

HEALTH CAREERS

MEDICAL ASSISTANT PROGRAM

Student Information Handbook and Application

**Student Information Handbook –
Medical Assistant AAS Degree Program
Medical Assistant Certificate**

Central Arizona College - SMC
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Central Arizona College AAS Medical Assistant Program accredited by:
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Clearwater, Florida 33763
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Upon the recommendation of:
Medical Assistant Education Review Board (MAERB)
20 N. Wacker Drive
Suite #1575
Chicago, Illinois 60606
800-228-2262
www.maerb.com

Dear Medical Assistant Student,

Welcome to the Central Arizona College Medical Assistant AAS Degree program. We are very excited to be a part of your educational experience. Medical Assisting is an extremely rewarding profession and offers numerous avenues for advancement and professional experiences.

According to the American Association of Medical Assistants (AAMA) Medical Assistants are in demand.

Medical assisting is one of the nation's fastest growing careers, according to the US Bureau of Labor Statistics. This can be attributed to a predicted surge in the number of physicians' offices and outpatient facilities. Technological advancements and the growing number of elderly Americans who need medical treatment are also factors for the increased demand for medical assistant.

A professional medical assistant develops over time and you will see that who you are when you start the program is much different than who you are when you graduate. You will learn skills, master them, reflect on how you applied them in the clinical setting, provide comfort to your patient volunteers and classmates, and build integrity and character. You will work close with faculty who are experts in their field, and they will guide you through the course requirements and expectations that will result in you becoming a respected member of the medical profession.

You will learn how to care for people when they are well and ill. You will find that the way you approach problems may change as you learn about safe, competent medical assisting practices. The medical assistant classroom environment is a place for sharing among students and faculty that is mutually beneficial to both. Students bring their own uniqueness and life experiences to the learning environment while faculty bring their expertise and individuality.

The Medical Assistant Program Student Handbook and Application contains valuable information that you will need to proceed through the medical assistant program effectively and efficiently. You will be required to follow the information found in the handbook and will be expected to reference this information as needed. Please read carefully and keep it handy.

Again, welcome to the Central Arizona College Medical Assistant AAS Degree program. We look forward to working with you throughout the program to help you become a CAC graduate who is a competent, professional Medical Assistant. You are the next generation of Central Arizona College alumni and medical assistants in the community and we want you to be the best.

All the Best!

Medical Assistant AAS Degree and Certificate Program Information

Program Goals

CAC Vision:

Central Arizona's premier choice in education and career excellence.

CAC Mission:

Central Arizona College serves as a **TRUE Learning** community by empowering our students and staff to succeed.

Teaching. Reaching. Understanding. Empowering. Learning.

Medical Assisting Vision

The medical assisting program is committed to be the frontrunner in medical assisting education in Pinal and surrounding counties.

Medical Assisting Mission Statement

- *Teaching safe, evidence based cognitive (knowledge), psychomotor (skills), and affective (behaviors) learning domains.*
- *Reaching out to a culturally diverse population in Pinal and surrounding Counties*
- *Understanding trend's in medical assisting education*
- *Empowering student learning through critical thinking, performance, and technology*

Minimum Expectation Goal

To prepare competent entry level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.

Goals and Learning Outcomes

Goal: To provide an intellectually stimulating and challenging environment where competency-based education in Medical Assistant is focused on the needs of the patient and intended to produce competent and progressive Medical Assistant professionals of the highest caliber.

Student Learning Outcomes: Upon completion of this program the students will incorporate critical thinking based on cognitive knowledge in performance of psychomotor (skills) and affective (behavior) domains in their practice as medical assistants in the following areas:

1. Foundation for Clinical Practice: Provide patient care
2. Applied Communications competencies
3. Medical Business Practices competencies
4. Medical Law and Ethics competencies
5. Safety and Emergency Practices competencies

Each course provides knowledge, skills, and behaviors necessary to demonstrate competence and increased rigor throughout the program. The course learning outcomes are measures to determine how successful medical assistant students are in meeting the knowledge, skills, and behaviors necessary to apply concepts to classroom, simulation, clinical, and laboratory activities.

Students receive administrative and clinical training in a variety of areas, including, but not limited to, the following:

Human anatomy, physiology, and pathology	Medical Terminology
Keyboard and computer applications	Recordkeeping and accounting
Coding and insurance processing	Laboratory techniques
Clinical and diagnostic procedures	Pharmacology
Medication administration	CPR/First Aid
Office practices	Patient relations
Medical law and ethics	

OVERVIEW OF MEDICAL ASSISTANT PROGRAMS

Pre-Program Requirements for MA-AAS degree and Certificate Program

1. HS diploma or GED
2. Pass CAC Entrance tests at reading level RDG0100 and MAT082. If the student does not pass these tests they will have to take and pass RDG0100 and/or MAT082 before enrolling in the program.
3. Complete Preprogram Requirement courses.
4. Attendance at a Medical Assisting Information session within the past year
5. Successful completion of the HESI Entrance Test at CAC (within 2 attempts 30 days apart. May repeat after one year); The HESI entrance exam covers Reading, Grammar, Vocabulary, Math, and Anatomy and Physiology. Exam components must be passed at 75 percent to enter the program. You will not have to complete the HESI as a total. You must retake each component that is below 75 percent.
6. After completion of the above requirements, students must apply for admission to the program with the Program Director before given permission to enroll in courses requiring Director Approval.

College Transferrable Credit

- If a student has completed 9 or more transferrable credits at another college, the student will need to have those credits transferred by having an official transcript from that college sent to CAC. Students should also ask the college to send the student an unofficial transcript to show to the Program Director.

Central Arizona College reserves the right to change without notice, any materials, information, curriculum, requirements, and regulations in this publication.

COST ESTIMATE FOR THE MEDICAL ASSISTING PROGRAM

MDA 139, 140, 141, 171 AND 175* medical assisting courses and practicum (22 credits x 86.00)		\$1892.00
Liability Insurance		\$ 25.00
Textbooks	approximate	\$ 250.00
HESI Test	approximate	\$ 39.00
Background check		\$ 136.00
UNIFORM and Shoes	approximate	\$ 100.00
Physical and Immunization	approximate	\$ 100.00
CMA	approximate	\$ 125.00

Total Estimated Approximate Cost of Medical Assisting Program **\$2,667.00**

*Fees are subject to change by the Central Arizona Community Colleges Governing Board. All costs quoted are subject to change.

Students may be removed from the program based on the following criteria. This criterion is not all inclusive and may need administrative approval.

1. Stealing
2. Drug Use
3. Certified Background Falsification
4. Breach of Confidentiality
5. Felony Convictions or Numerous Misdemeanors
6. Serious Unprofessional Conduct

Curriculum

Associate of Applied Science – Medical Assisting

Program of Study Sequencing Map

Semester 1 (14 credits)

BIO160 – Introduction to Human Anatomy and Physiology (4)

CIS120—Survey of Computer Information Systems (3)

MAT118—Level or Higher (4)

HCC100—Introduction to Health Care (3)

Semester 2 (16 credits)

Arts and Humanities course (3)

COM100—Fundamentals of Human Communication (3)

ENG101—English Composition III (3) OR ENG121 Applied Technical Writing (3)

HCC116—Medical Terminology (3)

MDA139—Fundamentals of Medical Assisting (4)

Semester 3 (15 credits)

PSY101—Introduction to Psychology (3)

HIM131—Introduction to Insurance and Insurance Billing I (3)

MDA140—Medical Assisting Skills I (5)

MDA171—Administrative Medical Procedures (4)

Semester 4 (11 credits)

NTR Elective—Choose one from NTR127, 134, 136, 137, or 255 (1)

MDA141—Medical Assisting Skills II (5)

HCC174—Pathopharmacology (5)

Semester 5 (4 credits)

MDA175—Medical Assistant Practicum

Students must take the courses in sequence according to the program of study/Program Sequencing Map. All courses must be completed with a grade of "C" or better. Skill classes must be completed the semester immediately prior to the practicum.

Medical Assisting Certificate

Program of Study Sequencing Map

Semester 1 (16 credits)

BIO160 – Introduction to Human Anatomy and Physiology (4)

HCC116—Medical Terminology (3)

MDA140—Medical Assisting Skills I (5)

MDA171—Administrative Medical Procedures (4)

Semester 2 (14 credits)

MDA139—Fundamentals of Medical Assisting (4)

MDA141—Medical Assisting Skills II (5)

HCC174—Pathopharmacology (5)

Semester 3 (4 credits)

MDA174—Medical Assistant Practicum

Students must take the courses in sequence according to the program of study/Program Sequencing Map. All courses must be completed with a grade of "C" or better. Skill classes must be completed the semester immediately prior to the practicum.

Program Policies

Grading Policy

Students are required to practice clinical skills not only on mannequins but also on live subjects in the clinical lab setting. Students are expected to volunteer as human subjects including invasive procedures including but not limited to injections, phlebotomy, and capillary punctures.

It is required that all cognitive, psychomotor, and affective competencies be taught and assessed. The cognitive objectives are measured via exams, quizzes, homework, etc. while the psychomotor and affective competencies are practiced followed by evaluation. Students are required to successfully achieve all the psychomotor and the affective competencies at 100% passage in order to complete each course and remain in the program.

MAERB defines the domains in the following manner:

- **Cognitive:** Knowledge; mental skills; observable and unobservable skills such as comprehending information, organizing ideas, and evaluating information and actions.
- **Psychomotor:** Manual or physical skills; use of basic motor skills, coordination, and physical movement.
- **Affective:** Behaviors related to feelings, attitudes, interest, attention, awareness, and values are demonstrated by affective behaviors.

Psychomotor and Affective Competency

Psychomotor and affective competencies involve the performance of a skill which is then evaluated/measured by the instructor. Ideally, the instructor presents the material and then demonstrates the skill. The students should then have an opportunity to practice the skill before being evaluated. To be "checked off" on the skill, the student must demonstrate understanding of each step that is required to perform the skill appropriately.

If students do not pass the first attempt at doing the competency, they are given a second and/or third opportunity to pass the skill, after they have had the opportunity for additional practice of the skill. The program will keep a written record of the psychomotor and affective competencies that have been achieved.

Psychomotor and Affective competencies are pass or fail. Students must pass all the psychomotor and affective competencies (100% passage) that are taught in each course in order to both pass the course and/or progress in the program.

Cognitive Competency

As stated above, students must be taught specific cognitive objectives. The instructor presents the material, reviews it, and then evaluates the students' understanding of the material by giving quiz, test, exam, or any other assignment that is evaluated. These evaluation measurements are up to the discretion of the instructor.

Cognitive competencies are evaluated by letter grade however cannot supersede psychomotor and affective competencies. Students must earn a 70% or higher to meet cognitive competency requirements. The cognitive letter grade will be the final posted grade for each course.

Cognitive Competency Grading Scale

90% - 100%	A
80% - 89%	B
70% - 79%	C
Below 70%	F

Student/Faculty Expectations

The student may expect the following from the Medical Assistant faculty:

1. Lectures designed to emphasize important, factual, up-to-date information.
2. Clinical laboratory experiences during which the faculty and preceptors will function as role models.
3. Clinical laboratory experiences which allow for the hands-on experience and application of theoretical knowledge and practice to the field of Medical Assisting with appropriate supervision.
4. Assignments designed to assist in meeting classroom objectives and clinical competencies.
5. Assignments returned in a timely manner.
6. Classes that begin and end on time.
7. Office hours observed as stated.

The Medical Assistant faculty may expect the following from the student:

1. Report to class and clinical laboratory on time and prepared to learn.
2. Read assignments and objectives prior to classes and laboratories.
3. Study the material as long as it takes to assimilate it.
4. Report to clinical laboratory experiences on time, in proper attire, adhere to Professionalism Policy, and prepared to give safe, effective care.
5. Notify instructor and/or preceptor if you are going to be tardy or absent.
6. Treat each client with dignity and respect.
7. Maintain confidentiality of all information as pursuant of HIPPA regulations.
8. Submit assignments on time according to guidelines established by Instructor.

Dress Code Policy

Students are required to wear navy blue scrub sets and CAC issued name badge during every class day beginning with MDA140.

1. Scrub set is to be spotless, wrinkle free, and neat. They are not to be worn outside of class.
2. Scrub set must be completely free of cigarette smoke and/or scented sprays.
3. Scrub set should fit well, not too tight or too loose.
4. Lab jackets (not lab coats) in navy blue or white can be worn along with required scrub set.

5. Analog watch with a second hand is required and must be worn during every class day.
6. Solid colored closed back nursing shoes, duty shoes, or full leather tennis shoes must be worn during every class day.
7. Proper and modest undergarments are to be worn under scrub set.
8. Hair is to be clean, neat, off the collar, and out of the face.
9. No Acrylic Nails. No colored fingernail polish; No gels, No powders, etc. **Nothing is to be applied to nails.** Nails are to be clean, natural, and a length not visible above the fingertips.
10. Personal hygiene is to be maintained, including daily bath or shower, brushing/flossing teeth, and use of deodorant.
11. No perfume and/or scented body sprays or lotions can be worn.
12. Make up worn in moderation.
13. Wedding rings may be worn. One simple post earring may be worn in each earlobe. No other jewelry is acceptable.
14. Many of our practicum sites do not take student smokers. They will test for nicotine in a drug screen. Make sure you do not smell like smoke.

Attendance Policy

Tardiness

Students are late if he/she is not in their seat and prepared for class at 10 a.m. or otherwise noted. There are no unexcused tardies. Three tardies in any part of the course will result in mandatory, face-to-face remediation with the program director and/or possible failure of the course.

Absenteeism

Any absence is unexcused unless the student provides a doctor's excuse within 48 hours of the absence. Three absences (excused or unexcused) in any part of the course will result in a mandatory, face-to-face with the program director and/or possible failure of the course.

No Call/No Show

ANY student that does not show up for class without contacting instructor preceding the start of class is required to meet with the program director prior to readmission to class.

Jury Duty

If a student is called for jury duty, it is recommended that the student is excused from serving. Jury duty would not be an excuse from class, clinical, or lab. Please contact the Program Assistant for a written excuse.

Bereavement

If the student has a death in the family contact the instructor of the current course being taken. Discussion of circumstances and acceptable absences will be made on an individual basis. However, students are required to make up missed assignments, clinical, lab, etc.

Professionalism Policy

1. Adherence to Student Code of Conduct as published in Central Arizona College Student Handbook and listed below in the disciplinary action policy.
2. Adherence to American Association of Medical Assistants Code of Ethics.
 - a. The Medical Assisting Code of Ethics of the AAMA sets forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting. Members of AAMA dedicated to the conscientious pursuit of their profession, and thus desiring to merit the high regard of the

entire medical profession and the respect of the general public which they serve, do pledge themselves to strive always to:

- (1) Render service with full respect for the dignity of humanity.
 - (2) Respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information.
 - (3) Uphold the honor and high principles of the profession and accept its disciplines.
 - (4) Seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues.
 - (5) Participate in additional service activities aimed toward improving the health and well-being of the community.
3. Attitudes and Behaviors – Development of attitudes that will best further the fundamental purposes of health professionals is an important aspect of professional preparation; therefore, the Medical Assistant Program expects students to present professional behavior at all times.

The following areas are mandated as expected professional student behavior:

- a. The student must demonstrate a positive attitude toward both the field of Medical Assisting and more particularly the patient. Empathy for patients; respect for co-workers and supervisors is essential.
 - b. Honesty and integrity are two qualities that are essential for the health care provider. Therefore, these areas will be looked at critically throughout the program and addressed at clinical evaluation time.
 - c. Confidentiality - Students entering a health care profession will be expected to conduct themselves appropriately. Information concerning patients, e.g. medical or patient information, received directly or indirectly, is never to be given out or discussed. Students are to conduct themselves both in and out of the program in a manner which will not discredit the facility, the college, the profession of Medical Assisting or themselves.
 - d. Responsibility and Accountability - The faculty believes that responsibility and accountability are imperative for the practice of Medical Assisting. Responsibility means being reliable and trustworthy; accountability means that each person is answerable for his/her individual actions. The student must apply theoretical knowledge, practice ethical and professional behavior in order to give safe and effective patient care. The faculty is here to assist the student in acquiring knowledge and techniques to meet our combined goals. However, the student must make the decision to learn as well as to have a strong motivation to succeed. In order to work together successfully, students and faculty need to have mutual expectations.
 - e. Punctuality - Student arrives for clinical/class/lab at required time; returns from lunch and breaks at required time.
4. Professionalism – The Medical Assistant Department at Central Arizona College requires a high-level of professionalism. Professional behavior while representing the Medical Assistant Program at Central Arizona College is expected at all times. Students MUST conduct themselves in professional manner so as to reflect positively upon themselves and the program they represent. The student is to accept responsibility and accountability for their actions. If at any time the student behaves in a manner which is inappropriate,

unprofessional, disrespectful, argumentative, or endangers the health or safety of fellow students, faculty, staff, clients and/or the health care team, the student will be disciplined for unprofessional conduct at the discretion of the instructor. This disciplinary action may also be implemented by the practicum site for students that do not follow site's policies during each clinical experience.

5. Unprofessional conduct includes (but is not limited to) the following:

- a. Verbal or non-verbal language, voice inflections, actions, or insubordination which compromise harmonious accord or working relations with peers, faculty, staff, clients, families/significant others or health care team members.
- b. Actions that may compromise contractual agreements between Central Arizona College and affiliate agencies.
- c. Professional behavior is to be upheld by all students at all times. Any unprofessional or unethical conduct will not be tolerated and will be handled accordingly:

(1) 1st offense – Verbal warning involving student and Instructor that will be recorded in the students' profile chart. **VERBAL WARNING** will be issued.

(2) 2nd offense – Student shall meet with the Instructor and Program Director. A written incident report will be recorded on the College's official Violation of Student Code of Conduct form and will be placed in the students' permanent file. **WRITTEN WARNING** will be issued.

(3) 3rd offense – Student to meet with the Program Director and Dean of Health Careers; **DISMISSAL** from program may be issued.

College Disciplinary Action Policy

Academic Misconduct, Cheating, and Plagiarism

Cheating is defined as "dishonesty for one's own gain." It takes many forms: getting exam questions or answers from another student, giving answers to another student, changing answers on the answer sheet after the exam has been turned in but before the grade has been recorded, using crib notes or getting exam answers out of lecture notes, textbooks or other sources when the exam proctor isn't watching. Deliberately entering incorrect or false information into a health record is another form of cheating that is illegal with potentially career-ending consequences.

Plagiarism - CAC recognizes the seriousness of plagiarism, which is defined as turning in someone else's work and calling it your own. At CAC plagiarism is treated as a dishonest action, an issue of dishonorable behavior. There are two types of plagiarism to beware of--intentional and unintentional plagiarism.

Intentional plagiarism is an obvious type of cheating that includes turning in writing that you are falsely presenting as your own. It may be writing that was produced by a roommate, a spouse, an essay bought from the Internet, and passages copied from a research source such as a book, magazine, or website.

Allowing another student to copy your work is another type of intentional plagiarism. In addition, students are expected to avoid **unintentional plagiarism**, which means including the use of another person's work and passing it off as your own writing, phrases, sentences, paragraphs, or more. To avoid unintentional plagiarism, you must paraphrase properly and identify the original writer and source; this is called citing your work.

Citations can be done in a few different formats, and your instructors are eager to help you learn how to cite your sources correctly. Unintentional plagiarism can also include passing off somebody else's ideas (not just words) as your own without indicating that the idea or information came from somewhere else. Unintentional plagiarism also can be allowing someone else to make significant wording alterations or editing changes to your writing.

Finally, if a student 'recycles' a paper, or a portion of a paper, for one assignment and turns it in for another assignment, without proper citation, this can be considered a form of unintentional self-plagiarism. The best way to avoid plagiarism is to cite all sources. Safe Assign is a tool that is used to determine what % of the assignment is changed from an original source. All essay assignments will be turned in to Safe Assign prior to submitting the work. A likeness greater than 15% as extensively quoted or paraphrased will be considered unacceptable.

Penalties for plagiarism, according to CAC's Violations of the Student Code of Conduct (college level), can be severe. They may range from failure of an assignment to failure of a course, referral to the Director or dismissal from a program of study. These actions are not meant to be threatening, but to ensure that students understand that the school takes plagiarism seriously. The underlying message of the CAC plagiarism policy is that instructors are committed to encouraging student writers to use source material correctly and develop the confidence to express themselves in their own unique ways.

If a student is suspected of cheating or observed cheating during an exam, the proctor will remove the student's exam and request that the student leave the room. If a student is suspected of plagiarism, the student will be informed immediately. The student will be given an opportunity to explain the circumstances but will be held accountable for the behavior.

The medical assistant faculty may employ several options when a student is suspected of cheating or plagiarism which may differ slightly from the college handbook based upon the seriousness of the incident. Integrity is a large part of medical assisting and the faculty believe that in some cases a student who is given a warning may learn the lesson from the consequences received. Therefore, options include:

- Issue a written warning, stating that a repeated incident will be cause for future disciplinary action or removal from the program.
- Administer an alternative examination to the student or students immediately.
- Give a grade penalty, such as a lower grade or even a zero for the exam or paper.
- Issue a failing course grade and acknowledge that the student will have to repeat the course if the student has not had more than one failure. If the failing course grade constitutes a second failure, the student cannot reenter the program.
- Expel the student from the medical assisting program with no option for returning.

Complaint Process

In the event of a concern or complaint, the College encourages all students to first direct their complaints and concerns to the instructor specifically involved. If the situation cannot be remediated at this level, the student may contact the medical assistant program director. In addition, the student may fill out a complaint for located on the College website and their concern will be followed up by the appropriate supervisor. Complaints include but are not limited to academic concern, disability accommodation, and Title IX. If a student is dissatisfied and feels unfairly penalized, the student can discuss the issue with the Health Careers Academic Dean. If the student is still dissatisfied, they may pursue grade appeal or grievance procedures as outlined in the CAC Student Handbook and the CAC catalog.

Patient Privacy Policy

Students are required to participate in HIPAA training at the start of HPM140 and HPM141. Upon completion, students are required to take an exam and obtain a 100% score in order to pass the HIPAA training.

Health Insurance Portability and Accountability Act (HIPAA) and Confidentiality (HIPAA) Policy

The Health Insurance Portability and Accountability Act (HIPAA) became a law in 1996. It requires that a patients' healthcare information be protected, and it gives patients more access and control over how their health information is used. HIPAA regulations give patients a stronger say in who can access their personal health information. Patients have the right to determine:

- Who can access their protected health information (PHI), and
- What they can do with it, and under what circumstances.

Three Main HIPAA Responsibilities of a Student Medical Assistant

- Understand privacy standards
- Understand and abide by policies of the Medical Assistant lab/clinic and practicum facilities
- Report suspected violations using an approved chain of command.

Protected health information (PHI) is subject to privacy standards whether it is on paper, written or electronic documents, spoken word, or audio recordings. The following items are examples of PHI:

- Name
- Age
- Address
- Phone number
- Email address
- Social security number
- Medical record number
- Vehicle ID and serial number
- Device identifier and serial number
- Web URLs,
- IP addresses
- Biometric identifier
- Full face photograph
- Any unique identifying characteristic, number, or code
- Tests ordered and results
- Diagnostic codes
- Identifiers relating to clinical and financial information.

The medical assistant student is responsible for the confidentiality of all PHI. Under HIPAA, only individuals with a "need to know" can access patient information to accomplish the tasks they must perform for a patient and/or patient volunteer. Individuals with a business-related "need to know" can access only as much information as needed to accomplish the tasks they must perform for the patient. This amount of information is referred to as the 'minimum necessary'.

A student medical assistant may only share the "minimum necessary" information with individuals in an assigned patient care area and may only share the amount of information needed to accomplish tasks for the patient.

The patient's family and friends are not privileged to receive information about a patient unless the patient gives permission. It is important to take HIPAA responsibilities seriously because violating HIPAA laws has serious consequences. Releasing any protected health information outside the guidelines of information sharing is a HIPAA violation.

Violations of HIPAA law is very serious and may include criminal penalties. Punishments for HIPAA violations include formal counseling, job loss, and dismissal from the medical assistant program, fines, and jail time. As a student, if you witness what you think is a violation of the privacy statutes you should immediately notify the faculty and/or practicum facility staff member to whom you are assigned.

It is required to read and understand the Health Information Portability and Accountability Act (HIPAA) statement and Confidentiality before clinical experiences begin. I understand that I must promptly report any violation of the medical assistant lab/clinic setting and/or practicum site's privacy policies and procedures, applicable law, or this confidentiality agreement, by me, or a CAC student to the appropriate faculty member. I understand that, if I violate the privacy policies and procedures of the College ambulatory health care setting and/or practicum site, applicable law, or this agreement, I will be subject to disciplinary action that may include dismissal from the program. I understand HIPAA, my responsibilities, and consequences of violation.

Information Technology Policy

Students are expected to be able to access and use computers and various other technologies. During clinical and simulation, an Electronic Health Record is used for documentation purposes. Please follow the HIPAA information that you read in a previous section of the Student Handbook and become familiar with how to handle such information. You will be required to follow protocol.

During class, Blackboard is used to deliver course information, including podcasts. Students are expected to use Blackboard daily to progress successfully. All paperwork is to be submitted electronically, on Blackboard, unless otherwise specified. Students are expected to use CAC email for communication with the instructor. It is an expectation that all students have computers and Internet access.

Electronic Devices

Cellular phones are to be turned off or to vibrate while in class. **NO EXCEPTIONS!** Headphones are not permitted in class. The recording of lecture, by the student, is not permitted without the permission of the instructor or as an accommodation by the Disability Service Coordinator.

Social Media

Social Media can be a valuable tool when used appropriately. Electronic sharing includes Twitter, Facebook, You Tube, etc. The sharing of any information, pictures, presentations (audio or video) of academic and clinical settings are considered confidential and are not to be distributed unless permission is given by the faculty and/or program director. If a breach of confidentiality occurs, the student could be subjected to immediate dismissal from the program. As a student medical assistant, you have an ethical and legal obligation to maintain volunteer patient privacy and confidentiality always.

Infection Control Policy

Students are required to participate in infection control training at the start of MDA140 and MDA141. Upon completion, students are required to take an exam and obtain a 100% score in order to pass the infection control training.

Standard Precautions

Standard precautions are a set of infection control practices used to prevent transmission of diseases that can be acquired by contact with blood, body fluids, non-intact skin, and mucous membranes. These measures are to be used when providing care to all patient volunteer, whether or not they appear infectious or symptomatic.

Hand Hygiene

Hand hygiene refers to washing with plain or anti-bacterial soap and water and to the use of alcohol gel to decontaminate hands. When hands are not visibly soiled, alcohol gel is the preferred method of hand hygiene with providing health care.

Hand hygiene should be performed before and after contact with patient volunteers, immediately after touch blood, body fluids, non-intact skin, mucous membranes, or contaminated items (even when gloves are worn during contact), immediately after removing gloves, when moving from contaminated body sites to clean body sites during volunteer patient care, after touching objects and medical equipment in the immediate volunteer patient care vicinity, before eating, after using the restroom, and after coughing or sneezing into a tissue as part of respiratory hygiene.

Personal Protective Equipment (PPE)

PPE includes items such as gloves, gowns, masks, respirators, and eyewear used to create a barrier that protect skin, clothing, mucous membranes, and the respiratory tract from infectious agents.

Wearing gloves when touching blood, body fluids, non-intact skin, mucous membranes, and contaminated items. Gloves must always be work during activities involving vascular access, such as performing phlebotomies.

Wear a surgical mask and goggles or face shield if there is a reasonable chance that a splash or spray of blood or body fluids may occur to the eyes, mouth, and nose.

Wear a gown is skin or clothing is likely to be exposed to blood or body fluids. Remove PPE immediately after use and wash hands. It is important to remove PPE in the proper order to prevent contamination of skin and clothing. If PPE or other disposable items are saturated with blood or body fluids such that may be poured, squeezed, or dripped from the item, discard into a biohazard bag. PPE that is not saturated may be placed directly in the trash.

Cleaning and Disinfection

Patient care areas, common waiting areas, and other areas where clients may have potentially contaminated surfaces or objects that are frequently touched staff and clients (doorknobs, sinks, other surfaces and items in close proximity to volunteer patients) should be cleaned routinely with EPA registered disinfectants, following the manufacturers' instructions for amount, dilution, and contact time. Floors and wall do not need to be disinfected unless visibly soiled with blood or body fluids. Most disinfectants are not effective in the presence of dirt and organic matter therefore cleaning must occur first before disinfection.

Needle stick and Sharps Injury Prevention

Safe handling of needles and other sharps devices are components of standard precautions that are implemented to prevent exposure to bloodborne pathogens.

The safety device on needles and other sharps should be activated immediately after use.

Used needles should be discarded immediately after use and not recapped, bent, cut, removed from the syringe or tube holder, or otherwise manipulated.

Any used needles, lancets, or other contaminated sharps should be placed in a leak-proof, puncture-resistant sharps container that is either red in color labeled with a biohazard label.

Do not overfill sharps containers. Discard after 2/3 full or when contents are at the “full” line indicated on the containers.

Incident or Injury in the classroom/lab

Health insurance is not included but students in the Medical Assistant Program are encouraged to maintain health/medical insurance from an agency of their choosing. If an incident/injury occurs at the College the student must inform the instructor. The appropriate incident forms must be completed and submitted to the program director.

Injury or Incident during Practicum

If an incident/injury occurs at a clinical site, the student must report the incident to the preceptor and practicum coordinator immediately. The practicum coordinator will assess the situation and decide whether to send the student home or, if necessary, send the student for immediate medical care. The financial responsibility for emergency health care is the responsibility of the student. The affiliating agency can provide basic health services to the student; however, the student should be encouraged to seek medical attention from their own provider to ensure in network status and minimize financial impact. When an incident occurs at a clinical site, appropriate Facility and College forms must be completed.

Immunization Policy

It is recommended by the Center of Disease Control and Prevention (CDC) that health care workers and those training for the health care profession who are exposed to blood or other potentially infectious materials (OPIM) receive a Hepatitis B (HBV) vaccination series. Students are required to provide one of the following prior to the start of MDA140 Medical Assisting Skills I.

- Obtain HBV vaccination series
 - Adults getting HBV vaccine typically get 3 doses – with the second dose given 4 weeks after the first and the third dose 5 months after the second.
- Obtain Hepatitis B Serologic testing to determine whether you are immune as a result of vaccination.
- Elect not to receive the HBV vaccination series
 - Signed declination form required

Prior to the start of MDA175 Medical Assistant Degree Practicum, documentation of the following vaccinations is required. This requirement can be fulfilled with past immunization records and/or obtaining blood titers to show immunity. The College is not responsible for any cost incurred in fulfillment of immunization and/or health related requirements.

Measles, Mumps, and Rubella (MMR)

- Two vaccinations
- Lab report proving positive antibody titers for all 3 components

Varicella (Chicken Pox)

- Two vaccinations 4 weeks apart

- Lab report proving positive antibody titer

Tetanus, Diphtheria, and Pertussis (Tdap)

- Tdap booster within the last 10 years

Influenza

- Documentation of one vaccination within the last 12 months

Additional Health Related Requirements

Tuberculosis (TB) Skin Test (PPD or Mantoux)

- Documentation of negative PPD within the last 6 months
- Negative chest x-ray within the last 6 months

Physical Examination

- Documentation of physical exam within the last 6 months

Emergency Medical Services Training Policy

It is required that students obtain CPR/AED and First Aid Training. American Heart Association BLS for Health Care Providers (CPR/AED) is the only course accepted to fulfil the requirement.

Practicum/Graduation Policy

Drug Screen and Background Check

It is required that students complete during MDA141 Clinical Skills II through Castle Branch. Students cannot begin MDA175 Medical Assistant Practicum until this requirement is met. Documentation will be provided by the Health Careers Program Assistant.

MDA174 and MDA175 Medical Assistant Degree Practicum

Supervised, unpaid practical experience of 180 hours in an ambulatory health care setting performing both administrative and clinical procedures. This course is required for the Medical Assistant AAS Degree.

- Adherence to attendance, information technology, HIPAA, infection control, and dress code policies stated in student handbook
- Instructor consent and completion of mandatory requirements specific to MDA175 must be met before enrollment.
- Students must receive a grade of C or better to pass this course.
- Students who fails will not be allowed to repeat this course therefore will be dismissed from the program
- Student who withdraws with instructor's consent may retake this course only once with instructor consent
- Practicum site placement will be arranged and monitored by your CAC Practicum Site Coordinator
- Practicum is offered during ambulatory health care setting; generally, Monday – Friday and approximately 8:00am – 5:00pm. We do have some urgent care facilities that offer evening and weekend times.

Practicum Rules and Expectations

- Students are responsible for providing their own transportation to and from the practicum site.
- All student activities associated with the curriculum while completing practicum will be educational in nature.
- Students will be under the supervision of practicum site staff and must comply with the facility's policies and procedures.

- Students are not to be substituted for practicum staff.
- The practicum site has the right to terminate the experience of any student whose performance, behavior, skills, attendance, punctuality, professional behaviors, or attitude, in the site's opinion, are detrimental to the site and its clients.
- Students are responsible for submission of all practicum documents listed in detail in the practicum packet.

Practicum Attendance Policy

Students are required to:

1. Report to the clinical site as scheduled with the preceptor.
2. Be punctual for all daily events.
3. Return on time from assigned lunch and breaks, students are expected to remain in the facility setting for all breaks/meals. Break time may vary or be split depending on present duties.
4. Students should not leave in the middle of assigned duties or emergency unless they are ill and have been dismissed from the situation by the preceptor.
5. Any student who leaves the clinical site without advising the preceptor and practicum coordinator may be dismissed from the program.
6. Attend all assigned conferences.

In cases of absence from clinical experience, it is the student's responsibility to:

1. Student must call the clinical site and practicum coordinator prior to scheduled arrival time.
2. Ask to speak with and/or leave a verbal message for the assigned preceptor. Also, you must send a text message to the practicum coordinator stating the reason for the absence. DO NOT leave the message with the physician office answering service.
3. Clinical absences must be made up - an incomplete grade will be issued if make up is not completed when grades are due.
4. Excessive absenteeism which includes more than one absence or tardy, will be discussed with the student informing them that their continued absence/punctuality pattern will be reflected in the clinical performance evaluation, grade, and active program status.
5. A student missing two days of practicum is in jeopardy of failing the semester as per College and department policy and dismissed from the program. Each student case will be reviewed individually by the Program Director.

Medical Assistant Credentialing Examination

AAS Degree Students

The CMA (AAMA) Certification Examination is a rigorous exam that requires a thorough, broad, and current understanding of health care delivery as evidenced by the CMA (AAMA) Certification Examination Content Outline. The exam consists of 200 multiple-choice question administered in four 40-minute segments.

The practicum coordinator will arrange for the \$125 (nonrefundable) exam fee to accompany your application and final transcript. This process will begin approximately 30 days prior to completion of the student's practicum hours. The College will not pay retest fee for students that do not pass the exam on their first attempt.

Individuals who have been found guilty of a felony or pleaded guilty to a felony are not eligible to take the CMA (AAMA) exam. However, the AAMA Certifying Board may grant a waiver based upon mitigating circumstance. It is the student's responsibility to submit necessary documentation to the AAMA in pursuit of a waiver.

Certificate Program Students

American Medical Technologists (AMT) is a national agency that certifies examination-based primary designations of healthcare personnel: medical technologists, medical laboratory technicians, office laboratory technicians, medical assistants, phlebotomy technicians, dental assistants, and medical office administrative specialists. The organization's purpose is to help protect the welfare of the public by maintaining competency standards in these occupations. As an accredited member of the National Commission for Certifying Agencies (NCCA), a division of the Institute for Credentialing Excellence (ICE), AMT adheres to a number of rigorous criteria regarding the conduct of its credentialing programs. All AMT certification examinations are constructed and administered in accordance with methodologies recognized by both psychometric and credentialing communities

The practicum coordinator will arrange for the \$125 (nonrefundable) exam fee to accompany your application and final transcript. This process will begin approximately 30 days prior to completion of the student's practicum hours. The College will not pay retest fee for students that do not pass the exam on their first attempt.

Additional Credentialing Organizations

National Health Career Association (NHA)

National Center for Competency Testing (NCTT)

**APPLICATION FOR ADMISSION
TO THE
MEDICAL ASSISTANT DEGREE and CERTIFICATE PROGRAM**

PERSONAL Please Print or Type #880 _____ (CAC School ID #)

**** YOU MUST SUBMIT A COPY OF YOUR TRANSCRIPTS AND A COPY OF YOUR HIGH SCHOOL DIPLOMA OR GED WITH YOUR APPLICATION ****

Name: _____		
(Last)	(First)	(Middle)
Address: _____		
(Street)	(City, State)	(Zip Code)
Telephone Numbers: _____		
(Home)	(Cell)	
Email Address (CAC STUDENT EMAIL ONLY): _____		

EDUCATION

Name and Location of School	Dates Attended		Degree Awarded
	From Mo/Yr.	To Mo/Yr.	
High School			
College			
Other			

EMPLOYMENT HISTORY

Name and Address of Employer	Position	From Mo/Yr.	To Mo/Yr.	Reason for Leaving
1.				
2.				

Please use this space to explain your interest. Include specialty, full or part-time attendance and start date.

Please Enter Your Program Enrollment Date: _____/_____

Please Check One:

Full Time Student (12 or More Credits) ____ or Part Time Student (6 or Less Credits) ____

PLEASE READ CAREFULLY AND SIGN BELOW

I certify that the information on this application is complete and accurate to the best of my knowledge. I understand that withholding information or giving false information may make me ineligible for admission and enrollment. I release from all liability or damages those persons, agencies, or organizations who may furnish information in connection with my application for admission. If accepted, I agree to read and abide by all school policies and procedures.

Signature: _____ Date: _____

**If you have any questions about this application or the program, please contact Susan Horn at:
480-677-7788 or susan.horn@centralaz.edu**

Student Handbook Acknowledgement

This statement confirms that you, the student, agree to the requirements, rules, regulations and policies of the Medical Assistant Program as written in this Handbook. Failure to adhere to the Program requirements, rules, regulations, and policies outlined in this Handbook, or the class and performance objectives identified in the course syllabi for medical assistant courses can result in the student's failure in the program. Policies and requirements are subject to change and students will be notified in writing should changes occur.

I, _____ have read, understand, and agree to abide by the policies and requirements in the current Central Arizona College Medical Assistant Student Handbook. I am fully aware of the implications of its contents for the completion of my goals in the Medical Assistant Program.

Student Name Printed

Date

Signature Student

Date

Invasive Procedure Release Form

Medical Assistant students must practice clinical invasive procedure skills not only on mannequins but also on live subjects. These may include injections and phlebotomy procedures. Student participants are used for educational purposes only.

I hereby release Central Arizona College of any and all liability related to practicing clinical invasive procedure skills.

Student Name (please print): _____

Student Signature

Date