

**The Indiana County Technology Center**

# **Medical Assistant**

Post-Secondary

## **Student Handbook**

of Policy & Procedure

**2021-2022**





# Table of Contents

<b>Welcome Statement</b> .....	<b>1</b>
<b>Program-Specific Affiliation/Licensure</b> .....	<b>1</b>
<b>Definition</b> .....	<b>1</b>
<b>Program Outcomes/Objectives</b> .....	<b>2</b>
<b>Medical Assistant Code of Ethics</b> .....	<b>3</b>
<b>Confidentiality Policy</b> .....	<b>3</b>
<b>Employment Opportunities</b> .....	<b>3</b>
<b>Scope of Practice</b> .....	<b>4</b>
<b>General Program Requirements</b> .....	<b>4</b>
<b>Externship Experience</b> .....	<b>4-5</b>
<b>Use of Technology in Training</b> .....	<b>5</b>
<b>CPR Certification Policy</b> .....	<b>5</b>
<b>Program Outline</b> .....	<b>6</b>
<b>Medical Assistant Creed</b> .....	<b>7</b>
<b>Student Responsibilities &amp; Expectations of Conduct/Compliance</b> .....	<b>7-8</b>
<b>Attendance</b> .....	<b>8</b>
<b>Academic Progress</b> .....	<b>9-10</b>
<b>Make-Up Work</b> .....	<b>10</b>
<b>Community Service Requirement</b> .....	<b>11</b>
<b>Student Club</b> .....	<b>11</b>
<b>Policy on Professional Conduct &amp; Safe Practice</b> .....	<b>11-12</b>
<b>Safe Practice &amp; Phlebotomy Consent</b> .....	<b>12</b>
<b>Dress Code for Unpaid Externship Experience</b> .....	<b>13</b>
<b>Dress Code &amp; Conduct for the Classroom</b> .....	<b>13-14</b>
<b>Dismissal Policy</b> .....	<b>14-15</b>

## Monthly Planning Calendar

## **IMPORTANT INFORMATION**

**This Student Handbook supplements the policies and procedures of the ICTC as outlined in the Post-Secondary Course Catalog and Enrollment Agreement. General ICTC policy sets forth minimum expectations, rules and procedures. This Handbook discloses program-specific information. The policies herein may impose greater obligations, expectations or responsibilities on students enrolled in the Medical Assistant Program, but do not override or supersede any policy of the ICTC.**

**Students are required to read the Medical Assistant Student Handbook in its entirety and familiarize themselves with the policies and procedures stated within it. Any questions regarding the contents of the handbook may be directed to the Adult Education Coordinator within the first week of class. Students are required to sign an acknowledgement that they have read and understood, clarified any questions regarding, and agree to abide by all policies and procedures of the Indiana County Technology Center as outlined in this handbook and in the ICTC Post-Secondary Course Catalog.**

**Students also must sign the Student Confidentiality Agreement (stating their understanding of and compliance with the Confidentiality Policy/Procedure enclosed in this handbook) and the Consent to Participate in Phlebotomy Training (stating their understanding and acceptance of risks associated with phlebotomy training).**

**This Student Handbook of Policy and Procedure is periodically reviewed and subject to change without prior notification at the discretion of the ICTC in order to meet program objectives, enhance operating procedures and/or comply with regulatory changes. Students will be provided with updated policies as they become effective throughout the course of their program.**

*The Indiana County Technology Center is an equal opportunity institution and will not discriminate on the basis of race, color, national origin, sex, handicap or age in its activities, programs or employment practices in accordance with federal and state statutes and regulations. For more information regarding civil rights, grievance procedures, services, activities and facilities that are accessible to and usable by handicapped persons, contact the Principal, who is the ICTC Title IX and Section 504 Coordinator, at 441 Hamill Road, Indiana, PA 15701, by phone 724-349-6700 or by email to [titleIXcoordinator@ictc.edu](mailto:titleIXcoordinator@ictc.edu).*

# Welcome Statement

We would like to take this opportunity to welcome you to the Indiana County Technology Center (ICTC). The administration, faculty and staff of the ICTC are dedicated to assisting students in achieving academic and employment success in their chosen career field. We strive to provide a quality, supportive educational environment where students who actively participate in the learning process can maximize their individual excellence. The educational process does not take place in the classroom alone, but requires coordination of academic and administrative support services. Further, the ICTC is governed by a variety of federal and state statutes, standards and support processes that are designed to foster student success.

The ICTC, among other traits, values:

- ✓ **Teamwork** – working together, sharing information, and building on each other’s strengths.
- ✓ **Service** – providing courteous, timely skills and feedback, with a commitment to follow through on student, faculty and staff needs.
- ✓ **Integrity** – conducting oneself with honor, trust, respect, and honesty.
- ✓ **Commitment** – giving 100% effort to achieve success toward common goals.

We hold the highest expectations of our students, and expect each individual to demonstrate these values and a commitment to their profession.

As you undertake the challenges of your education, you will find that the demands will be great, but the rewards will be even greater. For many of you, that seemingly distant goal of graduating will be upon you much sooner than you imagine today. Take every opportunity to enjoy the experience ahead of you. Building a network of colleagues and friends today can only enhance your experiences in the future.

This Student Handbook of Policy & Procedure will provide you with guidance as you move through your program. It is designed to provide you with program-specific policies and further define the rules and procedures of the ICTC as outlined in the ICTC Post-Secondary Course Catalog and Enrollment Agreement. The student should retain this Handbook, as well as the Course Catalog, for ongoing reference.

## Program-Specific Affiliation/Licensures

The Medical Assistant program at the Indiana County Technology Center is a diploma program, with a diploma being issued to students upon verification of their completion of an accredited curriculum. The Medical Assistant program is affiliated with the American Medical Technologists (AMT). This affiliation allows students who successfully complete the program the opportunity to sit for the American Medical Technologist certification exam to become a **Registered Medical Assistant (RMA)**. Graduates are also eligible to select **one of the following** National Healthcareer Association (NHA) certification exams at no additional cost.

- Certified Clinical Medical Assistant (CCMA)
- Certified Medical Administrative Assistant (CMAA)
- Certified Phlebotomy Technician (CPT)

Graduates may also choose to sit for a variety of additional certification exams through the National Healthcareer Association (NHA) and National Center for Competency Testing (NCCT) (not included in program).

## Definition

A Medical Assistant is an allied health professional who practices as a member of the healthcare delivery team and performs a variety of administrative and clinical duties.

# Outcomes/Objectives

The Medical Assistant program is designed to provide a quality education that will assist the student in acquiring, maintaining and improving competence in the delivery of patient healthcare in the community and various healthcare setting. Graduates become multi-skilled individuals able to assist physicians in offices, hospitals and clinics.

The overarching objectives of the program are:

- ✓ To provide “real-life” exposure to the role the medical assistant.
- ✓ To build a solid foundation of technical skills.
- ✓ To acquaint students with equipment essential to the profession.
- ✓ To equip students with the professional skills that make them a desirable job candidate.
- ✓ To make each graduate aware of possible fields of work and opportunities for advancement

Our goal is to prepare competent, entry-level medical assistants who have excellent work ethic and professional values, as well as the necessary skills for a successful career. We focus on educating students who demonstrate:

- ❖ Care and compassion
- ❖ Honesty and integrity
- ❖ Positive attitude and a commitment to contributing as team players
- ❖ Respect for patient confidentiality
- ❖ Ethical behavior, personally, academically and professionally

Students will take courses in human behavior, anatomy and physiology, medical law and ethics, medical terminology, basic pharmacology, and ICD-10-CM and CPT coding, to name a few. Students will also be trained in phlebotomy, and in the medical assistant administrative and clinical procedures courses will learn the necessary skills to become versatile healthcare professionals. Students who have successfully completed all program requirements and all competencies will participate in an unpaid Externship in a physician's office or clinical setting.

Upon completion of the Medical Assistant Diploma Program, graduates will:

1. Have a solid foundation in medical terminology, human behavior, and anatomy and physiology of the human body;
2. Have an in-depth knowledge of the clinical responsibilities of a medical assistant, including: medical law and ethics, asepsis and infection control, specimen collection and processing, diagnostic testing, pharmacology, medical emergencies and patient care;
3. Have a working knowledge of the administrative responsibilities of a medical assistant to include: legal concepts, communication skills, professionalism, patient instruction, clerical functions, bookkeeping and basic accounting, insurance and coding, and facility management;
4. Be able to effectively use basic medical assisting equipment, including: autoclave, electrocardiograph, centrifuge, spirometer, glucometer and EMR software;
5. Be able to perform invasive and non-invasive procedures that provide pertinent information in the diagnosis and treatment of the patient;
6. Understand the Code of Ethics for Medical Assisting, be able to work collaboratively, and attend to patient needs;
7. Develop the commitment to lifelong learning and the pursuit of personal and professional growth through the participation in educational and professional activities;
8. Be prepared to take the Registered Medical Assistant (RMA) exam (through the AMT) if they so choose, and secure an entry-level position in the Medical Assisting field.

# Medical Assistant Code of Ethics (AAMA)

The Code of Ethics of Medical Assisting sets forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting.

Medical Assistants are 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:

- render service with full respect for the dignity of humanity;
- respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information;
- uphold the honor and high principles of the profession and accept its disciplines;
- seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues;
- participate in additional service activities aimed toward improving the health and well-being of the community.

**American Association of Medical Assistants**

## Confidentiality Policy/Procedure

**Purpose:** To ensure that confidentiality is maintained in professional relationships with patients/clients, instructors, fellow students, clinical affiliations.

**Background:** In 1996, Congress enacted the Health Insurance Portability and Accountability Act (HIPAA), which is designed to safeguard healthcare information and set guidelines for electronic transmission, use and disclosure of healthcare information. Based upon the HIPAA regulations, the Medical Assistant Program protects the confidential nature of information gained from educational practice, and stipulates that students in the program will function with discretion and integrity for all contact they have with patients/clients, fellow students, instructors and other healthcare professionals.

**Procedure:**

1. Information obtained from the patient/client is to be discussed privately and for professional reasons.
2. Patient/client information that is discussed in classes or seminars should be presented in a way that the identity of the individual is not revealed. This may require that the student eliminate or generalize details to maintain anonymity.

***After reading the above information, please read and sign the "Student Confidentiality Agreement"***

## Employment Opportunities

The rapidly growing healthcare industry offers medical assistants excellent career opportunities in the ambulatory care setting, the insurance industry, hospitals, laboratories, outpatient clinics, doctor's offices, record recording and a variety of other settings. Examples of some positions/environments available to graduates are:

Medical Assistant	Physicians' Office Assistant
Laboratory Assistant	Office Manager
Red Cross Phlebotomist	Urgent Care Centers
Hospital Unit Secretary	Certified Phlebotomy Technicians
Medical Records in Hospitals (HIM)	EKG Technician
Medical Billing (Hospital or Office)	



# Scope of Practice

Medical Assistants perform delegated clinical and administrative duties within the supervising physician's scope of practice consistent with the Medical Assistant education, training and experience. Such duties shall not constitute the practice of medicine.

Trained in both clinical and administrative skills, the medical assistant assists healthcare practitioners in administering to the needs of patients. They may also operate specialized equipment and perform standard laboratory tests. Office administration duties may include but are not limited to patient scheduling, client/insurance billing and data entry.

The scope of practice for medical assistants refers to the number and types of procedures medical assistants perform as professionals within the parameters of employment. Medical assistants are dependent professionals who perform delegated tasks contained in a job description and allowed by state law. It is difficult to provide a national standardized job description. The uniqueness of each medical office, the varying requirements of each state, as well as the medical specialty of the physician's practice affect the medical assistant's scope of practice. Also, various duties of medical assistants are often the same as those of licensed health professionals.

## General Program Requirements

- Current copy of a non-prohibitive State Police Criminal Record Check (PATCH)
- Reliable transportation to and from all classroom, clinical and Externship requirements.
- A "C" grade (75%) or better in ALL medical assistant courses in order to continue to the next term/graduation.
- Successful completion of all competencies with an ICTC Medical Assistant instructor's verifying signature within the current term to continue onto the next term
- For the Externship Experience, successfully pass a drug screen, background checks, and physical exam (see Externship Experience section).

## Externship Experience

Students will be provided with a variety of learning opportunities that will give them a basic understanding of the services provided in a physician's office or clinic setting during the course of their training. One such opportunity is the mandatory 160-hour Externship at the end of the program. Specific sites will be acquired with staff members serving as mentors/supervisors to assist students in their administrative and clinical experiences. Such mentors/supervisors will be available to explain procedures and policies, and to give constructive feedback about performance along with signing students off on competency checklists provided by the Indiana County Technology Center Externship Coordinator. The Externship Coordinator will make visits to the students' Externship site to meet and speak with mentors/ supervisors to assess the student's performance. Evaluations on the student will also be conducted by their Externship site and returned directly to the ICTC. The Externship experience will be unpaid.

All competencies from classroom instruction/lab practicum must be signed off on by an ICTC Medical Assistant instructor in order for the student to participate in their Externship. Students are responsible for their own transportation to and from their Externship site.

No student **will be assigned an Externship site unless they have completed all Prerequisites**, including but not limited to, required vaccinations, physical exam, additional background checks, drug screen results and CPR certification. Students are responsible for the cost of these requirements and should plan for them. **Students should understand that failing a drug test or a health requirement will result in their inability to complete the program.**

**Criminal records may impact a student's ability to complete their Externship, and thus their program.** Therefore, students with a criminal history enroll at their own discretion.



## Externship Experience (continued)



**CastleBranch** is a third-party servicer contracted by the Indiana County Technology Center to process student clearances, drug testing and other clinical requirements. All students will register a CastleBranch account to which they will have access to track and complete these requirements. Clearances and forms are uploaded to the students' CertifiedProfile account as PDF files for processing.

**All students will create a profile with CastleBranch when directed by their instructor.** Use of the student's CastleBranch account is related to the clinical experience as students complete their requirements to participate. Any costs associated with completion of requirements are the responsibility of the student.

**Externship schedules will not reflect the program's classroom schedule, and will include daytime hours.** Students are typically required to attend their externship at least two (2) full days per week. Students should plan for this in advance, understanding that they may have to adjust work schedules. A student who externs full-time can complete the Externship in as little as four (4) weeks. More information regarding externship placement and schedule will be provided to the student in their ICTC Externship Handbook and in meetings with the Externship Coordinator as the Externship approaches.

## Use of Technology in Training



The increasing use of technology and Electronic Medical Records (EMR) in the healthcare setting makes it likely that students will be required to use devices, such as a laptop computer or iPad, to perform work tasks. In order to better prepare graduates to work in their field, the Medical Assistant Program at the Indiana County Technology Center may utilize such devices as part of training, but it is the students' responsibility to become familiar with the use of such devices in order to complete required activities and assignments.

## CPR Certification Policy

The ICTC requires students to take a CPR course that will cover their enrollment throughout the length of the program. If a student elects to secure the CPR Certification prior to enrollment, it will be the responsibility of the student to pay any fees involved with this certification. The CPR certification **MUST** be the American Heart Association Basic Life Support (BLS) for the Healthcare Provider course. Upon certification, students must submit their certification card to the Adult Education office.

Students who have not been certified with the above-specified CPR course, or who have a certification that will not remain valid through the entirety of the program, will be required to participate in a CPR class through the Indiana County Technology Center Medical Assistant Program. Training will cover adult, child and infant CPR techniques as well as use of an AED.



# ICTC Medical Assistant Diploma Program

*Non-Core Courses in Italics\**

TERM I	HOURS
<i>Introduction to Medical Assisting</i>	8
Medical Terminology	40
<i>Introduction to Microsoft Office</i>	32
Anatomy & Physiology	84
Interpersonal Skills & Human Behavior	24
Phlebotomy	48
<b>TOTAL</b>	<b>236</b>

TERM II	HOURS
Administrative Medical Assisting <b>**SC</b>	40
<i>*Professional Writing</i>	32
Medical Law & Ethics	40
Billing & Coding Procedures <b>**SC</b>	32
Clinical Medical Assisting/Clinical Lab <b>**SC</b>	152
AHA BLS for the Healthcare Provider (CPR)	8
<b>TOTAL</b>	<b>304</b>

TERM III	HOURS
Pharmacology/Administering Medication	80
<i>*Math Review</i>	20
<i>Career Development</i>	20
Administrative Medical Assisting II <b>**SC</b>	38
Clinical Medical Assisting/Clinical Lab <b>**SC</b>	152
<b>TOTAL</b>	<b>310</b>

TERM IV	HOURS
Test Preparatory Workshop	20
Unpaid Externship	160
<b>TOTAL</b>	<b>180</b>

<b>Total Contact Hours</b>
<b>870</b>
<b>Total Externship Hours</b>
<b>160</b>
<b>Total Program Hours</b>
<b>1030</b>

***\*It is recommended that students have experience in keyboarding/typing, basic grammar and math prior to enrolling in this program.***

***\*\*SC - SimChart is used to train students in the use of Electronic Health Record systems, and is incorporated into Clinical and Administrative courses.***

# Student Responsibilities & Expectations of Conduct

Students are expected to take responsibility for their education. ICTC staff and instructors do their best to ensure that students have the assistance, information and resources needed to learn effectively. Students are expected to contribute towards this goal by taking responsibility for the following items and others that a reasonable individual would feel to be a student's responsibility.

- **Checking their ICTC email account regularly** – This is the school's official means of communication with student. Instructors use the school's email to relay important information to students regarding class.
- **Submitting a current address, home and/or cell phone numbers, and email address to the Adult Education Office at the start of class and providing immediate notification of any changes to this information** – It is important that the ICTC is able to contact students as is necessary while they are enrolled in the program. Missing an important communication because the student did not provide updated contact information to the school will not be considered a justifiable excuse.
- **Notifying school of anticipated absenteeism when unavoidable and providing documentation** – The ICTC strongly recommends seeking to arrange make-up work ahead of time for planned absences and immediately following any unexpected absences. This is to ensure the student completes all program aspects and remains eligible for graduation.
- **Approaching instructors and ICTC staff with concerns and needs** – If a student has a question or concern about their grade or their program, he/she is encouraged to discuss such with the instructor **in a professional manner** as they arise, so they can be addressed in a timely manner. This is to maintain an open, comfortable environment and prevent any unneeded conflicts. The student should arrange a private meeting with the instructor outside of class time. If a student feels a course is not meeting their needs, this should be discussed with the instructor as early as possible in the term and not at the end of the term when poor grades are imminent.
- **Maintaining a professional attitude & appearance** – Students are expected to have all necessary equipment and obey all rules of personal hygiene and safety while in school.
- **Securing transportation to and from the school, externship site, or class experiences** – Students are advised of the class schedule at the beginning of the program, and are expected to have a plan in place to attend all classes as scheduled. Absences due to a lack of transportation will typically not be considered for excuse.
- **Participating in all learning experiences** – It is expected that each student will attend and actively participate in all learning experiences which are designed to meet the objectives of the course(s) in which he/she is enrolled.
- **Reporting unsafe behavior** – If a fellow worker/student acts in an unethical, unsafe, or incompetent manner, it is the responsibility of each student to report this behavior to the instructor. If the individual acting in this manner is the instructor, his or her immediate supervisor should be notified.

**It is expected that each student participating in the Medical Assistant program will:**

1. complete and submit an honest written evaluation of the course(s) in which they are enrolled when periodically requested.
2. engage in honest, open communication relevant to any factors which interfere with acceptable progress in their course of study with the student's instructor.
3. observe all rules and regulations relevant to the program.
4. participate in only those activities for which he/she has been prepared, thus minimizing the potential for physical harm to oneself or others.
5. respect the rights and professional standing of colleagues in their own or other professions.

# Compliance with Expectations of Student Conduct

Expectations of conduct for the Medical Assistant student are dictated by those moral and personal qualities inherent in the professional role; e.g., honesty, responsibility, dependability, accountability and concern for others. Appropriate action, which may include probation or dismissal from the program, will be taken regarding conduct that:

- is brought to the attention of the instructor or ICTC Administration as being problematic to self or others.
- is noticeable and clearly indicates anti-social behavior, irresponsibility or destructiveness.
- directly reflects the program or profession in a negative manner.

## Attendance

As stated in the ICTC Post-Secondary Course Catalog, regular attendance is extremely important. Students are **EXPECTED TO ATTEND ALL** scheduled classroom activities, learning experiences, and scheduled Externship days, as the Medical Assistant Program is BASED UPON CLOCK HOURS. Students are expected to be on time, and to remain in class for the full scheduled session. All absences, late arrivals, and early leaves will be recorded as absent hours per the **ICTC Attendance Policy** and reported to the Adult Education Office (see the Post-Secondary Course Catalog for more information).

If an absence from class is unavoidable, the student is required to call and/or email the Medical Assistant Program Supervisor at least one (1) hour prior to the start of the class day to report their absence. **DO NOT send text messages** to your instructor or another student. Even though a student has called off, the absent hours will be recorded per the ICTC Attendance Policy. Students may also be required by their instructor to notify them directly of an absence, and students should follow this direction. However, any communication other than that above will not be considered an official call off, and may result in the absence being unexcusable even if for an excusable reason.

In regards to Externships, if a student is unable to attend their Externship Site on a scheduled day for any reason, he/she must **notify the Externship Coordinator and the Externship Site Supervisor one and one-half (1-1/2) hours prior to the start of the clinical day.** If the Externship Coordinator is not available when contacting for notification of lateness or absence, a message must be left on their voicemail or via email. **DO NOT send text messages.** Follow the procedure for each site in regards to notifying your Externship Site Supervisor.

### IMPORTANT PROGRAM-SPECIFIC ATTENDANCE DEFINITIONS

The ICTC Attendance Policy refers to maximum allowable absent hours and Attendance Period, which are specific to each program. For the Medical Assistant Program these definitions are as follows:

1. A student may not accumulate more than 51.5 unexcused\*\* absent hours (5% of program hours\*) over the course of the program. Cumulative absence tallies will be evaluated on a regular basis. Students with absent hours in excess of the allowance will be terminated effective the date on which the maximum absent hours was exceeded.
2. The Attendance Periods are defined as the full night of class Monday through Thursday, which is 4 hours, and before lunch break / after lunch break on Saturdays (hours of the Saturday Attendance Periods will vary based on when the instructor takes lunch break). Therefore, as outlined in the ICTC Attendance Policy, students who are more than thirty (30) minutes late to class will be marked as absent for the full Attendance Period (e.g. 4 hours on a Monday night).

**\* Absent hour maximums for transfer students are calculated at 5% of hours scheduled to be complete at the ICTC.**

**\*\*Please see the Post-Secondary Course Catalog for information on Excused Absences, which, if approved, may be permitted up to 3% in addition to the 51.5 Unexcused Absent hours**

Attendance is critical to the learning of concepts in all courses, and the student is responsible for completing all competencies as required by the curriculum. Each individual student is responsible for the material covered in class and assignments given in his/her absence. Attendance may be calculated as part of the final grade by the instructor (see course syllabi). Students should schedule a meeting with their instructor to discuss absenteeism.

Each student is responsible for transportation to and from school. Students who car-pool together should be aware that missing class and/or clinic because a driver is unavailable is NOT an excusable absence. Backup transportation is the responsibility of each student.

**Students should refer to the ICTC Post-Secondary Course Catalog for additional information on Attendance, Tardiness, Early Departures, etc.**

## Academic Progress

Academic progress of a student enrolled in the Medical Assistant program is based upon academic achievement, clinical achievement, health maintenance and adherence to the policies and procedures of the Indiana County Technology Center. **To successfully move into the next term in good academic standing, all courses listed in a term of the Medical Assistant program must be passed with a grade of "C" (75%) or better and all competencies must be passed.**

The Medical Assistant Program consists of thirteen (13) months of coursework (850 classroom contact hours) and 20 hours of Test Prep, and a one hundred and sixty (160) hour Externship Experience. Progression through the curriculum is based on the completion of all required Medical Assistant courses. Graduation from the program is based upon satisfactory completion of the course objectives, competencies, scheduled hours and Externship Requirements.

The ICTC grading scale, which applies to the Medical Assistant Program, is as follows:

Grade	Percentage	
A	93 - 100	Superior Achievement
B+	89 - 92	Excellent Achievement
B	84 - 88	Above Average Achievement
C+	80 - 83	Average Achievement
C	75 - 79	Passing
D	70 - 74	Unsatisfactory Performance
F	0 - 69	Failure



Medical Assistant students will also be evaluated throughout the program based on competencies. A competency is a graded component which evaluates the student's ability to demonstrate and/or perform the skills they learned in the classroom. Competencies throughout the program are graded using the following points/percentage scale, and are then calculated into the course grade:

97-100	10 pts.	91-90	7 pts.
96-95	9 pts.	89-87	6 pts.
94-92	8 pts.	86-85	5 pts.

Prior to advancing to the next term, each student must pass all competencies taught during the current term. Failure to do so will result in academic probation. If a competency is failed, the student must meet that competency within the next term in order to remain in the program.

In determining course grades, all competencies as well as numerical grades earned through quizzes, tests and required written assignments may be considered. Details will be provided in the course syllabi.

### **Final Exam Statement**

All students must pass the Comprehensive Proficiency Examination with a 75% or better in order to be eligible for an Externship. The test may be attempted two times. If a student does not successfully pass the test the first time, they must participate in a mandatory 20 hours of remediation, and all costs incurred for the remedial classes will be the responsibility of the student. Upon completion of remediation, the test can be re-taken one final time. Failure to pass on the second attempt will result in termination.

Following the successful completion of all coursework and the final exam, an Externship consisting of 160 hours is the final part of the student's education. Each student is granted up to ten (10) weeks from the completion of coursework in which to complete their externship. ICTC administration will determine if a student is making sufficient progress toward the completion of their externship. If sufficient progress is not demonstrated, the student will be provided notification, in writing, of specific milestones with dates on which they must be accomplished. Failure to meet established deadlines may result in termination from the program. If an Externship site requests that a student be removed from that site, that student will be removed immediately. Depending upon the reason for removal, the student may or may not be placed in another Externship site, which may affect the student's ability to complete their program.



Students of the Medical Assistant Program are considered to be a professional in the allied health field from the day of their acceptance into the program, and are expected to maintain proper decorum required for any professional. Confidentiality is a MUST. Failure to demonstrate appropriate behavior can result in expulsion from the program.

### **Make-Up Work**

The ability to make up any work administered/due on a date the student is absent from class is not guaranteed. In most cases, a student will be permitted to make up a theory exam missed due to an absence that has been excused by the Adult Education Office. When feasible, a student will typically also be permitted to make up other missed work if the absence was excused. Otherwise, it is at the sole discretion of the instructor if the student may make up work and/or exams missed due to unexcused absences.

All make-up work must occur outside of regularly scheduled class time, and be completed within one (1) week of the absence, unless alternative arrangements have been made with the instructor and approved by administration. Students should understand that permission to make up missed work does not erase the absent hours from the student's attendance record.

***Any assignments or exams not turned in or made up, if permitted, will be recorded as a zero (0%).***

## Community Service Requirement

Community Service is a mandatory aspect of the Medical Assistant program at the ICTC. It is important to give back to the communities in which we work. Each term, students will be required to participate in one (1) community service project of at least three (3) hours. It is not guaranteed that more than one project will be made available to students each term, therefore, all students should participate in these as they are offered. Students may elect to participate in more than one community service project, and projects completed by the whole class are highly encouraged. Examples of class projects done in previous years include Spaghetti Dinners, AMBA blood screenings, and a Salvation Army Toy Drive. All projects, including individual projects, must be approved by the MA Program Supervisor. If a student is unable to participate in a community service project offered during a term for a valid reason, they should discuss in advance an alternative solution for completing service hours with the Medical Assistant Program Supervisor.



Community service participation affects a student's Clinical MA grade for each term. As stated, participation in service activities is mandatory. Therefore, unsatisfactory participation will result in a two (2) percent deduction from the Clinical MA grade for the term. Determination if points are earned will be made based on participation, teamwork, ability, and professional conduct.

### Medical Assistant Student Club

Students in the Medical Assistant program may choose to form a student club. The club functions as an avenue for students to pursue further educational development opportunities not already provided by their program. Students also learn valuable leadership skills as they serve in the elected offices of President, Vice President, Treasurer and Secretary. These offices must be filled in order for the club to be recognized. Regular meetings must be held.

The Medical Assistant Program Supervisor is the Club Advisor for the Medical Assistant Student Club. All events organized by the club must be approved by the Club Advisor, as well as ICTC Administration when necessary, and the Club Advisor must be present for all club activities. Inquire in the Adult Education Office for additional information on the structure and function of ICTC student clubs.

**Students should be aware that use of ICTC Logos and other branding materials, through a Club or otherwise, is not permitted without authorization from the Adult Education Office.**

## Policy on Professional Conduct & Safe Practice

The Medical Assistant student will recognize the importance of appropriate professional conduct and will adhere to the established code of ethics. Medical Assistant students will recognize the importance of patient confidentiality and the ethical-legal implications of performing medical laboratory procedures. Students are required to exhibit professional and appropriate behavior in the classroom, laboratory and Externship assignments. Pronounced and repeated unprofessional behavior during classroom instruction renders the student unsuitable for a patient care environment, thus unsuitable for Externship placement. **Demonstration of unprofessional behavior at any time during enrollment may be cause for dismissal.**

Medical Assistant students must exhibit the following characteristics, which are necessary to be a productive member of the medical assistant team. Failure to demonstrate the following characteristics may be cause for dismissal from the Medical Assistant program:



- Cooperation and honesty
- Respect and courtesy toward instructors, superiors, classmates and co-workers
- Responsibility and dependability – good class attendance
- Initiative and enthusiasm
- Appropriate professional attitude
- Appropriate professional appearance – neat and clean grooming
- Appropriate conduct under stressful situations
- Ability to respond appropriately to constructive criticism
- Restraint from abusive behavior toward others
- Respect for patient confidentiality-right to privacy
- Compassion and kindness toward colleagues and patients

Medical Assistant students will be required to demonstrate safe practice at all times while enrolled in the Indiana County Technology Center Medical Assistant Program. Dismissal for unsafe practice may occur at any time while the student is enrolled. Dismissal is based on unsafe behavior demonstrated by the student as determined by the Medical Assistant Program Supervisor or Adult Education Coordinator.

**Any of the following may be cause for immediate dismissal from the Indiana County Technology Center's Medical Assistant Program:**

- Insubordination, including willful negligence or refusal to perform tasks in the manner assigned.
- The use of alcoholic beverages while in class, lab or clinical site or reporting to class or externship assignment while under the influence of alcoholic beverages.
- Unauthorized release of confidential information.
- Theft of school property/externship property, property of fellow students, or school/externship employees.
- Any act to damage or any abuse of school/externship property including careless or intentional damage.
- Failure to observe and adhere to established laboratory safety and infection control procedures or any demonstration of unsafe behavior.
- Conduct which is considered improper, unprofessional, offensive, insulting or inappropriate while in lab, class or at a clinical site, including bullying.

**Any violation of the ICTC's Student Conduct Policy will result in immediate action from the ICTC administration.** See the ICTC Post-Secondary Course Catalog for additional information.

## Safe Practice and Phlebotomy Consent

Students enrolled in the Medical Assistant program understand that certain risks are inherent within the profession, and assume these risks upon enrollment. The ICTC takes measures to ensure, as best as possible, the safety of its students while engaging in clinical training. One such measure is ensuring that students are aware of these realities and risks. Students have a responsibility to behave in a manner that maximizes their safety and the safety of their classmates by becoming familiar with and following established guidelines. (Students should read the "Policy on Professional Conduct and Safe Practice" and "Dismissal for Unsafe Clinical Practice" sections of this Handbook, and will be required to provide written consent.)

**After reading the above information, students must read and sign the "Consent to Participate in Phlebotomy Training".**



## Dress Code for Unpaid Externship Experience

All students in the Medical Assistant Program will adhere to the following policy for their **Externship** unless otherwise specified by the clinical site and approved by the ICTC.



**Students are required to wear ICTC Monogrammed scrubs during their Externship.** (If this conflicts with the dress code at the Externship site, the student should seek approval from the Externship Coordinator and adhere to the Externship Site's dress code). The Externship Coordinator/Site Supervisor will convey any exceptions regarding the uniform dress code requirements at each individual site. If street clothes are required by the Externship Site, they must be tasteful, socially acceptable, and promote a positive, professional image of the ICTC.

- Uniform slacks and tops must be professional-looking, clean, neatly pressed, not too tight or baggy, worn appropriately (waist band NOT turned down; pants pulled up, undergarments fully covered), and free of odor (e.g., smoke, perfume) at all times.
- Students must be clean and free of odor at all times.
- Jewelry must be minimal. You may wear one pair of small earrings, a watch, and a ring only. No dangling jewelry is permitted. Body piercings are considered jewelry and are **not permitted**. This includes tongue, eyebrow, nose and lip rings.
- White nonconductive shoes or sneakers in good condition are permitted. Flip-flops, clogs and open-toed shoes are not permitted.
- Nails must be trimmed, not to extend beyond the fingertips. No fake nails or nail polishes are permitted.
- Hair must be neat and clean and of a natural color. If hair is shoulder-length or longer, it must be pulled back. Beards and mustaches should be neatly trimmed and not excessive in length.
- Tattoos must be covered during Externship Site attendance.
- Makeup must be conservative while in uniform.
- Colognes and perfumes are not allowed due to health concerns.

***In the case street clothes are required, in addition to the above, students should note that:***

- No tank tops, crop tops, sundresses, ripped jeans, yoga pants, sweat pants or pajama pants may be worn.

***Failure to comply with the dress code could lead the student to be sent home for the day or, in severe circumstances, removed from the site.***

## Dress Code & Conduct for the Classroom

***The following policy regarding dress and conduct will be adhered to by all students in the Medical Assistant Program while in class, clinical or labs, unless otherwise specified by the instructor.***

- Scrubs are required by all students at all times when attending scheduled classes or program activities unless otherwise specified by the instructor. Each student is provided with two sets of ICTC scrubs. These ICTC scrubs should be worn under the following conditions:
  - ✓ When representing the ICTC
  - ✓ All clinical/lab classes
  - ✓ When instructed to by an MA instructor or staff
- Students will follow the same criteria as that described in "Dress Code for Unpaid Externship Experience".
- Students may only wear scrub jackets over their scrubs.



- All electronic devices (cell phones, iPods, etc.) must be turned off while students are in class. If there is an emergency, a message will be delivered to the student. Failure to comply with this regulation may result in disciplinary action, including but not limited to confiscation of the device or removal from class for the day. Any missed hours will be marked as unexcused absent hours.
- Food is permitted at the instructor's discretion. Drinks must be in a covered container.

Students violating classroom policy will be counseled and, depending upon the violation, not permitted to participate in the activity for that class until the offense is remedied. Inappropriate clothing or shoes will result in the student being sent home, and missed time will be recorded as an unexcused absence. Repeated instances prompting counseling may result in disciplinary action.

## Dismissal Policy

Herein is outlined dismissal guidelines that inform students of their responsibilities, rights and requirements concerning academic performance, fieldwork, education and professional behavior. Dismissal from the Medical Assistant program may result at any time during the academic calendar under the following circumstances:

- Poor attendance
- Poor academic performance
- Unsafe clinical practice
- Academic/professional dishonesty (including cheating and plagiarism)
- Unprofessional behavior

**Students should refer to the Post-Secondary Course Catalog for additional information.** A student who has been dismissed from the Medical Assistant Program may be considered for readmission, depending upon the reason for the dismissal. The student must apply for re-admission according to ICTC policy.

*Note: Students should refer to the Student Complaint Procedure as outlined in the ICTC Post-Secondary Course Catalog for information regarding addressing any concerns about a dismissal.*

### **Dismissal for Poor Attendance**

In accordance with the ICTC Attendance Policy, students with cumulative absences exceeding five percent (5%) of total program hours (51.5 hours) will be terminated effective the date on which the permissible number of absent hours is exceeded. This absence tally does not include Excused Absences UNLESS the students has exceeded the three percent (3%) of total program hours (31 hours) maximum for Excused Absences.

Students who feel their attendance is not correctly recorded may provide documentation of such which will be reviewed by the Adult Education Coordinator and the Medical Assistant Program Supervisor who will make a determination if the student's record should be adjusted.

Absent hour maximums for transfer students are calculated at 5% of hours scheduled to be complete at the ICTC.

### **Dismissal for Poor Academic Performance**

In accordance with the Medical Assistant Academic Progress Policy, students may be dismissed from the program after earning a grade of less than a "C" in any Medical Assistant-related course for two consecutive terms. Students must also successfully complete all competencies within each term.

Students earning a grade of "F" in any Medical Assistant Core course will be terminated without the option for probation, except in the case of documented extenuating circumstances. Satisfactory Academic Progress and Probation is discussed in detail in the appropriate sections of the ICTC Post-Secondary Course Catalog.

Students earning a grade of "F" in any non-core course will be subject to remediation, and must earn a passing grade in that course within the next term.

## **Dismissal for Unsafe Clinical Practice**

Dismissal for unsafe clinical practice may occur at any time during the program. Dismissal is based on unsafe behavior demonstrated by the student as determined by the clinical or academic instructors of the Medical Assistant Program.

### **Dismissal is based upon:**

- one potentially life-threatening incident; or
- one incident contributing to the injury or death of another; or
- two or more incidents of unsafe practice identified at any time during the length or enrollment in the Medical Assistant Program; or
- failure to maintain control of health disorders or practice health maintenance; or
- failure to protect self, peers, staff, faculty and the community at large from actual health hazards; or
- failure to adhere to ICTC policy that impacts on safety, which includes but is not limited to the Student Conduct Policy and Drug and Alcohol Free Facility policy, as outlined in this Handbook and in the Post-Secondary Course Catalog.

For safety purposes it is strongly recommended that students report all health disorders or pregnancies to the Medical Assistant Program Supervisor in writing.

## **Dismissal for Unprofessional Behavior**

Dismissal for unprofessional behavior may occur at any time during the academic term. Dismissal is based on unprofessional behavior demonstrated by the student as determined by the clinical or academic instructor.

The following listing provides examples of behaviors that may be considered as a basis for dismissal from the Medical Assistant Program:

### **1. Regulatory:**

Examples include, but are not limited to, the student's failure to practice within the guidelines of:

- a. The Policies and Procedures of the Indiana County Technology Center
- b. Policies and procedures of clinical affiliations

### **2. Accountability:**

Examples include, but are not limited to, the student's:

- a. failure to adequately prepare for clinical learning experiences;
- b. failure to report unsafe or incompetent practice of peers or other healthcare team members to the clinical instructor or program instructor;
- c. failure to practice within the limitations of the student's role;
- d. failure to accept responsibility for own behavior;
- e. failure to accept responsibility for patient care;
- f. failure to seek appropriate guidelines from the instructor/supervisor;
- g. failure to comply with clinical education attendance policy;
- h. failure to demonstrate respect for worth and dignity of individual patients, health team members, faculty and peers;
- i. breach of confidentiality;
- j. offensive or insulting behavior, including offensive language;
- k. academic or professional dishonesty

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