standing. Reach above shoulders and below waist. (e.g., IV poles, plug electrical appliance into wall outlets)	C
FINE MOTOR SKILLS	Manipulate small objects with fingers (e.g., IV tubing, pencil, manipulate a syringe, eye dropper, write with pen or pencil) Key/type (e.g., use a computer) Twist (e.g., turn objects/knobs using hands)	C
PHYSICAL ENDURANCE	Prolonged standing (e.g., at client side during surgical or therapeutic procedure) Sustain	C

	repetitive movements (e.g., CPR) Maintain physical tolerance (e.g., work entire shift)	
PHYSICAL STRENGTH	Push, pull, support and lift 50 pounds (e.g., position clients, ambulate client, pick up a child, transfer client) Move light object weighing up to 10 pounds (e.g., IV poles) Move heavy objects (transfer, transport, assist falling patients to ground) Defend self against combative client. Carry equipment/supplies Use upper body strength (e.g., perform CPR, physically restrain a client) Squeeze with hands (e.g., operate fire extinguisher)	C
MOBILITY	Twist and bend Stoop/squat Move quickly (e.g., response to an emergency Climb (e.g., ladders/stools/stairs Walk	C
AUDITORY	Hear normal speaking level sounds (e.g., person-to-person report) Hear faint voices Hear faint body sounds (e.g., blood pressure sounds, assess placement of tubes) Hear in situations when not able to see lips (e.g., when masks are used) Hear auditory alarms (e.g., monitors, timers, fire alarms, call bells)	C
VISUAL	See objects up to 20 inches away (e.g., information on a computer screen, skin conditions) See objects up to 20 feet away (e.g., client in a room) See object more than 20 feet away (e.g., client at end of hall) Use depth perception Use peripheral vision Distinguish color (e.g., specimens, lab reagents, color codes on supplies, charts, bed) Distinguish color intensity (e.g., flushed skin, skin paleness)	C

TACTILE	Feel vibrations (e.g., palpate pulses) Detect temperature (e.g., skin solutions) Feel differences in surface characteristics, sizes and shapes (e.g., skin turgor, rashes, palpate vein, identify body landmarks) Detect environment temperature (e.g., check for drafts)	C
OLFACTORY	Detect odors from client and environment (e.g., foul smelling drainage, alcohol breath, lab chemicals/reagents) Detect smoke, gases or noxious smells etc.)	C
COMMUNICATION	Engage in verbal, two-way communication, in English, with others of a variety of social, emotional, cultural and intellectual backgrounds (e.g., client interaction in person and via telephone, physician orders, co-workers) Discern and interpret nonverbal communication	C
EMOTIONAL STABILITY	Establish therapeutic boundaries Adapt to changing environment/stress/crisis Focus attention on task Monitor own emotions Handle strong emotions (e.g., grief)	C

Progression/Retention Policy

As the Medical Assisting profession develops increased responsibility and accountability, Medical Assisting students must be prepared for the role they will assume in the healthcare field. To facilitate this process the Medical Assisting student must comply with the following:

****Students must achieve a minimum "C" 70% for their final grade in ALL Medical Assisting Core courses. This must include these two criteria**

1. Student must have an avg exam score of **75%** or higher in each Core course,
2. Every Student competency must be passed at an **80%** or higher.

If these two criteria are not met for each course, the Final grade for that course will be a **60%**

“D”

- Students must meet **both** exam and course averages of the above requirements to progress in the program
- Any Medical Assisting Core Course in the program of study may be attempted only twice. An “attempt” is defined as:
 - Completing the course with a failing grade
 - Late withdrawal from a course (withdrawal after 50% course completion)
 - Second occurrence of an early withdrawal from a course (see below)
- A withdrawal prior to completing 50% of the course (early withdrawal) does not count as an attempt, but is limited to one occurrence per course. If done a second time for the same course, the early withdrawal will count as an attempt.
- After three Core Medical Assisting class attempts that result in a failure, the student will be dismissed from the program of study. This is for a total of three failures within the entire medical assisting program.
- Any student that fails a Medical Assisting course must meet with the Program Director of Medical Assisting prior to registering for the failed course.
- If a student misses more than 2 weeks of a Clinical or Lab course they will be asked to withdraw from the course. If due to a documented medical situation, this attempt will be waived as their 1st attempt (due to the medical situation). Only one waiver due to a medical situation will be accepted.
- Students must complete the Medical Assisting program within three (3) years. The timing begins when the student begins any of the Medical Assisting Core Courses (not prerequisites).
- Prerequisites can not exceed 10 years, they must be retaken.
- Failure to comply with any of the above criteria will result in dismissal from the Medical Assisting program without the possibility of reapplication, readmission or progression.

Statement of Academic Integrity

All members of the academic community are responsible for the academic and professional integrity of the program. Students must demonstrate such integrity in completing classroom assignments, testing purposes, performing patient care, and classroom professionalism. The integrity of the academic program rests on the principle that the grades awarded to students reflect only their **own** individual efforts and achievement. Students are required to perform the work specified by the instructor and are responsible for the content of the work submitted, such as papers, reports and examinations.

A breach in the rule of Academic Integrity and Conduct will occur if a student:

- Knowingly represents the work of another as their own (plagiarism)
- Uses or obtains unauthorized assistance in any academic work (cheating)
- Gives fraudulent assistance to another student (facilitating academic dishonesty)
- Intentionally uses unauthorized falsification or invention of any information or citation in an academic exercise (fabrication)

The Medical Assistant Program Director, faculty, and the Dean of Health Professions, Human Services, and Public Safety will address the violation of any of the regulations for academic misconduct. The individual instructor may reduce the student's grade, including the assignment of an "F" in the course. Depending on the severity of the case, the Medical Assisting Program Director or the Dean of Health Professions, Human Services, and Public Safety may impose suspension from the college, or recommend dismissal. If the student feels that the penalty imposed by the Program Director or the Dean of Health Professions, Human Services, and Public Safety is unjust, the student may request a review by the Review Board. Please refer to the Mohave Community College student handbook for further clarification.

Medical Assisting Exam/Testing Procedures

Face-to-Face (F2F) Classes:

- The class will take the exam in one designated location at the same time.
- Students with accommodations must have a letter of accommodation filed **prior** to exam to take the test in alternate setting and/or time parameters.

Testing:

- Face to face testing may be scheduled on campus for those courses that are online.
- If a student arrives late, or does not take an exam at the assigned time, regardless if the faculty member was notified ahead of the scheduled exam time, will result in listed deductions in the syllabus.
- If a make up exam was approved, the student must contact the instructor within two academic days to schedule the exam.
- All exams will be proctored by the instructor or approved designee.
- Instructor/proctor will be present for the entire exam

- In adherence with CMA standards, personal items will not be allowed at testing/exam tables or stations.
- Personal items are to be placed away from the testing table/station. (i.e. at the back of the room.)
- Once the exam begins no re-admittance for students who leave the room. If the student leaves the room, they have finished the exam.
 - At the discretion of the instructor, if a student has a situation that requires them to leave the testing area (i.e., to use the restroom), faculty may utilize their professional judgment to make those exceptions.
 - This may include the student being accompanied by proctor or instructor.

Online testing (in a course not fully online, e.g., hybrid and web-enhanced)

- *All required elements of F2F above*
- No additional browsers open
- No minimized windows/documents
- Exam access is “locked down”, except during the set testing time (and review times after everyone has taken the test)
- Exams given via a computer will mirror the CMA, at the instructor’s discretion.
 - One item accessible at a time
 - Answer options will be randomized
 - No backtracking

Online testing (for online courses)

- Exam access is “locked down”, except during the testing interval (and review times after everyone has taken the test)
- Exams given via a computer will mirror the CMA, at the instructor’s discretion.
 - One item accessible at a time
 - Answer options will be randomized
 - No backtracking

Late policies

If a student does not take an exam at the assigned time regardless if the faculty member was notified ahead of time, the student must make a plan with faculty within two academic days to make up the exam.

- First make up exam 20% deduction
- No further make-up exams allowed

Exceptions to this late policy are at the discretion of the Medical Assisting Program Director. The faculty will uphold the late policy until documentation is provided by the

Program Director to faculty. If students wish to appeal the late policy, an appointment must be made to meet with the Program Director to discuss the reason and documentation for missing the exam.

Policy for classroom testing:

- All bags, coats, purses, etc to the front/side/back of the room
- No hats, caps, or hoodies on student's head
- NOTHING on the desktop
- Faculty will provide: scratch paper, pencils, calculators
 - All scratch paper will be handed in at completion of exam and faculty will dispose of paper appropriately
- Students should be in alignment in rows, every other seat or more apart
- Faculty will be walking around and observing throughout the testing time
- If faculty suspects cheating:
 - The student will be removed from the classroom immediately and will report to the Medical Assisting Program Director.
- Once a student has finished testing and leaves the classroom, they will not be allowed back into the classroom until all students have completed the testing. Please be certain you have answered all questions prior to leaving the classroom.

Cheating and consequences

Definition of cheating: Giving or receiving any dishonest work; **witnessing** another giving or receiving dishonest work and not reporting it.

Consequences

Consequences for student(s) caught cheating or violating testing policies will not be tolerated at any time. If you are suspected or are caught in the act of cheating on an assignment, exam, or any form of evaluation, you will be immediately dismissed from the classroom and will be sent to visit with the Medical Assisting Program Director, if available, or the Dean of Health Professions, Human Services, and Public Safety.

The Code of Ethics for Medical Assisting does not accept this type of behavior.

The student, classroom instructor, and the Program Director will discuss the lack of academic integrity. Failure to meet the academic integrity expectations set forth by Mohave Community College's Medical Assisting program, may result in obtaining a zero for that assignment or dismissal from the entire program. Each situation will be examined individually, with the final determination made by the Medical Assisting Program Director and the Dean of Health Professions, Human Services, and Public Safety.

Medical Assisting Competencies

Medical assistants graduating from programs accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) will demonstrate critical thinking based on knowledge of academic subject matter required for **competence** in the profession. They will incorporate the cognitive knowledge in performance of the psychomotor and affective domains in their practice as medical assistants in providing patient care.

All competencies must be passed with an 80% or better. Each student will have two attempts for each competency. If a competency is failed, the student will fail the entire course, and must repeat the entire course. If the student misses a competency due to an unexcused attendance, when they return to class and attempt the missed competency they will already be on a 2nd attempt. Missed class or absences do not excuse class competencies.

Student Complaint Grievance Policy

1. This procedure is used when regular communication channels and approaches have failed. You can contact the Dean of Students office for the form to file a complaint.
2. Student Complaint Policy may be found at:

<https://www.mohave.edu/resources/complaint-procedure/>

MCC provides an internal complaint process that is outlined in the [Student Handbook](#). Students and prospective students may also file complaints with MCC's accrediting body, the [Higher Learning Commission](#). This is a new regulation that requires independent, third party review of complaints. Additional information can be found on the [Accreditation and State Regulatory Authorization](#) webpage.

Student Uniform Code- Practicum , Clinical and Lab Courses

Each Medical Assisting student must be in good health, free of known infections or contagious disease.

1. Official Medical Assisting student's uniform:
 - Official Mohave Community College pewter gray scrub top, pants, and a white lab jacket (optional), as ordered through Mohave Community College:
 - No other type of sweater or jacket may be worn.
 - An optional white collarless shirt may be worn under the scrub top with; Shirt should be tucked in and not showing below the hem of the scrub top.
 - Appropriate undergarments must be worn.
 - Plain colored white socks will be worn.
 - The uniform must be clean, wrinkle-free and in good repair.
 - Official Mohave Community College Medical Assistant photo ID badge on the left upper chest must be worn at all times.
 - Clean, white or shoes in good repair with soft soles. Shoelaces must be clean and match shoes, i.e. white laces for white shoes. Shoe material should be impervious to fluids. No clogs, sandals, high tops or tennis-type canvas shoes; no jogging-type shoes with mesh inserts.
 - Jewelry must include a wristwatch with second hand or digital watch with continuous display of seconds. Watch band maximum width of 1 inch and easily cleaned. Wedding ring set or one ring with no wrappings. Must be able to remove ring. No necklaces or bracelets to be worn with exception of appropriate medic alert jewelry. One pair of small, stud posts earrings allowed. All other piercings must be removed.
 - Facial or tongue piercings must be removed for clinical and lab and externship settings.
 - Ear gauges must be solid and appropriately, flesh colored.

- Clean, short fingernails. No artificial nails of any length. Clear polish, if worn. (Free from chipping)
 - Clean hair secured off face and in controlled manner. Plain gold, silver, white or matching hair color barrette allowed. No hair stabbers, hats, or decorative accessories. Wigs, wiglets, or hairpieces allowed if clean and appropriately styled. Headbands may be worn but must be white or your current hair color. Face should be clean-shaven with trimmed sideburns or well-trimmed beard and/or mustache that can be contained within an isolation or surgical mask.
 - All hair coloring must be a naturally occurring color. No pinks, purple, green, etc.
 - Must be free of offensive body odor and offensive breath. No perfume or perfumes/ cosmetics. No gum chewing. Breath mints allowed.
 - Students should not smell of tobacco smoke or other substances.
 - All visible tattoos or other body markings must be covered at all times in clinical, lab and externship settings. No exceptions to this rule.
2. Required clinical equipment: stethoscope, BP cuff, measuring device, black ink pen, and bandage scissors.
 3. In addition to these guidelines, the student must abide by each clinical site's personal grooming and uniform policy.

Evaluations by all faculty members will reflect your adherence to the above uniform code. If the above-mentioned policy is not followed accordingly, the student may be sent home and a clinical absence will occur or could result in failure of the course. If continued policy is not followed the student will be removed from the program.

Classroom Attire- Non Clinical or Non Lab Course

Medical Assistants are health care professionals. As such, the student must display professionalism by their appearance. It is therefore expected that all Mohave Community College Medical Assisting students wear appropriate clothing to class. Students in the program are expected to maintain grooming and hygiene standards consistent with the administrative and clinical workplace. Students will be asked to leave class and return in approved attire.

All medical assisting students attending non-clinical HES or MEA classes may wear non-clinical clothing. This should be the type of clothing you would wear to work in the medical office. "Short shorts" are not permissible. Shorts should be no shorter than mid-thigh. Strapless or spaghetti strap tops are not permissible. Tank tops are allowed if the bra straps do not show. There should be NO cleavage of any kind visible in front or back. Skirts and dresses should be knee level, or one inch above the knee. All students must wear undergarments.

Mandatory Clinical Requirements

Participation in any clinical course at Mohave Community College requires the following to be on file in the Medical Assisting Department:

- Current CPR certification at the American Heart Association Health Care Provider level
- Current physical exam on Mohave Community College physical form
- Complete immunization record that must include Hepatitis B, Rubella, Rubeola, and Tetanus (TDaP) status, Varicella or titer showing proof of immunity
- Annual TB test results (a 2-Step TB test must be on file for each student)
- Annual OSHA/HIPAA/ BBP training
- Completed "Background" check - Passed
- Complete Drug Screen- Passed

All of the above listed items must complete and accepted before the published due date, if they are not in complete and in compliance the student will be removed from the program.

To participate in any clinical course, students must wear the official Mohave Community

College Medical Assisting uniform and name tag. Failure to comply with these requirements could result in failure of the course.

Non Clinical or Lab Course Class Attendance

Class Attendance is defined as being physically present in the classroom

Tardiness and absenteeism are defined as arriving after the time of class start (or leaving prior to class end), or no attendance for a scheduled course

The MCC Medical Assistant program faculty have a responsibility to assure that all Medical Assisting students have an adequate background, including competence in technical skills. The faculty must ensure that each student can utilize these skills and knowledge in a safe competent and professional manner. Learning experiences in the Medical Assistant program are arranged sequentially to ensure that new information, knowledge and skills are integrated with previously introduced material. In addition, the curriculum includes opportunities for collaborative learning where interaction between and among students and faculty are critical components of the students learning. Therefore, these learning experiences cannot be repeated and your attendance is a professional responsibility.

Students are required to be in class on time and to attend each component of the course. In the event of an absence or scenario where the student will be late or need to leave early, the student is required to contact the instructor as soon as possible. If the instructor is not available, a message should be left with another member of the Medical Assisting staff. Students are responsible for contacting the instructor directly for requesting any available make-up opportunities. Messages sent by other parties are not acceptable, as the student is responsible for notifications.

Unexcused and/or un-notified tardiness to class on 2 or more occasions will result in being assigned a full day of unexcused absence from the course. Leaving class early (15 minutes or more) will result in the same assignment of unexcused absence.

Students will be automatically withdrawn from their course (WR1) at three (3) consecutive weeks of non-participation in an online course and/or two (2) consecutive absences in an on-ground course. A student will be automatically withdrawn (WR1) for non-participation if they are absent on three (3) occasions in a full 15 week semester, as missing more than 12% of the course means they cannot meet enough of its objectives to successfully pass it.

Clinical/ Lab/ Practicum Attendance Policy

The Medical Assisting faculty at Mohave Community College believe that students must be present at clinical/lab/ externship to demonstrate accomplishment of stated clinical competences and that students are personally responsible for their required attendance.

1. Students are required to attend all Clinical/Lab/ **Practicum** (Extern) sessions. All absences will be made up prior to the end of the semester. (See make up policy on the following page.)
2. Students that miss more than two (2) weeks Clinical/Lab/ **Practicum** (Externship) will result in a failure of that Clinical/Lab/Practicum course component and will need to be made up the following semester.
3. **Practicum/Externship:** For any absence or tardy, the student must call the Externship site on which he or she is assigned and his or her Practicum Coordinator at least 30 minutes prior to the time assigned to be on duty, or absence will be considered unexcused. Notification of absence must also be made to the Practicum Coordinator and Externship site Manager in a written email. IN the email make sure to include date and time of absence and reason for absence with any applicable documentation.
4. **Practicum/Externship:** Leaving prior to the scheduled end of day at the externship site will be considered an unexcused clinical absence, unless prior approval was received.
5. **Externship:** In the event of a no call/no show to the Externship site, the absence may result in failure of the course unless the student was involved in a true emergency and a phone was unavailable (e.g., unconscious in the ER).
6. Any student that comes to Clinical/Lab/ **Practicum** (Externship) impaired due to alcohol or drugs will be immediately removed from the Medical Assisting Program.

**It is the professional responsibility of the student to self-disclose the above information. Failure to do so may result in removal from the clinical site or program.

The written release must either be on file at Mohave Community College prior to attending

clinical or by personally giving it to the course instructor or emailing to the Program Director. A copy of the release must be given to the Practicum Coordinator and/ or Program Director.

Homework/ Assignment Policy

All assigned course work will have a due date of Sunday night at 11:59pm. Canvas Homework, MindTap (HES 113), and Quizzes can be submitted up to 1 week late with a 20% deduction for a late submission. Once the assignment is late, the instructor must immediately enter a zero in the gradebook with a note stating their grade will be adjusted to reflect a 20% deduction for late submission if it is submitted no later than the following Sunday, otherwise the zero will stand. Exceptions are the following assignments/conditions:

First and last week. All assigned work in Week 1 and Week 15/16 must be in on time, and may be due on a different day of the week depending on when the Drop period ends (Wk 1), and semester is over (Wk 15/16). The first and last weeks' assigned work cannot be submitted late, however, as Z grades must be assigned in the beginning and an IS must be in place if a student needs to submit late at the end.

Discussion Forums. Students must submit these on time because other students rely on the participation and timeliness of their classmates' posts to complete their work successfully for this assignment. DFs cannot be submitted late or made up under any circumstances, and should be open/available one (1) week in advance of their due dates.

Exams. Midterms and Finals/Practicums must be submitted no later than their assigned deadline(s).

"Z" GRADES & NON-PARTICIPATION

Students will be assigned a "Z" grade and dropped from classes that they do not attend on the first meeting day of an on-ground course OR, for non-participation during the first week of an online course. Both of the following must be met to avoid being dropped from an on-line course.

By 11:59 pm Sunday, the student will have completed the syllabus quiz

By 11:59 pm Sunday, the student will have completed and submitted a substantial assignment (the Medical Assisting Program states all Week 1 assignments combined are equivalent to one "substantial assignment").

A student may request reinstatement into the course, however approval from an instructor is rare, as the reinstatement process is typically lengthy and causes students to miss additional valuable class time. Students must ensure they request

reinstatement via visiting Student Services as soon as possible to increase their chances of approval.

ONLINE AND/OR SYNCHRONOUS COURSES

Online Courses

- ✓ Students are responsible for having a reliable internet connection.
- ✓ All times for online courses are Arizona time zone. Please determine your time zone and adjust accordingly.
- ✓ Students must complete the Syllabus Quiz and ALL of the first week's assignments no later than the deadline provided by the specific course's instructor or will be dropped from the course for non-participation.
- ✓ Instructors have the right to accept or deny late assignments.
- ✓ It is the student's responsibility to make sure all assignments are submitted through the LMS (Schoolology) platform. Students should not be emailing assignments to instructors outside of Schoolology.
- ✓ Instructors will respond to all student communication within 24 hours of receiving the student email Monday through Friday and, within 48 hours Saturday through Sunday.
- ✓ Assignment due dates and times will vary between classes and instructors.

Synchronous Courses

"S" Course = Synchronous Course - where the faculty and students are teaching and learning at the same time in a face-to-face traditional classroom setting or via a live stream setting. All students taking an "S" course must be logged into the virtual class during the scheduled class time(s) and day(s).

- ✓ "Z" Grade policy for "S" courses is the same as with ON-GROUND classes, and time zone is AZ (MST).
- ✓ Students are required to log in and participate in class and during the scheduled classtime(s). Absences for "S" courses follow the Professionalism Rubric (see below).
- ✓ Students are responsible for submitting all class assignments by the due dates and times posted per the course syllabus.
- ✓ Non-registered students will not participate in or during scheduled class times. (Students not registered in the course. i.e., family, friends, etc.).

- ✓ Students taking a Synchronous course should plan for child care and eliminate distractions during the scheduled class times. i.e., phone calls, deliveries, noise from televisions etc., as at no time is it permissible to have children or other distractions present during class time.
- ✓ Some instructors will allow students to attend class in the classroom where they are conducting the class. Please check with your instructor should you wish to attend the "S" course on campus.

PROFESSIONALISM

Professionalism is a personal characteristic which is highly valued and required by employers, as well as an expectation of all MCC's Medical Assisting Program students. Because professionalism is a component of the total grade in all Medical Assisting courses, the following is a list of attitudes and perceptions to which students will aspire:

POSITIVE ATTITUDE

Each Medical Assistant represents the entire profession to the client/patient being served. The Medical Assistant's expressed or demonstrated attitudes toward others, as well as toward other health professions and services, is very apt to be reflected in the subsequent attitude of the patient toward other Medical Assistants and towards health care in general. Attitudes may be reflected in outward behavior such as facial expressions, actions, body language, and conversation. Students must exhibit behaviors that reflect an attitude of openness to learning and motivation to helping others. Instructors will work with students throughout their program to discuss learning and applying other expected attitudes.

CELL PHONE USAGE

Cell phones are to remain off during all lecture, laboratory, clinical courses, and externship site shifts. Students using or checking cell phones during lecture, laboratory or clinical courses will be excused from class for the day and a zero awarded for all missed assignments. Repeated offenses are grounds for dismissal from the program. See course instructors for additional information.

DISMISSAL PROCEDURES

Progressive discipline will be utilized to assist the student in correcting issues that may negatively impact program progression, graduation and/or employment. It will be expected that the student will resolve identified issues at the lowest disciplinary level: verbal warning. Failure to resolve previously identified concerns or sufficient seriousness of an initial concern will result in action at the next disciplinary level: student conference and write-up for probation. A third offense of any manner will likely result in failure of the course (at minimum) and may include dismissal from the Medical Assisting program.

A student may be put on warning or probation in the Medical Assisting Program for any number of reasons. Examples include, but are not limited to:

- Failure to adhere to established program and college policies and procedures.
- Unsatisfactory performance in the clinical setting, unsafe or unprofessional practice.
- Inability to maintain physical or mental health necessary to function in the program.
- Inability to maintain a clear background or drug screen and maintain fingerprint clearance card.

Actions which may result in dismissal from Medical Assisting Program (list may not be conclusive):

- Violation(s) while on probation; inability to resolve issues at the probationary level.
- Academic dishonesty.
- Failure to demonstrate success once remediation plans are exhausted.
- Dismissal from a clinical site (will depend on offense).
- Positive drug and/or alcohol screen before or during a clinical rotation.
- Failure to maintain a clear background.

READMISSION POLICY

Students requesting re-entry into the Medical Assisting program will be required to take a re-entry assessment to include written and lab practical of previously completed Medical Assisting courses to determine the student's level of competency. Students will be given 1 attempt for re-entrance exam. Depending on the outcome of the assessment, the student may be required to re-apply to the Medical Assisting program as a new student.

If a student wishes to re-enter the program and re-matriculate into another cohort will be required to submit a written request to the Medical Assisting Office within 12 months of their departure/dismissal. Readmission is NOT guaranteed and will be limited to a single occurrence.

- Only students who left the program within the past twelve months will be given consideration for readmission. All others must reapply for the program and commence training from the beginning

- Students seeking re-matriculation into the program must submit a signed letter outlining what caused their departure, what has changed since then, and what specific measures will be taken to ensure their success the next time around (examples of contingency plans)
- Students exiting the program in good behavioral and academic standing will be given preference
- Readmission is not guaranteed and will be based on the availability of clinical externship sites

LAB NOTIFICATIONS

While working in any lab sessions of any course, students MUST wear appropriate PPE (Personal Protection Equipment). At no time will there ever be any food or drink to be stored or consumed in the lab area. **NO exceptions.**

MEDICAL CONDITIONS

It is the responsibility of the student to notify the Office of Compliance via visiting Student Services and meeting with an Advisor to request accommodations for any medical condition(s) which may prohibit their full participation in the lab session.

LAB USE

All students have a responsibility in maintaining clean work areas. Students may have access to lab and classroom when class is not scheduled **ONLY** when a faculty member is within sight of the student. Students may use the lab and classroom to practice skills on fellow classmates **ONLY**. Students may not use any type of electrical equipment when a faculty member is **NOT** present. If you need additional practice time with electrical equipment, see faculty member for open lab hours or office hours. The student is expected to report any equipment malfunctions or breakage immediately to the lab instructor.

UNIVERSAL PRECAUTIONS

Appropriate universal precautions should be utilized, as outlined by the Centers for Disease Control (CDC) guidelines, by all Medical Assisting students and are the responsibility of the student. The CDC guidelines describe risk reduction measures for health care workers to use when they encounter blood or body fluids. MC's Medical Assisting programs complies with the position that all health care workers must follow universal precautions and established infection control procedures to reduce the infection risk to the patient and themselves. It is the responsibility of the student to follow these guidelines in the clinical setting.

PRACTICUM/ EXTERNSHIP INFORMATION

Clinical practicum/externship courses allow medical assistant/phlebotomy students to apply techniques and theory learned in lab and lecture sessions to direct patient care in a variety of medical practice settings. Patient care is provided at outlying facilities under the direct supervision of a licensed physician, nurse practitioner, physician assistant and/or clinical lab director.

- ✓ Students will not be using cell phones for personal use during clinical work hours, as it disrespectful and unprofessional. Students using cell phones for personal use while treating patients will be withdrawn from the clinical experience and *potentially be dismissed from the Medical Assisting program.*
- ✓ Students should always introduce themselves as a Student Medical Assistant or Student Phlebotomist and wear their name tags.
- ✓ Students should not congregate at semi-public areas, such as the patient reception areas. Patients waiting do not understand the presence of (apparently) idle medical personal; the patient may feel he is being kept waiting unnecessarily.
- ✓ Students should accept constructive criticism gracefully. They are there to learn from experts in their field, and will want to accept critique objectively and gracefully.
- ✓ The externship site proctor is the student's direct supervisor, and must treat the site and all individuals within as if they are coworkers. Utmost professionalism in the facility must be continually maintained; and students are expected to follow contact procedures established by the site with whom they are working. In any and all cases of tardiness or absence from a scheduled clinical extern site shift, the student will contact BOTH their extern site proctor and the Medical Assisting program.
- ✓ Absences greater than 12.5% of the required clinical hours will not be successful with the clinical practicum. Students will be required to extend or repeat the clinical (if offered) or will receive a failing grade.
- ✓ Clinical sites are contracted for the selected clinical education experiences and time frames. There is no guarantee that a student will be allowed to make up the time in the clinic for any absences.

Practicum/ Externship Work Policy

- A. Students will not be substituted for paid personnel during clinical externships.
- B. Students working in the clinical setting are considered volunteers and will not receive any type of payment for services rendered as current MCC Medical Assistant program students.

- C. Students will not seek medical care or advice from the site physician, or another healthcare personal employed at the clinical site unless it is an *emergency*. If the student becomes ill, they must consult their own personal physician.

Practicum/ Externship Hours

Students are expected to be at their clinical assignment until the agreed upon finish time. Students may be required to stay later than their assigned time should the demands of patient care require extended time. Students should be given the opportunity to make alternative travel arrangements if an extended day is required.

Students are expected to BEGIN work at their scheduled starting time. The student must contact the faculty and their clinical instructor (CI) if unable to report to the clinical site at the appointed starting time. All absences must be reported to the faculty and clinical site instructor as soon as possible.

Practicum Informed Consent

One of the rights reserved by patients is to know who is treating them and their scope of practice. It is your responsibility to be clear to the patients who you are (name and that you are a student) and procedure(s) you will be performing. Your clinical instructor can facilitate this exchange of information as well.

Remember that patients have the right to refuse treatment. Patients have the right to know that their opting out of working with a student will not impact their care. Billing usually remains the same if a student works with a patient. Please respect the patient's right to refuse treatment with dignity and tact – it is simply a preference, not personal. Inform your clinical instructor of the patient's choice.

Practicum Evaluations

Assessment of a student's performance during the clinical externship should be an ongoing process. The externship site supervisor is expected to guide the experience with an emphasis on the provision of feedback which will assist the student to be successful in the duties and skills of the medical assistant. The site supervisor should formally meet with the student at least one time per week to discuss the student's strengths and areas of performance which may require improvement. Students will be evaluated on both front office skills and back office skills. Medical Assisting students must complete 180 hours. Phlebotomy students will be evaluated on the same basis as medical assistants. Phlebotomy students must obtain 120 successful sticks, 25 capillary sticks and 100 hours in a clinic laboratory. This assessment will constitute 80% of the overall grade for the externship course.

Practicum Exposure/ Injury to Student

The intent of the Mohave Community College Medical Assisting program is to promote the highest quality of care and safety for clients, students, staff and faculty. The Medical Assisting program follows accepted policies, standards, and guidelines set for by Mohave Community College, the Centers for Disease Control (CDC), the Occupational Safety and Health Administration (OSHA). Students must carry Medical Insurance will at their practicum sites

Students are taught Universal Precautions in the first clinical course and content is practiced and reinforced throughout the program. Students are responsible for using universal precautions and for any personal expenses which may be incurred in the event of an exposure.

Practicum Hours/ Days

While normal hours are 8 am to 5 pm, the individual clinical sites may modify these hours to suit their specific needs. The student will be required to work the same hours as the extern supervisor, which could vary. Students are expected to work a minimum of 30 hours per week.

Practicum Transportation

Each student is required to provide their own transportation to the clinical site. Every attempt is made to arrange the location of the clinical education site with respect to the geographic location of the student's residence. Understand, that Mohave County is considered rural. Students may be required to travel up to an hour each way, to and from the clinical site. Unwillingness or inability to travel to a site outside of the students' local geographic location will delay completion of the program.

All fees associated with housing and transportation to and from the clinical site is the responsibility of the student.

Practicum Dismissal

If terminated from your site, the student be unable to pass the MEA 258 course. The student will need to request readmission into the MA program in writing. If accepted they must successfully pass a remediation course and then retake the entire MEA 258 course.

Behavior detrimental to the Medical Assisting Program, Profession and/ or patients will result in suspension.

Rights of the Practicum Site

The site reserves the right to terminate a student from their Practicum. Reasons for possible termination:

1. Excessive Absences/ Tardies
2. Unprofessionalism
3. Poor Performance/ Poor Patient Care
4. Conduct that places the health and safety of patients or employees at risk
5. Breach of Confidentiality
6. Lack of Remediation
7. Not following Proper Protocol

EXTERNSHIP COMMUNICATION AND DOCUMENTATION

- ✓ Students will use Trajecsys to Track student hours and location
- ✓ Students will complete a weekly one page journal about their weekly experience at the externship site
- ✓ Students will complete student evaluation of clinical site and CI. This document will be turned into the program director or a Resident Faculty at the completion of the clinical rotation.
- ✓ Students will receive a grade for the clinical externship course following completion of the required documents and graded Evaluations.

Practicum/ Externship ESSENTIAL FUNCTIONS

Medical assistant and/or phlebotomy students MUST be able to perform the following functions:

1. Demonstrate visual acuity and auditory ability to assess the condition of a patient and administer effective patient care and read doctor's orders and medical dosages on syringes and vials.
2. Manual dexterity, eye-hand coordination, fine and gross motor skills, and tactile abilities to manipulate syringes, vials, pills, buckle and unbuckle, apply dressings and binders, remove sutures, and perform CLIA waived tests.
3. Demonstrate critical thinking and problem-solving skills for effective patient management and implementation of medical orders.
4. Maneuver equipment in a patient's room and in the medical office and treatment rooms.

5. Work in stressful situations that require quick thinking and the simultaneous coordination of a variety of activities.
6. Demonstrate physical agility to respond to patient and family needs, including unexpected changes in the patient's status.
7. Demonstrate the physical ability to assist patients in ambulating, positioning, and transferring from the bed/table, wheelchair or car.
8. Perform basic resuscitation and emergency procedures per CPR protocols
9. Assist with or administer treatments and therapies using potentially hazardous equipment (i.e. needles, caustic drugs, X-rays).
10. Demonstrate proper body mechanics for lifting.
11. Lift objects more than 50 pounds without assistance.
12. Tolerate prolonged standing, stooping, squatting, bending, pushing, and pulling.
13. Stand and walk continuously for up to eight hours.
14. Safely handle blood and other body excretions and secretions
15. Perform effectively under stress.
16. Demonstrate effective verbal and non-verbal communication skills with internal and external customers.

EXTERNSHIP REQUIREMENTS

All records must be current **prior** to being placed at a clinical site. Background checks and drug screens will need to be repeated prior to site placement if the current one on file is more than 6 months old. TB screening will need to be repeated every 12 months. If the current TB test will expire during a clinical rotation, a new TB screening will need to be done. ***THESE REQUIREMENTS ARE IN PLACE AT THE REQUEST OF THE CLINICS THEMSELVES. NO MEA PROGRAM REPRESENTATIVE NOR OTHER MCC EMPLOYEE MAY WAIVE THESE REQUIREMENTS UNDER ANY CIRCUMSTANCES**

1. Background Check
2. Healthcare Provider CPR Card
3. Student Health and Immunizations
4. Health Insurance
5. Drug Screening

I. Background Check

A. A background check is required for all students coming into the Medical Assisting programs. This is a requirement of our clinical sites. The background check is conducted by PreCheck, Inc. and has to be received by the Department of Medical Assisting in time to be reviewed by the staff and the clinical site. To complete the request for your background check, go to www.mystudentcheck.com and make sure to select Mohave Community College.

B. If a background check comes back flagged, the MA Department will make every attempt to find a clinical placement that can accept that student. If a student is unable to be placed in a clinical facility, the student may drop or withdraw from the course per deadlines set in the MCC Academic Calendar. If the student chooses to stay in the course, they will receive a clinical failure for the course due to

inability to complete the clinical requirement.

C. Students who cannot be placed at a clinical facility as a result of the background check may not be able to finish their program or gain employment in their chosen field.

D. Students are required to notify the program director within 7 days of any offense. Failure of notification may result in immediate dismissal from the Medical Assisting program. The program has the right to require another background check at any time at the student's expense.

II. Healthcare Provider CPR

All students must have a valid American Heart Association Healthcare Provider CPR card that is valid for all clinical rotations. CPR training must be obtained through the American Heart Association. CPR certification is good for 2 years.

III. Student Health and Immunizations

Students must obtain a physical exam and submit it to the Medical Assisting program office before beginning school. Students are required to maintain immunizations. This includes yearly 2-step TB testing, the Hepatitis B vaccine series, tetanus (every 10 years), and other routine childhood immunizations.

Some facilities require further immunizations, updated physical exams and health insurance which students must provide prior to being accepted for a practicum in that facility. Students should be aware that there is a potential risk of exposure to Hepatitis B and other communicable disease during clinical affiliations.

Students will be oriented to safety procedures at Mohave Community College and at all clinical facilities. Students will have access to Faculty within their clinical area for any additional information. Students are expected to accept all types of patient assignments. Students are financially responsible for their personal health care/hospitalization costs incurred while participating in the Medical Assisting program.

IV. Health Insurance

Students will be required to provide proof of health insurance prior to the start of the program and again before practicum. The program will provide information to clinical sites on request. Health insurance is not provided by the college to cover injury during academic and clinical training. If you do not have health insurance, please call your local DES office or a local insurance provider to inquire about a policy. *Failure to obtain health insurance will prevent students from attending Externship, and subsequent completion of the Medical Assisting program.*

V. Drug Screening Guidelines

A drug screen is required of all students prior to beginning their clinical practicum assignments. A positive report will be grounds for disciplinary action and may include dismissal from the program.

Students who fail to submit the drug screen by the require date will be withdrawn from all Medical Assisting courses.

Some clinical sites may also require screening for nicotine. Students who test positive for nicotine may

not be able to be placed at some clinical sites, but are not excluded from the program.

STATEMENT REGARDING DRUG AND ALCOHOL SCREENING

The Mohave Community College Medical Assistant Program recognizes the importance of maintaining a safe learning environment while simultaneously demonstrating respect for the inherent dignity and worth of each individual student. The Medical Assistant Program also respects the human rights of every individual and understands that each student has certain rights and freedoms in accordance with state and federal law.

The Medical Assisting Program requires its healthcare professionals to ensure the health and safety of the clients and organizations with whom we work. One of the standards the Medical Assistant Program holds is that its students, particularly since throughout their educational experience they may care for clients in vulnerable situations, must demonstrate mental acuity and clarity of decision-making always, as well as possess physical abilities appropriate to the circumstances.

Student mental or physical impairment stemming from the influence of alcohol or drugs (or any other cause) may pose an unacceptable safety risk which might endanger our clients, fellow students, faculty members, the clinical agency, or the College. Medical Assisting students occupy safety-sensitive positions, particularly when participating in clinical programs, in which a single instance of mental or physical impairment could result in disastrous consequences; it is of paramount importance that such risks to the safety and welfare of the public be prevented whenever possible.

It is also important to note that, while some of these clinical programs or agencies affiliated with the Medical Assisting Program may have their own drug and alcohol screening requirements, this Procedure applies to all students in the Medical Assistant Program.

Substance abuse can also be found in the healthcare setting, particularly since healthcare professionals may have access to drugs as part of their provision of care; therefore, the Medical Assistant Program also has an interest in protecting the public health and safety through detection and prevention of substance abuse.

The Medical Assistant Program also recognizes that chronic substance abuse is an illness that can be successfully treated. Therefore, if a student admits to a substance abuse problem and requests assistance, the Medical Assistant Program will provide the student with appropriate treatment referrals. However, it is important to emphasize that if a student's conduct otherwise violates the College's or the Program's Policies, Practices, Procedures, or Protocols (whether set forth in the Medical Assistant Student Handbook, the Mohave Community College Student handbook, or in any other document) in any fashion, the student may be subject to discipline apart from the terms of this policy, up to and including dismissal from the program.

CONFIDENTIALITY

All aspects of this procedure will be conducted to safeguard the personal privacy rights of the student to the maximum degree possible. The laboratory will notify the Medical Assisting Program Director of the results of any positive screening test by providing the Director with a secure transmission of the screening test results.

To ensure that the test results are kept confidential, there will be minimal identification information on the sample taken, and the Director of the Medical Assisting Program will only share the screening test results with the student and any faculty, staff members, or other individuals who need to know the test results (for instance, when it is necessary for a faculty member to participate in the student disciplinary process).

The Medical Assisting Program Director will rely on the opinion of the laboratory which performed the screening test in determining whether the positive test result was produced by something other than consumption of a drug or of alcohol. The transmission containing screening test results will be placed into the official individual student file maintained in the Program Director's office of the Medical Assisting Office. Student files are stored in locked file cabinets and the office is always locked when personnel are not present; only the Program Director, permanent office staff and faculty have access to student files. Any deadlines provided for within this Procedure may be extended by the Medical Assisting Program Director for good cause, which shall be documented, or when the day upon which an event is to occur falls on non-College workdays. Failure to comply with any aspect of this policy may result in dismissal from the Medical Assistant Program.

I. DEFINITIONS

"Designated medical service facility" means a testing laboratory capable of conducting the required drug and alcohol screening tests. "Drug and alcohol screen" or "screening test" means a scientifically substantiated method to test for the presence of illegal drugs and/or controlled substances such as cocaine, marijuana, opiates, amphetamines, phencyclidine (PCP), o x y c o d o n e , or Blood Alcohol Concentration (BAC), or the metabolites thereof, in a person's urine.

"Positive" when referring to a drug or alcohol screening test administered under this policy means a toxicological test result which is considered to demonstrate the presence of a drug or of alcohol, or the metabolites thereof, using the standards customarily established by the testing laboratory administering the screening test.

"Reasonable suspicion" means a suspicion of drug or alcohol use based on specific and articulable observations made by a faculty member, clinical instructor, or staff member of the appearance, speech, or behavior of an individual student, or the reasonable inferences that are drawn from those observations.

"Student" is in reference to an individual enrolled in the Medical Assisting Programs at Mohave Community College, or a person who has been accepted to the program but who has not yet officially begun their formal schooling.

"Substance Abuse" means the use of any drug, alcohol, or other substance which results in the mental or physical impairment of a student.

“Dilute sample” (may be marked as a negative dilute result) it will be assumed as positive and the student will be required to obtain a second drug screen at their expense.

II. REQUIRED DRUG AND ALCOHOL SCREENING TESTS

All students participating in the Mohave Community College Medical Assisting Program will be required to complete a drug and alcohol screening test. This drug and alcohol screen will specifically test urine for the presence of illegal drugs and/or controlled substances such as cocaine, marijuana, opiates, amphetamines, phencyclidine (PCP), oxycodone, or Blood Alcohol Concentration (BAC), or the metabolites thereof. The fee for this initial screening test is not included in any Program Fee at this time. It is the student’s responsibility to pay for the screening.

All students who cause substantial harm to any patient, other student, and faculty or staff member in the clinical setting must complete a drug and alcohol screening test, at the expense of the student, and provide the results of such testing to the Medical Assisting Program Director within two (2) work days of the incident. This section shall apply even to those students who have provided faculty or staff members with reasonable suspicion that the student is under the influence of drugs or alcohol, so long as the student causes substantial harm as set forth above.

Each student will be provided with screening information which directs the student to the location within the community at which the screening tests may be completed. The student will sign a release regarding the chain of custody of the sample; both the release and the sample will be forwarded to the Lab Corp testing facility via Airborne Express. The preprinted chain of custody forms with the college name and collection site location are supplied by Lab Corp. Lab Corp also provides the collection supplies. The specific testing will be conducted pursuant to the methodology and parameters set forth in the policies of Lab Corp.

The screening test results will be reported to the Medical Assisting Program Director, and placed in the student’s official Medical Assisting program files stored in locked files in the Medical Assisting Program Director’s Office.

A drug screening test is required of all students prior to beginning their clinical assignments. In case of a positive result, the student may be dismissed from the course and / or program. If an Additional drug screen test is afforded to the student, it will be at the student’s expense. If the student fails the second attempt, the student will be dismissed from the Medical Assisting programs.

III. DRUG AND ALCOHOL SCREENING “FOR CAUSE” TESTING

This policy refers to the use and/or misuse of, or being under the influence of alcoholic beverages, illegal drugs or drugs which impair judgment while on duty in any health care facility, school, institution or other work location as a representative of the Medical Assisting Program.

1. When a faculty member/clinical instructor or a staff member in the clinical facility or at the College Campus where a student is assigned perceives that the student is mentally or physically impaired, the faculty or staff member must take immediate action to relieve the student of his or her duties and remove the student from the clinical or classroom area. The immediate goal is to provide for the safety of patients, the public, other students, and the student who is suspected of being impaired.
2. In a teaching situation, when a Medical Assisting faculty member/clinical instructor or staff member perceives the odor of alcohol or marijuana, or observes behaviors such as, but not limited to, slurred

speech, unsteady gait, dilated pupils, or confusion, and these behaviors cause the faculty or staff member to suspect the student could be impaired by alcohol or drugs, the following steps are taken.

- a. The student will be immediately removed from the immediate educational setting (whether said setting concerns patient care), and either the faculty or staff member, or a designee, will remain with the student until transportation is available.
 - b. The faculty or staff member will immediately inform the student as to why actions are being taken to relieve the student of his or her duties, and either the Medical Assisting Program Director or, if the student is in the clinical setting, the clinical agency supervising personnel shall be notified of the circumstances.
 - c. The student will be required to undergo a drug and alcohol screening test, which will be conducted at the expense of the student. "Consent for Screening" form and the "Consent for Transportation" form must be signed and kept in the students file. The faculty or staff member will arrange for the student's transportation to a designated medical service facility for "for cause" drug and alcohol testing, which will be completed in the most confidential manner permitted by the practices of the medical service facility. The faculty or staff member will also arrange for the student to be transported home after said testing is complete.
3. The student will be immediately removed from the immediate educational setting (whether or not said setting concerns patient care), and either the faculty or staff member, or a designee, will remain with the student until such time as transportation is available.
 4. The faculty or staff member will immediately inform the student as to why actions are being taken to relieve the student of his or her duties, and either the Medical Assisting Program Director or, if the student is in the clinical setting, the clinical agency supervising personnel shall be notified of the circumstances.
 5. The student will be required to undergo a drug and alcohol screening test, which will be conducted at the expense of the student. "Consent for Screening" form and the "Consent for Transportation" form must be signed and kept in the students file. The faculty or staff member will arrange for the student's transportation to a designated medical service facility for "for cause" drug and alcohol testing, which will be completed in the most confidential manner permitted by the practices of the medical service facility. The faculty or staff member will also arrange for the student to be transported home after said testing is complete.
 6. The student is to have picture ID in his or her possession.
 7. If a student admits to alcohol or drug use, he or she will still need to complete a drug and alcohol screening test in accordance with the procedures set forth above.
 8. The faculty or staff member who suspected that the student could be impaired by alcohol or drugs shall set forth in writing the factors which the faculty or staff member relied upon to determine that cause existed for testing the student; this document shall be submitted to the Medical Assisting Program Director within two (2) working days of the incident.
 9. If the results of the screening tests are negative for drugs, alcohol, or other illegal substances, or for non-prescribed legal substances, the student shall meet with the Medical Assisting Program Director or designee within twenty-four (24) hours of the test results to discuss the circumstances surrounding the impaired behavior. Notwithstanding the negative screening test results, if the student's behavior otherwise violated any of the Policies, Procedures, or Protocols of the College or the Medical Assisting Policy & Procedure Handbook, Disciplinary action may still be taken against the student.
 10. If the factor relied upon was the odor of alcohol, the student will be required to discontinue the use of whatever may have caused the alcohol-like odor before being allowed to return to clinical or class.

11. If the factor relied upon was behavioral, consideration must be given to a possible medical condition being responsible for the symptoms. A medical referral for evaluation may be indicated.
12. Based on the information provided in this meeting and further medical evaluations if warranted, the Medical Assisting Program Director will decide whether the student shall return to the clinical setting.
13. If the results of the screening tests are positive for alcohol or other illegal substances or for non-prescribed legal substances, then a second screening test will be performed on the original sample, to verify the initial positive. An inconclusive screening test will be repeated as necessary until a conclusive result is obtained. If the second test is also positive, the student may be disciplined, up to and including dismissal from the Medical Assisting Program, and may not re-apply for admission for a period of one (1) calendar year. The student will be asked to seek professional counseling and/or enter an addictions treatment program. The student will reimburse the College for all costs associated with the “for-cause” drug and alcohol screening test.

VI. CONSEQUENCES OF TESTING REFUSAL

If a student refuses to submit to a “for cause” drug and alcohol screening test, the student will be required to leave the clinical/classroom area and make an appointment with the Medical Assisting Program Director. A seemingly impaired student should not be allowed to leave the clinical site or College campus by themselves; therefore, if the student does not consent to such a screening test, they will still be asked whether they will sign the “Consent for Transportation” form. If the form is signed, the faculty or staff member will arrange for the student’s transportation to the student’s place of residence, at the expense of the College. If the student refuses to sign the “Consent for Transportation” form, the faculty or staff member shall notify the local police.

Within two working days of the incident, the student shall meet with the Medical Assisting Program Director and the faculty or staff member who reported the incident, as well as with any other individuals the Medical Assisting Program Director deems appropriate to participate in such a meeting, to discuss the incident and determine the actions to be taken, which may include (but are not limited to) discipline, including dismissal from the program.

VII. READMISSION GUIDELINES RELATED TO SUBSTANCE ABUSE

Students dismissed from the Medical Assisting Program for reasons related to substance abuse may petition (after a period of one calendar year) for readmission pursuant to the Readmission Protocol. Evidence of rehabilitation is required as part of the readmission application. The student must:

1. Submit a letter requesting re-admission to the Medical Assisting Program.
2. Include documentation from a mental health specialist who specializes in addiction behaviors indicating the status of the student’s substance abuse issue(s), status of the student’s recovery and/or include other documents demonstrating rehabilitation related to the drug and/or alcohol issues.
3. Include documentation of compliance with a treatment program as identified by the mental health specialist, including a statement that the student will be able to function effectively and provide safe and therapeutic care for clients in a clinical setting.
4. Repeat the drug and alcohol screening process immediately prior to re-admission, and provide the results of said tests to the Medical Assisting Program Director.

If a student, after being re-admitted to the Medical Assisting Program, receives a positive result on another drug and alcohol screening test, the student will be permanently dismissed from the Mohave Community College Medical Assisting Program.

VIII. STUDENTS REQUIRING MEDICAL PRESCRIPTIONS

Any medical prescription which impairs a student's ability to function safely within the clinical setting will result in dismissal from the Medical Assisting program.

The student may apply for readmission pursuant to the Readmission Protocol when the student can demonstrate evidence of unimpaired behavior and judgment or discontinued use of any prescribed medication that contributed to the impaired behavior/judgment.

IX. STUDENT NOTIFICATION OF DRUG AND ALCOHOL SCREENING TEST POLICY AND PROCEDURES

The student's signature on the Medical Assisting Student Handbook receipt form indicates that the student has received a copy of the Drug and Alcohol Screening and Substance Abuse Detection and Prevention Policy and Procedures, has read and understood the Policy and Procedures, and acknowledges that failure to comply with any aspect of this policy will result in dismissal from the Medical Assisting Program.

MCC MEDICAL MARIJUANA POLICY STATEMENT

Due to recent addition of medical marijuana legalization it is important to address it. Mohave Community College Prohibits the possession and use of marijuana on all its campuses and in all off-campus student activities, including internships and clinical learning experiences in health programs. This policy is dictated by law.

Arizona revised Statutes §15-108 prohibits any person, including medical marijuana cardholder from possessing or using marijuana on the campus of any public university, college, community college or postsecondary education institution. Federal legislation prohibits any institution of higher education that receives federal funding from allowing the possession and use of marijuana. Mohave Community College receives federal funds through grants and financial aid.

MCC continues to enforce its current policies regarding controlled substances and any students or employees who violate this policy prohibiting the use or possession of illegal drugs on campus or in student activities – including externship sites – will be subject to disciplinary action and criminal prosecution.

Drug screens are required of students prior to attending a clinical learning experience. Medical Marijuana, or its metabolite, is not an accepted substance in urine drug screens which will result in a positive urine drug screen. Students with a prescription for medical marijuana would not be considered exempt from drug screening

STUDENT HANDBOOK SIGNATURE PAGE

The following statement confirms that the student understands and agrees to the requirements and policies of Mohave Community College (MCC) and the Medical Assisting (MEA) Program as written in this handbook.

I _____, do hereby acknowledge that I have received this Medical Assisting Student Handbook and will be accountable for its contents. I have read the statements, policies, and procedures of the Medical Assisting Program and I do understand them. I agree to abide by the policies and procedures in the Handbook while enrolled in the Medical Assisting Program.

I also understand that any of these policies may be updated or replaced, and that following notification of such will abide by the updates or changes. Failure to comply with the policies and procedures of the program will be grounds for dismissal from the Mohave Community College Medical Assisting Program.

Finally, I understand that a minimum grade of "C" is required to pass each course. I am aware that a "C" is considered 70% or greater in this program. I acknowledge that I cannot move forward in the program without successfully completing each component of the curriculum.

Students not pursuing the completion of a Medical Assisting program but are taking MEA or HES courses will abide by all policies and procedures of the Medical Assisting program course requirements they are registered in.

This statement of agreement will become part of my file in the Medical Assisting program department office.

STUDENT'S NAME (PRINT)

STUDENT'S SIGNATURE

DATE

INSTRUCTOR _____

NOTES