



# Medical Assistant Student Handbook

# TABLE OF CONTENTS

---

- **WELCOME STATEMENT**
    - Medical Assistant Program
    - Program Academic Faculty
  - **HCC CERTIFIED MEDICAL ASSISTANT PROGRAM CURRICULUM**
    - MA Program Mission and Program Outcomes
    - Program Curriculum and Certificate Plan
    - Course Descriptions
    - MA Competencies
  - **HCC CERTIFIED MEDICAL ASSISTANT PROGRAM INFORMATION**
    - Estimated MA Program Expenses
    - MA Essential Functions
    - Admission Information
      - Advanced Placement
      - Credits for Experiential Learning
      - Transfer of Credit
    - Requirements for program after notification of acceptance
      - Student Criminal Background Check
  - **ACADEMIC POLICIES**
    - Drug Screening
    - Health Requirements
    - Healthcare Provider CPR Certification
    - Program Withdrawal
    - Re-entry into the MA program
  - Academic Progression
  - Grading Scale
  - Grading Policy
  - Lab Grading
  - Practicum
  - Practicum Grading
  - Attendance
  - Professional Expectations
  - Supervision and Competency Policies
- **SAFETY POLICIES**
    - Occupation Risks
    - Lab Safety
    - Bloodborne Pathogen/Hazardous Material Exposure Protocol
    - Drug and/or Alcohol Use
    - Emergency Preparedness
- **INFORMED CONSENT**

## WELCOME

---

Heartland Community College welcomes you to the Certified Medical Assistant Program. A career in medical assisting is both challenging and rewarding. You will be learning skills that will enable you to enter one of the fastest growing fields in healthcare. We look forward to working with you to achieve your goals of successfully completing the program requirements and gaining skills and competencies. We designed this handbook to guide you to general information about the standards and policies of the Certified Medical Assistant Program.

## A CAREER AS A CERTIFIED MEDICAL ASSISTANT

---

Certified Medical Assistants are multiskilled health professionals educated to work in various healthcare settings performing clinical and administrative duties. The practice of medical assisting necessitates mastery of a complex body of knowledge and specialized skills requiring both formal education and practical experience that serve as standards for entry into the profession.

Certified Medical Assistants work primarily in medical offices and clinics and can be responsible for both front and back-office duties. Clinical duties include infection control, taking patient histories and vital signs, preparing patients for medical examinations and procedures, and assisting healthcare providers with examinations and treatments. Certified Medical Assistants also administer selected diagnostic tests and medications as directed. Administrative duties include scheduling and reception, maintaining medical documentation, and handling oral and written correspondence. Certified Medical Assistants must be well informed and up to date in coding, billing, and insurance. A Certified Medical Assistant may also be responsible for equipment maintenance, supply inventories, and financial records.

## CERTIFIED MEDICAL ASSISTANT PROGRAM FACULTY

---

### **Martha Stearns, RN, BSN, CCMA**

*Program Coordinator*

Office ICB 2825      Phone (309)268 – 8766

Email: [martha.stearns@heartland.edu](mailto:martha.stearns@heartland.edu)

### **Julie Hinz**

*Phlebotomy Instructor*

Email: [julie.hinz@heartland.edu](mailto:julie.hinz@heartland.edu)

### **Tara Jacoby**

*Adjunct Instructor*

Email: [tara.jacoby@heartland.edu](mailto:tara.jacoby@heartland.edu)

## HCC Certified Medical Assistant Mission Statement

---

*To prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.*

## HCC Certified Medical Assistant Program Outcomes

---

**Heartland Community College MA graduates will be able to:**

- I. Connect the value of effective communication to maintain professional relationships and use effective strategies to communicate with patients, family members, and colleagues.
- II. Recognize challenges to the provision of patient care in order to make moral and ethical medical decisions.
- III. Use effective business and administrative practices to ensure efficient flow of the medical office and provide safe and transparent services to patients.
- IV. Model empathy, integrity, and professionalism within their practice and community.
- V. Assess healthcare environments for potential threats to patient and personnel safety and use best practices to ensure patients receive safe and effective care.
- VI. Identify, perform and record appropriate procedures in all standard aspects of medical assisting.

Heartland Community College Certified Medical Assistant Program is accredited by the Commission on Accreditation of Allied Health Education Programs ([www.caahep.org](http://www.caahep.org)) upon the recommendation of Medical Assisting Education Review Board (MAERB).

CAAHEP

9355 – 113th St. N. #7709

Seminole, FL 33775

727-210-2350

# HCC Certified Medical Assistant Program Curriculum

---

# The Medical Assistant Program

Heartland Community College Certified Medical Assistant Program is a certificate program that can be completed in 2 semesters. Please see below for program prerequisite(s), required course and sequence.

## Certificate in Certified Medical Assistant (31 Semester Hours)

**Program Prerequisite:** Placement at English 101 and Math 095 or higher.

### CURRICULUM SEQUENCE:

Students following the sequence below will be on track to complete the MA Certificate in one year.

#### FIRST SEMESTER: FALL

Course #	Title	Credits	Prerequisite
BIOL 121 <sup>1</sup>	Essentials of Anatomy & Physiology	4	Must have completed with a "C" or better, or be concurrently enrolled in, all courses within this sequence.
BTEC 115	Business Communications	3	
HLTH 109 <sup>2</sup>	Fundamentals of Medical Term	1	
MA 110	Intro to Medical Assisting	1	
MA 120	Medical Assisting Clinical Procedures	6	
<b>Semester Total</b>		<b>15</b>	

<sup>1</sup> Prior completion of BIOL 181 and BIOL 182 can be used to satisfy this BIOL 121 requirement

<sup>2</sup> Prior completion of HLTH 110 can be used to satisfy the HLTH 109 requirement

Students must complete all courses in the Fall sequence with a "C" or better to continue in the program.

#### SECOND SEMESTER: SPRING

Course #	Title	Credits	Prerequisite
HLTH 111	Diseases of the Human Body	3	Must have completed with a "C" or better, or be concurrently enrolled in, all courses within this sequence.
MA 130	Administration & Finance	3	
MA 140	Pharmacology for Medical Assistants	3	
MA 150	Phlebotomy & Intro to the Medical Lab	3	
MA 161	Medical Assisting Practicum	4	
<b>Semester Total</b>		<b>16</b>	

\*MA 150 and MA 151 may be taken as stand-alone courses outside of the MA Program. Students completing both MA 150 and MA 151 will receive the Phlebotomy Certificate and be qualified to sit for the National Healthcareer Association (NHA) examination.

## COURSE DESCRIPTIONS: CERTIFIED MEDICAL ASSISTANT PROGRAM

---

**MA 110** - MA 110 is designed to introduce students beginning the medical assisting certificate to both the practice of medical assisting as well as skills necessary to successfully complete coursework in the program. Students will be introduced to the scope of practice of medical assistants and the profession's standards. Instruction will additionally include legal concepts necessary to ensure patient privacy and regulatory compliance, including the Health Insurance Portability and Accountability Act (HIPAA), the Patient Bill of Rights, negligence and medical malpractice, informed consent, and other relevant laws and regulations. Students will also consider the importance of ethical standards in healthcare practices and develop plans to define and practice ethical and professional behavior as a medical assistant.

**MA 120-** Through classroom and lab –based instruction, Medical Assistant Procedures provides foundational knowledge and training for medical assisting students in all aspects of CMA (Certified Medical Assistants) clinical responsibilities and skills. This includes taking patient vital signs, interviewing patients and taking histories, and assisting physicians in patient examination. Students will also learn the principles and practices of effectively assisting physicians with minor surgical procedures. Some instruction in more advanced clinical skills is included and students will learn to perform electrocardiography. Students will also be introduced to the principles and basic practices of infection control to prepare them for advanced clinical instruction in phlebotomy and laboratory tests and procedures.

**MA 130- This course prepares students for the administrative duties of medical assistants in healthcare environments, with emphasis on office responsibilities.** Students will learn to schedule patients, use relevant technologies to ensure smooth and efficient office operations, and communicate with diverse patients, family members, and healthcare providers. Students will also apply legal concepts and regulations to maintain patient privacy and keep accurate medical records. The course also covers foundational skills in working with third party providers and collecting payment from patients. Although this course is not designed to prepare students for responsibilities in medical billing and coding, essential concepts in this area are covered to help medical assistants work efficiently with other healthcare providers.

**MA 140-** This course will provide an overview of pharmacology language, abbreviations, systems of measurement, and conversions, as well as opportunities for students to apply concepts to the administration of drugs in healthcare settings. The Controlled Substances Act, prescriptions, forms of medications, patient care applications, drug classification/interactions, and safety in drug therapy and patient care are presented. Information regarding the measurement of medications, dosage calculations, routes of administration, and commonly prescribed drugs in the medical office are provided. Writing assignments, as appropriate to the discipline, are part of the course.



**MA 150-** Phlebotomy prepares students new to healthcare professions and those with experiences in other fields or programs to collect blood and other samples from patients and perform fundamental laboratory tests. Students will receive instruction in venipuncture, capillary sticks, and other basic laboratory skills. Additionally, this course will cover necessary safety procedures to keep the healthcare environment safe for patients and other healthcare providers, as well as the communication skills necessary to provide clear and transparent care to diverse patients.

**MA 161-** MA 161 provides a final clinical experience for students to apply their learning from previous coursework in the role of a medical assistant. Students will have the opportunity to perform skills and observe other practitioners in three key areas of medical assistant practice: clinical procedures, medical administration and finance, and pharmacology. Students will be additionally required to demonstrate professional behavior and the ability to communicate with patients and other healthcare providers in diverse clinical environments.

## MEDICAL ASSISTANT LEARNING OUTCOMES

---

Individuals graduating from the Medical Assisting Program must demonstrate knowledge of the subject matters required for competence in the profession. They must be proficient in the cognitive (C) knowledge in performance of the psychomotor (P) and affective (A) competencies required in the following academic subjects:

<p align="center"><b>Cognitive (Knowledge)</b> <b>I.C Anatomy, Physiology, &amp; Pharmacology</b></p>	<p align="center"><b>Psychomotor (Skills)</b> <b>I.P Anatomy, Physiology, &amp; Pharmacology</b></p>
<ol style="list-style-type: none"> <li>1. Identify structural organization of the human body</li> <li>2. Identify body systems*</li> <li>3. Identify:               <ol style="list-style-type: none"> <li>a. body planes</li> <li>b. directional terms</li> <li>c. quadrants</li> <li>d. body cavities</li> </ol> </li> <li>4. Identify major organs in each body system*</li> <li>5. Identify the anatomical location of major organs in each body system*</li> <li>6. Identify the structure and function of the human body across the life span</li> <li>7. Identify the normal function of each body system*</li> <li>8. Identify common pathology related to each body system* including:               <ol style="list-style-type: none"> <li>a. signs</li> <li>b. symptoms</li> <li>c. etiology</li> <li>d. diagnostic measures</li> <li>e. treatment modalities</li> </ol> </li> <li>9. Identify Clinical Laboratory Improvement Amendments (CLIA) waived tests associated with common diseases</li> <li>10. Identify the classifications of medications including:               <ol style="list-style-type: none"> <li>a. indications for use</li> <li>b. desired effects</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>1. Accurately measure and record               <ol style="list-style-type: none"> <li>a. blood pressure</li> <li>b. temperature</li> <li>c. pulse</li> <li>d. respirations</li> <li>e. height</li> <li>f. weight (adult and infant)</li> <li>g. length (infant)</li> <li>h. head circumference (infant)</li> <li>i. oxygen saturation</li> </ol> </li> <li>2. Perform the following procedures:               <ol style="list-style-type: none"> <li>a. electrocardiography</li> <li>b. venipuncture</li> <li>c. capillary puncture</li> <li>d. pulmonary function testing</li> </ol> </li> <li>3. Perform patient screening following established protocols</li> <li>4. Verify the rules of medication administration:               <ol style="list-style-type: none"> <li>a. right patient</li> <li>b. right medication</li> <li>c. right dose</li> <li>d. right route</li> <li>e. right time</li> <li>f. right documentation</li> </ol> </li> <li>5. Select proper sites for administering parenteral</li> </ol>

<ul style="list-style-type: none"> <li>c. side effects</li> <li>d. adverse reactions</li> </ul> <ol style="list-style-type: none"> <li>11. Identify quality assurance practices in healthcare</li> <li>12. Identify basic principles of first aid</li> <li>13. Identify appropriate vaccinations based on an immunization schedule.</li> </ol> <p>*Body systems must include, but are not limited to, the following: Circulatory, Digestive, Endocrine, Integumentary, Lymphatic, Muscular, Nervous, Sensory, Reproductive, Respiratory, Skeletal, and Urinary.</p>	<p>medication</p> <ol style="list-style-type: none"> <li>6. Administer oral medications</li> <li>7. Administer parenteral (excluding IV) medications</li> <li>8. Instruct and prepare a patient for a procedure or a Treatment</li> <li>9. Assist provider with a patient exam</li> <li>10. Perform a quality control measure</li> <li>11. Collect specimens and perform: <ul style="list-style-type: none"> <li>a. CLIA waived hematology test</li> <li>b. CLIA waived chemistry test</li> <li>c. CLIA waived urinalysis</li> <li>d. CLIA waived immunology test</li> <li>e. CLIA waived microbiology test</li> </ul> </li> <li>12. Provide up-to-date documentation of provider/professional level CPR</li> <li>13. Perform first aid procedures <ul style="list-style-type: none"> <li>a. bleeding</li> <li>b. diabetic coma or insulin shock</li> <li>c. stroke</li> <li>d. seizures</li> <li>e. environmental emergency</li> <li>f. syncope</li> </ul> </li> </ol>
---	---

Content Area II: Applied Mathematics

<p style="text-align: center;"><b>Cognitive (Knowledge)</b> <b>II.C Applied Mathematics</b></p>	<p style="text-align: center;"><b>Psychomotor (Skills)</b> <b>II.P Applied Mathematics</b></p>
<ol style="list-style-type: none"> <li>1. Define basic units of measurement in: <ul style="list-style-type: none"> <li>a. the metric system</li> <li>b. the household system</li> </ul> </li> <li>2. Identify abbreviations used in calculating medication dosages</li> <li>3. Identify normal and abnormal results as reported in:</li> </ol>	<ol style="list-style-type: none"> <li>1. Calculate proper dosages of medication for administration</li> <li>2. Record laboratory test results into the patient's record</li> <li>3. Document on a growth chart</li> <li>4. Apply mathematical computations to solve equations</li> </ol>

<ul style="list-style-type: none"> <li>a. graphs</li> <li>b. tables</li> </ul>	<ul style="list-style-type: none"> <li>5. Convert among measurement systems</li> </ul>
--	--

Content Area III: Infection Control

<p align="center"><b>Cognitive (Knowledge)</b> <b>III.C Infection Control</b></p>	<p align="center"><b>Psychomotor (Skills)</b> <b>III.P Infection Control</b></p>
<ul style="list-style-type: none"> <li>1. Identify major types of infectious agents</li> <li>2. Identify the infection cycle including: <ul style="list-style-type: none"> <li>a. the infectious agent</li> <li>b. reservoir</li> <li>c. susceptible host</li> <li>d. means of transmission</li> <li>e. portals of entry</li> <li>f. portals of exit</li> </ul> </li> <li>3. Identify the following as practiced within an ambulatory care setting: <ul style="list-style-type: none"> <li>a. medical asepsis</li> <li>b. surgical asepsis</li> </ul> </li> <li>4. Identify methods of controlling the growth of microorganisms</li> <li>5. Identify the principles of standard precautions</li> <li>6. Identify personal protective equipment (PPE)</li> <li>7. Identify the implications for failure to comply with Centers for Disease Control (CDC) regulations in healthcare settings</li> </ul>	<ul style="list-style-type: none"> <li>1. Participate in bloodborne pathogen training</li> <li>2. Select appropriate barrier/personal protective equipment (PPE)</li> <li>3. Perform handwashing</li> <li>4. Prepare items for autoclaving</li> <li>5. Perform sterilization procedures</li> <li>6. Prepare a sterile field</li> <li>7. Perform within a sterile field</li> <li>8. Perform wound care</li> <li>9. Perform dressing change</li> <li>10. Demonstrate proper disposal of biohazardous material <ul style="list-style-type: none"> <li>a. sharps</li> <li>b. regulated wastes</li> </ul> </li> </ul>

Content Area IV: Nutrition

<b>Cognitive (Knowledge)</b> <b>IV.C Nutrition</b>	<b>Psychomotor (Skills)</b> <b>IV. P Nutrition</b>
<ol style="list-style-type: none"><li>1. Identify dietary nutrients including:<ol style="list-style-type: none"><li>a. carbohydrates</li><li>b. fat</li><li>c. protein</li><li>d. minerals</li><li>e. electrolytes</li><li>f. vitamins</li><li>g. fiber</li><li>h. water</li></ol></li><li>2. Identify the function of dietary supplements</li><li>3. Identify the special dietary needs for:<ol style="list-style-type: none"><li>a. weight control</li><li>b. diabetes</li><li>c. cardiovascular disease</li><li>d. hypertension</li><li>e. cancer</li><li>f. lactose sensitivity</li><li>g. gluten-free</li><li>h. food allergies</li><li>i. eating disorders</li></ol></li><li>4. Identify the components of a food label</li></ol>	<ol style="list-style-type: none"><li>1. Instruct a patient regarding a dietary change related to patient's special dietary needs</li></ol>

Content Area V: Concepts of Effective Communication

<p style="text-align: center;"><b>Cognitive (Knowledge)</b> <b>V.C Concepts of Effective Communication</b></p>	<p style="text-align: center;"><b>Psychomotor (Skills)</b> <b>V.P. Concepts of Effective Communication</b></p>
<ol style="list-style-type: none"> <li>1. Identify types of verbal and nonverbal communication</li> <li>2. Identify communication barriers</li> <li>3. Identify techniques for overcoming communication barriers</li> <li>4. Identify the steps in the sender-receiver process</li> <li>5. Identify challenges in communication with different age groups</li> <li>6. Identify techniques for coaching a patient related to specific needs</li> <li>7. Identify different types of electronic technology used in professional communication</li> <li>8. Identify the following related to body systems*:               <ol style="list-style-type: none"> <li>a. medical terms</li> <li>b. abbreviations</li> </ol> </li> <li>9. Identify the principles of self-boundaries</li> <li>10. Identify the role of the medical assistant as a patient navigator</li> <li>11. Identify coping mechanisms</li> <li>12. Identify subjective and objective information</li> <li>13. Identify the basic concepts of the following theories of:               <ol style="list-style-type: none"> <li>a. Maslow</li> <li>b. Erikson</li> <li>c. Kubler-Ross</li> </ol> </li> <li>14. Identify issues associated with diversity as it relates to</li> </ol>	<ol style="list-style-type: none"> <li>1. Respond to nonverbal communication</li> <li>2. Correctly use and pronounce medical terminology in health care interactions</li> <li>3. Coach patients regarding:               <ol style="list-style-type: none"> <li>a. office policies</li> <li>b. medical encounters</li> </ol> </li> <li>4. Demonstrate professional telephone techniques</li> <li>5. Document telephone messages accurately</li> <li>6. Using technology, compose clear and correct correspondence</li> <li>7. Use a list of community resources to facilitate referrals</li> <li>8. Participate in a telehealth interaction with a patient</li> </ol>

<p>patient care</p> <p>15. Identify the medical assistant's role in telehealth</p> <p>*Body systems must include, but are not limited to, the following: Circulatory, Digestive, Endocrine, Integumentary, Lymphatic, Muscular, Nervous, Sensory, Reproductive, Respiratory, Skeletal, and Urinary.</p>	
---	--

Content Area VI: Administrative Functions

<b>Cognitive (Knowledge)</b> <b>VI.C Administrative Functions</b>	<b>Psychomotor (Skills)</b> <b>VI.P Administrative Functions</b>
<ol style="list-style-type: none"> <li>1. Identify different types of appointment scheduling methods</li> <li>2. Identify critical information required for scheduling patient procedures</li> <li>3. Recognize the purpose for routine maintenance of equipment</li> <li>4. Identify steps involved in completing an inventory</li> <li>5. Identify the importance of data back-up</li> <li>6. Identify the components of an Electronic Medical Record, Electronic Health Record, and Practice Management system</li> </ol>	<ol style="list-style-type: none"> <li>1. Manage appointment schedule using established priorities</li> <li>2. Schedule a patient procedure</li> <li>3. Input patient data using an electronic system</li> <li>4. Perform an inventory of supplies</li> </ol>

Content Area VII: Basic Practice Finances

<b>Cognitive (Knowledge)</b> <b>VII.C Basic Practice Finances</b>	<b>Psychomotor (Skills)</b> <b>VII.P Basic Practice Finances</b>
--	---



<ol style="list-style-type: none"> <li>1. Define the following bookkeeping terms:             <ol style="list-style-type: none"> <li>a. charges</li> <li>b. payments</li> <li>c. accounts receivable</li> <li>d. accounts payable</li> <li>e. adjustments</li> <li>f. end of day reconciliation</li> </ol> </li> <li>2. Identify precautions for accepting the following types of payments:             <ol style="list-style-type: none"> <li>a. cash</li> <li>b. check</li> <li>c. credit card</li> <li>d. debit card</li> </ol> </li> <li>3. Identify types of adjustments made to patient accounts including:             <ol style="list-style-type: none"> <li>a. non-sufficient funds (NSF) check</li> <li>b. collection agency transaction</li> <li>c. credit balance</li> <li>d. third party</li> </ol> </li> <li>4. Identify patient financial obligations for services rendered</li> </ol>	<ol style="list-style-type: none"> <li>1. Perform accounts receivable procedures to patient accounts including posting:             <ol style="list-style-type: none"> <li>a. charges</li> <li>b. payments</li> <li>c. adjustments</li> </ol> </li> <li>2. Input accurate billing information in an electronic system</li> <li>3. Inform a patient of financial obligations for services rendered</li> </ol>
---	--

Content Area VIII: Third-Party Reimbursement

<b>Cognitive (Knowledge)</b> <b>VIII.C Third-Party Reimbursement</b>	<b>Psychomotor (Skills)</b> <b>VIII.P Third-Party Reimbursement</b>
---	--

<ol style="list-style-type: none"> <li>1. Identify:             <ol style="list-style-type: none"> <li>a. types of third-party plans</li> <li>b. steps for filing a third-party claim</li> </ol> </li> <li>2. Identify managed care requirements for patient referral</li> <li>3. Identify processes for:             <ol style="list-style-type: none"> <li>a. verification of eligibility for services</li> <li>b. precertification/preauthorization</li> <li>c. tracking unpaid claims</li> <li>d. claim denials and appeals</li> </ol> </li> <li>4. Identify fraud and abuse as they relate to third party reimbursement</li> <li>5. Define the following:             <ol style="list-style-type: none"> <li>a. bundling and unbundling of codes</li> <li>b. advanced beneficiary notice (ABN)</li> <li>c. allowed amount</li> <li>d. deductible</li> <li>e. co-insurance</li> <li>f. co-pay</li> </ol> </li> <li>6. Identify the purpose and components of the Explanation of Benefits (EOB) and Remittance Advice (RA) Statements</li> </ol>	<ol style="list-style-type: none"> <li>1. Interpret information on an insurance card</li> <li>2. Verify eligibility for services</li> <li>3. Obtain precertification or preauthorization with documentation</li> <li>4. Complete an insurance claim form</li> <li>5. Assist a patient in understanding an Explanation of Benefits (EOB)</li> </ol>
---	--

Area IX: Procedural and Diagnostic Coding

<b>Cognitive (Knowledge)</b> <b>IX.C Procedural and Diagnostic Coding</b>	<b>Psychomotor (Skills)</b> <b>IX.P Procedural and Diagnostic Coding</b>
<ol style="list-style-type: none"> <li>1. Identify the current procedural and diagnostic coding systems, including Healthcare Common Procedure Coding Systems II (HCPCS Level II)</li> <li>2. Identify the effects of:             <ol style="list-style-type: none"> <li>a. upcoding</li> <li>b. downcoding</li> </ol> </li> <li>3. Define medical necessity</li> </ol>	<ol style="list-style-type: none"> <li>1. Perform procedural coding</li> <li>2. Perform diagnostic coding</li> <li>3. Utilize medical necessity guidelines</li> </ol>

Content Area X: Legal Implications

<b>Cognitive (Knowledge)</b> <b>X.C Legal Implications</b>	<b>Psychomotor (Skills)</b> <b>X.P Legal Implications</b>
---	--

1. Identify scope of practice and standards of care for medical assistants
2. Identify the provider role in terms of standard of care.
3. Identify components of the Health Insurance Portability & Accountability Act (HIPAA)
4. Identify the standards outlined in The Patient Care Partnership
5. Identify licensure and certification as they apply to healthcare providers
6. Identify criminal and civil law as they apply to the practicing medical assistant
7. Define:
  - a. Negligence
  - b. malpractice
  - c. statute of limitations
  - d. Good Samaritan Act(s)
  - e. Uniform Anatomical Gift Act
  - f. living will/advanced directives
  - g. medical durable power of attorney
  - h. Patient Self Determination Act (PSDA)
  - i. risk management
8. Identify the purpose of medical malpractice insurance
9. Identify legal and illegal applicant interview questions
10. Identify:
  - a. Health Information Technology for Economic and Clinical Health (HITECH) Act
  - b. Genetic Information Nondiscrimination Act of 2008 (GINA)
  - c. Americans with Disabilities Act Amendments Act (ADAAA)
11. Identify the process in compliance reporting:
  - a. unsafe activities
  - b. errors in patient care
  - c. conflicts of interest
  - d. incident reports
12. Identify compliance with public health statutes related to:
  - a. communicable diseases
  - b. abuse, neglect, and exploitation

1. Locate a state's legal scope of practice for medical assistants
2. Apply HIPAA rules in regard to:
  - a. privacy
  - b. release of information
3. Document patient care accurately in the medical record
4. Complete compliance reporting based on public health statutes
5. Report an illegal activity following the protocol established by the healthcare setting
6. Complete an incident report related to an error in patient care

<p>c. wounds of violence</p> <p>13. Define the following medical legal terms:</p> <ul style="list-style-type: none"> <li>a. informed consent</li> <li>b. implied consent</li> <li>c. expressed consent</li> <li>d. patient incompetence</li> <li>e. emancipated minor</li> <li>f. mature minor</li> <li>g. subpoena duces tecum</li> <li>h. respondeat superior</li> <li>i. res ipsa loquitur</li> <li>j. locum tenens</li> <li>k. defendant-plaintiff</li> <li>l. deposition</li> <li>m. arbitration-mediation</li> </ul>	
--	--

Content Area XI: Ethical and Professional Considerations

<p style="text-align: center;"><b>Cognitive (Knowledge)</b> <b>XI.C Ethical and Professional Considerations</b></p>	<p style="text-align: center;"><b>Psychomotor (Skills)</b> <b>XI.P Ethical and Professional Considerations</b></p>
<ul style="list-style-type: none"> <li>1. Define: <ul style="list-style-type: none"> <li>a. ethics</li> <li>b. morals</li> </ul> </li> <li>2. Identify personal and professional ethics</li> <li>3. Identify potential effects of personal morals on professional performance</li> <li>4. Identify professional behaviors of a medical assistant</li> </ul>	<ul style="list-style-type: none"> <li>1. Demonstrate professional response(s) to ethical issues</li> </ul>

---

Content Area XII: Protective Practices

<b>Cognitive (Knowledge)</b> <b>XII.C Protective Practices</b>	<b>Psychomotor (Skills)</b> <b>XII.P Protective Practices</b>
<ol style="list-style-type: none"> <li>1. Identify workplace safeguards</li> <li>2. Identify safety techniques that can be used in responding to accidental exposure to:               <ol style="list-style-type: none"> <li>a. blood</li> <li>b. other body fluids</li> <li>c. needle sticks</li> <li>d. chemicals</li> </ol> </li> <li>3. Identify fire safety issues in an ambulatory healthcare environment</li> <li>4. Identify emergency practices for evacuation of a healthcare setting</li> <li>5. Identify the purpose of Safety Data Sheets (SDS) in a healthcare setting</li> <li>6. Identify processes for disposal of a. biohazardous waste and b. chemicals</li> <li>7. Identify principles of:               <ol style="list-style-type: none"> <li>a. body mechanics</li> <li>b. ergonomics</li> </ol> </li> <li>8. Identify critical elements of an emergency plan for response to a natural disaster or other emergency</li> <li>9. Identify the physical manifestations and emotional behaviors on persons involved in an emergency</li> </ol>	<ol style="list-style-type: none"> <li>1. Comply with safety practices</li> <li>2. Demonstrate proper use of:               <ol style="list-style-type: none"> <li>a. eyewash equipment</li> <li>b. fire extinguishers</li> </ol> </li> <li>3. Use proper body mechanics</li> <li>4. Evaluate an environment to identify unsafe conditions</li> </ol>

**AFFECTIVE SKILLS**

The affective competencies listed below can be bundled with any of the psychomotor competencies included in the curriculum. The goal is to provide opportunities for Program Directors to develop assessment tools creatively and focus on incorporating the affective behaviors with any psychomotor skill that involves interacting with a patient. These behavioral competencies are important to the development of communication skills and professional behavior in the field of medical assisting. The students will need to achieve all the affective competences, but they can do so using several different skills. There are examples in the *Educational Competencies for Medical Assistants* to guide Program Directors in the incorporation of these affective skills.

<b>A.1</b>	Demonstrate critical thinking skills
<b>A.2</b>	Reassure patients
<b>A.3</b>	Demonstrate empathy for patients' concerns
<b>A.4</b>	Demonstrate active listening
<b>A.5</b>	Respect diversity
<b>A.6</b>	Recognize personal boundaries
<b>A.7</b>	Demonstrate tactfulness
<b>A.8</b>	Demonstrate self-awareness

---

---

HCC CERTIFIED MEDICAL ASSISTANT PROGRAM INFORMATION

---

## Certified Medical Assistant Program Cost Sheet

---

The tuition rate for Certified Medical Assistant is the same as for all other Heartland courses.

Other items and approximate costs included.

ITEM	COST
Tuition & Fees: Certified Medical Assistant Program	\$5,208.00
\$168.00 / credit hour (tuition + college fees) (approximate MA course fees)	\$600.00
Criminal Background Check	\$45
Drug Screening	\$45
CPR	\$30-\$60
MA Books (approximate)	\$350.00
Trajecsys Online Clinical Tracking Software	\$100
One Uniform and Shoes	\$100
One School Patch	\$5
Exam Review	\$75
Exam Fee	\$160
Personal Health Insurance (student's responsibility)	Varies
Travel to Clinical Sites	Varies

There are a variety of immunizations required by our clinical partners. A list of immunizations will be distributed after acceptance into the program.

\*All tuition, fees, and cost estimates are subject to change without notice.



## Essential Functions: Certified Medical Assistant

---

The following is a list of essential functions of a Medical Assistant that are required to participate in clinical/practicum and ultimately practice the profession.

Heartland Community College complies with all provision of the American with Disability Act and makes reasonable accommodation upon request for qualified individuals. If you believe you may need accommodation to assist you in performing the functions listed below, please contact Student Access and Accommodation Services. 309-268-8259.

### **Communication Skills:**

- \* Follow written and oral directions
- \* Listen effectively
- \* Communicate/coach with sensitivity
- \* Adapt communication based on diverse needs of patients
- \* Recognize, interpret and respond appropriately to non- verbal behavior
- \* Communicate effectively in English verbally and in writing with patients, families and other health care providers.

### **Motor Skills:**

Ability to:

- \* Guide and assist patients with transfers & and ambulation
- \* Maneuver and move quickly in examination rooms, labs and hallways
- \* Perform CPR without assistance
- \* Bend, twist, push, pull, reach, stand, sit and walk
- \* Maintain awkward positions for prolonged time
- \* Calibrate and use equipment
- \* Manipulate small specimen collection
- \* Perform phlebotomy, electrocardiography and medication administration safely and accurately
- \* Perform basic secretarial skills

### **Sensory/Observation Skills**

Ability to:

- \* Use auditory, tactile and visual senses to collect data regarding patient status and to provide patient intervention (e.g. auditory cues to hear breathing sounds, take blood pressure measurements, tactile cues or monitor pulse, visual cues to monitor skin)
- \* Use auditory and visual senses to monitor warnings or procedures termination signals
- \* Use visual senses to observe patient responses, read gauges, instrument printouts, medication and medication measurements
- \* Use visual senses to read documentation in written and computerized formats

**Problem solving**

Ability to:

- \* Problem -solve for effective patient care (measure, calculate, reason, prioritize, analyze, synthesize and apply information)
- \* Address problems or questions to the appropriate person at the appropriate times
- \* Recognize emergency situations and respond appropriately
- \* Adhere to policies and procedures

**Behavioral Skills & Professional Behavior:**

Ability to:

- \* Establish good rapport with patients, instructors, classmates and coworkers
- \* Accept criticism and reflects upon provided feedback to improve performance and practice
- \* Demonstrate compassion, integrity, concern for others
- \* React calmly to urgent situations
- \* Work with individuals of varying socioeconomic, ethnic and cultural backgrounds

**Environmental Safety:**

Ability to:

- \* Tolerate frequent hand washing
- \* Use germicides and bodily fluid precautions

## Admission Information

---

Certified Medical Assistant student admission procedures and practices adhere to applicable laws, are nondiscriminatory, assure equal opportunity to all applicants and are consistent with the Heartland Community College Equal Opportunity Statement. The MA program at Heartland Community College is a selective admission program.

The MA program enrollment is limited to **16 students** per year. Decision for admission is based on successful completion of the program prerequisites, residency and the quality of the applicant's credentials in relation to those of other applicants.

### Program Prerequisites

- Admission to the program requires placement at English 101 and Math 095 or higher.
- Applicants whose scores are below the levels required for MA program admission must successfully complete the course(s) needed to reach the above requirements before the Documentation due date of July 12.

### Residency

- Applicants who are legal residents of Community College District #540 will be given preference for admission provided all admission criteria are met. Applicants will be required to show a driver's license or State of Illinois ID as proof of residency as part of the application process.
- Applicants who are granted the in-district tuition rate because they work in the district or have a parent or guardian who works in the district are not considered in-district applicants for selective admission programs.
- Out-of-district applicants will be considered for admission after all qualified and eligible in-district applicants have been offered admission. Applicants with temporary visas will not be considered until all qualified and eligible in-district and out-of-district applicants have been offered admission. Learn more about [residency and District #540 boundaries](https://www.heartland.edu/payingForCollege/cost/residency.html).  
(<https://www.heartland.edu/payingForCollege/cost/residency.html>)

## Ranking of Applicants

The following table outlines the scoring system utilized to rank candidates:

<b>Application Evaluation</b> – For advising purposes only. Official evaluation will be completed by Admission Coordinator.						
<b>Criteria</b>	<b>Points Awarded</b>			<b>Max Points</b>	<b>Your Points</b>	
<b>Math and Literacy Placement</b>	<b>Placement</b>		<b>Points Awarded</b>	4		
	Placement at English 101		2.0			
	Placement at college level math		2.0			
<b>Non-Medical Assistant Course Completion</b>  “C” or better required  Points will be awarded only for courses completed by the end of Spring 2022.	<b>Points Awarded</b>			8		
	<b>Course</b>	<b>“A”</b>	<b>“B”</b>			<b>“C”</b>
	BIOL 121	2.0	1.0			.50
	BIOL 181	2.0	1.0			.50
	BIOL 182	2.0	1.0			.50
	BTEC 115	2.0	1.0			.50
	HLTH 109/110	2.0	1.0			.50
HLTH 111	2.0	1.0	.50			
<b>Prior Academic Achievement</b>	<b>Achievement</b>		<b>Points Awarded</b>	1		
	Bachelor's degree or higher		1.0			
	Associate degree		.50			
	EMT – Paramedic		.50			
	Phlebotomy		.50			
	EMT – Basic		.25			
	CNA		.25			

In case of a tie, the applicant with the highest GPA in the general education courses will be given priority

In the event that a seat opens after the original top 16 have been offered, those applicants that were determined to be qualified (met program prerequisite) but did not make the top 16 will be ranked and the remaining seats will be filled. This process will continue until all seats are filled, until all qualified candidates have been exhausted or until the program's mandatory orientation.

### **Advanced Placement**

The HCC Certified Medical Assistant Program does not provide for advanced placement into the MA program.

### **Experiential Learning**

HCC will offer proficiency credit for MA 150 Phlebotomy & Intro to the Medical Lab to students that completed HCC's Continuing Education- Phlebotomy course prior to Spring 2019 or to students that hold a Phlebotomy Technician Certificate **IF** the following two conditions are met:

- a. Pass a proficiency exam with a 75% or greater

**And**

- b. Pass a skill assessment

HCC will offer proficiency credit for MA 150 Phlebotomy & Intro to the Medical Lab to students that successfully complete HCC's Continuing Education- Phlebotomy course in the Spring 2019 AND Fall 2019.

### **Transfer Students**

Students with credits from another medical assistant program may apply. MA credits will be evaluated on a course-by-course basis. All other credits are subject to Heartland Community College's transfer policy. Transfers will be admitted as space permits, after regular admission and re-entry students. The following materials must be submitted.

- Letter requesting transfer into the HCC MA program
- Heartland Community College application for admission
- Official copies of all college and MA school transcripts
- Syllabus and detailed content outline of each MA course completed with a "C" or better

## Program Requirements

---

Following acceptance to the program, but prior to student's Practicum in the Medical Assisting Program, the following requirements must be completed.

1. Minimal Technical Requirements
2. Criminal Background Check
3. Drug Screen
4. Medical Examination
5. Required immunizations
6. Completion of Healthcare Provider CPR
7. Program Withdrawal and Re-entry

### **MINIMUM TECHNICAL REQUIREMENTS**

Your computer must:

- Run the most recent version of Mozilla Firefox or Google Chrome (Internet Explorer and Safari do not work well for online/hybrid courses at HCC)
- Be able to view streaming video
- Have a dependable Internet connection (signal loss may result in incomplete work submission). DSL and wireless connections are not always reliable.
- CPU Processor: 2.0 ghz Intel i3 processor or equivalent
- RAM: 4GB or higher
- Hard Drive: highest recommended for the operating system or 1GB of available space.
- Screen Resolution should be at least 1024x768 or higher.
- Webcam and audio capabilities

Technical skills you are required to have include:

- Using the eLearning environment
- Emailing your instructor and attaching files to emails using the Inbox feature in email and Canvas
- Verifying your browser is the most current version and browser privacy settings are correct. See the next section below
- Creating files using MS Word, MS Excel, MS PowerPoint and attaching these files to your assignment submissions
- Managing your files. Create a folder for each course you are taking under My Documents on your computer.
- Uploading MS Word, MS PowerPoint, MS Excel, PDFs in completing assignments.

- Using a webcam and uploading videos or audio files, using social media to communicate with your peers or collaborate electronically
- Researching information in the library or using the library databases. Make sure to include citations to avoid plagiarism
- Copying and pasting (Control C for copying and Control V for pasting on a PC, Command C for copying and Command V for pasting on a Mac) into a MS Word document or PowerPoint file
- Downloading and installing software and applications

### **Canvas Supported Browsers:**

Canvas runs on Mac, Windows, Linux, and mobile device operating systems iOS and Android. Download the free Canvas App for use on your mobile device. Canvas recommends using the newest version of the following browsers and applications.

- Chrome\*
- Firefox\*
- Safari\*
- Edge

**Check Your Browser:** Make sure your browser is up to date

## **STUDENT CRIMINAL BACKGROUND CHECK**

### **Policy:**

To ensure public safety, meet requirements of our clinical education partners, and verify that our students will eventually be able to practice legally as professionals, all students accepted into the Medical Assistant Program will be required to undergo a criminal background check. Advancement into the Medical Assistant Practicum and completion of the Program is dependent on completion of a satisfactory criminal background check. For our purposes, a satisfactory background check means that no criminal history was revealed or that the student has obtained approval from the Program Coordinator via the procedure detailed below. Once admitted to the program, students are responsible for notifying the Program Coordinator of any future convictions, arrests, detentions, charges, or investigations by any law authorities during their time in our program.

The background check must take place before the start of a student's coursework in the Medical Assistant Program and will be conducted by a vendor selected by Heartland Community College, using student name, Social Security number, and birth date. All costs are the responsibility of the student. Current fees for the background check will be indicated on the Certified Medical Assistant Program website.

### **Procedure:**

1. Students in the program will be notified via email that they must complete a satisfactory criminal background check to proceed with coursework.

2. Students will be issued written instructions on how to complete the criminal background check including an acceptable time frame. Students may not use previously conducted criminal background checks on file at other agencies to satisfy this requirement.
3. Students who fail to cooperate appropriately with regard to the process (i.e. refuse to release information, omit or provide false or misleading information, or fail to complete the background check within the specified timeframe) will not be allowed to enter the practicum and complete the program.
4. HCC will choose the criminal background check vendor, and results will be made available to the Program Coordinator.
5. The criminal background check will include, at a minimum, an HR nationwide screen, Social Security trace, nationwide criminal directory review, offender registry and county court record check, and medical sanctions.

### **Dealing with Positive Results:**

1. If a report indicates any positive criminal history, the Program coordinator will notify the Dean of Health Sciences.
2. The Program Coordinator will contact the prospective student informing them of the findings and request additional documentation related to the findings.
3. If the student feels the report findings to be mistaken, the Program Coordinator will ask the vendor to further investigate the student's case to determine the accuracy of the information. This will be done at the cost of the student.
4. If the student responds that a positive criminal history is accurate and offers an explanation why the information should not prevent his/her admission into the Medical Assistant Program, the Program Coordinator will consider the following factors in deciding:
  1. Length of time since the incident occurred and the age of the applicant at the time of the incident.
  2. Seriousness of the incident.
  3. Whether the applicant has made full restitution and/or participated in any programs of rehabilitation.
  4. Other extenuating circumstances or conduct since the time of the incident.
  5. Certification and/or practicum requirements.
5. The Program Coordinator may need review and/or approval from an outside agency (e.g., IDPH, AAMA) before making a final decision. This will be done at the cost of the student.
6. The Program Coordinator will notify the student in writing within 14 business days of receiving his/her letter regarding the decision to allow or deny entry into Practicum.
7. If the admitted student is charged with any criminal offense(s) other than a minor traffic violation after this criminal background check has been conducted, the student is required within 2 business days after the incident to report to the Program Coordinator and Dean of HS the date and nature of the charge(s). The Program Coordinator and the Dean of HS will, with the advisement of HCC counsel, determine whether disciplinary action is warranted, up to and including dismissal from the program. An additional criminal background check may be required at the student's expense. Practicum sites may elect to deny a student with a newly reported criminal offense permission to participate in programs at their site, which may affect his/her completion of the program. Failure to disclose any charges form criminal offense(s) other than a minor traffic violation after the criminal background check may result in dismissal from the program and/or



inability to obtain certification. Change in background status of a student may necessitate disclosure to accrediting and/or state agencies for compliance purposes.

8. Approval from the Program Coordinator to allow entry into the practicum does not guarantee eligibility for employment in the field of study.
9. The criminal background check report and any written correspondence will be retained in a secure file in the HS divisional office. Only individuals with a need to know such as those involved with practicum sites that require criminal history information will have access to this information.

## **STUDENT DRUG SCREENING**

### **Policy:**

To ensure public safety and meet requirements of our clinical education partners, all students accepted to the Heartland Community College (HCC) Health Sciences (HS) selective admission program (Medical Assistant, Nursing, Physical Therapist Assistant, Radiography) will be required to undergo a urine drug screening prior to entry and during the program if drug or alcohol use is suspected. A negative ("clear") test is required for admission into the HCC - HS selective admission program. Enrolled students who test positive are subject to disciplinary action including dismissal from the program.

The drug screening must take place within a sixty-day window before a student's coursework begins in the Medical Assistant Practicum and will be conducted by a vendor selected by Heartland Community College. Students who tamper in any way with the testing process will not be allowed to enter the program. All costs are the responsibility of the student.

### **Procedure:**

1. Students accepted into the HS – selective admission program will be issued written instructions on how to complete the drug screening including the acceptable time frame. Students may not use previously conducted drug screenings on file at other agencies to satisfy this requirement.
2. If drug or alcohol use is suspected as a cause of unsafe or erratic behavior in students while enrolled in the program, a urine drug screen will be required at the student's expense.
3. Students who fail to cooperate appropriately with regard to the process (i.e., refuse to release information, omit or provide false or misleading information, or fail to complete the drug screening within the specified timeframe) will not be allowed to enter or may be dismissed from the program.
4. HCC will choose the drug screening vendor, and results will be made available to the Director/Coordinator of the Program.

### **Dealing with Positive Results**

1. If a report indicates any positive drug screening results, the vendor will typically contact the student to investigate.
2. Once the vendor has completed its investigation, results will be sent to the Director/Program Coordinator who will then notify the Dean of HS.
3. The Dean of HS will contact the prospective student informing him/her of the findings and request a written explanation.
4. If the student feels the report findings to be mistaken, the Dean of HS will verify the vendor has completed an investigation into the individual's case to determine the accuracy of the information.
5. If the results of the drug screen remain positive after further investigation and/or the student responds that a positive drug screening is accurate, the student will not be allowed to enter the program. If any subsequent drug screening returns positive results after admission to the program, the student will be dismissed from the program.
6. The Dean of HS will notify the student in writing within 3 business days of receiving conclusive positive results that he/she will be immediately dismissed from the program.
7. The student may appeal against the dismissal decision by following the Student Appeals Procedure as outlined in the Heartland Community College Catalog and Student Handbook.
8. The drug screening report and any written correspondence will be retained in a secure file in the Program Director/ Coordinator's office.

### **Health Policy**

**Policy:** Prior to students beginning a Health Sciences (HS) Program course, some or all the following requirements must be completed. Students will be responsible for all fees associated with these requirements.

**HCC HS program (faculty, students)** must adhere to all health and safety requirements of the contracted clinical affiliations, as well as state and federal statutes and/or mandates. This may include, but is not limited to, vaccinations, protective equipment, training, etc.

1. If required for your program, complete and submit a medical exam by a licensed medical doctor, physician assistant, nurse practitioner, or advanced nurse practitioner utilizing the HCC approved form and inclusive of the Ishihara test for color blindness. Student medical status must meet all the Essential Functions as outlined in the Heartland Community College HS Program Handbooks.
  - a. In the event it is determined a student does not meet the Essential Functions referenced above:
    - i. The student will be advised to meet with HCC Student Access and Accommodations Services (HCC SAAS).
    - ii. SAAS may evaluate the student and determine if the student is eligible for accommodations.
    - iii. SAAS will work with the HCC HS Program in identifying potential and plausible accommodations.
    - iv. The student will be advised that clinical sites may or may not agree to any and all accommodations provided by HCC, potentially impeding progression in the program.

- v. In addition, the student will be advised that obtaining licensure and/or employment post-graduation from the program may be impacted by these determinations.
2. Provide written documentation of current Basic Life Support for Healthcare Provider CPR Certificate.
  3. Students must provide written documentation of Proof of Immunization for the following:
    - a. **MMR (Measles, Mumps and Rubella)**
      - i. Two doses of MMR given at least 1 month apart.  
**OR**
      - ii. Submit written laboratory evidence of immunity (Measles **AND** Mumps titer).
      - iii. If student does not show immunity, they will be required to obtain updated vaccination.
    - b. **Rubella**
      - i. Submit written laboratory evidence of immunity (Rubella titer).
      - ii. If student does not show immunity, they will be required to obtain updated vaccination.
    - c. **TDaP (Tetanus, Diphtheria, Pertussis).**
      - i. Submit written evidence of TDaP vaccination and/or booster within the last 10 years.
    - d. **Varicella**
      - i. Two doses of Varicella.  
**OR**
      - ii. Submit written laboratory evidence of immunity (Varicella titer).
      - iii. If student does not show immunity, they will be required to obtain updated vaccination.
    - e. **Hepatitis B**
      - i. Proof of completion of a Hepatitis B vaccine series.
      - ii. Submit written laboratory evidence of immunity (Hepatitis B titer).
      - iii. If student does not show immunity, they will be required to complete an updated vaccination series and second titer showing immunity.
    - f. **Tuberculosis**
      - i. A two-step Mantoux (Tuberculosis Screening Test) administered 1-3 weeks apart.

**OR**

- ii. QuantiFERON Gold blood test.

**OR**

- iii. T-spot blood test.
- iv. An annual TB test is required. If more than 12 months elapse after the 2-step or previous annual 1-step, the 2-step must be repeated.
- v. A chest X-ray is required if the student has a positive TB skin test, and an official radiology report must be submitted.

g. **Influenza**

- i. Documentation of a flu vaccine administered by a health care professional during the current flu season.

h. **COVID**

- i. Vaccination is no longer required for health care workers; however, clinical facilities may still require a copy of your COVID vaccination card/record. COVID vaccination documentation will be requested from incoming students.
- ii. COVID vaccination and any applicable boosters are strongly encouraged for all incoming students.
- iii. Requirements for vaccination are subject to change with federal and/or state requirements or mandates, Heartland Community College vaccination requirements, or clinical affiliation vaccine requirements or mandates.

In the event a student is non-compliant with the requirements outlined in immunization items above, programs cannot guarantee placement in a clinical setting. If a student cannot be placed in a clinical setting, this would result in the student's inability to meet all requirements of the program or degree, failure to progress with the curriculum, and result in dismissal from the program.

- 5. Proof of negative criminal background check. (See HS Program Policy, Criminal background Check Policy)
- 6. Proof of negative drug screen. (See HS Program Policy, Student Drug Screening Policy)
- 7. Evidence of health insurance coverage.
- 8. Completion of Respiratory Fit Testing as indicated by clinical affiliation agreement.
- 9. Failure to complete any of these requirements by the program deadline may prevent the student from participating in the program technical courses.

## **Health Concerns**

If a Medical Assistant student has a current health concern or change in health status including pregnancy, the student must notify the instructor and Program Coordinator. Students with a health problem may continue in the program with a doctor's written permission, contingent on their ability to accomplish the medical assistant course's objectives. It is the student's responsibility to notify the instructor and Medical Assistant Program Coordinator if there is a change in health status. It is the student's responsibility to remain away from the classroom, lab, and clinical area if an infectious condition exists. Additional information can be found in the clinical attendance policies. Heartland Community College does not offer health services; in the event of an on-campus health emergency students can call 911 from any phone on campus.

## **Student Identification**

Each student must obtain a student picture identification badge. This is free to students and can be obtained at student services. The badge is necessary for library access.

## **Program Withdrawal**

To drop or withdrawal from the Medical Assistant Program, students need to inform the MA Program Coordinator and complete the withdrawal process according to HCC policy. Students who stop attending without completing the drop process will receive an "F" for the course.

## **Program Re-Entry**

### **Policy:**

Students may be re-admitted to the Medical Assistant Program following withdrawal or dismissal within one academic year of exit. Students who exit due to non-academic concerns (including behavioral, legal, ethical, or safety) will NOT be considered for re-entry.

If a student fails or withdraws from a MA course, they must repeat that course and achieve a grade of "C" or above to continue in the Medical Assistant Program. A student will not be readmitted or allowed to reenter the MA Program after two (2) failures, terminations or withdrawals in anyone (1) course or two (2) failures, terminations, or withdrawals in the MA Program. All failing students are encouraged to meet with the Program Coordinator upon exit from the program. Students who have never attempted the course will have priority enrollment.

If re-entry is sought, students must submit a letter of petition within 8 weeks of exit. If re-entry is sought after one academic year of exit, students must submit a new application and follow application procedures outlined for new entry students. Re-entry petitions are only considered when there is space available in the semester being requested by the student.

**Procedure:**

Students who wish to re-enter the MA Program must notify the Program Coordinator in writing within 8 weeks of the exit from the program.

1. The letter must include:
  - Identification of the causes for lack of progress.
  - A plan that establishes strategies for future academic success.
2. The MA Faculty will meet in closed session after a scheduled faculty meeting to consider the student's petition based on the following criteria:
  - Submitted petition letter.
  - GPA on MA courses completed.
  - Overall GPA on all college hours attempted.
  - Prior lab and/or practicum performance.
  - Prior demonstrated accountability for learning.
3. The student will be notified in writing of the faculty's eligibility decision within ten business days after the meeting.
4. The notification may include requirements that must be completed by specified due dates. Requirements could include but are not limited to:
  - Retesting and passing of all previously passed skills via check offs or simulation.
  - Work experience hours in a practicum setting.
5. Random selection will be utilized in determining order of re-entry.
6. Upon receiving notification from the Program Coordinator, the student will contact the Program Coordinator within 10 business days and will make an appointment to discuss the re-entry requirements. The student and Program Coordinator or designee will develop a learning agreement reflective of the faculty recommendations and the student's petition letter.
  - If the student is unsuccessful in carrying out the requirements of the learning agreement, he/she will be notified of his/her lack of progress and may be dropped from the program permanently.
7. Re-entry students will also need to complete a new drug and background screen and be current with CPR and current clinical health requirements. These will be the financial responsibility of the student.

## ACADEMIC POLICIES

---

## Academic Progression

To progress to the next sequence of MA core courses, students must earn a “C” or better in **all** Certified Medical Assistant and required General Education courses by the appropriate time as documented in the Certified Medical Assistant plan of study.

## Grading Scale

The following grading scale will be utilized for all MA core classes:

A = 92% -100%

B = 83% -91%

C = 75% - 82%

D = 70% -74%

F = 69% or lower

## Grading Policy

Students must achieve an overall 75% average for all exams including the final exam and graded assignments in all CMA core courses.

To help promote success in the Certified Medical Assistant Program, any student scoring less than 75% on any individual test (excluding the final exam) and assignment are strongly encouraged to make an appointment with the instructor to review content.

***\*\*Note all psychomotor and affective competencies must be achieved prior to the start of Practicum.***

***MA 120 – Medical Assisting Clinical Procedures, MA 130 – Medical Administration and Finance, MA – 140 Pharmacology for Medical Assistant and MA 150 Phlebotomy & Introduction to the Medical Lab*** are comprised of two portions: theory and lab skills.

The lab portion of each course is graded on a Pass/Fail basis. The theory portion of the class is graded utilizing the above scale.

To achieve a passing grade in these courses, the following conditions must be met.

1. Students must achieve a grade of “**pass**” in the lab skills portion.
2. Students' final course grades in theory (combination of test, homework and assignments) must equal **75% or greater**.



If...	Grading Outcome
...condition 1 and 2 are met	The grade earned in the theory portion of the course ("A", "B" or "C" will be entered on the final grade report.
...the student fails lab skills	An "F" will be entered on the final grade report

### Lab Skills Grading

The lab skills portion in **MA 120 – Medical Assisting Clinical Procedures**, **MA 130 – Medical Administration and Finance**, **MA – 140 Pharmacology for Medical Assistant** and **MA 150 Phlebotomy & Introduction to the Medical Lab** require student demonstration of skills.

1. Students will be provided with a list of skills that they will be responsible for demonstrating competency in each of the classes.
2. Students will be given three (3) attempts to complete the procedure and all critical steps with a minimum score of 85%, or as indicated as passing on a provided rubric. Failure to perform a critical step, indicated by an asterisk (\*), will result in a failure.
3. Students are encouraged to meet with the instructor following a failure to review performance and identify any areas of uncertainty.
4. If the student does not pass the skills in three (3) attempts, the student will fail the class and be withdrawn from the program.

### Assignments

All assignments are due at the date and time specified by the instructor. All written work must be neat and legible, or it will be returned to the student to be re-written. Instructors will give students specific guidelines on how assignments are to be written. Instructors may require work to be typed.

### Theory

Any late work related to theory assignments that contribute a percentage of the course will not be accepted or have reduced credit (see syllabus for individual course policies).

### Practicum

Any late work related to practicum assignments will receive a (0) unless the student has received an extension granted **PRIOR** to the time the assignment is due. If a student receives a (0) on written clinical work, the student will be unable to receive a passing grade for the clinical portion

of a course, resulting in a failing grade for the course. Any unsatisfactory written work returned to a student must be handed in to the instructor by the instructor's specified date, or that work will receive a (0).

### **Examination and Make-Up Policy**

Students are responsible for notifying the instructor **PRIOR** to an exam if they expect to be absent. A make-up time will be scheduled at the discretion of the instructor.

A student arriving late for an exam will not be given additional time to complete the examination. If a student is absent for an exam and has not notified the instructor, the student will receive a zero (0) for the exam unless the instructor deems there are extenuating circumstances.

Only one make-up opportunity will be provided per course. Any subsequent exam not taken at the regular date and time will result in a zero.

If a student cannot take the final examination, special arrangements will be made. The make-up must be done within 48 hours of missing the final exam and completed during finals week. The student is responsible for contacting the instructor to make these arrangements.

Students must present to faculty any concerns regarding graded assignments or examinations within one week of grade posting.

### **Practicum**

Practicum is an educational experience completed off campus in various practice settings (medical offices, ambulatory care centers, laboratories) during the final four weeks of the final semester. Placements are made by the Practicum Coordinator and can vary depending on available offices/clinics. In general, Practicum is during daytime hours, but can include evening and/or weekend hours if needed. One hundred and sixty unpaid hours must be completed with the possibility of a portion of these being spent in a laboratory setting. Students shall not receive compensation/payment, monetary or otherwise, for the practicum experience. Most clinical sites are located within a 45-mile radius of the college. Students are responsible for their own transportation and for the costs incurred during the practicum assignments.

### **Practicum Grading**

The practicum environment is viewed as a place of learning and practice. The student attains a passing grade in practicum by satisfactorily performing 75% of the learning outcomes and completing assignments on time and absolute. The exception to this policy occurs when a student violates the patient's safety and/or privacy. A violation of a patient's safety and/or privacy is grounds for immediate dismissal.

A student will work closely with a preceptor within the office setting. Communication between the preceptor and the practicum Coordinator will be open. When a Practicum Coordinator determines that a student is not progressing satisfactorily in practicum, the student is notified in writing.

If the student is not making satisfactory progress in meeting learning objectives, the Program Coordinator receives input from the preceptor and reviews action with the Dean of Health Sciences for complex circumstances

## **Attendance**

### **Class and Lab**

Being on time and attending all classes is important for student success in the Medical Assistant Program. In an unforeseen emergency or illness, students must contact the instructor PRIOR to class and explain the reason for tardiness or absence. The student is also responsible for all material and work missed.

Excessive absences and/or tardiness demonstrate a lack of professionalism and will affect the student's ability to obtain required competencies. If this occurs, the MA program coordinator will counsel the student and develop an appropriate action plan.

### **Practicum Attendance**

Students are expected to have 100% attendance and to be on time every day. ***Any practicum time missed must be made up at an agreed upon day/time with the site supervisor and the practicum coordinator.*** If a student has more than one emergency, they may be at risk of having to repeat the course. Students must meet a minimum of 160 hours at the practicum site. Any absence that deviates from the practicum schedule created by the student will result in disciplinary action and/or dismissal from the program. The student must notify the site supervisor and the program coordinator if they will be absent for the day. No call, no shows to a practicum site may also result in dismissal from the program. The practicum site-supervisor and the program coordinator would make that determination. The student will have to meet with the program coordinator and may have to write an Action Plan with a presentation to faculty demonstrating why they should continue in this course. Practicum hours will be tracked in Trajecsys Online Clinical Tracking Software. Students are expected to exercise sound judgment regarding attendance when ill for the protection of patients or coworkers.

***All makeup time must be completed by the conclusion of finals week of the semester it is missed, otherwise course incomplete or failure will result.*** Extenuating circumstances may be granted by the Program Coordinator, if warranted. Failure to attend a scheduled make-up time will count as an unexcused absence for the day and will go toward the total days absent for the semester.

**PROFESSIONAL EXPECTATIONS IN CLASS AND PRACTICUM**

<b><i>EXCEEDS EXPECTATIONS</i></b>	<b><i>MEETS EXPECTATION</i></b>	<b><i>NEEDS IMPROVEMENT</i></b>
<p><b><u>Personal Responsibility</u></b></p> <ul style="list-style-type: none"> <li>Independently seeks solution to problems</li> <li>Assume responsibility for choices</li> </ul> <p><b><u>Self- Motivated</u></b></p> <ul style="list-style-type: none"> <li>Actively participates and is engaged in classroom activities and practicum activities, with no prompting from faculty. Independently and appropriately assumes leadership role</li> </ul> <p><b><u>Self-Management</u></b></p> <ul style="list-style-type: none"> <li>No Absences &amp;/or Tardiness or legitimate absence &amp; or tardiness with proper notification, prior to class/practicum session and timely follow-up contact with instructor to find out what was missed</li> <li>Always prepared for class/practicum</li> <li>Homework assignments completed by designated due dates</li> <li>Always ready to begin</li> <li>Stays on task, does not distract others</li> </ul> <p><b><u>Interdependence</u></b></p>	<p><b><u>Personal Responsibility</u></b></p> <ul style="list-style-type: none"> <li>Minimal guidance from program faculty to seek solution to problems</li> <li>Assume responsibility for choices</li> </ul> <p><b><u>Self- Motivated</u></b></p> <ul style="list-style-type: none"> <li>Requires occasional prompting from faculty to actively participate and maintain full engagement in classroom activities and/ or practicum activities</li> </ul> <p><b><u>Self-Management</u></b></p> <ul style="list-style-type: none"> <li>One Absence &amp;/or Tardiness noted without proper notification, prior to class/practicum session or lack of follow-up contact with instructor to find out what was missed</li> <li>Generally prepared for class/practicum</li> <li>Homework assignments completed by designated due dates</li> <li>Always ready to begin</li> <li>Stays on task does not distract others</li> </ul> <p><b><u>Interdependence</u></b></p>	<p><b><u>Personal Responsibility</u></b></p> <ul style="list-style-type: none"> <li>Needs reminders to seek own solutions</li> <li>Blames others for choices</li> </ul> <p><b><u>Self- Motivated</u></b></p> <ul style="list-style-type: none"> <li>Participates minimally in classroom/practicum activities and requires constant prompting from faculty</li> </ul> <p><b><u>Self-Management</u></b></p> <ul style="list-style-type: none"> <li>Greater than 1 absence &amp;/or Tardiness noted without proper notification, prior to class/practicum or lack of follow-up contact with instructor to find out what was missed</li> <li>Inconsistently prepared for class/practicum</li> <li>Homework assignments inconsistently completed or not turned in by designated due dates</li> <li>Delayed in beginning class/practicum</li> <li>Needs reminders to stay on task and /or is distracting to others</li> </ul>

<ul style="list-style-type: none"> <li>• Always willing to contribute to group work, offers useful ideas and displays a positive attitude</li> <li>• Seeks guidance/clarification as necessary</li> </ul> <p><b><u>Self-Awareness</u></b></p> <ul style="list-style-type: none"> <li>• Demonstrates independence in awareness of and self-assesses own strengths and weaknesses</li> </ul> <p><b><u>Lifelong Learning</u></b></p> <ul style="list-style-type: none"> <li>• Actively seeks other resources</li> </ul> <p><b><u>Emotional Intelligence</u></b></p> <ul style="list-style-type: none"> <li>• Exhibits exemplary professional behavior (i.e. responsibility, initiative, respect, sensitivity, honesty, integrity)</li> <li>• Exhibits exemplary classroom behavior (i.e. attentive and courteous to instructor and other students t/o entire class time)</li> <li>• Accepts constructive criticism</li> <li>• Manages emotions effectively</li> <li>• Empathize accurately with “other’s “emotions</li> </ul> <p><b><u>Belief in Yourself</u></b></p> <ul style="list-style-type: none"> <li>• Acts as a role model for peers</li> </ul>	<ul style="list-style-type: none"> <li>• Is cooperative with group work, usually offers ideas and generally displays a positive attitude</li> <li>• Seeks guidance/clarification as necessary</li> </ul> <p><b><u>Self-Awareness</u></b></p> <ul style="list-style-type: none"> <li>• Minimal guidance from faculty for awareness of and self-assessment of strengths and weaknesses</li> </ul> <p><b><u>Lifelong Learning</u></b></p> <ul style="list-style-type: none"> <li>• Needs encouragement to seek other resources</li> </ul> <p><b><u>Emotional Intelligence</u></b></p> <ul style="list-style-type: none"> <li>• Exhibits appropriate professional behavior (i.e. responsibility, initiative, respect, sensitivity, honesty, integrity)</li> <li>• Exhibits appropriate classroom behavior (i.e. attentive and courteous to instructor and other students t/o class time)</li> <li>• Accepts constructive criticism</li> <li>• Manages emotions effectively</li> </ul> <p><b><u>Belief in Yourself</u></b></p> <ul style="list-style-type: none"> <li>• Exhibits positive behaviors with occasional guidance from faculty</li> </ul>	<p><b><u>Interdependence</u></b></p> <ul style="list-style-type: none"> <li>• Sometimes cooperative with group work, sometimes offers ideas and /or rarely displays a positive attitude</li> </ul> <p><b><u>Self-Awareness</u></b></p> <ul style="list-style-type: none"> <li>• Seldom seeks guidance/clarification</li> <li>• Difficulty assessing own strength and weaknesses</li> </ul> <p><b><u>Lifelong Learning</u></b></p> <ul style="list-style-type: none"> <li>• Does not seek other resources despite encouragement</li> </ul> <p><b><u>Emotional Intelligence</u></b></p> <ul style="list-style-type: none"> <li>• Exhibits inappropriate professional behavior (i.e. responsibility, initiative, respect, sensitivity, honesty, integrity)</li> <li>• Exhibits inappropriate classroom behavior (i.e. attentive and courteous to instructor and other students t/o class time)</li> <li>• Is defensive accepting constructive criticism</li> <li>• Difficulty managing emotions</li> </ul> <p><b><u>Belief in Yourself</u></b></p> <ul style="list-style-type: none"> <li>• Struggles</li> </ul>
---	---	---

**Professional Conduct AIDET (Acknowledge, Introduce, Duration, Explanation and Thank You)**

<p><b>Professional Greeting</b></p> <ol style="list-style-type: none"><li>1. Knocked or said hello and asked permission to enter room /area</li><li>2. Used patient / family / customer name as appropriate Mr. or Ms. or first name is also acceptable.</li><li>3. Greeted customer in a pleasant manner – smiled &amp; made eye contact</li><li>4. Used key words: Good Morning/Afternoon/ Evening.</li></ol>	<p><b>Through Out Entire Encounter</b></p> <p><b>Behaved Professionally by Exhibiting</b></p> <ol style="list-style-type: none"><li>1. Active listening</li><li>2. Body Language relaxed, open and non-threatening</li><li>3. Eye contact throughout procedure</li><li>4. Appropriate Tone of Voice</li><li>5. Appropriate Speed of Speech</li><li>6. Appropriate Use of Touch</li><li>7. Appropriate Use of Humor/Emotion</li><li>8. Energy mirrors the needs of the patient</li><li>9. Displays calm manner</li><li>10. Demonstrates respect for patient/other’s personal space</li></ol>
<p><b>Professional Introduction</b></p> <ol style="list-style-type: none"><li>1. Introduced self by name and title</li><li>2. Highlighted skills and experience of self and other members of healthcare team (if applicable)</li><li>3. Has pleasant voice and tone and conducts self in a professional friendly manner</li></ol>	
<p><b>Complete Explanation</b></p> <ol style="list-style-type: none"><li>1. Explained what would be taking place, why, and what they should expect, etc.</li><li>2. Used language that the patient / family could understand</li><li>3. Asked if they have any questions</li><li>4. Used key words: Your doctor has ordered some medication. Can you please state your name and date of birth?</li><li>5. Verbalized all steps throughout the check off to help the patient feel informed in their care and treatment.</li></ol>	
<p><b>After Procedure</b></p> <ol style="list-style-type: none"><li>1. Cleaned up area</li><li>2. Disposed of materials in proper containers</li><li>3. Thanked the patient</li><li>4. Asked if there is anything else he/she can do before leaving</li></ol>	

## **Practicum Supervision Policy**

The student must not take the place of qualified staff. Students shall not receive compensation/payment, monetary or otherwise, for the practicum experience.

**Direct supervision:** Until a student achieves competency in each procedure, all clinical assignments should be carried out under DIRECT SUPERVISION of qualified staff who:

1. Reviews the procedure in relation to the student's achievement
2. Evaluates the condition of the patient in relation to the student's achievement
3. Is physically present during the conduct of the procedure, and
4. Reviews and approves the procedure.

**Indirect supervision:** Supervision provided by qualified staff after the student has achieved competency and is defined as:

1. Supervision provided by qualified staff immediately available to assist the student regardless of the level of achievement.
2. "Immediately available" is interpreted as the physical presence of qualified staff adjacent to the room or location where a procedure is being performed.

## **Competency Process**

### **Practice Procedures**

When the student feels he or she can do a procedure with only limited assistance, they will ask to be evaluated by a Preceptor for a practice.

### **Competency/ Check -Off**

After correctly performing practices of a procedure, the student can request a Competency/Check Off on that procedure. Competency/ Check Off is PASS/FAIL and will be evaluated by the faculty member/Practicum Preceptor. If any part must be repeated because of a controllable error, the competency is failed. If the student successfully completes the competency, the faculty member/Practicum Preceptor will enter the competency in Trajecsys. A Competency/Skill-Check- Off may be taken away when the faculty member/Practicum Preceptor does not believe the student is competent in a procedure, or when the student refuses to do a procedure he or she already has a Competency/Skill-Check-off on. Several Competencies may be redone throughout the Practicum to demonstrate proficiency.

### **Practicum Uniform Dress Code**

1. Approved uniforms will be available for purchase or order from Star Uniforms in Bloomington.
2. Wrinkle-free, clean, well fitted, **college-approved** uniforms are required for all students at the practicum site. Dingy and/or graying uniforms.
3. Professional, clean, closed-toe, closed-heel shoes are required.
4. Photo ID badges issued by Heartland Community College must be displayed above the waist for each practicum experience
5. No undergarments should be worn that show through the uniform.
6. The school patch must be sewn to the left shoulder of the uniform.
7. The uniform includes: ceil blue top and navy pants uniform, school patch sewn on the left shoulder, name badge, watch with a sweep second hand, and pen with black ink. Any shirts worn under the top must also be white.

### **Personal Appearance**

Personal appearance shall be representative of that expected of a professional certified medical assistant and shall be an example of good grooming for the patients. Failure to adhere to the stated uniform policy will result in being dismissed from the practicum for the day.

1. Nails must be a safe length (at the fingertips), clean, and neatly manicured. Nail polish should be clear or pale in color and free of chips. No artificial nails or acrylics are permitted.
2. False eyelashes should be a natural shade and not affect the student's ability to use protective eyewear.
3. Hair must be neat, pulled away from the face and off the collar if the student's hair is longer than collar length. No hair ornaments such as decorative barrettes, combs, or bows are permitted. Natural shades of hair color (e.g., blonde, brown, black, red, gray, white) are expected.
4. Beards must be neat, clean, and well-trimmed.
5. Excessive jewelry is not permitted. One pair of small gold, silver, or white stone post earrings are permitted for pierced ears. No visible body piercing other than ears is permitted. Discretion must be used regarding safety and asepsis with any type of ring. Plain bands are allowed.
6. Tattoo art must be covered when in practicum.
7. Students may not chew gum in the clinical unit.
8. Good personal hygienic practices are required. This includes body cleanliness, oral hygiene, and use of deodorants.
9. ***At no time are cell phones allowed during practicum except for during breaks.***

Students who do not comply with the above criteria may be dismissed from the Practicum area.

### **Social Networking**

Social networking includes personal websites, online blogs, online journals, and online communities (such as Facebook and Twitter) which communicate and network within and outside of the MA community. Students should remember that these sites are accessible to the public. The following policy deals with social networking while a student is in the HCC MA program.



## Policy:

1. The Certified Medical Assistant Program does not tolerate online harassment. If a student feels they are the subject of online harassment or threatening behavior, they should contact an instructor, advisor, or the HCC MA Program Coordinator. The HCC MA program will follow the disciplinary procedures outlined in the HCC College Policies Student Handbook – Disciplinary Procedures up to and including legal consequences. ( <https://www.heartland.edu/catalog/handbook/> )
2. Students and faculty / staff will follow the Standards of Conduct for the Medical Assistant (this may be found at <https://www.aama-ntl.org/about/overview> following these links: About Us / Policies and Bylaws / Core Documents / Standards of Ethical Conduct for the Medical Assistant (.pdf)).
3. Legal concerns, such as HIPAA laws, must always be considered. NEVER post any information or photos about patients, patient’s family, students, demonstration subjects, academic and clinical education faculty, practitioners and supporting staff on networking sites. This is grounds for dismissal from the program.
4. Defamatory remarks directed toward the MA Program, other students, faculty, staff, Heartland Community College, or clinical agencies are considered bullying, defamation of character, harassment and will be subject to disciplinary action.
5. Communications should be honest, ethical, accurate, considerate and respectful of other students, faculty, and staff, and meet the requirements of copyright laws.

## Academic Integrity Policy

The Medical Assistant Program adheres to the Academic Integrity Policy as outlined in the Heartland Community College Code of Student Conduct:

Academic Integrity is Promoted When Students:

1. Focus on the process of learning. Mastering the material and the process of learning are more important than having a “grade-only” or a “succeed at whatever cost” mentality. This mentality can lead to short term gains with long term consequences.
2. Employ good time management and study skill techniques. Poor time management, trying to take on too much in one semester, and ineffective study skills often lead to lack of preparation and an inability to meet deadlines. Acts of academic dishonesty are often desperate attempts to cover-up for lack of time and preparation.
3. Seek help. Free services are available. If you are overwhelmed by course content, meet with the faculty member to discuss your concerns. Heartland also provides free tutoring, free help with papers at the Writing Center, and on campus workshops in time management and study skills.

4. Familiarize themselves with the policies. Policies established by each faculty member are most often found in the course syllabus; the College policies are found in the HCC Catalog and Student Handbook.
5. Communicate up front. Collaborate only when it is permitted by that faculty member and maintain the HCC Academic Integrity standards if academic dishonesty is suggested. Let study partners know where you stand on issues of academic integrity.
6. Improve time-management and study skills. Schedule adequate time for studying and writing papers. Keep a balance between school, work, family, and extra-curricular activities.
7. Withdraw from the course. If you are doing poorly in a course or if a crisis has caused you to fall too far behind, first consider talking to your instructor or a tutor. Also, consult with your academic advisor about the withdrawal date and discuss your questions and concerns. Do not ever consider academic dishonesty as an option to try and achieve your goals.
8. Re-examine goals. HCC offers free career counseling through Enrollment Services to help you determine the best use of your interests and abilities. Know that family and friends may try to influence you, but the choice of your future is ultimately up to you.

A complete copy of the academic integrity policy is available here

<https://www.heartland.edu/catalog/handbook/conduct.jsp>

### **Student Disputes & Appeals**

The MA program follows the policies and procedures put forth by Heartland Community College regarding Student Disputes & Appeals. Information regarding this policy can be found in the HCC student handbook.

SAFETY POLICIES

---

## **Safety**

### **Occupational Risks**

Medical Assisting is a profession with many rewards, as practitioners can perform both administrative and clinical services, filling several roles in a variety of healthcare environments. The Bureau of Labor Statistics clearly outlines that it is a growth field, with an anticipated 18% growth from 2020 to 2030.

Medical Assistants work directly with providers and patients, with the goal of providing healthcare and ensuring patient safety. It is a position with great responsibility.

As with any healthcare position, there are certain occupational risks that come into play with being a medical assistant, and those hazards include the following:

- Exposure to infectious diseases
- Sharps injuries
- Bloodborne pathogens and biological hazards
- Chemical and drug exposure
- Ergonomic hazards from lifting, sitting, and repetitive tasks
- Latex allergies
- Stress

At the same time, there are protections set up with the Occupational Safety and Health Act (OSHA), and those protections are particularly important within a healthcare environment. OSHA has a series of standards that protect the safety of healthcare workers and patients.

Accredited medical assisting programs are required to teach students about the hazards that they face on the job and the protocols that can be put into place to ensure a workplace culture that prioritizes safety.

### **Lab Safety**

The Certified Medical Assistant lab should be used like an Ambulatory/ Lab setting, so students are responsible for creating a safe, professional environment conducive to learning.

#### **To ensure student safety in the lab students will:**

1. Notify the instructor and the MA Program Coordinator regarding any health problem, current or past, that may preclude you from taking part in lab activities.
2. Maintain cleanliness in the lab.
  - Wipe down treatment tables with antibacterial spray after each lab session.

- Return equipment/supplies to appropriate storage area after lab completion.
3. Follow Standard Precautions.
    - Use Good hand hygiene
    - Good respiratory hygiene
    - Use Personal Protective equipment if indicated (gloves, gown and masks are available in the lab)
    - Follow exposure policy.
  4. Access lab only when program faculty member is present on campus.
  5. Refrain from working on skill or equipment not yet instructed in.
  6. Refrain from using any piece of equipment without another individual in the room.
  7. Individuals that are not currently enrolled in the program may not be allowed in the lab space at any time unless approved by program faculty.
  8. Notify instructor of any suspected malfunctioning equipment.
  9. Contact safety and security and file an incident report in the event of injury & / or illness while in lab room.
  10. Refer to the Material Safety Data Sheet (MSDS) binder found in the lab.

**To ensure a professional environment in the lab students will:**

1. Refrain from using any electronic communication device, unless the instructor has provided prior authorization.
2. Demonstrate the AAMA Code of Ethics and Medical Assisting Creed in all situations to uphold the standards of professionalism with the Certified Medical Assistant Program. <https://www.aama-ntl.org/about/overview>

**To optimize learning, students will:**

1. Complete all reading and assignments prior to beginning of lab.
2. Prepare treatment area with necessary equipment, supplies and linen for each lab session.

**PROTOCOL FOR EXPOSURE TO BLOOD BORNE PATHOGENS IN THE CLINICAL FACILITIES AND/OR THE ON-CAMPUS LAB**

1. The exposure site will be washed with soap and water. If the exposure is in the eye, nose or mouth, these surfaces will be flushed with water.
2. All exposures need to be reported immediately to the Certified Medical Assistant Program Coordinator or the clinical instructor monitoring the on-campus clinical. A Clinical Concern report will be completed by the student in Trajecsys.
3. Exposures are defined as:
  - Massive – Large volume [ $>1\text{ml}$ ], parenteral exposure to lab spec containing high virus titer
  - Definite – Deep injury with blood/body fluid contaminated needle such as intramuscular injection. Injection of blood/body fluid. Wound that causes bleeding in the worker caused by bloody or body fluid containing instrument. Any parenteral exposure to HIV/HBV virus sample.

- Possible- superficial subcutaneous injury. Wound produced by contaminated instrument that does not cause visible bleeding. Prior wound or lesion contaminated by fluids. Mucous membrane exposure to blood/body fluid.
- Doubtful- Subcutaneous injury with non-infectious fluid. Wound by non-infectious contaminated instrument. Mucous membrane exposure with non-infectious blood/body fluid.
- Non-Parenteral- intact skin visibly contaminated with blood/body fluid.
- Medical intervention will be recommended or sought immediately so baseline testing and an evaluation of the incident can be made.
- If the incident occurred in a healthcare facility, refer to their procedure for seeking intervention. The Clinical Coordinator must be notified of the event after seeking intervention. A Clinical Concern report will be filed in Trajecsys by the Student.
- If the incident occurred outside of a healthcare facility, the student should contact their healthcare provider immediately. If no healthcare provider is available, they should contact any outpatient clinic of the student's choice.
- If another student is the source of exposure, they should have testing done for Hepatitis B, Hepatitis C, and HIV.

4. The coordinator and student will fill out the Incident Reports at the clinical facility and report the incident to the Certified Medical Assistant Program Coordinator at Heartland Community College.

5. The student will be financially responsible for all costs incurred in this plan of care.

The Medical Assistant Faculty at Heartland Community College recommends the OSHA Guidelines for handling exposures to bloodborne pathogens. Therefore, it is highly recommended all Certified Medical Assistant students purchase and carry health insurance to help manage the financial burden of exposure.

If a Certified Medical Assistant student fails to report or chooses not to immediately seek medical care or fails to seek medical care, the student bears the responsibility for the outcomes of these decisions.

### **Drugs and/or Alcohol Use Policy**

To protect the safety of students, faculty, staff, patients, and the public, students are prohibited from:

- Distributing, manufacturing, selling, or using illegal drugs.
- Being in an impaired state during any events or activities associated with the MA program, including classes, lab, and off-site clinical rotations.
- Abusing or misusing prescriptions drugs or over-the-counter medication

Persons who violate state or federal laws are also in violation of this policy and Heartland Community College Code of Student Conduct and may face disciplinary action by the College up to and including dismissal from the program and College.

The MA program may conduct random drug/and or alcohol testing and has the right and responsibility to remove a student from class or the clinical rotation any time reasonable suspicion of substance abuse is present. The test will be conducted through the company selected by Heartland Community College, and all costs will be the student's responsibility.

**Procedure:**

1. If reasonable suspicion of drug and/or alcohol use exists while the student is on campus, faculty will contact the HCC Safety and Security Services and request the student be removed from the learning environment. Arrangements will be made to have the student immediately undergo drug and/or alcohol testing at a facility selected by Heartland Community College. It is the student's sole responsibility for arranging safe transportation to the testing facility. All costs will be the student's responsibility.
2. If reasonable suspicion of drug and/or alcohol use occurs during off-site activities or at a clinical site, the Drug and/or Alcohol Use Policy and Procedures (or appropriate policy and procedure) of the facility will be followed.
3. Failure to consent to release information or cooperate appropriately with the process shall result in the student's immediate dismissal from the HCC MA program.
4. Any form of tampering with the testing procedure is forbidden. Omission of required information or the submission of false or misleading information on the drug and/or alcohol screen forms, specimen, or in any communication with the College or testing agency will result in dismissal from the MA program at Heartland Community College.

**Dealing with Positive Results**

1. If a report indicates any positive drug and/or alcohol screen results, the vendor will typically contact the student to investigate.
2. Once the vendor has completed its investigation, the results will be sent to the Program Director/Coordinator.
3. The Program Director/Coordinator will contact the student informing him/her of the findings.
4. If the student believes the report findings are in error, the Program Director/Coordinator will verify the vendor has completed an investigation into the individual's case to determine the accuracy of the information.
5. If the results of the drug and/or alcohol screen remain positive after this investigation and/or the student responds that a positive drug and/or alcohol screen is accurate, a conference will be convened with the student, the program coordinator, the Dean of Health Sciences, program faculty and an HCC counselor. The student may elect to bring a support person with them, but this person is there for support only and will not actively take part in the meeting.
6. Following the conference, the Heartland Community College representatives listed above will meet to discuss the consequences. Possible consequences include, but are not limited to, a behavioral probation agreement up to immediate dismissal from the program.

7. The student will be notified in writing of the decision within 5 business days of the meeting.
8. In the event a student tested positive on the drug and/or alcohol screen and remains in the program on a behavior program agreement, a random drug screen and/or alcohol test may be conducted at any time. All costs will be the student's responsibility.
9. The students may appeal against the committee's decision by following the Students Appeals Procedure as outlined in the Heartland Community College Student Handbook.
10. The drug screening report and any written correspondence will be retained in a secure file in the Program Director/Coordinator's office.

### **Emergency Preparedness**

In the event of an emergency the Medical Assistant program will follow directions from the college as outlined in the [Emergency Response Planning](#). Information and access to courses will be done through canvas.

In the event of unanticipated interruptions which may include, but are not limited to, unexpected departure of key personnel, natural disaster, public health crisis, fire, flood, power failure, failure of information technology services, or other events that may lead to inaccessibility of educational services, the Medical Assisting program will utilize the following preparedness plan to assure continuity of education services. Continuity of education is the focus for each adaptation to the plan.

- Unexpected departures of key personnel that cannot be immediately replaced will warrant schedule changes of students and current faculty. As necessary, with instructor departures, the Program Director/Practicum Coordinator and/or other Medical Assisting instructors will substitute until a qualified replacement is onboarded and appropriately trained.
- In the event of an unexpected departure of the Program Director/Practicum Coordinator:
  - The Dean of Health Sciences and the program instructors have continuous access to all curriculum content and resources available via the college LMS and the department M drive to ensure continued curriculum delivery.
  - If access to the LMS is unavailable, Instructors have alternate electronic access via their personal accounts with the publishers and/or hard copies of the program textbook, study guide, course exams, answer keys, resources, and competency assessment forms.
  - The Dean of Health Sciences and all program Instructors will be provided with the most recent electronic and hard copies of the program Handbook, schedule, and Course Syllabus and Curriculum Guide at the start of every cohort.
  - All instructors will receive copies of clinical schedules and contacts prior to students starting their practicum to ensure awareness and continuity of schedules.



- Upon completion and submission of each Annual Report Form, an electronic copy will be shared with the Dean of Health Sciences to assure programmatic continuity, along with all the raw data.
- The Coordinator of Health Sciences will have copies of all signed Affiliation contracts for the Medical Assisting program.

**For any event that leads to the inability to access educational services on campus, the following guidelines are to be utilized.**

- Communication of all program status changes will be through email notifications, and course announcements. All efforts will be made to execute communication of program status changes within 48 hours of the event. All communication and correspondence should be maintained in a file. Communication should be with the institution, faculty, students, and clinical affiliates when necessary or when changes occur.
- Provide updated information to students on how to access Student Wellness, Security, and Student Success within the college community.
- Virtual instruction methods will take the place synchronously to deliver the theory portion of the core curriculum. Skills will be scheduled when in-person instruction can resume. If other options are available such as using another facility with sufficient resources to demonstrate and evaluate skills this method will be utilized to provide continuity of the educational experience. Skills will continue to be documented on trajecsys.
- Virtual instruction methods will be monitored for effectiveness by evaluating student progress and providing additional e-learning resources to assist students with adapting to this modality.
- Classroom and labs are equipped to hold virtual instruction via Canvas Conference, Zoom, and Microsoft Teams. The college utilizes the Canvas Learning Management System for assignments, discussions, and quizzes. The college will support the technology required. (Including but not limited to wi-fi hotspots and laptop loaner programs.) IT requests will be monitored.
- Clinical assignments affected may delay graduation time due to the clinical hour requirements. In the event clinical is delayed, the Practicum Coordinator will work with each individual clinical site to determine current availability and/or changes to schedules that may be necessary. If a site is no longer able to accommodate a student, all efforts will be made to find an alternative site in a timely manner. There will be no change in clinical assessments or meeting clinical graduation requirements.
- In the event graduation is delayed, the Program Director/ Practicum Coordinator will provide each student with an action plan to complete their education. All documents will be maintained.
- Provide any information that may help document how outcomes were affected by the interruption.
- Document any overlap of clinical slots due to the circumstances.

- Notify the Program Advisory Committee of the change. If necessary, plan an emergency meeting to assist with emergency plans. (For long term interruptions).
- Notify MAERB as appropriate. Maintain all records of action plans and courses of strategy for the emergency duration.

## Informed Consent

---

To protect the rights and privileges of people associated with the HCC MA Program the following informed consent forms will be reviewed at orientation and signed by the students before participation in any of the MA technical Courses.

- a. Human Participant/Subject Informed Consent Form: This form documents the student's informed consent to participate in laboratory activities and as a demonstration model in laboratory, lecture, or clinical and acknowledges the student's assumption of all risks and responsibilities surrounding that participation.
- b. Audio/Visual Consent Form: This form obtains the student's permission to take photographs, audiotape or videotape of them while in the laboratory or other MA related events. Some of these pictures may be used for recruitment and/or media relations.
- c. Essential Function Form: This form documents that the student understands the essential functions necessary for a student in the Certified Medical Assistant program and for employment as a Certified Medical Assistant.
- d. Clinical Requirements Acknowledgment Form: This form documents that the student has been notified about clearances including but not limited to drug screen, criminal background check, and health requirements for clinical education as well as maintaining own health insurance coverage during all Practicum Experiences.
- e. MA Certificate Requirements Acknowledgement Form: This form documents that the student has been notified about requirements to obtain certification
- f. Academic Integrity Agreement: This form documents that the student understands the definition and consequences of academic misconduct.
- g. Professional Agreement: This form is signed by the student as a commitment to follow the American Association of Medical Assistant Medical Assisting Code of Ethics and Medical Assistant Creed.
- h. Patient Bill of Rights: This form describes the student's responsibility to inform patients that they are a "student" and of the patient's risk-free right to refuse participation in clinical education.
- i. Commitment to Confidentiality This form documents the student's agreement to protect privacy and confidentiality of patients.
- j. Social Networking Policy: This form documents the student's agreement to follow the Social Networking Policy.
- k. Release of Student Information to Clinical Sites: This form authorizes the MA program faculty to furnish clinical affiliation sites with mandatory medical records/immunization, information regarding academic performance &/or attendance, phone numbers including emergency contact information, date of CPR certification and drug screen and criminal background check.
- l. Release of Liability: This form releases HCC from any harm associated with illness, disease or injury incurred or caused by activities connected with any course work.
- m. MA Handbook & Policy Changes: This form documents that the student has read the MA Student Handbook.

**Heartland Community College**  
**Certified Medical Assistant Program**  
**STATEMENT(S) OF UNDERSTANDING**

**Human Participant/Subject Informed Consent Form**

I wish to participate as a human participant/subject or patient-simulator during a laboratory and/or clinical experience associated with the Certified Medical Assistant Program of Heartland Community College

I understand my right to be informed of indications, contra-indications and precautions associated with treatment procedures or skill. I assume the responsibility and understand that I am obligated to inform the demonstrator of any known or perceived contraindications or precautions for a treatment procedure or skill that I may have. I further understand that if I fail to inform this information, and harmful consequences occur, I hereby release and hold harmless Heartland Community College and its directors, officers, and employees because of my neglect to inform truthfully.

I understand that I may decline participation or request that the demonstration be stopped at any time.

I do hereby agree to assume all the risks and responsibilities surrounding my participation and further, I do for myself, my heirs, and personal representative, hereby agree to defend, hold harmless, indemnify, release, and forever discharge The Heartland Community College and any and all of its directors, officers, agents, and employees, from and against any and all claims, demands, actions, or causes of action, on account of damage to personal property, or personal injury, disease, or death which may result to me from my participation in this program and my exposure to the risks inherent in the demonstration.

I hereby certify that I have read this document, am familiar with its contents, and fully understand its terms and provisions. Any questions that I have about participation in this demonstration and the contents of this document have been fully explained to my satisfaction

I, the undersigned, have read and understand the information provided regarding the use of human subjects in training. I will abide by the rules listed, and consent to allow academic & clinical faculty and MA peers to administer medical assisting interventions on me. I understand that there may be risks involved in receiving these interventions. I also understand that it is my responsibility to alert a faculty member if I feel something in my medical history (past or current) may preclude me from taking part in a specific intervention.

Signed \_\_\_\_\_

Date: \_\_\_\_\_

**Photograph / Video / Digital Recording Consent Form**

I, the undersigned, hereby agree that Heartland Community College (HCC), its employees and agents have the unrestricted right to take photographs, capture video, and/or conduct digital recordings of me for instructional purposes or publication, promotion, placement, illustration, and advertising in any manner pr in any medium. I hereby irrevocable release HCC, its employees and agents from any and all claims of liability relating to the use of such images, video, and/or recordings, and I waive any right to compensation for such use and any subsequent publication or transmission thereof.

Signed \_\_\_\_\_ Date: \_\_\_\_\_

**Essential Functions**

I have read the MA Essential Function Policy provided to me in the MA Program Handbook and verify that I can fulfill the essential functions with or without reasonable accommodation. I understand the process of requesting reasonable accommodation, if needed.

Signed \_\_\_\_\_ Date: \_\_\_\_\_

**Practicum Experience Requirements Acknowledgement**

I understand that if I do not meet all student requirements prior to practicum experience (Please refer to Policy & Procedure for Practicum Requirements and Health Clearances Prior to Practicum Assignment), I will not be able to participate in practicum education. I also understand that clinical experiences are done in a variety of settings/locations, and that I may be required to travel distances that are a 45-mile radius from HCC or that I may be assigned to a clinical site that provides housing.

Signed \_\_\_\_\_ Date: \_\_\_\_\_

**Health Insurance Coverage (for Practicum Experience)**

I hereby acknowledge and understand that I am required to have health insurance coverage during all Practicum Experience courses and that neither the Practicum facility nor the College are responsible for any individual medical expenses arising out of my participation in practicum education coursework. As proof of compliance, I will sign a statement attesting to my health care coverage and identify my provider.

Signed \_\_\_\_\_ Date: \_\_\_\_\_

**Certificate Requirements Acknowledgement Form**

I hereby understand that to obtain certification I must pass a credentialing exam accredited by the National Commission for Certifying Agencies (NCCA) and in order to sit for the exam I must graduate from a Certified Medical Assistant Program.

Signed \_\_\_\_\_ Date: \_\_\_\_\_

**Academic Integrity Agreement Form**

I have read and will abide by HCC Academic Integrity Policy provided to me in the MA Program Handbook.

I understand that academic sanctions for a breach of academic integrity range from a warning to removal from the academic program.

Signed \_\_\_\_\_ Date: \_\_\_\_\_

**Professional Agreement Form**

During the time I am a student enrolled in the MA program at Heartland Community College, I agree to abide by the American Association of Medical Assistant Medical Assisting Code of Ethics and Medical Assistant Creed.

Signed \_\_\_\_\_ Date: \_\_\_\_\_

**Patient Bill of Rights**

I understand that it is my responsibility to inform patients that I am a "Student MA" and of their risk-free right to refuse treatment

Signed \_\_\_\_\_ Date: \_\_\_\_\_

**Commitment to Confidentiality Agreement**

I; \_\_\_\_\_, acknowledge my responsibility, under applicable state and federal laws and the Student Agreement between the school and the practicum facility where I do my practicum training, to keep confidential any information regarding the facility's patients, as well as all confidential patient information. I agree not to reveal to any person(s), except authorized staff and associated personnel any specific information regarding any patient. I also agree to only view health information needed to treat my patient.

Signature \_\_\_\_\_ Date: \_\_\_\_\_

**Social Networking Policy**

I have read and will abide by the MA Social Networking Policy provided to me in the MA Program Handbook.

Signature \_\_\_\_\_ Date: \_\_\_\_\_



**Release of Personal Information for Teaching Purposes**

This section authorizes the faculty of the MA program to utilize my HCC email and Canvas accounts to send and receive information. Faculty has my permission to issue information such as my address, phone number and email address to other students enrolled in the program for the purpose of notification regarding a school matter, such as in the event of cancellation of learning activities or if a fellow student needs to contact me.

Signature \_\_\_\_\_ Date: \_\_\_\_\_

**Release of Student information to Practicum Sites**

This section authorizes the MA program faculty to furnish practicum affiliation sites with the following: mandatory medical records/immunizations and/or conditions, information regarding academic performance &/or attendance, phone numbers including emergency contact information, date of CPR certification and criminal background and /or drug screen results while enrolled in the MA program.

Signature \_\_\_\_\_ Date: \_\_\_\_\_

**MA Handbook & Policy Changes**

I have been provided access to the Program Handbook. I understand and will abide by all student requirements and MA program policies. I also understand that any new or changed policies will be made known to me within a reasonable timeframe. And I understand that it is my responsibility to ascertain understanding of current policy.

Signed \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

**Heartland Community College**  
**Certified Medical Assistant Program**  
**RELEASE OF LIABILITY**

I, \_\_\_\_\_ is presently enrolled as a student in the Certified Medical Assistant Program at Heartland Community College.

Whereas, it is normal and incident to being in associated with the health-related fields that there could be exposure to illness, disease, or injury, and the undersigned recognizes that possible exposure to said illness, disease or injury and acknowledges that said exposure would not be the responsibility of said Heartland Community College or the cooperating hospitals, agencies, school districts, nursing homes, outpatient facilities, and rehabilitation institutes, etc.

Therefore, in consideration of being offered and my taking the program as offered by said Heartland Community I hereby release and agree to hold harmless said Heartland Community College and their respective Boards, administrative staffs, medical, dental, and nursing staffs, faculty, coordinators, directors, instructors, supervisors, and all personnel and employees, of and from any and all claims or injuries occasioned by any illness, disease, or injury incurred or contracted or caused by activities connected with said courses.

Signed \_\_\_\_\_

Date: \_\_\_\_\_