

Medical Assistant Program Handbook



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Jackson College MEDICAL ASSISTANT

Medical Assistant Certificate Program

The Medical Assistant Certificate program goal is to prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.

Additional Medical Assistant Program Goals

1. To prepare students for entry-level employment as a medical assistant.
2. To provide students with knowledge (cognitive domain) and practice of appropriate behavior (affective domain) in the workplace related to medical law, bioethics, and healthcare professionalism.
3. To provide students with medical office administrative skills (cognitive and psychomotor domains).
4. To provide students with medical knowledge (cognitive domain) relating to the practice of medical assisting.
5. To provide students with clinical medical assisting skills (psychomotor domain).
6. To provide students with written and oral communication skills appropriate to patient instruction and care.
7. To prepare students to successfully pass the CMA(AAMA) or RMA(AMT) national professional credentialing exam.

What is a Medical Assistant?

“Medical Assistants are multi-skilled health professionals specifically educated to work in ambulatory healthcare settings performing administrative and clinical duties. The practice of medical assisting directly affects the public’s health and well-being and requires a mastery of a complex body of knowledge and specialized skills requiring formal education and practical experience that serve as standards for entry into the profession.” (2008 AAMA Standards)

Medical Assistants perform administrative (including reception, records management, billing and insurance claim form processing, transcription, etc.) and clinical duties (including: assisting the physician with exams and treatments, performing EKGs, laboratory testing, administering medications, taking vital signs, using aseptic techniques, performing phlebotomy, etc.) and may manage emergency situations, facilities and personnel. Competence in the field also requires that Medical Assistants have knowledge of medical terminology, anatomy and physiology, pharmacology, display professionalism, communicate effectively, and provide instruction to patients according to their individual needs.

JC students gain knowledge of the human body in health and disease, medical terminology, medical law and ethics, written and interpersonal communication, pharmacology, and nutrition. Medical Assistant students learn and perform administrative (clerical and business) tasks including: medical office organization, medical office computer applications, and business professionalism. In addition to these skills, the student will develop skills included in clinical medical assisting such as: laboratory techniques, blood collection, assisting with examinations, administering medications, performing EKGs, assisting with medical specialty office treatments. A minimum of 180 hours non-paid Clinical Practicum experience with a licensed health care practitioner is the culmination of this program and offers real life experience in a local medical practice. Upon completion of the program, graduates are eligible to take the Registered Medical Assistant (AMT) exam.

Is Medical Assisting a good choice for me?

You are perfect for a career in medical assisting if you care about people, enjoy learning about health and the practice of medicine, and have skills that may be developed to assist with caring for patients and for performing medical office administrative and clinical tasks. Additionally, you must be very outgoing and comfortable communicating with patients about very sensitive subjects. Because health care is one of the fastest growing career fields, there are many opportunities for medical assistants and medical office personnel in the offices of physicians, podiatrists, chiropractors, and other licensed health care providers. Job opportunities are also abundant in medical clinics, hospitals, nursing homes, medical laboratories, medical billing services, and with insurance companies.

TECHNICAL STANDARDS

Essential Functions/Technical Requirements:

These technical standards reflect performance abilities and characteristics that are necessary to successfully complete the requirements of the program at this college.

Jackson College complies with the requirements and spirit of Section 504 of the Rehabilitation Act and the Americans with Disabilities Act of 1990. Therefore, JC will endeavor to make reasonable accommodations for participants with disabilities who are otherwise qualified.

- ◆ Effectively communicate in English both verbally and in writing utilizing accurate and appropriate terminology with classmates, co-workers, clients, and providers.
- ◆ Demonstrate critical thinking based on knowledge of academic subject matter required for competence in the profession. They will incorporate the cognitive knowledge in performance of the psychomotor and affective domains in their practice as medical assistants in providing patient care.
- ◆ Apply mathematic principles. This includes the ability to apply computations; identify measurement systems; define and convert between metric, apothecary and household systems; identify and correctly use abbreviations and symbols in calculating medication dosages; and analyze charts, graphs, and/or tables in the interpretation of healthcare results.
- ◆ Correctly interpret and/or clarify verbal, written and electronic health information.
- ◆ Auscultate body sounds, characterize them and interpret findings appropriately.
- ◆ Accurately characterize and interpret the color, odor, clarity, and viscosity of body structures and fluids.
- ◆ Accurately assess equipment, medication, solutions, and other products/supplies to ensure client safety.
- ◆ Observe/guard clients' response before, during and after treatment.
- ◆ Accurately perform and assess patient testing such as visual acuity examinations.
- ◆ Accurately interpret readings on manual and electronic patient monitoring equipment.
- ◆ File and access paper medical records. Utilize computers and electronic equipment and medical record software.
- ◆ Safely access and operate office equipment in a variety of settings.
- ◆ Demonstrate necessary motor skills for client-centered intervention such as performing parenteral therapies, palpating vessels for radial pulse and venipuncture, etc.
- ◆ Safely access, prepare, and operate equipment and supplies in a variety of settings.
- ◆ Perform or assist with and/or transfer, lift, move, position, and manipulate the patient.

- ◆ Access information from books, reference manuals, screens on computers, paper and electronic medical records to accurately perform duties.
- ◆ Identify, recognize, maintain, organize, and disseminate accurate health information.
- ◆ Accurately and proficiently perform testing using manual and automated methodologies including patient samples and quality assurance measures.
- ◆ Correctly interpret and/or clarify verbal, written and electronic health information.
- ◆ Prioritize, organize, and utilize time-management skills to deliver patient care in a timely and accurate manner.
- ◆ Demonstrate appropriate professional and procedural judgment decisions under stressful and/or emergency conditions (i.e. cardiac arrest), emergent demands (i.e. immediate interventions or actions), and a distracting environment (i.e. high noise levels, crowding, complex stimuli).
- ◆ Fulfill requirements of productivity, rotating schedules and heavy work-loads.
- ◆ Adhere to HIPAA, AAMA (American Association of Medical Assistants) professional standards, JC and clinical site professional conduct guidelines, policies and procedures. Technical standards refer to all nonacademic admission criteria that are essential to participation in the program.

The following standards have been determined as minimum physical requirements in order to successfully complete the program and to gain employment as a medical assistant. The College will make every reasonable effort to accommodate a student with a disability that otherwise would be qualified to meet the Standards of the program.

- ◆ Physical activity that often requires keyboarding, phone work and charting.
- ◆ Physical activity that often requires time working on a computer.
- ◆ Physical activity that often requires lifting over 50 lbs.
- ◆ Physical activity that often requires handling and lifting patients, walking, bending, stooping, reaching, climbing, kneeling and/or twisting.
- ◆ Physical activity that sometimes requires lifting, pushing and/or pulling up to 100 lbs.
- ◆ Specific vision abilities required include close vision, depth perception, color vision, peripheral vision and the ability to adjust and focus.
- ◆ Manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment.
- ◆ Must hear and speak well enough to conduct business over the telephone or face to face for long periods of time in English.

MEDICAL ASSISTANT CLINICAL PRACTICUM

What is Clinical Practicum and are there any special requirements for Clinical Practicum?

Clinical Practicum is a non-paid practical experience in which the student is placed in a physician's office or clinic under the supervision of a licensed health care practitioner. The student has the opportunity to apply the knowledge and skills learned in the classroom in a real-life clinical situation. A student may work during their Clinical Practicum program; however, it will be the student's responsibility to be available for the Clinical Practicum hours that are assigned to them. A student will be expected to obtain their Clinical Practicum schedule from the Supervisor at the Clinical Practicum site. This placement occurs in the final semester of the program.

To be eligible for Clinical Practicum you must meet the following requirements:

1. You must have completed all program courses and have demonstrated that all technical standards can be met.
2. If it has been more than one semester since you have taken any of the clinical courses, you will be required to either repeat them or demonstrate competency in all areas and/or repeat the MA Pre-Practicum Capstone course.
3. Successfully pass all competencies in Capstone with an 85% or higher with two attempts max.
4. Approval of the Program Director

****Please meet with the Program Director if you have any questions regarding these requirements.****

Clinical Practicum Assignment

A Clinical Practicum site is assigned by the College and must be arranged and approved for each student before the start of the MED252 course. The clinical site is a third-party entity into which students are placed for practical experience. Jackson College cannot guarantee that a Clinical Practicum site will always be available at the beginning of the semester. Arrangement for such a site depends upon the college's ability to enter into a formal agreement with a proposed site. Students should not rely upon the availability of a Clinical Practicum site in a particular geographical location. While Jackson College uses its best efforts to negotiate Clinical Practicum sites, even after they become available they can become unavailable for reasons beyond the control of Jackson College and in that event Jackson College has no liability.

TRANSFERRING FROM ANOTHER MEDICAL ASSISTANT PROGRAM

Medical Assistant core courses cannot be transferred in from another college. However, if a student is transferring from an accredited medical assistant program, they may request to have their knowledge and skills evaluated/tested in order to obtain credit for the course if they have passed a course at the previous institution with an 80% or higher that included the related core curriculum. The availability of this option will be determined at the program director's discretion.

CREDIT BY EXAM

Credit by exam is only available for general program courses such as Medical Terminology, Intro to Body Systems, and Medical Law and Ethics.

CREDIT FOR PRIOR LEARNING

Credit for prior learning may be given for some program courses with appropriate documentation. Please see your Navigator or Program Director to see if any prior experience is eligible for credit.

OTHER PROGRAM POLICIES

Student Health Issues: It is the student's responsibility to inform the Program Director of any illness, pregnancy, injury or surgery that might compromise the safety of either the student or the patient(s). While in the program, any student with a medical condition or injury which causes a student to miss clinical or class for over two (2) days, will be required to meet with the Program Director to discuss next steps. If at any point there are concerns regarding a health problem or disability, Jackson College reserves the right to require a medical release or physical examination. Students are responsible for contacting the Program Director regarding concerns or risks related to their own health care needs. Students must meet the Technical Standards and Functions set for participants in the Jackson College Allied Health Programs with or without reasonable accommodation.

Health Insurance: It is important that you maintain health insurance to defray the cost of hospital and medical care of any illness or injury that may be sustained while participating in a clinical experience. Substantial monetary liability can be incurred if you do not have medical insurance and injury or illness occurs.

CPR Certification: Students are required to obtain "Professional Level" CPR Certification *prior* to starting your Clinical Practicum. A CPR course will be offered during the second semester of the program.

Academic Honesty -Cheating: Cheating is defined as: copying another's answers; giving answers on tests to another; working in pairs or as a group on assignments that are to be completed by the student along, bringing answers to a test situation; plagiarism including but not limited to copying other students papers, copying verbatim from a website (with or without a reference), etc.; forging competency evaluation forms; forging or misrepresenting clinical hours; any other act which does not truly reflect the student's progress. Any student found cheating in any MOA or MED course may fail that course or possibly be removed from the program.

Drug Free Campus Policy: For the well-being and safety of all concerned, unlawful manufacturing, possessing, distribution, or the ingesting of controlled substances or federally illegal drugs such as, but not limited to, marijuana, narcotics, stimulants, depressants, and hallucinogens, are strictly prohibited on the college's/clinical premises, equipment, job site, or during college activities.

No person shall report for work, no student shall report for class, and no person shall come on college/clinical premises while legally under the influence of alcohol or other illegal drugs. No person shall become impaired / intoxicated by the use of alcohol, controlled substances and/or illegal drugs on college/clinical premises. If a student is suspected of being under the influence of alcohol or drugs, they may be subjected to a urine or blood test at the discretion of the program director and/or college.

Individuals who choose to violate the above become subject to institutional and legal sanctions. The college will cooperate with outside law enforcement agencies as they carry out their responsibilities both on and off campus.

Students found to be in violation of the college Drug Free Campus Policy will be subject to discipline and sanctions set forth in appropriate institutional manuals up to and including expulsion. Where applicable, individuals will also be subjected to local, state, and federal legal sanctions.

The use of marijuana is illegal at the federal level. Therefore, a drug screen testing positive for the presence of marijuana will result in dismissal from the Medical Assistant program, even if the student presents a prescription for medical marijuana use.

Cell Phones: While the Medical Assistant faculty recognize that communication with family and friends is important, the use of cell phones in class and at the assigned Clinical Practicum is very distracting to others. All electronic devices are required to be turned off while in class or at the Clinical Practicum site. If you are experiencing a family emergency and must keep a cell phone on, please obtain instructor permission prior to class. We appreciate your cooperation in providing an environment conducive to learning for all students.

Criminal Background Checks & Drug Testing: All students will be required to complete a background check and drug screen prior to being eligible to enter the clinical practicum. Note that there will be additional fees/charges for both the background check and drug screen.

Some convictions may also result in the student being ineligible to sit for the RMA(AMT) or CMA(AAMA) exam. It is the student's responsibility to verify eligibility directly with the credentialing organization.

Accommodations for Students with Disabilities:

If a student has a documented learning disability, visual or hearing impairment, psychiatric issue, or other physical or psychological challenge that interferes with learning, the Center for Student Success (CSS) can arrange accommodations for each student's classes in compliance with the American Disabilities Act. Based on the student's particular needs, accommodations may include but are not limited to:

- Extended testing time
- Quiet testing location
- Assistive technology
- Note takers
- Alternative text formats
- Sign language interpreter

It is the student's responsibility to self-disclose a disability to the Center for Student Success. Once documentation has been provided, CSS can arrange accommodations with instructors each semester.

Clinical Laboratory Skills Assessments:

The purpose of skills testing is to incorporate the designated response time for patient safety and provide efficiency in the clinical setting. For clinical purposes, no extensions to established times are allowed. Jackson College follows the times set forth by the clinical site policies.

DRESS CODE FOR MEDICAL ASSISTANT STUDENTS

Your career in the medical field is one of importance and prestige. People will seek you out for help with their problems and also look to you as a representative of the health care field. You are becoming part of a team, and along with this responsibility, there are rules you will be expected to follow in the lab in preparation for your career in health care.

1. You are required to wear ANY solid colored scrubs for all program classes.

Please purchase these ASAP. Tennis shoes must be worn. No open toe shoes or crocs are allowed. Shoes must be clean and free from mud and dirt. Shoes must be neutral colored (no bright colored laces, etc). Socks must also be

- worn. Hoodies, sweatshirts, etc. are not allowed – coordinating program jackets or warm up jackets should be worn instead.
2. Good personal hygiene is imperative. Hair should be neat and clean. If you have long hair, it should be fixed so that it does not fall forward around your face and it should be up and off the collar.
 4. **NAILS MUST BE CLEAN AND NEATLY TRIMMED!** You will be applying gloves frequently and long nails will tear the gloves. Nail polish must be solid in color with no nail art or “loud” colors.
 5. Jewelry should be discreet: no dangling earrings, chains around the neck, or multiple rings on hands. A wedding/engagement ring is acceptable. Jewelry has to be removed when washing hands and there is a risk of losing it – so please just don’t wear it!
 6. Use good discretion and moderation with make-up: perfumes are not allowed – no smoke smell either. If you smoke – buy Febreze.
 8. Gum chewing is prohibited in medical classes.
 9. A watch or “clip on” time piece with a second hand, stethoscope, and BP cuff is required. **Please do not purchase your stethoscope or BP cuff until discussed in the first clinical course.**
 10. Your JC name tag must be worn to each class. You do not have to have it the first day, but do need to obtain it as soon as possible. This name tag must state your first name only and “Medical Assistant Student”.

See below for example of the dress code check off.

Medical Assistant Dress Code Check-off

ITEM	REQUIREMENT	PASS	FAIL
Uniform	Clean & pressed, pants appropriate length - Program Designated Scrubs/approved scrubs – No Hoodie/sweatshirt – any jacket must be coordinating		
Socks	Wearing coordinating socks, Clean		
Shoes	Coordinating shoes – neutral – no bright colors – Clean Shoes & Laces		
Hair	Neutral color (blonde, brunette, red). Clean, Off collar; does not fall in face, using hair band, barrette. No large items in hair.		
Male Facial Hair	Beard neatly trimmed		
Facial piercing	Not allowed		
Tattoos	Offensive tattoos must be covered.		
Rings	Only one ring on each hand		
Earrings	Only one set allowed on lower lobe. Migraine ring allowed with note from physician		
Necklaces	Simple, subtle		
Bracelets	Not allowed		
Nails	Clean, Trimmed to appropriate length, solid polish, no nail art; no chipping		
Make Up	Used appropriately; sparingly; should be natural looking		
Perfume/Smoke	Not allowed, not strong scented lotions. If you smoke, use Febreeze		
Gum chewing	Not allowed		
Name Tag	Visible		
Time Piece	Must have second hand (<i>clinical classes only</i>)		

Dress code is Pass/Fail. This will be at the instructor’s discretion. Students must be in full dress code for each face to face class and any video evaluations.

MA CLASSROOM

PROFESSIONAL STANDARDS

BEHAVIOR

- Any behavior that is distracting, disrespectful, or inconsiderate to others will not be tolerated and may result in dismissal from the course or expulsion from the College.
- You are allowed to bring water or any closed drink container to classrooms, but drinks are NOT permitted in laboratory testing areas.

LATE ASSIGNMENTS

- Assignments are due at the beginning of class or by the specified due date and time.
- Late assignments must still be completed, but will earn a grade of zero or "1" to demonstrate completion. If you know you will be absent, please hand in homework early.
- Any missing work should be completed before the next assignment due date.

MAKE-UPS QUIZZES & EXAMS

- Make-Up quizzes/exams will be at the discretion of the instructor.

CELL PHONES

- Cell phones must be turned OFF during class.
- Students making or accepting calls or text messages during class will be asked to leave.
- Exceptions to the phone policy will be considered by the instructor on an individual basis.

HONOR CODE VIOLATIONS

- Students caught plagiarizing or cheating on an assignment, quiz, or exam will receive a zero for the assignment, quiz, or exam. Cheating a second time or on the final exam will result in failure of the class and could result in expulsion from the College.

COLLABORATION

- Students are expected to work on assignments and homework on their own unless they are given as group projects. If it is found or suspected that students are working together on assignments a zero will be given. If it continues, the student may be given a failing grade in the class.

PARTICIPATION

- A large portion of your grade is based on your participation in the course. This includes adhering to the dress code, *actively* participating in the class, handing assignments in on time, and acting in a professional manner. If any of these course requirements are not met, participation points will be deducted at the discretion of the instructor.

OTHER POLICIES

- The student is responsible for information and assignments given in class even if they were not present.
- The instructor will reconsider any question that was marked incorrect if the student can demonstrate that the answer is correct, based either on what was presented in class or in the textbook. Appeals of this nature must be made no later than the class period after the item has been returned to the student.

AFFECTIVE EVALUATION

All program courses will include an affective evaluation. Students must pass all affective evaluation items in order to receive a passing grade in the course, in addition to other course requirements. If any of the standards are not met, the student will be put on a behavioral contract or will be given a failing grade in the class. The student will be required to go through a re-consideration process prior to continuing in the program (see later in this handbook for details).

ATTENDANCE POLICY

In the online portion of the course, students who do not participate at least two times per week, whether it be a meeting with instructor or posting an assignment due, may be dropped from the course. Students are only allowed to miss one lab / face-to-face day or they will have to repeat the course.

The reason that we provide students with allowable missed time is because we understand that sometimes emergencies or unexpected tragedies are unavoidable. Therefore, it cannot be stressed enough how important it is to “save” this allowed time for when something traumatic may occur. No exceptions will be made. So please do not miss class unless absolutely necessary. This policy is in place to prepare the student for the requirements of the clinical practicum and future employment.

JC GENERAL POLICIES

Grades: A 2.0 or 2.5 is a passing grade (depending on the course requirement). Only courses with passing grades count toward graduation. Other colleges transfer in only courses with passing grades. Many financial aid sources, including most employers, require passing grades. Additionally, earning less than a 2.0 or 2.5 in a class results in not being able to participate in the next level of courses in a discipline, which requires this course as a pre-requisite. If you attempt to register for the next course sequence and have not passed the pre-requisite course, you will be dropped from that class.

Academic Honesty Policy

Academic honesty is expected of all students. It is the ethical behavior that includes producing their own work and not representing others' work as their own, either by plagiarism, by cheating, or by helping others to do so.

Plagiarism is the failure to give credit for the use of material from outside sources.

Plagiarism includes but is not limited to:

- ❑ Using data, quotations, or paraphrases from other sources without adequate documentation
- ❑ Submitting others' work as your own
- ❑ Exhibiting other behaviors generally considered unethical

Cheating means obtaining answers/material from an outside source without authorization.

Cheating includes, but not limited to:

- ❑ Plagiarizing in all forms
- ❑ Using notes/books without authorization
- ❑ Copying
- ❑ Submitting others' work as your own or submitting your work for others
- ❑ Altering graded work
- ❑ Falsifying data
- ❑ Exhibiting other behaviors generally considered unethical

Collaboration

While JC encourages students to collaborate in study groups, work teams, and with lab partners, each student should take responsibility for accurately representing his/her own contribution.

Consequences/Procedures

Faculty members who suspect a student of academic dishonesty may penalize the student by taking appropriate action up to and including assigning a failing grade for the paper, project, report, exam, or the course itself. Instructors must document all instances of academic dishonesty beyond those of a very minor nature, in writing to the academic dean.

The Office of the Academic Deans will record and track students who have been reported as having cheated. If the same student cheats in other courses, the dean will enact sanctions appropriate to level of infraction. The sanction will be selected in consultation with the involved faculty. The Dean can administer consequences up to and including suspension.

Student Appeal Process: See college website at www.jccmi.edu

STUDENT CONDUCT/WARNING NOTICE

Medical Assistant students are expected and required to conduct themselves in a professional manner at all times.

If a student violates any of the MA Classroom Professional Standards, the AAMA Medical Assistant Code of Ethics, or JC General Polices, they may be placed on a behavioral contract, may fail the course, or may be removed from the program. If while on a behavioral contract, another incident occurs, it will result in dismissal from the program.

STUDENT CONDUCT/WARNING NOTICE PROCEDURE

Medical Assistant students are expected and required to conduct themselves in a professional manner at all times.

A student will receive a warning notice (which may be via email) as the first step of the probation process for unsatisfactory performance. **If the student commits the same violation OR another violation after receiving ANY written warning, they may be immediately removed from the site and the program and will not be able to continue in the program.**

The criteria for receiving a warning notice include:

1. Unsatisfactory achievement of clinical objectives.
2. Unsafe clinical practice. It is understood that unsafe practice may include either a combination of several repetitive examples of the following:
 - a. Errors in recording any pertinent clinical data
 - b. Failure of safely adopting basic patient care skills to actual patient care situations resulting in actual or potential patient harm
 - c. Failure to demonstrate sound judgment relative to the student's degree of MA curriculum completion

- d. Unsafe or inappropriate diagnostic service to the patient
- e. Universal precautions
3. Failure to establish effective working relationships with clinical site team members in providing patient services
4. Failure to establish effective relationships with patients
5. Violation of the AAMA (www.aama-ntl.org) codes of ethics.
6. Failure to assume the responsibilities of a student in the MA program:
 - a. Excessive tardiness
 - b. Inappropriate personal appearance or inappropriate clinical behavior
 - c. Repeated failure to submit required written work in the clinical area or repeated lateness in submitting work.
7. Failure to meet the competencies of the JC Practicum and MA Program.
8. Failure to submit clinical documents such as, evaluation forms, time sheets, log sheets.

Student's reply to the warning notice

1. The student is required to reply to the warning notice **within one week**, using the student corrective action reply (Exhibit 2). The student's reply must show evidence of problem solving regarding the identified unsatisfactory behaviors. The reply must include the following:
 - a. Student's perception of the problem
 - b. Awareness of the seriousness of the Warning Notice
 - c. Methods that will be utilized to correct problem

Due Process

Check your JC Student Handbook or JC website for policies

Medical Assisting Code of Ethics

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.

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.

SEQUENCE OF COURSES

Please be sure to follow the program map for your program. Please work with the Program Director when setting up your schedule.

RETURNING TO THE PROGRAM

If you “stop out” of the program or have taken courses toward the program in the past and are now returning to finish, you may be required to repeat any or all MOA/MED courses. Depending on the length of time it has been since you were taking courses in the program, you may be eligible to demonstrate competency in the area through a didactic and skills based assessment with approval from the Medical Assistant Program Director. Please see the Program Director for more information.

RE-ENTRY TO THE PROGRAM DUE TO A FAILED COURSE

If you have failed a class due to not meeting the cognitive or psychomotor requirements/competencies, you are able to repeat that class one time only. If you are not successful the second time, you will not be able to continue in the program.

If you fail a class due to not passing requirements of the affective evaluations due to behavioral issues, you will not be able to continue in the program. However, you may request readmission to the program via the process described below.

1. Submit a request for readmission consideration to the Program Director that includes:
 - A. Description of the student’s perception of what led to failure of the course.
 - B. Explanation of any contributing circumstances.
 - C. An Action Plan to include what changes the student will make if allowed to continue in the program.
All information is to be typed and submitted in a WORD document.
2. The student will then be scheduled to meet with a readmission committee which will consist of the Department Chair, Past Department Chair, or Assistant Dean, a faculty member from another program in the Allied Health department, a faculty member outside of the Allied Health department, and the Student Ombudsman. The Medical Assistant Program Director will also be present, but will not have a vote on the final decision regarding re-entry into the program.
3. The student will then be notified of the committee’s decision. If a student is allowed to re-enter the program, they may be placed on a probationary contract as determined and detailed by the committee.

Medical Assistant Clinical Practicum

Application

CLINICAL PRACTICUM APPLICATION PROCESS

1. Once the Clinical Practicum portion of this handbook is presented, you will need to begin completing the following forms/tasks to be handed in by the Application Deadline. It is highly suggested that you submit the resume to the Program Director prior to the deadline for proofreading since it must be perfect!
 - *Clinical Practicum Application* (Note Application Deadline on form). Form is marked with an **A** in the upper right hand corner in this document.
 - *Health Certification Form – both pages*. Forms are marked with an **A** in the upper right hand corner. (must see NP in Jackson College Health Clinic as **FIRST STEP**)
 - Copy of your Health Care Provider CPR card must be submitted prior to start date
 - Copy of **TWO** current TB tests showing negative results
 - Copy of your immunization record or titer results demonstrating immunity
 - Influenza vaccine including lot number. If going out Fall, will wait until then to get this.
 - Covid-19 vaccine(s) including lot number.
 - Perfect Resume (Example is included in the handbook – Use the example!)
 - Unofficial Transcripts (printed off web)
 - Background check and Drug Screen payment confirmation

The clinical education site policy may require additional immunizations not listed on this form to participate in the clinical education. Failure to follow policies of the clinical site placement may result in removal from the program. The Allied Health/Nursing Department Coordinator will provide the student a list of the additional immunizations if different from the list provided on the Health Certification form.

2. You will give all required forms to the Program Director by the due date. It is suggested to get your packet in early, because if anything is missing or incorrect (including your resume) you will not go out until the following semester. **ALL** documents and **ALL** immunizations (or titers) must be completed by the due date with the exception of the 3rd Hep B vaccination and if you have not completed CPR/First Aid, you must show documentation that you are registered for it.
3. All documents should be in the order as listed in the check list on the next page. You will use a scanning app to put all documents into ONE PDF to be uploaded to the shared folder.
4. If there is anything missing and it is not in by the deadline, you will be required to go out on Clinical Practicum the following semester or the next time MED252 is offered.
5. The Program Director will then begin finding you a site. As the student, you are only to provide sites in which you would like to be placed. Please do not “cold call” or contact sites asking for a Clinical Practicum. However, if you have a personal connection with a site (possibly your doctor or someone you know) please include that information on the Practicum Application. Please note that some sites may require an interview.

Practicum Paperwork Checklist

Use the following to keep track of the paperwork required to submit for application to the practicum.

- _____ **Two months prior to Practicum semester start date** - See NP in Jackson College Health Clinic to have Health Form completed
- _____ Complete practicum application form
- _____ Health Certification Form – **both** pages (2nd with your signature)
- _____ Copy of your BLS CPR card or online CPR completion certificate
- _____ Copy of **TWO** current TB tests showing negative results or blood results
- _____ Copy of your immunization record or titer results demonstrating immunity
- _____ Copy of influenza vaccine with lot number (will wait if going out Fall)
- _____ Copy of Covid-19 vaccine(s) with lot number.
- _____ Perfect Resume (Example included in the handbook). Have Program Director review prior to submission.
- _____ Unofficial Transcripts (printed off JetStream)
- _____ Confirmation of payment to company for Background Check and Drug Screen
Follow instructions regarding where to obtain your drug screen. Results of background check and drug screen are automatically sent to Jackson College Campus Safety Office.

*****KEEP COPIES OF EVERYTHING FOR YOUR RECORDS*****

Notes:



PRACTICUM / CLINICAL PRACTICUM APPLICATION

I wish to be considered for acceptance into the JC Practicum / Clinical Practicum Program for:
(Put a check before the desired program and semester)

_____ FALL SEMESTER CLINICAL PRACTICUM

_____ SUMMER SEMESTER CLINICAL PRACTICUM

Once all paperwork is completed, you must upload into the shared drive as ONE document. If you do not have all requirements completed by the application deadline with all paperwork completed, you will not be eligible for Clinical Practicum and will have to wait until the next time MED252 is offered.

APPLICATION DEADLINE – August 1st for Fall Semester, May 1st for Summer Semester

NAME _____ Previous Last Name _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

STUDENT ID NUMBER _____ HOME PHONE _____

WORK / CELL PHONE _____ EMAIL ADDRESS _____

Please list three geographic areas you would prefer or health system in which you would like to be placed (ie. Henry Ford, UofM, etc.). You can also specify any type of specialty you do not want to be placed in.

My signature verifies that I have met all requirements for application to the Clinical Practicum program; read and understand the Technical Standards for Admission; and my admissions file is complete.

Student Signature _____ Date _____

**Jackson College
Health Certification Form
Medical Assistant**

Jackson College follows the policies of the clinical site and will require students to comply with all policies to submit health records and immunization requirements.

The completed Health Certification Form and copies of the required records must be provided before the student may begin clinical practicum. Students will not be allowed in clinical if current documentation is not submitted.

A. Identification

Student's Name:	Student ID Number:
------------------------	---------------------------

B. Statement of Physical/Emotional Fitness (MUST BE COMPLETED AT JACKSON COLLEGE HEALTH CLINIC).

I have reviewed the attached technical standards and functions for this student's program of study and in my judgment this student is physically and emotionally capable of participating in the Jackson College Health Occupation program indicated above.	
Jackson College NP Signature	Date

Any student with a condition that could impact decision making or the physical ability to provide client/patient care must discuss his/her condition with the program director for his/her program of study.

Immunization Requirements

According to the Center for Disease Control (CDC) they recommend all healthcare personnel (HCP) show evidence of immunity to measles, mumps, rubella and varicella. In addition, due to the potential exposure to blood or bodily fluids and risks related to direct patient contact, the CDC recommends that HCP protect themselves with vaccinations against Hepatitis B and Tetanus/Diphtheria/Pertussis, Influenza, SARS COVID-19, and be screened for Tuberculosis. Jackson College students must provide documentation of compliance with clinical partners and the [CDC Healthcare Personnel Recommendations](#). Documentation of immunity must be a copy of an official immunization record or copies of lab reports indicating positive titers (self-reporting or parent's record of disease or vaccinations is not acceptable).

The clinical education site policy may require additional immunizations not listed on this form in order to participate in the clinical education. The Allied Health/Nursing Department Coordinator will provide the student a list of the additional immunizations if different from the list provided on this form.

Students who are not fully vaccinated against COVID-19—regardless of the reasons for their declination of being vaccinated, and even if such declination is predicated upon a legally-cognizable disability or a sincerely held religious belief—the student may not be able to: (1) participate in an externship/practicum/Capstone Field Internship experience; (2) complete the requirements and graduate from the program; (3) sit for any licensing or certification examinations in the profession; and (4) be employed in the profession.

**All Documentation Must Accompany This Form
CPR & TB Must Remain Current Throughout the Duration of the Practicum**

C. CPR Certification:

1. BLS for Health Care Provider Certification through the American Heart Association only.

D. Required Immunizations: Submit Copies of An Official Immunization Record Or Lab Reports For The Following Immunizations. Keep Originals For Your Own File

1. Rubella (German Measles)
 - Documentation of 2 doses of MMR 4 weeks apart **OR** a positive Rubella titer
2. Rubeola (Hard Measles)
 - Documentation of 2 doses of MMR 4 weeks apart **OR** a positive Rubeola titer
3. Parotitis (Mumps)
 - Documentation of 2 doses of MMR 4 weeks apart **OR** a positive Mumps titer
4. Varicella (Chicken Pox)
 - Documentation of 2 doses of Varicella given 28 days apart **OR** a positive Varicella titer
5. Diphtheria/Tetanus/Pertussis (TD or Tdap)
 - Documentation of a booster within the past 10 years. If booster is needed recommend a Tdap
6. Hepatitis B
 - Documentation of 3 dose Hepatitis B series at 0-1-6 month interval **OR** a positive Hep B surface antibody titer
7. Influenza
 - Documentation of current influenza **which must include Lot #.**
8. Covid-19
 - Documentation of Covid-19 vaccine(s) **which must include Lot #.**

E. Two Step Tuberculin Skin Test (TST): Submit The Following

1. Documentation of first negative TST
2. Documentation of second negative TST
3. If first TST is positive you need documentation from your health care provider of evaluation and treatment **OR**
4. If you have a previously positive TST you must submit a copy of a chest x-ray, no older than 2 years, and documentation from your health care provider that there is no active pulmonary disease (this documentation can be completed via the health clinic) **OR**
5. Copy of negative blood test results

****The date of the second test becomes the anniversary date for your annual TST.**

NOTE: It is the student's responsibility to keep their health record updated and evidence submitted to the Admission Coordinator prior to the expiration date. Failure to do will result in the inability to attend clinical.

By signing below I give my permission for Jackson College to release any and all information contained in this record to any clinical facility that I am assigned to. I also understand that I am responsible for the accuracy of the information I have provided and that I am required to notify JC if there is a change in my health that could potentially impact my ability to participate in my program of study. I further acknowledge that failure to provide accurate and complete health records and/or failure to notify JC of a change in my health that could potentially impact my ability to participate in my program of study could result in me being dismissed from my program of study.

Student Signature _____ Date _____

**TECHNICAL STANDARDS FOR ADMISSION TO CLINICAL PRACTICUM
ALLIED HEALTH DEPARTMENT
JACKSON COLLEGE**

The Allied Health Department faculty has specified the following non-academic criteria which applicants generally are expected to meet in order to participate in the Department of Allied Health Sciences programs and professional practice. These technical standards are necessary and essential and have been developed to provide for the health and safety of the patients receiving care from the Allied Health Department program students.

OBSERVATION – The applicant must be able to participate in all demonstrations, laboratory exercises and Clinical Practicum in the clinical component and to assess and comprehend the condition of all patients assigned for examination, diagnosis and treatment.

COMMUNICATION – The applicant must be able to communicate with patients to effectively elicit patient compliance, understand and assess non-verbal communications; and be able to effectively transmit information to patients, physicians, paraprofessionals, faculty and staff in a timely way.

PSYCHOMOTOR – The applicant must have motor functions sufficient to elicit information from patients by appropriate diagnostic or therapeutic maneuvers; be able to perform basic tasks; possess all necessary skills to carry out diagnostic or therapeutic procedures; be able to interpret movements reasonably required to provide general care and emergent treatment/actions as necessary for patient safety and comfort. Be able to lift up to 50 lbs and push or pull up to 100 lbs.

INTELLECTUAL / CONCEPTUAL INTEGRATIVE AND QUANTITATIVE ABILITIES – The applicant must be able to measure, calculate, reason, analyze, evaluate, and synthesize information and observations. Problem solving, the critical skill demanded of Allied Health Practitioners, requires all of these cognitive abilities. In addition, the applicant must be able to comprehend three-dimensional structures and understand the spatial relationships of these structures.

BEHAVIOR AND SOCIAL ATTRIBUTES – The applicant must possess the emotional health required for full utilization of intellectual abilities; execute appropriate medical judgment; the prompt completion of assigned or non-assigned responsibilities for care of and service to the patient; and the development of supportive and effective relationships with patients. Applicants must be able to tolerate physical and mental work loads, function effectively under stress, adapt to changing environments and conditions, display flexibility and function in the face of uncertainties inherent in the clinical setting and with patients. Compassion, integrity, concern for others, interest and motivation are personal qualities with each applicant should possess.

You need to be able to perform each of these tasks with or without accommodation. If an accommodation is necessary because of a disability it is your responsibility to provide documentation and to request accommodation. The college will endeavor to satisfy requests for reasonable accommodations however it is not guaranteed.

EXAMPLE CLINICAL PRACTICUM RESUME (CAN USE ANOTHER FORMAT)

Jane N. Doe
123 Any St.
Jackson, MI 49203
517-123-1234
jdoe01@yahoo.com

CAREER OBJECTIVE: To obtain a 180 hour Medical Assistant Clinical Practicum.

EDUCATION: **Jackson College, Jackson, Michigan**
Certificate in Medical Assisting
Expected graduation date, June 2010

RELATED COURSE WORK:	Medical Terminology	Anatomy & Physiology
	Law & Ethics	EKG
	Medical & Surgical Asepsis	Assisting with Exams
	Vitals	Medical Office Management
	Administrative Procedures	Coding and Billing
	Lab Testing	Phlebotomy
	Administration of Medication	Minor Office Surgery

EXPERIENCE: **October, 2006- September, 2008**, Parma Travel Center (Formally Buddies Mini Mart), Parma, MI

Cashier

- Customer interaction
- Handling large amounts of cash
- Safe Access
- Organize and stock merchandise

January, 2005- June, 2005, Ci Ci's Pizza, Indianapolis, IN

Buser

- Customer interaction
- Closing
- Dishwashing/ Cleaning

CERTIFICATES: BLS CPR Certification, Blood Borne Pathogens, CDC: Ready, Set, Test

REFERENCES: Available upon request

Medical Assistant Clinical Practicum



Student Requirements

Requirements Once Placed in Clinical Practicum Site

Once you are placed at your site you will need to:

1. Provide your site supervisor with the documents provided to you by the Program Director if they have not been emailed to the site prior to your start date.
2. Complete the **Medical Assistant Clinical Practicum Site Information** form and upload to shared drive. Include the scheduled hours you will be working as agreed upon by yourself and your supervisor. **This must be submitted BEFORE you start hours at your site.**
3. When you have completed 60 hours, provide your site preceptor with **Mid-Term Clinical Practicum Evaluation** form you provided to them at the beginning of your practicum. After they have completed the form, they must go over it with you and you are required to complete the Student Response/Action Plan. Both your preceptor and you must sign and date. You will then upload to the shared drive and email the Program Director with the contact information of your direct preceptor.
4. Complete **Weekly Time Sheets**, have signed by your preceptor, and upload to shared drive.
5. If you know you will need to miss a scheduled day, you must submit a **Request to Schedule Clinical Practicum Absence** form (which is included in this handbook – Exhibit 1).
6. If you have to call in due to an emergency or illness, you must e-mail the Program Director regarding your absence along with notifying the site supervisor.
7. If it is found there is a problem at any time during your Clinical Practicum, you will be notified and you will have the opportunity to respond if desired. If you choose to respond, please fill out the **Student Corrective Action Reply** (Exhibit 2).
8. Complete the various surveys and Clinical Practicum Paper as assigned on the Canvas course room to submit with your last time sheet.
9. Log in to the Canvas course room weekly and share your challenges for the week. Each weekly post should be a minimum of 100 words. Along with your post, you must provide a *substantial* post to at least one other post – “I agree” or “Me too” does not constitute a substantial post.
10. Be sure your site preceptor fills out your final evaluation and goes over it with you in your last week at the site. Upload to shared drive along with your final time sheet.

If you have questions at any time, please contact the Program Director.

EVALUATION PROCESS:

1. After the student submits the Mid-Term evaluation, they must email the Program Director to let them know it has been uploaded to the shared drive. The Program Director will contact the site supervisor to determine if further discussion is needed. The student must also provide the preceptor with a copy of the Final Evaluation so they are aware of the skills the student is allowed to perform.
2. Each student will be given copies of the evaluation forms for specific information on performance requirements and areas to be evaluated. Upon completion these forms are kept on file within the Allied Health Department for future reference and are confidential. The information may only be released if the student requests a copy for themselves or signs a release of information form to have it sent to a potential employer or other party as requested by the student.
3. If at the time of the final evaluation a student is found to have any areas that need remediation, this remediation may occur either in the classroom setting or by performing additional hours at the current or a different clinical site. This determination will be made by the program director.

CLINICAL PRACTICUM OBJECTIVES:

Within the setting of a physician's office, seminar classroom, or other approved facility the student will:

1. Utilize the basic skills and knowledge gained by taking all of the Medical Assistant required courses prior to Clinical Practicum;
2. Positively relate with and understand the role of the office manager, physician(s), and staff, so as to become a valued member of the team;
3. Positively relate with patients and their families in person and on the phone using compassion and empathy;
4. Effectively work with a medical office team in relation to patient care and business functions being able to take initiative to ask for or suggest work for themselves and to complete that work with minimal supervision;
5. Accept directions, instructions, and feedback given by supervisor or other office personnel as appropriate and follow through to make adjustments in behaviors or studies;
6. Ask appropriate questions when in doubt about a procedure or policy, write down the information and learn it for the next encounter;
7. Analyze situations and plan a course of action based on sound principles of scientific method, problem solving, and critical thinking taught in the medical assistant courses and then evaluate the outcome of actions and note for future actions.
8. Act and speak in a professional manner as described in medical assistant text and courses using proper grammar, tone of voice, and use of medical terminology;

9. Meet all dress code requirements as shown on attached Medical Assistant Dress Code.
10. Tardiness and absences will not be tolerated. Student must attend site on days and times agreed upon by the student and the site. **Only one unscheduled absence is allowed.** The student will call the medical office ASAP to report the absence or tardiness and make arrangements to make up the time missed. Also, the Program Director must be informed of the absence via e-mail.
11. Verbal orders should be avoided if possible (especially for medications) for treatments to be performed by the student. Medication orders should be written in the chart or on a note pad and acknowledged as correct by the physician or supervisor before administering. The student should write down the verbal order and then repeat it back to the doctor or supervisor giving the order to make sure it is correct.
12. Handling bio-hazardous materials and potentially infectious body fluids:
 - a. Use universal standards when handling all body fluids, used instruments, bandages and body tissues or participating in procedures which may be a potential source of infection to the student or other patients.
 - b. Always wear latex gloves, appropriate eye protection or impervious gowns, and/or masks and properly dispose of equipment and other products in sharps containers, or special containers when performing any procedure in which there is a risk of spreading infections (according to techniques previously taught in clinical courses).
 - c. If an exposure occurs, rinse with water and/or wash immediately with anti-microbial soap. Report the incident to your supervisor. They will administer first aid and advise you how to proceed. Also, report the incident to your Program Director ASAP. Proceed to obtain the necessary medical treatment or testing as advised.

Handle bio-hazardous materials and chemicals with care using precautions and warnings labeled on containers and explained in the office procedure manuals for these materials. If exposed, follow the instructions posted in the office for the specific material. Read beforehand.

NOTE: Students are not considered employees and are responsible for all of their own medical expenses.

13. Perform only those procedures ordered by the physician for which the student has been instructed either in class or by the office staff and that is within the Medical Assistant scope of practice.
14. Keep the legal and ethical code of confidentiality of patient information and physician's business information as taught in MOA 112 and other classes. Breach of ethics, confidentiality, or any HIPAA violations may be reason for immediate withdrawal of the student from the Clinical Practicum and the program as well as a potential for legal action. Because of new federal guidelines for release of information (HIPAA) students may be required to sign confidentiality agreements with their Clinical Practicum site and complete HIPAA training.
15. Report any problems that cannot be dealt with by the student to the Program Director. Recognize the Program Director as the liaison between the medical office and the student. If any problems arise with questionable activities at the placement or difficulties with personnel, this should be brought to the attention of the Program Director IMMEDIATELY.
16. Submit weekly written reports of their activities via weekly time sheets.
17. Post in Canvas classroom weekly including one post regarding your challenges during the week and providing a response to at least one other student's post.

18. Represent JC's Medical Assistant Program to the community by being an example of professionalism.
19. Complete 180 hours of Clinical Practicum by arrangement with the medical office staff within the semester unless other agreement made with the instructor.
20. Students must submit their schedule and abide by set schedule. If for some reason the student has to call in or miss a scheduled day, the site and program director must be notified. If the schedule is changed by the site (ie. doctor not in), note on time sheet.

GENERAL POLICIES AND PROCEDURES

Attendance: Dependability and punctuality are important factors in the Medical Assistant clinical component. Any absences or tardiness, no matter how legitimate, disrupts the learning process of the student and disrupts the operational function of the Clinical setting. Students must complete a request for clinical absence for an approved scheduled absence. **Only one scheduled absence is allowed** (See Exhibit 1).

Students are required to notify the appropriate supervisor at their Clinical Practicum of their absences for each occurrence. The notification of absence intent should be at least 1/2 hour (30 minutes) prior to the student's scheduled starting time. All missed clinical time must be made up within the semester that the absence occurred. Any absences that are not reported to the appropriate supervisor and the program director will result in immediate **dismissal from your site, the Clinical Practicum, and the program.**

Students are required to be at their Clinical Practicum until the completion of their assigned shift unless permission is obtained from the site supervisor. Students will only receive clinical hours for time actually spent within the clinical setting. Students are required to submit Clinical Practicum attendance reporting forms. Students cannot count lunch toward their time, *unless* they are involved in a drug rep lunch with a presentation.

The student is to notify the site supervisor whenever the student leaves the medical office/lab/department. Failure to do so may be interpreted as abandonment of the Clinical Practicum assignment.

Tardiness: If you will be tardy to your site, notify the Clinical Practicum Supervisor ASAP. Excessive tardiness will may result in immediate **dismissal from your site, the Clinical Practicum, and the program.**

Injury: Any student who incurs an injury during their program studies at a Clinical site must notify the Clinical Practicum (site) Supervisor immediately and the Program Director as soon as possible. The student will be instructed to follow the Clinical Practicum site's process when such an injury occurs within their facility.

Personal Illness or Injury: Any student who is unable to perform the routine duties of a Medical Assistant because of personal illness or injury must notify the Clinical Practicum Supervisor and Program Director as soon as possible, including the anticipated length of the illness or disability.

Dress Code: The student should check with the site supervisor regarding specific requirements of the clinical site. You will be required to follow the same dress code as in lab with the exception of being allowed to wear different colored scrubs if the site allows. The student's mode of dress **must** adhere to the proper safety regulations and requirements of the clinical site and the dress code requirement of the program and demonstrated below. Your site will be performing a dress code check-off each week.

Communicable Disease Policy: To protect health care personnel from transmission by considering all patients as potentially infected with HIV and/or other blood-borne pathogens, and to adhere rigorously to infection

control precautions for minimizing the risk of exposure to blood, bodily fluids, and moist body substances of all patients (as per OSHA standards).

1. All health-care workers should routinely use appropriate barrier precautions to prevent skin and mucous-membrane exposure when contact with blood or other bodily fluids of any patient is anticipated. Gloves should be worn for touching blood and body fluids, mucous membranes, or non-intact skin of all patients, and for handling items or surfaces soiled with blood or body fluids. Gloves should also be worn during venipuncture or other vascular access procedures. Gloves should be changed after contact with each patient. Masks and protective eyewear or face shields should be worn during procedures that are likely to generate droplets of blood or other body fluids to prevent exposure of mucous membranes of the mouth, nose, and eyes. Gowns or aprons should be worn during procedures that are likely to generate splashes of blood or their body fluids
2. Hands and other skin surfaces should be washed immediately and thoroughly if contaminated with blood or other body fluids. Hands should be washed immediately after gloves are removed.
3. All health-care workers should take precautions to prevent injuries caused by needles, scalpels, and other sharp instruments or devices during procedures; when cleaning used instruments; during disposal of used needles; and when handling sharp instruments after procedures. Refer to the policy and procedure manual of each clinical site for the specific methods for disposing of the objects mentioned above.
4. Although saliva has not been implicated in HIV transmission, to minimize the need for mouth-to-mouth resuscitation, mouthpieces, resuscitation bags, or other ventilation devices should be available for use in areas in which the need for resuscitation is predictable.
5. Health-care workers who have exudative lesions or weeping dermatitis should refrain from all direct patient care and from handling patient-care equipment until the condition resolves.
6. Pregnant health-care workers are not known to be at greater risk of contracting HIV infection than health-care workers who are not pregnant; however, if a health-care worker develops HIV infections during pregnancy, the infant is at risk of infection resulting from pre-natal transmission. Because of this risk, pregnant health-care workers should be especially familiar with and strictly adhere to precautions to minimize the risk of HIV transmission.

Body substances such as feces, airway secretions, and wound drainage, and urine always may contain potentially infectious organisms. The universal precaution system not only protects health-care workers from transmission of blood-borne pathogens, but also from other infectious agents found in moist body substances. Patients are protected from organisms present on the hands of personnel, and the staff's hands are protected from acquiring new organisms.

STUDENT CONDUCT/WARNING NOTICE PROCEDURE

Medical Assistant students are expected and required to conduct themselves in a professional manner at all times.

A student will receive a warning notice (which may be via email) as the first step of the probation process for unsatisfactory performance. **If the student commits the same violation OR another violation after receiving ANY written warning, they may be immediately removed from the site and the program and will not be able to continue in the program.**

The criteria for receiving a warning notice include:

1. Unsatisfactory achievement of clinical objectives.
2. Unsafe clinical practice. It is understood that unsafe practice may include either a combination of several repetitive examples of the following:
 - a. Errors in recording any pertinent clinical data
 - b. Failure of safely adopting basic patient care skills to actual patient care situations resulting in actual or potential patient harm
 - c. Failure to demonstrate sound judgment relative to the student's degree of MA curriculum completion
 - d. Unsafe or inappropriate diagnostic service to the patient
 - e. Universal precautions
3. Failure to establish effective working relationships with clinical site team members in providing patient services
4. Failure to establish effective relationships with patients
7. Violation of the AAMA (www.aama-ntl.org) codes of ethics.
8. Failure to assume the responsibilities of a student in the MA program:
 - a. Excessive tardiness
 - b. Inappropriate personal appearance or inappropriate clinical behavior
 - c. Repeated failure to submit required written work in the clinical area or repeated lateness in submitting work.
7. Failure to meet the competencies of the JC Practicum and MA Program.
8. Failure to submit clinical documents such as, evaluation forms, time sheets, log sheets.

Student's reply to the warning notice

2. The student is required to reply to the warning notice **within one week**, using the student corrective action reply (Exhibit 2). The student's reply must show evidence of problem solving regarding the identified unsatisfactory behaviors. The reply must include the following:
 - a. Student's perception of the problem
 - b. Awareness of the seriousness of the Warning Notice
 - c. Methods that will be utilized to correct problem

Due Process

Check your JC Student Handbook or JC website for policies

Personal Problem Solving

If any Medical Assistant student is having difficulties maintaining the program course work, has personal or conflicts, or issues while at the site, contact the Program Director for a referral to obtain assistance.

REMOVAL FROM THE SITE AND PROGRAM

*****If it is deemed necessary, the site supervisor or program director, whether when the incident occurs or when the program director is made aware of the incident, may pull the student from the site without prior notice due to inappropriate or unprofessional behavior and the student will not be placed in a new site and in turn, be unable to complete OR reenter the program.**

The criteria for immediate removal from the site and the program include:

1. Evidence that a student is under the influence of alcohol or an illegal drug while at a clinical site. If there is reason to believe that a student is under the influence of drugs and/or alcohol, they will be required to undergo drug and/or alcohol testing. If the test returns a positive result or the student refuses to be tested, the student will be removed from the Clinical Practicum and the program.
2. No call/no show to site or not calling prior to scheduled start time.
3. Knowingly practicing outside of the medical assistant scope of practice.
4. Causing harm or injury to a patient due to unsafe clinical practice.
5. Unethical behavior, i.e., lying, cheating, stealing, etc.
6. **Any** HIPAA violation.

The following information is provided to both you and your clinical site

Mutual Agreement Between Student, College, and Site

I. Purpose of the Practicum

- a. To prepare students for entry-level medical assistant employment.
- b. To provide a real life experience for application of knowledge, skills, behaviors, and ethics learned in coursework in a qualified healthcare setting.
- c. To meet requirements of quality education in a medical assistant program.

II. Goals for the Practicum Experience

- a. To ease the transition from classroom to “real world” work experience in a medical setting with licensed healthcare practitioners.
- b. To allow the student to practice administrative and clinical skills under supervision in a functioning medical practice.
- c. To develop a confident, skilled, safe medical assistant graduate.
- d. To prepare the JC MA student to pass & obtain a credential as a RMA(AMT) or CMA(AAMA).

III. Student Responsibilities

- a. To successfully complete prerequisite course and skill performance requirements to qualify for Practicum.
- b. To obtain medical documentation of fitness for work compared to technical standards including update of necessary immunizations, TB tests, drug testing, and background check.
- c. To perform to the best of the student’s ability and not perform procedures beyond their capabilities or training (within scope of practice).
- d. To comply with course objectives including submission of weekly time sheets, completing a mid-term action plan, and final evaluations.
- e. To maintain confidentiality of patient and office information according to HIPAA and ethical standards and sign confidentiality agreements as requested.

- f. To abide by the JC “no drug” campus policy in the JC Student Handbook in regards to alcohol, over the counter and prescription drug, and illegal drug use. The student must be sober and fit for work.
- g. The student is responsible for reporting to Practicum as scheduled and on time and ready for work.
- h. To adhere to professional dress code policies as required by the program and/or Practicum site.
- i. To report any occupational exposure immediately following first aid and/or treatment to the Practicum Preceptor and Program Director and complete an incident report. Students will seek appropriate medical treatment and testing from their primary care physician or the emergency department. Students are responsible for their own medical expenses as they are not employees.
- j. To accept constructive criticism and instruction during training with a positive attitude and attempt to alter their behavior.
- k. To miss no more than ONE unscheduled and ONE scheduled day total and to be late no more than TWO times, with proper notification, or be dismissed from the site.

IV. Practicum Site Responsibilities

- a. To provide an orientation to the student including discussion of policies, procedures, protocols, and regulations for the site.
- b. To provide 180 hours for Medical Assistants students of non-paid learning experience through practical application of skills as part of the office team.
- c. To provide supervision and assure safe and suitable conditions including adherence to Universal Precautions and Bloodborne Pathogen standards.
- d. To communicate feedback comments and suggestions for improvement appropriately to the student as situations occur.
- e. To evaluate student performance twice by completing evaluation forms at Midterm (80-90 hours) and Final (180).
- f. To discuss the Mid-Term evaluation with the student prior to site visit.
- g. To verify diary/time sheets and assess adherence to dress code.
- h. To communicate concerns to the JC MA Program Director as soon as possible including if a student misses more than one scheduled day or is tardy more than two times or if there is any concern that the student may not be competent in any area upon completion of the practicum.

V. JC's Responsibilities

- a. To maintain the educational integrity of the medical assistant program.
- b. To provide a coordinator to serve as the liaison between the site preceptor/office staff and the student.
- c. To provide liability insurance during the clinical practice experience.
- d. To maintain program standards in prerequisite coursework in preparation for Practicum.
- e. To provide at least 3 hours of training in Universal Standards and Precautions, Blood borne Pathogen exposure prevention, HIPAA and confidentiality ethics training, and Healthcare provider CPR and First Aid training prior to Practicum.
- f. To coordinate and maintain student records, student evaluations, share the evaluation with the student, and calculate final grades.

Student Medical Assistant Safety Requirements

The following are safety and technical requirements that the Medical Assistant Students of Jackson College are required to follow while in their Practicum for the protection of the student, the patients, and the site.

- 1) Must demonstrate proper medical and surgical aseptic technique including:
 - Proper handwashing.
 - Proper cleaning of patient room (i.e. changing paper after each patient, cleaning table with disinfectant if patient is unclothed).
 - Proper disposal of waste – Biohazard waste disposal may vary (i.e. Some offices may only require waste saturated in blood to be disposed of in biohazard. Please notify the student of your policy).
- 2) Must use gloves when performing any procedures in which there is possible contact with patient fluids such as:
 - Giving Injections
 - Drawing Blood
 - Performing Any Lab Testing (i.e. Blood Glucose, Urinalysis, Throat Cultures)
 - Assisting with any procedure (i.e. Pap tests, office surgeries)
 - Cleaning surgical instruments
- 3) Must perform vital signs as instructed:
 - Must take pulse for 30 seconds and double unless pulse is thready or irregular, then must take for full minute.

- Will observe respirations for remaining 30 seconds and double.
 - Must take Blood Pressure accurately by listening through sounds through stethoscope and releasing air at a rate of 2 to 3 mm Hg per second.
 - If your office uses an electronic machine, it would be beneficial to allow the student some practice time with manual BP as well.
- 4) Must follow OSHA guidelines including:
- No recapping of used needles.
 - Must put all needles and glass in sharps containers.
 - Must use safety needles, safety syringes, and safety lancets if available.
 - Must wear Personal Protective Equipment when required by OSHA guidelines.
- 5) Miscellaneous requirements:
- When drawing blood, if unsuccessful after two attempts, must get assistance from supervisor.
 - Cannot administer medications that they did not prepare or observe being prepared.

Graduation & Commencement

A graduation application must be completed and turned into Student Services.

Currently Enrolled Students

1. Complete degree and/or certificate requirements from the current catalog (year of graduation), or
2. Complete degree and/or certificate requirements from the catalog in effect the year a student first entered JC (the catalog of entry) or any subsequent catalog provided that the student has maintained continuous enrollment at JC.
3. Continuous enrollment/attendance means a student must attend at least one semester during an academic year which is defined as August 1 through July 31.

Previously Enrolled Students

Students have five academic years to apply for graduation from the time they complete their last JC course.

See the College Catalog for Graduation Application Deadlines.

Commencement

Commencement is the graduation ceremony, held annually in late April or early May. Fall graduates and current Winter semester candidates who have not participated in a commencement are invited to attend. Spring semester candidates* may participate before completion of their degree/certificate program if they:

- Apply by the deadline
- Are within 10 credits of graduation and the required courses.

MA Program Documents

Exhibit 1

**JACKSON COLLEGE
MEDICAL ASSISTANT PROGRAM**

REQUEST TO SCHEDULE CLINICAL PRACTICUM ABSENCE

Student name: _____ Date: _____

Requested date of absence(s): _____

Semester: Fall _____ Spring _____ Summer _____

Clinical Site: _____

My plan to make-up the missed time is as follows:

Student's signature: _____

Clinical Practicum Site Supervisor/Coordinator's signature:

Program Director's signature: _____

Directions: Complete form one week prior to requested date of absence and email to Program Director.

Exhibit 2

Student Corrective Action Reply

Student _____ Date _____

My perception of the problem:

My awareness of the seriousness of the problem:

Steps I will implement to correct the problem:

Students Signature _____

Program Director Signature _____

This form is due within **three (3) days** of issuance of Corrective Action Notice.

Distribution: Student/Student's File

Medical Assistant Consent for Class Participation

The faculty and staff of the Medical Assistant Program at Jackson College are concerned about your health and safety during the performance of clinical procedures when practicing a simulated or real skill in the classroom or on externship. Prior to the performance of any clinical procedure, the Medical Assistant student is given instruction by text, lecture, and video on the risk of exposure to potentially hazardous and infectious materials and environmental hazards. OSHA bloodborne pathogen standards and precautions and airborne exposure precautions are included in this instruction.

The Medical Assistant Program believes that whenever possible, real practical classroom practice of skills creates the best learning and performance outcome. To this end it will be necessary to practice on fellow students as well as offer yourself as a simulated patient for procedures including EKG, injections, blood collection, urine testing, cultures, and patient/MA role play situations. If you have any questions or concerns, please discuss them privately with your instructor.

Consent: I _____ consent to participate in clinical skills practice in the
Student's Name
classroom by playing the role of the medical assistant and offering myself as a simulated patient. I have been informed about how to minimize risk of my exposure to potential hazards or that of my fellow students and I agree to follow OSHA standards and precautions and instruction from my clinical instructor. These precautions include wearing appropriate personal protective devices, handling and disposal of potentially infectious or hazardous materials, maintaining correct professional decorum during laboratory sessions, and beginning a Hepatitis B series of immunizations.

PLEASE USE BLACK INK ONLY

Student Name _____ DOB _____

Student or Guardian Signature

Date

Medical Assistant Program Entrance Agreement

I hereby acknowledge that I, _____, have received, read, understand, and am responsible for knowing the contents within the Jackson College Medical Assistant Student Handbook and will contact the program director if I have any questions regarding the requirements of the MA program.

I have been told and will abide by the requirements of this program in regards to the dress code, classroom polices, attendance requirements, and professionalism/affective behavior. I understand that failure to abide by these rules and regulations may result in dismissal from the Medical Assistant program.

I have been told and I am aware that there are certain requirements that must be met in order to be given a passing grade in a course. I am aware that this will be detailed in the individual syllabus for that class. I am also aware that if I do not meet the Affective Evaluation requirements, I will not be given a passing grade. If I am not given a passing grade in the class, I am aware of what I need to do to continue in the program and agree to these requirements.

I have been told and understand that all homework and assignments are due by the specified due date and if late, the work must still be completed and that I will receive a "1" on that assignment to demonstrate completion.

I have been told and am aware that if I do not adhere to the attendance policy, I will be given a failing grade in that course.

I have been told and am aware that I should meet with the Program Director for advising to ensure that I will complete my program on time.

I have been told and am aware that scheduling of courses may change based on program enrollment and that I am not guaranteed to be able to continue an all day or all evening program.

I have been told and am aware that there may be additional costs to me in relation to the Clinical Practicum application and the national certification exam.

By signing this, I am agreeing that I want to be a student of the Medical Assistant program and will abide by the behavioral and academic requirements of the program as stated by the college, the program director, and this handbook. I further understand that my signature below would allow personnel from the accrediting body of the program to review my student file during a formal audit of the Medical Assistant program.

PLEASE USE BLACK INK ONLY

Student Name Printed

DOB

Student or Guardian Signature

Date

Student Number (if known)

Personal e-mail

Phone

****Please note that you must use your JCC email for all correspondence****

This acknowledgement form needs to be completed and submitted to the Program Director at the time or program orientation.

Medical Assistant Program Technical Standards Agreement

By initialing and signing below, you are agreeing that you can meet the technical standards of the program and can perform the required skills of the program.

- _____ Effectively communicate in English both verbally and in writing utilizing accurate and appropriate terminology with classmates, co-workers, clients, and providers.
- _____ Demonstrate critical thinking based on knowledge of academic subject matter required for competence in the profession. They will incorporate cognitive knowledge in performance of the psychomotor and affective domains in their practice as medical assistants in providing patient care.
- _____ Apply mathematic principles. This includes the ability to apply computations; identify measurement systems; define and convert between metric, apothecary and household systems; identify and correctly use abbreviations and symbols in calculating medication dosages; and analyze charts, graphs, and/or tables in the interpretation of healthcare results.
- _____ Correctly interpret and/or clarify verbal, written and electronic health information.
- _____ Auscultate body sounds, characterize them and interpret findings appropriately.
- _____ Accurately characterize and interpret the color, odor, clarity, and viscosity of body structures and fluids.
- _____ Accurately assess equipment, medication, solutions, and other products/supplies to ensure client safety.
- _____ Observe/guard clients' response before, during and after treatment.
- _____ Accurately perform and assess patient testing such as visual acuity examinations.
- _____ Accurately interpret readings on manual and electronic patient monitoring equipment.
- _____ File and access paper medical records. Utilize computers and electronic equipment and medical record software.
- _____ Safely access and operate office equipment in a variety of settings.
- _____ Demonstrate necessary motor skills for client-centered intervention such as performing parenteral therapies, palpating vessels for radial pulse and venipuncture, etc.
- _____ Safely access, prepare, and operate equipment and supplies in a variety of settings.
- _____ Perform or assist with and/or transfer, lift, move, position, and manipulate the patient.
- _____ Access information from books, reference manuals, screens on computers, paper and electronic medical records to accurately perform duties.
- _____ Identify, recognize, maintain, organize, and disseminate accurate health information.
- _____ Accurately and proficiently perform testing using manual and automated methodologies including patient samples and quality assurance measures.
- _____ Correctly interpret and/or clarify verbal, written and electronic health information.
- _____ Prioritize, organize, and utilize time-management skills to deliver patient care in a timely and accurate manner.
- _____ Demonstrate appropriate professional and procedural judgment decisions under stressful and/or emergency conditions (i.e. cardiac arrest), emergent demands (i.e. immediate interventions or actions), and a distracting environment (i.e. high noise levels, crowding, complex stimuli).
- _____ Able to respond quickly to an emergent situation and perform related tasks to ensure patient well-being and safety.
- _____ Fulfill requirements of productivity, rotating schedules and heavy work-loads.
- _____ Can read a typewritten page and able to determine if the patient is having difficulty reading an eye chart as they stand at least a distance of 20 feet from each other.
- _____ Able to hear verbal messages on a telephone or voice message
- _____ Able to hear low level sounds to properly perform blood pressure.
- _____ Able to draw up medication in a syringe and take radial pulse.

- _____ Able to perform activities at a height approximately 40 inches from the floor and get into a space approximately 8 feet by 8 feet.
- _____ Able to move from one area of the facility to another in a timely manner.
- _____ Ability to assist patients in various positions, including assisting patients on or off the exam table or equipment.
- _____ Adhere to HIPAA, AAMA (American Association of Medical Assistants) professional standards, JC and clinical site professional conduct guidelines, policies and procedures.
- _____ Physical activity that often requires keyboarding, phone work and charting.
- _____ Physical activity that often requires time working on a computer.
- _____ Physical activity that often requires lifting over 50 lbs.
- _____ Physical activity that often requires handling and lifting patients, walking, bending, stooping, reaching, climbing, kneeling and/or twisting.
- _____ Physical activity that sometimes requires lifting, pushing and/or pulling up to 100 lbs.
- _____ Specific vision abilities required include close vision, depth perception, color vision, peripheral vision and the ability to adjust and focus.
- _____ Manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment.
- _____ Must hear and speak well enough to conduct business over the telephone or face to face for long periods of time in English.

Technical standards refer to all nonacademic admission criteria that are essential to participation in the program.

By signing below you are agreeing to the statements above, that you choose to enter into the Medical Assistant program after being made aware of the requirements, and will abide by the requirements of the program. Additionally, you are stating that you are aware that there are skill based competencies in the MA Capstone, that must be passed with an 85% or higher with two attempts max, some of which have a time limit attached that must be met in order to earn a passing grade and to be eligible to enter into the MA Clinical Practicum.

Student Name (printed)

Student ID

Student Signature

Date

Pre-Clinical Practicum Agreement

I, _____, have received the paperwork to apply
for Clinical Practicum which I intend to begin _____.
(semester/year)

I have read and understand the requirements to be eligible to begin my Clinical Practicum. I am also aware that all paperwork must be turned in, evaluated, and revised as necessary to be placed in a site.

If my paperwork is not completed (including revisions) by the date listed below, I understand that I will not be able to begin the Clinical Practicum until the following term.

I also understand and am aware of the possible consequences of being pulled or fired from a Clinical Practicum site and that if I am pulled or fired from my site I will fail the course and will not be placed in a second site and ultimately will not be able to continue in the program.

I understand that if there are any areas that need remediation at the time of my final practical evaluation, I may be required to spend additional hours in the classroom or at the clinical site as determined by the program director.

DATE PACKET DUE (completed with revisions) _____

Student

Date

MA Clinical Practicum Agreement and Information Form

Student Information

Name _____ Student ID _____

Address _____ City _____ Zip _____

Phone _____ Email _____

Site Information

Site Name _____ Preceptor _____

Address _____ City _____ Zip _____

Phone _____ Email _____

Scheduled Hours:

M-_____ T-_____ W-_____ TH-_____ F-_____ S-_____ Su-_____

I _____ (student name) have fulfilled the requirements (credit and grade) to qualify for Clinical Practicum.

- I have read the syllabus and agree to follow the guidelines and objectives of the Clinical Practicum. I understand that my medical information will only be disclosed as needed to the Clinical Practicum site for proof of health and otherwise will be kept confidential.
- I have been assigned the above site and by signing this form I am agreeing to this placement and the scheduled hours agreed upon by myself and the site supervisor.
- I am aware that if I must be absent from the site that I have to contact the site as well as contacting the Program Director / Practicum Coordinator via e-mail.
- I understand that I am responsible for ensuring my site completes the Mid-Term eval and discusses it with me prior to submitting it to the Program Director / Practicum Coordinator.
- I am aware that if I do not pass my Clinical Practicum evaluations or if I am removed from the site with just cause, I will not be placed into another site and will not be able to complete the program.
- I am aware that if I have any areas which need remediation by the end of my practicum, that I may be required to perform more hours at my clinical site or in the classroom.

Signature _____

Date _____

*****This form must be completed by you, the student, and returned to the Program Director / Practicum Coordinator BEFORE starting your hours at your site.*****