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Medical Assisting Program

Student Handbook 2021

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Introduction

Welcome Letter

Sandhills Community College
Medical Assisting Program
3395 Airport Rd.
Pinehurst, NC 28374

Dear Student,

Welcome to the Medical Assisting Program! This program is energetic and packed with information. In the next several months you will study, write, learn, and make great friendships. Consider this time the beginning of a very good part of your life, and of your new career in the exciting, challenging, and rewarding field of medical assisting.

The Medical Assisting Program at Sandhills Community College prepares you for employment in a flexible allied health field that provides opportunity for change and growth. You can expect to practice your profession in medical offices, clinics, health maintenance organizations, health departments and hospitals. Our courses will teach you professional skills that you can apply regionally and nationally.

This manual has been prepared to help orient you to the SCC Medical Assisting Program. It serves as a supplement to the Sandhills Community College Student Handbook which covers general institutional policies as they relate to all students in the school. The rules, policies, and procedures recorded in this manual* will guide you through your educational career in Medical Assisting.

Please keep this manual at your fingertips at all times. Students are expected to exercise good critical thinking skills and show responsibility by being knowledgeable of and compliant with all policies contained within this manual – whether they pertain to the classroom, lab, or clinical rotation sites. The SCC Student Handbook and other school publications will also serve as guidelines of your professional behavior and student responsibilities as you attend classes on campus and at rotation sites.

It is the responsibility of each MA student to review the handbook independently and to refer to it as needed during his/her enrollment. This handbook is designed to provide general information that is appropriate to the MA program. Please read the handbook, cover to cover, retain it for future reference and submit all required forms by the set date noted for each form.

This Program teaches the medical assisting curriculum which prepares you to be a medical assistant. The Program Director, Faculty, and staff are here to assist you on your journey. Please do not hesitate to schedule an appointment to speak with them and be sure to look through this handbook. It contains information you will need from application through graduation.

We are excited that you have chosen Sandhills Community College's program and we wish you much success.

Sincerely,

Lori Forrester
Director, Medical Assisting Program
Sandhills Community College

Medical Assisting Program Contact Information

Medical Assisting Program Director/
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Allied Health Occupational Duties Comparison

Medical assistants work alongside physicians, mainly in outpatient or ambulatory care facilities such as medical offices and clinics. They are instrumental in helping patients feel at ease in the physician's office, and they often explain the physician's instructions.

Job Responsibilities

Medical assistants are cross trained to perform administrative and clinical duties. Here is a quick overview, though duties vary from office to office depending on location, size, specialty, and state law:

- Using computer applications
- Answering telephones
- Greeting patients
- Updating and filing patient medical records
- Coding and filling out insurance forms
- Scheduling appointments
- Arranging for hospital admissions and laboratory services
- Handling correspondence, billing, and bookkeeping
- Taking medical histories
- Gathering vitals
- Explaining treatment procedures to patients
- Preparing patients for examination
- Assisting the physician during exams
- Collecting and preparing laboratory specimens
- Performing basic laboratory tests
- Instructing patients about medication and special diets
- Preparing and administering medications as directed by a physician
- Transmitting prescription refills as directed
- Drawing blood
- Performing electrocardiograms
- Removing sutures and changing dressings

Medical Assistants are In Demand

Medical assisting is one of the nation's fastest growing careers. Labor projections for 2016 through 2026 from the United States Bureau of Labor Statistics (BLS) indicate that while average job growth is seven percent, medical assistant job growth is twenty-nine percent. The BLS attributes this job growth to the following factors:

- Predicted surge in the number of physicians' offices and outpatient care facilities
 - Technological advancements
 - Growing number of elderly Americans who need medical treatment
-

	Medical Assistant	Medical Office Assistant	RN	CNA	Dental Asst	Physical Therapy Assistant	Surg Tech
Direct patient care	●		●	●	●	●	
Take patient medical history	●	●			●		
Patient education	●	●	●		●	●	
Obtain vital signs	●		●	●	●		
Examine and diagnose			●				
Treatment of illnesses			●				
IV initiation and monitoring			●				
Venipuncture, injections	●		●				
Electrocardiograms	●		●				
Medication administration	●		●				
Assist surgical procedures	●		●				●
Collect lab specimens	●		●	●			●
Process lab specimens	●		●		●		
Screen & follow up on abnormal labs	●		●				
Hygienic care			●	●			
Bedside care			●	●			
Help patients follow plan of care	●	●	●			●	
Sterilize equipment	●				●	●	●
Lift and transfer patient	●		●	●		●	●
Meal service				●			
Assist provider during exams	●		●		●		
Prepare patients for surgery	●		●				●
Develop X-rays					●		
Assist with cast application/removal	●		●				
Suture/staple removal	●		●				
Prepare and clean treatment areas	●		●		●	●	●
Administrative duties	●	●	●		●	●	
Process insurance forms	●	●			●		
Computer skills	●	●	●	●	●	●	●
Equipment maintenance	●	●	●	●	●	●	●
Ordering equipment/supplies	●	●	●				●
Bookkeeping duties	●	●			●		

Program Overview

Students attending Sandhills Community College are taught the medical assisting curriculum. The Medical Assisting curriculum prepares multi-skilled health care professionals qualified to perform administrative, clinical, and laboratory procedures. Course work includes instruction in scheduling appointments, coding and processing insurance accounts, billing, collections, computer operations; assisting with examinations/treatments, performing routine laboratory procedures, electrocardiography, supervised medication administration; and ethical/legal issues associated with patient care. Graduates completing the program develop additional understanding of human disease, competencies in clinical skills, and effective communications. Coursework introduces students to the medical assisting profession and the healthcare setting. The final portion of the class includes an **unpaid** practicum, which gives the medical assisting student at least 160 hours of **unpaid** hands-on experience working in one or more ambulatory healthcare settings. Students also work on resumes, interview skills, and exam preparation.

Sandhills Community College's Mission

The mission of Sandhills Community College is to provide educational opportunities of the highest quality to all the people of the Sandhills.

The college is committed to the five core values of INTEGRITY, HELPFULNESS, EXCELLENCE, RESPECT AND OPPORTUNITY. These values guide and direct Sandhills Community College as it seeks:

- To welcome students of all ability levels and to provide programs that prepare them for employment or for transfer (EXCELLENCE).
- To develop student and academic support services that promote student success (HELPFULNESS).
- To provide training for local businesses and enhance the economic well-being of the region (OPPORTUNITY).
- To contribute to the cultural and artistic richness of the community, and to the educational needs of our retired population (INTEGRITY).
- To create a campus environment that celebrates its faculty and staff and supports their personal and professional development (RESPECT).

Medical Assisting Mission Statement

The Mission of the SCC Medical Assistant Program is to prepare medical students who excel in the knowledge, skill and professionalism required by employers in the medical community.

Medical Assisting Program Goals

- Prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains. **Students must pass 100% of all competencies in the MA program and in the Master Competency List within 3 attempts to be able to progress in the MA program.**
- To help students' complete competencies as required by our program.
- To teach effective communication and patient advocacy.

- To help students understand and practice health safety policies and procedures and provide quality patient care.
- To help students to demonstrate professionalism, understanding and compassion while serving diverse populations.
- Prepare students for immediate employment as a medical assistant.

Medical Assisting Program Outcomes

- Function professionally in a legal and ethical manner as a medical assistant.
- Use medical terminology correctly.
- Effectively communicate with other healthcare team members, patients, and physicians.
- Procure and distribute both office supplies and medical supplies.
- Manage documents, both paper and electronic, in a medical office.
- Follow laws and regulations regarding patient privacy and confidentiality.
- Demonstrate proficiency with basic medical testing procedures.
- Display knowledge and use of techniques for asepsis, workplace safety, and risk management.
- Demonstrate knowledge and competency in ICD-10 coding and electronic billing of multiple insurances.
- Integrate cognitive objectives and psychomotor and affective domain competencies into daily practice.

Accreditation Status

The Medical Assisting Program at Sandhills Community College has a site visit scheduled for pursuing initial accreditation by CAAHEP. This step in the process is neither a status of accreditation nor a guarantee that accreditation will be granted

Technical Standards (Essential Functions) of the Medical Assisting Student

Students enrolled in the Medical Assisting Program at Sandhills Community College must demonstrate competence in various intellectual, physical, and social areas. The Americans with Disabilities Act (ADA) ensures qualified applicants to public institutions the ability to pursue program admissions, however, the applicant must meet essential requirements. All students admitted to the Medical Assisting Program will be held to the same standards with or without reasonable accommodations. The following functions are considered essential requirements for admission, retention, and graduation in Nash Community College's Medical Assisting Program. The purpose of these functions is to ensure Medical Assisting students provide safe, competent, and timely patient care.

Physical and Emotional Standards:

Medical Assisting students should possess and be able to demonstrate the following:

1. **Interpersonal Skills** – Interpersonal abilities sufficient to interact with individuals, families, and health care professionals from a variety of emotional, cultural, and intellectual backgrounds. For example, the Medical Assisting student shall establish rapport with patients and the health care team members.
2. **Communication Skills** – Communication abilities sufficient for interaction with others in verbal and written form. Verbal communication must be clear and easily understood. For example, the Medical Assisting student shall interview patients to obtain an accurate medical history.
3. **Cognitive Abilities:** - Ability to be oriented to time, place, and person; organize responsibilities, and make decisions. For example, the Medical Assistant shall recognize emergency situations and be able to take effective and appropriate action.
4. **Mobility** – Physical abilities sufficient to move from room to room and maneuver in small spaces, stand and walk for extensive periods of time. For example, the Medical Assistant may make repeated trips from reception area to patients' rooms.
5. **Motor Skills** - Gross and fine motor abilities sufficient to provide and assist with procedures safely. For example, the Medical Assisting student must be able to support patients when ambulating and assist patients in and out of a wheelchair and on and off an exam table.
6. **Hearing** – Auditory ability sufficient to monitor health needs of patients/clients. For example, the Medical Assisting student shall monitor alarms, emergency signals, and patient requests.
7. **Visual** - Visual ability sufficient to perform medical procedures and for observation skills necessary in Medical Assisting duties. For example, the Medical Assistant student must be able to read instruments, scales, charts, and graphs; prepare and maintain medical records; observe the position of a needle bevel for injections and venipuncture.
8. **Tactile** - Tactile ability sufficient to manipulate medical tools and equipment and carry out medical procedures. For example, the Medical Assisting student shall identify by touch potential sites for venous punctures and distinguish between veins and other subcutaneous structures

Student Fees

There are expenses associated with the Medical Assisting Program expenses other than tuition, placement testing, and other college-related fees. Costs listed below are approximations only.

Item	Estimated Cost
Work Keys Tests	\$34
Scrubs & Shoes	\$75-\$120
E-Book Bundle	\$180
Stethoscope	\$40-\$60
Bloodborne Pathogen online class	\$22
National exam application fee	\$125
CPR for Healthcare Providers Class	\$54
Background check and Drug Screen for Practicums	\$65
Tuition	596.00
Laptop	varies
Immunizations	Varies based on immunizations/titers needed

Book List

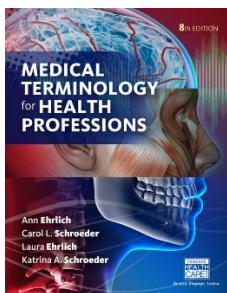
Required Text and Other Materials Needed:

- ❖ A laptop computer with Windows is required for this course.

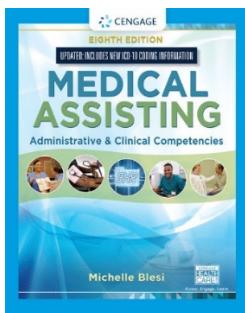
Cengage Unlimited 12 Months with Mind Tap

Students will register for Cengage Unlimited the first day of class, a session is held with the Cengage representative and step by step instruction and assistance is provided. A credit or debit card is required to purchase the course materials. Cengage Unlimited provides access for all books and course materials listed below, these are included and should not be purchased separately. E Text is required and included however, a hardback version is optional, and the representative will provide instructions during the session on rental and purchase options.

- Medical Terminology for Health Professions, 8th Edition Ann Ehrlich; Carol L. Schroeder; Laura Ehrlich; Katrina A. Schroeder (MindTap) (Hardback Optional ISBN 978-1-305-63435-0

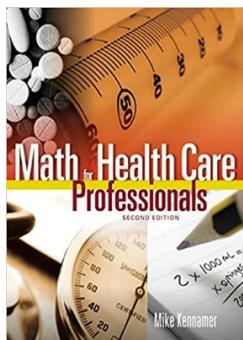


- Medical Assisting: Administrative & Clinical Competencies, 8th Edition Michelle Blesi (MindTap) (Hardback Optional ISBN 978-1-337-90981-5)



- Math for Healthcare Professionals, 2nd Edition Mike Kennamer (Hardback Optional ISBN 978-1-305-50978-8)

→



Application Process

Who can apply for the Medical Assisting Program?

People of all ages are invited to apply for the MA Program once they have obtained a high school diploma or HSE, and have successfully completed the Workplace documents work keys test with a level 3 or higher and the Math work keys test with a level 4 or higher.

How do I apply for the MA Program?

Students must complete an application for the MA Program. The application will include:

- Registration form
- Provide official High School or HSE Transcripts
- Evidence of up-to-date immunizations
- Signed Memo of Understanding
- Criminal Background and Drug Screen Consent Form
- Liability Release
- Student Handbook and Policy Agreement

The maximum number of applicants annually accepted for the Medical Assisting program is seventeen (17).

Competitive Ranking:

If the number of qualified applicants exceeds the number listed above, then the admission process becomes competitive and the selection criteria of the top applicants for the program are based on a ranking system. This system is utilized to determine the most qualified students based on their college or high school cumulative GPA, previously earned degree(s), and health care related work experience and certifications. The program does not grant advanced placement for experiential learning.

What if I am accepted to the MA Program?

Students accepted to the Program will meet with Sandy Perry, the Director of Allied Health for Continuing Education, for an advising appointment. **Advising appointments are not optional.**

Students accepted to the MA Program must undergo a background check and drug screening through Accurate now or Castle branch depending on which practicum site you go to, **right before** attending practicums, **not at registration**. Due date will be provided by the Program Director. The clinical agency will determine approval for clinical affiliation for each individual student. In the event that the clinical agency denies the student for clinical externship experiences and no alternative clinical sites are available, the student will not be able to meet the clinical objectives and will be withdrawn from the course by the college.

SCC does not guarantee the admission of any student to any practicum facility or practicum site. A student's acceptance, participation and continuation at any practicum site are subject at all times to the approval and consent of the practicum site. Students must be able to attend and progress in the assigned practicum site. Alternate assignments will not be made because of inability to progress in an assigned practicum clinical setting. For these reasons, all Medical Assisting students must understand that it is critical that they comply with all policies and procedures of these practicum sites and that they must satisfactorily perform and conduct themselves at any practicum site. Students are under a continuing obligation to supplement the

information provided to CCC and any practicum facility concerning background checks, criminal histories or convictions or any other background information. Failure to promptly provide updated or corrected information may be cause for removal from a practicum facility or practicum site and/or from the Medical Assisting program.

CPR certification must be completed before going to practicums and maintained through the completion of practicum. The course must be an American Heart Association Basic Life Support (BLS) for Healthcare Provider. Online courses and American Red Cross courses do not meet the criteria. Documentation of current CPR certification must be presented to the Program Coordinator. Students without current CPR certification will not be allowed in the clinical practicum. Absences for delinquency in maintaining current CPR will not be excused. CPR courses are available on campus through the Continuing Education department.

ONCE ENROLLED IN THE MEDICAL ASSISTING PROGRAM THE STUDENT WILL NOT BE ALLOWED TO ATTEND CLINICAL IF UP TO DATE HEALTH INFORMATION AND OTHER DOCUMENTATION IS NOT PROVIDED

Course registration is completed through the Sandhills Community College Continuing Education registration department in Van Dusen Hall. Students will receive information regarding required textbooks and syllabi from Sandy Perry, the Director of Allied Health for Continuing Education.

Class attendance is mandatory, and daily attendance is required for students to meet program outcomes.

Required Immunizations

Required Immunization	How to Document Immunity
Hepatitis B	<ul style="list-style-type: none">▪ Record of series of three injections <u>or</u>▪ Titer that demonstrates immunity
Measles, mumps, and rubella (MMR)	<ul style="list-style-type: none">▪ Record of two doses <u>or</u>▪ Titer that demonstrates immunity
Tetanus, diphtheria, and acellular pertussis (Tdap)	<ul style="list-style-type: none">▪ Record of one historical dose of Tdap and one of the following:<ul style="list-style-type: none">▫ TD booster dose within ten years <u>or</u>▫ Tdap within ten years <u>or</u>▫ Titer that demonstrates immunity
Varicella	<ul style="list-style-type: none">▪ Record of two doses <u>or</u>▪ Titer that demonstrates immunity
Tuberculosis (required annually)	<ul style="list-style-type: none">▪ Documentation of TB skin test each year <u>or</u>▪ Documentation of QuantiFERON Gold blood test each year▪ If either test comes back positive, student must<ul style="list-style-type: none">▫ Obtain a chest X-ray with written results <u>or</u>▫ Obtain a signed statement from a healthcare provider stating student is asymptomatic and poses no danger to patients
Influenza (required annually)	<ul style="list-style-type: none">▪ Seasonal influenza immunization is required each year

Only official lab reports will be accepted as proof of titers. Receipts, unless they contain required information, will not be accepted as proof of immunization.

Immunization	Acceptable Evidence of Immunity	Not Accepted
Hepatitis B	1) Proof of series of three injections 2) Positive antibody titer 3) Proof of series of three vaccinations and positive titer 4) Proof that series of three has been started, with specific dates student is scheduled to receive remaining vaccines. First two shots must be completed prior to the start of MA Part 3.	1) Incomplete records 2) Unofficial lab reports 3) Single booster vaccine without follow up titer results 4) Declinations
Measles, mumps, and rubella (MMR)	1) Proof of series of two injections of MMR vaccine 2) Positive antibody titers for each 3) Proof of series of two vaccines and positive titer for each 4) Proof that series of two has been started, with specific dates student is scheduled to receive remaining vaccine. First shot must be completed prior to the start of MA Part 3.	1) Incomplete records 2) Unofficial lab reports 3) Single booster vaccine without follow up titer results 4) Declinations
Varicella	1) Proof of series of two injections of varicella vaccine 2) Positive antibody titer 3) Proof of series of two vaccines and positive titer 4) Proof that series of two has been started, with specific dates student is scheduled to receive remaining vaccine. First shot must be completed prior to the start of MA Part 3.	1) Incomplete records 2) Unofficial lab reports 3) Single booster vaccine without follow up titer results 4) Declinations
Tetanus, diphtheria, and acellular pertussis (Tdap)	1) Proof of Tdap in past with TD booster within ten years 2) Proof of full Tdap received within past ten years 3) Complete DPT (4+ vaccines) series within ten years 4) Positive antibody titer 5) Proof of Tdap and positive titer	1) Incomplete records 2) Unofficial lab reports 3) Declinations
Annual TB test (required annually)	1) Proof of negative one-step test 2) Proof of negative two-step test 3) Proof of negative QuantiFERON Gold blood test 4) Clear chest X-ray within one year with interpretation 5) Signed statement from a healthcare provider stating student is asymptomatic and poses no danger to patients	1) Incomplete records 2) Unofficial lab reports 3) Unsigned chart notes or reports without signatures 4) Declinations
Seasonal flu shot (required annually)	1) Proof of completed seasonal influenza vaccine	1) Incomplete records 2) Unofficial lab reports 3) Unsigned chart notes or reports without signatures 4) Declinations

Program Requirements and Policies

New Student Orientation

New students must attend the Medical Assisting Program orientation meeting. **This orientation is not optional.**

Student Responsibilities

All students are responsible for purchasing the following supplies and equipment prior to the first day of the first clinical competency course:

- Stethoscope
- Blue or black ink pens
- Scrubs uniform
- Shoes

Program Attendance Policy

The attendance policies in health science courses are designed to help students develop behaviors that are desirable in a working environment, therefore students are expected to conduct themselves as they would on the job. Regular and punctual attendance in seated classes and participation in online classes is expected and is an obligation of all students. Additionally, students are expected to engage and participate in class discussions. Students who are drowsy or inattentive are not engaged and may be asked to leave the classroom.

For a student to receive the optimum benefit of course instruction, regular class activity is required and recorded by the instructor. Students are expected to arrive on time and stay for the duration of each class; attendance will be recorded by the instructor at the beginning of every class. Upon failure to participate the instructor is required to withdraw students from the course.

An excused absence occurs when the instructor is able to determine without doubt that the absence was unavoidable. The College further stipulates that an excused absence is an absence for which the student is held harmless and for which the instructor provides the student the opportunity to make up any tests, exams, assignments, or other work missed as a result of the absence. The excused absence shall still be recorded as an absence for attendance purposes. The instructor may require proof of absence such as a doctor's note or police report. Excused absences due to deaths are limited to immediate family only. For this purpose, immediate family is defined as spouse, parents, children, brother, sister, grandparents, and grandchildren. Also included are the step-, half-, and in-law relationships of the same degree of relationship as listed above.

Attendance requirements for the clinical portion of class are even more important due to critical manual skills being taught. Tardiness is extremely unprofessional and will not be tolerated. Students are expected to be seated and ready to engage in classroom activities at the start of the class session. A student who arrives at or after the start time, is gathering materials or is storing personal items after the instructor has begun, is disruptive and will be recorded as tardy. Chronic tardiness (more than twice per month) will result in progressive disciplinary action, leading to and including dismissal from the Medical Assisting program.

- Students should inform the course instructor ahead of time if class is going to be missed (an email or voice mail to the course instructor is both effective and efficient).
- Students should arrange all routine appointments and activities so as not to conflict with classroom experiences.

- Students with family care responsibilities should arrange for back-up care in the event of situations such as public-school closings or illness of family member or caregiver.
- Legitimate reasons for tardiness, i.e. transportation issues, should be brought to the attention of the instructor.
- When asked, the instructor will provide the opportunity to make up work missed due to an excused absence. It is the student's sole responsibility for seeking those assignments and other missed work from the instructor.

Student Illness / Injury

If a student becomes ill or injured during class, they are to promptly report the problem to the instructor. If a student is at an assigned clinical facility when ill or injured, they are to report immediately to the Clinical Supervisor and then to the Program Director.

If ill and medical attention is required, the student is responsible for the cost of medical treatment provided by their personal provider.

If injured, a Sandhills CC incident report must be filled out in addition to whatever is required at the facility. If necessary, the student should report to the physician or an emergency care facility. All students who register for MA classes are insured for accidental injuries which may occur while in class, on college property, or while attending college sponsored internships. Students will need to pay for treatment up front and then will be reimbursed by the College's insurance. This coverage does not apply to commuting time between home and class. All costs incurred for examination and treatment for illnesses, however, shall be the responsibility of the student.

Students are not to expect treatment for illness or injury in patient/client areas at assigned clinical facilities. (An exception to this may be in case of accidental needlestick – see Communicable Disease Exposure Incident Protocol).

Communicable Disease Exposure Incident Protocol

In keeping with current standards, requirements and recommendations of the Center of Disease Control (CDC), and the Occupational Safety and Health Act (OSHA), any student(s) involved in a possible exposure incident will follow these guidelines.

Any student injury or accident with a sharp instrument (needle stick, scalpels, glass, etc.) or with a splash of blood, body fluid, or body substance into a mucous membrane, lining of the eye, nose, or mouth, or open skin area must be reported to the Instructor and/or Program Director, and Department Chair. Both the student injured and the source from which the potential contamination has occurred (student or patient) will be informed and tested for HIV and HBV infections, after consent is obtained.

If either individual's consent is refused or if either individual tests positive, the student(s) will be evaluated clinically and by HIV antibody testing as soon as possible and advised to report and seek medical evaluation of any acute febrile illness that occurs within 12 weeks after exposure. HIV seronegative students shall be retested 6 weeks after exposure and on a periodic basis thereafter (12 weeks and 6 months after exposure).

Sandhills Community College will provide the following information to the evaluating physician:

- A copy of OSHA Standard #29 CFR 1910.1030
- A description of the affected student's role as they relate to the exposure

Sandhills Community College will also obtain and provide the student with a copy of the physician's written opinion within 15 days after completion of the evaluation. The opinion is to include the following:

A. The physician's recommended limitations upon the student's ability to receive Hepatitis B vaccination.

B. A statement that the student has been informed of the results of the medical evaluation and that the student has been told of any medical conditions resulting from exposure to blood or other potentially infectious materials which require further evaluation or treatment.

C. Specific findings or diagnosis which are related to the student's ability to receive HBV vaccination. Any other findings are to be kept confidential.

Follow-up procedures will also be taken for students exposed or potentially exposed to HBV. The types of procedures depend on the immunization status of the student (whether HBV vaccine has been received and antibody response is adequate) and the HBV serologic status of the source student.

Student Appearance

As professional behavior is a desired outcome for graduates of the Medical Assisting program, students are expected to dress and conduct themselves professionally both while on Sandhills Community College campus and at clinical sites. Students dressed inappropriately may be asked to leave the classroom, in which case the absence would be considered unexcused. Clinical faculty will dismiss students who are not appropriately dressed. Dress codes will apply during individual and group make-up procedures/times.

During class or clinical periods when street clothes are allowed:

- Fingernails must not extend beyond the fingertips; must be even in length, clean and filed smoothly; only clear polish is acceptable. Artificial nails are a health hazard and are not allowed for students in the campus laboratory setting or the clinical setting regardless of facility policy.
- Students must avoid wearing clothing that is revealing, dirty or worn out. No holes, patches, or tears.
- Dress must be conservative; no cleavage or midriff is to be exposed; no undergarments should be observable. Sleeveless shirts must have straps at least 2" wide for classrooms; sleeveless shirts are not appropriate for clinical facilities.
- No articles of clothing that display controversial or offensive messages or symbols are allowed.
- Clothing must be properly fitted (not too tight or too large; not touching floor)
- No hats, hoods, or other headwear (except for religious reasons). Hair ties are limited to white, black, or similar to hair color and must be conservative. Any additional accessories are limited to bobby pins or small clips that must blend in with hair color.
- Jewelry worn in nose, eyebrow, tongue, or other visible pierced body part besides the earlobe is not allowed. For clinical faculties, jewelry must be conservative and is limited to small one small post earring per ear and wedding bands.
- Thong-type sandals are not allowed at the clinical facilities.

The following specific guidelines apply to students when uniforms are required: (during MA part 2, and during Clinical Practicums):

- Fingernails must not extend beyond the fingertips; must be even in length, clean and filed smoothly; only clear polish is acceptable. Artificial nails are a health hazard and are not allowed for students in the campus laboratory setting or the clinical setting regardless of facility policy.
- Personal hygiene must be maintained. Body or breath odor, and strong perfume are unacceptable.

Personal hygiene is essential to acceptable interpersonal activities such as those engaged in by the professional Medical Assistant. Particular care must be given to skin, hair, bathing, proper oral hygiene, and use of antiperspirant.

- Tattoos must be covered.
- Hair must not fall in the eyes or below the collar of the uniform. Long hair must be pulled back and pinned up, so it does not fall loosely over shoulders and face. Hair must be kept clean and manageable. Hair must be a natural color and neatly and conservatively styled. Hair that is artificially colored should be maintained so that no obvious roots or grown-out areas are visible. Beards, mustaches, and sideburns must be groomed neatly.
- No hats, hoods, or other headwear (except for religious reasons) are allowed. Hair ties should be similar to hair color and must be conservative. Any additional accessories are limited to bobby pins or small clips that must blend in with hair color.
- Jewelry worn in nose, eyebrow, tongue, or other visible pierced body part besides the earlobe is not allowed. Jewelry must be conservative and is limited to small one small post earring per ear and wedding bands.
- Scrub-type uniforms are required as described in the Required Apparel section which follows. Uniforms must be properly fitted (not too tight or too large; not touching floor), clean and neatly pressed. No cleavage or midriff is to be exposed; no undergarments other than white or skin tone should be observable.
- A professional style, white, closed-toed shoe must be worn. Shoes must be clean and polished.
- Clean white crew socks or hose may be worn under pants. Ankles are not to be exposed.
- While at clinical facilities, the student nametag must always be worn.
- Business casual dress may include dress slacks, khaki pants, skirts, dresses, blouses, polo shirts, or shirts with a collar but no necktie. During the administrative portion of the Practicum experience when business casual clothes are allowed:
- Students must avoid wearing clothing that is revealing, dirty, or worn out. No holes, patches, or tears.
- Denim or jeans pants of any color or style, sweat-pants, leggings, warm-up/wind suits, sweatshirts, and logo t-shirts are not allowed.
- Undergarment apparel should not be visible outside or through clothing.
- Shorts or Capri style pants are not allowed.
- Dresses or skirts can be worn but should not be more than 2 inches above the knee.
- Tops should not be tight or revealing.
- Dress sandals and open toed shoes can be worn in the administrative areas only. Thong sandals of any kind are not allowed.
- Fingernails must not extend beyond the fingertips. They should be clean and filed smoothly and only clear polish is acceptable. Artificial nails are a health hazard and are not allowed for students in the campus laboratory setting or the clinical setting regardless of facility policy.
- No hats, hoods, or other headwear (except for religious reasons) are allowed.
- Jewelry worn in nose, eyebrow, tongue, or other visible pierced body part besides the earlobe is not allowed. Jewelry must be conservative and is limited to one post earring per ear and wedding bands only.

Required Apparel and Supplies

- Uniforms and equipment are required while participating in on-campus courses beginning in the second semester and in Clinical Practicums. All students (first and second year) must have the following uniform and equipment:
 - Burgundy or gray scrub pants
 - matching scrub top
 - closed-toe, solid plastic, or leather white uniform shoes (no mesh or fabric)
 - student nametag (required for Clinical Practicum only)

Specific brand, style, and color must be purchased to insure uniformity of style and color, and low cost. Do not purchase without additional information, to be provided by the instructor.

Classroom Safety

Student safety is a very real concern in the Medical Assisting classroom as true hazards exist. Medical Assisting course content includes instruction in all appropriate safety precautions prior to exposure to hazards. Students are expected to apply all safety precautions learned in the course to situations in the classroom and clinical facilities. The following safety precautions are enforced:

- NO food or beverages are allowed in the classroom.
- Students are required to wear closed toe shoes and all personal protective equipment (PPE) appropriate to the procedures being performed, including disposable fluid resistant lab coats and disposable gloves. PPE must be removed prior to leaving the classroom
- Students are instructed in the location and use of emergency equipment such as eye wash stations, fire extinguishers, and first aid kits.
- Current Safety Data Sheets are maintained in the classroom.
- All sharps and biohazardous materials are disposed of according to OSHA regulations.
- Classroom surfaces are regularly disinfected.
- The classroom contains a variety of equipment that could be dangerous if used incorrectly. Students must not attempt to use any equipment without thorough instruction in safe use.
- All equipment is checked for safety on an annual basis and the program maintains records of maintenance and repair. Students should report any problems or damage to the instructor immediately.

OSHA Safety Policies

OSHA's authority is to protect workers (employees); students are not directly covered under OSHA regulations. Students are required, however, to follow the procedures or guidelines outlined in this plan except where indicated. Students are required to bear the cost of some of these requirements (e.g. Hepatitis B vaccine) since they are not employees.

All students and faculty engaged in learning in the MA program must be aware that participation in the program includes the risk of exposure to blood borne pathogens and chemicals. As such, safety policies and procedures are an essential part of the MA program.

Safety will also be incorporated into every course in the program. The safety information covered will be both general review and specific to that course. Students should be prepared to answer safety questions or

demonstrate safe practices at any time during the program.

Students must always use safe manners. Any student not following safe laboratory practices during student labs puts other students and instructors as well as maintenance workers at risk. Any student who is operating in the lab in an unsafe manner and/or not in compliance with safety training will be tutored on the error. If the safety violation is egregious, in other words, puts others at immediate risk, the student may ask to leave the class and may be removed permanently from the course and the program for safety violations.

Consistent and proper use of barrier and personal protective equipment (PPE) is continually evaluated and reinforced. Supplies in the lab that are expired will be labeled not for human use and used only for simulations. The dress code is for the safety of the student and is enforced.

Students violating the dress code or not using PPE correctly will be asked to leave the class to acquire the correct clothing, or tutored on PPE use, as appropriate. Students who are repeat offenders may be asked to leave the program for repeated safety violations.

Students will follow all safety rules throughout the program and during clinical practicum. Clinicals. sites may provide additional safety training and expect students to adhere to their policies while in their facility.

Books containing Material Safety Data Sheets (MSDS), now called SDS, Exposure control plan (ECP) and training records are maintained in the lab. These materials should be accessed as required. Students who have questions regarding chemical use, biohazard materials use, waste collection and disposal or other safety questions after training should always ask the instructor before acting. Students are also encouraged to access the MSDS and ECP at any time.

The student laboratory is subject to OSHA inspections and follows OSHA guidelines as well as CDC guidelines for Blood borne pathogens as they apply to the laboratory. Students will learn to recognize, understand, and use the National Fire Protection Agency (NFPA) labeling. We follow all pertinent guidelines for the storage of chemicals, collection of chemical waste and collection and disposal of all biohazardous materials. To prevent the transmission of blood borne pathogens, transfer of pathogens from fomites and person to person transfer through needle sticks and aerosols, students are trained to understand Standard Precautions and are provided the correct personal protective equipment for the work required.

Engineering controls are also provided in the lab. These include hard sided sharps disposal containers, phlebotomy equipment that includes needle covers or needle retraction devices, bleach or disposable sanitizing wipes, splash shields, goggles, face shields, and equipment to clean up chemical and biohazard spills in the laboratory should they occur. Students are trained to use all safety equipment properly and they expected to use the equipment when needed.

Confidentiality and HIPAA

HIPAA stands for the Health Insurance Portability and Accountability Act of 1996. HIPAA requires health care providers to follow certain rules to protect patient information. This information may be written, spoken, or electronically produced. Information that is protected under HIPAA includes identifiable patient information such as name, address, photos, and insurance account numbers. Students may come in contact with patient records, financial records, reports, memos, and contracts. HIPAA requires students to limit internal use of protected patient information to the minimum necessary. Students must only access patient information appropriate for patient care. Students are not to look up information or disclose information to family members, friends, or health care providers that are not involved in the patient's care. Students should not give information to outside sources or ask for information from outside sources. Students are not to make unauthorized copies of confidential information. Students should not dispose of any confidential information unless told to do so. Confidential medical documents must be

shredded. Any violation of HIPPA may result in disciplinary action by the clinical facility and/or Department Chair/ Practicum Coordinator leading to dismissal from the Medical Assisting Program. There are also legal penalties, fines, and imprisonment for violating HIPAA.

Disability Statement

Sandhills Community College seeks to comply fully with the Americans with Disabilities Act (ADA), enacted July 26, 1990, including changes made by the ADA Amendments Act of 2008 (P.L. 110-325) as an extension of the Civil Rights Act of 1964 to the disabled. The College is committed to the removal of physical barriers, psychological barriers, and policies or procedures which hinder full access to enrollment or employment opportunities.

The Coordinator of the Tutoring Center and Disabilities Services is the disabilities service provider. As such, he or she advises the Administration concerning the adequacy of policies and procedures for protecting and providing access for disabled students and for prospective disabled students, plans and develops training and information concerning treatment and accommodation of the disabled, and provides reasonable accommodations to students based upon self-disclosure and appropriate documentation of need.

The Director of the Physical Plant monitors ADA compliance related to building and grounds. Under Title II and III of the Americans with Disabilities Act of 1990, which Prohibits Discrimination in Public Accommodations, the College strives to assure equal access to facilities which meet applicable accessibility standards.

The Associate Vice President of Human Resources, striving to comply with the Americans with Disabilities Act, monitors ADA compliance related to the removal of physical barriers, psychological barriers, and policies or procedures which hinder full access to employment opportunities at Sandhills Community College.

The College has established a committee representing IT, eLearning, and the Office of Disability Services to strive to comply with the Americans with Disabilities Act and monitor ADA compliance in online and web-based materials delivered to students and the public via the internet.

The College expects that all students and employees will be aware of, and sensitive to, the needs of persons with disabilities and that the Administration and Staff will make every effort to make those reasonable accommodations, which permit disabled persons to avail themselves of the programs, services, and employment opportunities offered by the College.

Student Conduct

Students at Sandhills Community College are expected to conduct themselves as responsible adults in accordance with generally accepted standards of morality and decency at all times. Eating, drinking, and use of tobacco products are prohibited in the classrooms and are limited to designated areas of clinical facilities and the college. Chewing gum or use of tobacco products is not permitted while in the clinical setting. Students are expected to leave classrooms and labs clean and in order. Students are expected to work with all other students, regardless of personal preferences, gender, race, creed, or national origin. Students should demonstrate respect for instructors and peers during class discussions and lab exercises. Comments and contributions to class discussions should be brief and pertinent to the discussion. Lengthy descriptions of personal and family situations are not appropriate in the classroom setting.

Academic Dishonesty

Sandhills Community College upholds the integrity of the academic process. Academic dishonesty undermines that integrity. Academic dishonesty includes cheating and plagiarism.

Cheating is an attempt to use unethical or dishonest means to perform work for a course. These may include, but are not limited to, copying the work of others, bringing unapproved sources of information during tests or other work (“cheat sheets,” the use of information stored on electronic devices, the use of others’ work on out of class assignments, etc.), and any other covert means to complete work without the approval of the instructor. Cheating encompasses both those giving and receiving aid.

Plagiarism is the undocumented use of information or the work of others presented as one’s own. Sandhills Community College recognizes two types of plagiarism - accidental plagiarism and deliberate plagiarism.

Accidental plagiarism occurs when a student attempts to cite their sources but does so improperly or incompletely. Sandhills Community College treats accidental plagiarism as poor work, and it will be graded as such.

Deliberate plagiarism occurs when a student copies the work of others or purposefully uses information from sources with no attempt to document it and presents it as their own. Sandhills Community College treats deliberate plagiarism as academic dishonesty.

Academic dishonesty is dealt with as follows:

- For a first offense within a course, the student will receive a zero for the work in question. The student will be counseled by the instructor. An Academic Dishonesty Report form will be forwarded to the Director of Allied Health and maintained on file.
- For a second offense within a course, the student will receive a U for the course. An Academic Dishonesty Report form will be forwarded to the Director of Allied Health and maintained on file.
- Repeated offenses may lead to the recommendation of additional actions and penalties, including suspension or expulsion from the College.

Food and Drinks in the Classroom

No food, drink, gum, or candy of any kind is allowed in clinical or laboratory classroom spaces.

Cell Phone and Laptop Use

Use of cell phones or other electronic devices during class is extremely distracting to instructors and students alike. Therefore, cell phones must be turned off during class or placed on vibrate. Students may leave the room to take emergency phone calls only. Texting during class is not allowed. Violations of this policy will be reflected in the student’s Professional Behavior grade. **Students will not use classroom computers to visit social media sites or play online games.**

Cellular phones, smart watches and similar devices are not to be taken into clinical facilities. NO personal phone calls are allowed in clinical settings except in the event of an emergency. Significant others should be instructed to contact the assigned Clinical Supervisor if an extreme emergency arises.

Social Media Policy

Students enrolled in the program are expected to exhibit professional behaviors on- and off-campus. At no time is it acceptable for a student to verbally insult another student, college faculty, and/or associated agencies or representatives on Social Networking sites. Any student who slanders, defames, harasses, or insults another student, faculty, or any associated agency and representative will receive disciplinary action which may result in immediate dismissal from the program.

Students may post content freely to social networking sites and to those of others, so long as the content is not illegal, obscene, defamatory, threatening, infringing of intellectual property rights, invasive of privacy, or otherwise injurious or objectionable. Privacy and confidentiality laws and regulations, including federal, state, local, and institutional mandates, must be adhered to in all situations.

Students may not use the College, program, or any affiliated organization's name to endorse or promote any product, opinion, cause, or political candidate. Representation of your personal opinions as institutionally endorsed by Sandhills Community College or organizations associated with the Medical Assisting program is strictly prohibited.

By posting content to any social networking site, the student warrants and represents that they either own or otherwise control all of the rights to that content, including, without limitation, all the rights necessary to provide, post, upload, input, or submit the content, or that use of the content is a protected fair use. Students agree that they will not knowingly, and with intent to defraud, provide inaccurate material and misleading or false information. The student represents and warrants also that the content they supply does not violate these terms, and that the student will indemnify and hold Sandhills Community College and the Medical Assisting program harmless for any and all claims resulting from content they supply.

The student acknowledges that Sandhills Community College and the Medical Assisting program do not pre-screen or regularly review posted content, but that it shall have the right to remove, in its sole discretion, any content that it considers to violate these terms or the terms of any other campus user agreements that may govern your use of the campus networks.

Please Note: No photographic or video imaging is allowed that depicts patients or their families, clinical facilities, clinical staff, or images of themselves in a clinical agency. Students must follow all policies and procedures related to the clinical facility.

Maintaining Confidentiality

Protecting the confidentiality of patients, students, medical facilities, and the Program is expected under all conditions, including when using social media. If there is ever an appropriate time to take photographs or video, students will be notified by their Instructors. Violation of either HIPAA or FERPA laws can result in immediate dismissal from the Program.

Profanity

Students in the Program will not curse or use profanity in the classroom. This behavior is extremely unprofessional and will not be tolerated in the workplace or classroom. Failure to comply with standards of behavior and comportment may cause students to lose Professionalism Points, receive interventional counseling, receive a referral for disciplinary action by Student Services, or may result in dismissal from the Program.

Drug Screens

All students will be required to have a drug screen(s) in connection with the clinical externships, the student will be responsible for complying with the drug screen request at the specified agency within the designated time frame, signing the Federal Drug Testing Custody and Control Form, providing urine or other specimen, submitting required payment, and providing consent for the requested results to be sent directly to the agency. The college is not legally accountable in any way for providing this information to the clinical agency and such agency and persons are released from all liability which may be incurred because of furnishing such information. The clinical agency will determine approval for clinical affiliation for each individual student.

If the clinical agency denies the student for clinical externship experiences and no alternative clinical sites are available, the student will not be able to meet the clinical objectives and will be withdrawn from the course by the college.

Felony Conviction Notification

Sandhills Community College does not prohibit the medical assisting program from admitting felons, however, Clinical/Practicum sites may prohibit students from attending practicums at their site. For this reason, potential students will be asked to sign a notification form prior to acceptance into the program. The clinical/practicum agency will determine approval for clinical affiliation for each individual student. In the event that the clinical/practicum agency denies the student for clinical externship experiences and no alternative clinical sites are available, the student will not be able to meet the clinical/practicum objectives and will be withdrawn from the course/program by the college.

Smoking

Smoking is NOT allowed in any building on the SCC campus. Students will refrain from smoking on clinic days, during lunch breaks on clinic days and at any entrance to the Sandhills Community College buildings and rotation sites.

Reference Texts

Students in the Program have access to a variety of resource texts in the classroom. These texts are not to be removed from the classroom without the express permission of the Program Director and a written receipt signed and dated by the student. Failure to return these reference texts, or destruction of them, will result in the student being required to replace the text at their own expense.

Student Records

Administrative, enrollment, and Student Services records are separate from student records for the Medical Assisting Program. All records are confidential. Some of the items in your Medical Assisting Program records may include, but not be limited to, the following documents:

- Application to the Program
- Background check results
- New student orientation attendance record
- Unofficial and official transcripts
- CPR/first aid certification
- Confidential files on student conduct
- Copies of tests, competencies, work products, and certain assignments
- Correspondence
- Counselor recommendations for ADA and SSD accommodations

- Recommendations from DVR, WRT, Work Source, and other worker retraining programs
- References and check-off lists from practicum sites
- Survey and evaluation responses and results
- Immunization records

Mental/ Physical/ Emotional Health

Students must exhibit physical and emotional health that would indicate the ability to render safe patient care. Students who do not exhibit the physical and emotional health required to render safe patient care will be referred to the Office of Special Populations and may be dismissed from the Medical Assisting Program upon appropriate physician diagnosis and referral.

Students must also ensure that they are sleeping enough each night prior to class. This is especially important the night before lab classes or clinical rotation. If sleep impairment causes performance deficiencies, students may be evaluated for the ability to continue the program concerning safety for program students, faculty, and clinical patients.

Counselors

Timothy Hunt, MS, LPCS, LCAS, TAP, CSI
 Director of Personal Counseling Services
 229 Stone Hall
huntt@sandhills.edu
 (910) 695-3968

Rosa McAllister-McRae, MA, LPC, NCC, DCC
 Director of Student Services Operations-Hoke Center, Personal Counselor
mcallisterr@sandhills.edu
 Tuesdays and Thursdays
 112 Johnson Hall, Hoke Center
 (910) 878-5804
 Mondays, Wednesdays, and Fridays
 101 Blue Hall, Pinehurst Campus
 (910) 246-4944

Physical and Emotional Stability

Students must be physically and emotionally healthy and stable to perform medical assisting duties and to perform safely all clinical skills.

Physical stability is defined by the Medical Assisting faculty as the ability to undergo any training process in the lab or clinic or to carry out medical assisting responsibilities without undue fatigue, palsies, strain, or exacerbation of an already existing disability. The student must have the sensory-perceptual capabilities to carry out assessment, planning, implementation (treatment) and evaluation that are required in all medical assisting skills/competencies

Emotional stability is defined by the Medical Assisting faculty as the ability to respond to directions and constructive feedback with a positive attitude, to carry out assigned duties in a logical and timely sequence, and to respond to faculty, staff, patients, and family members in an appropriate manner.

If the student is found to be unstable physically or emotionally by a professional diagnosis and the condition does not respond to treatment within a reasonable time, the student will not be allowed to continue in the medical assisting program.

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Alcohol/ Drug Use or Abuse

Chronic use or abuse of alcohol or illegal drugs is grounds for dismissal from the program. Students will be dismissed immediately if they arrive to class or clinic under the influence of alcohol or drugs. A zero will be recorded for all classes and clinics missed.

Dismissal of Students

Failure to meet the Advancement Requirements will result in dismissal from the program. As per the SCC Student Handbook, the college reserves the right to suspend or dismiss any student who violates student regulations and student conduct when it is determined such action is in the best interest of the college or the student. Students may be recommended for dismissal from the Medical Assisting program for the following reasons:

- A grade of U is earned in any MA course in the program.
- Any student with physical and/or emotional problems that do not respond to appropriate treatment and/or counseling within a reasonable period of time may be dismissed from the program.
- Any student demonstrating behavior, which conflicts with safety requirements essential to Medical Assisting practice, will be dismissed from the program.
- Misuse of information, including malicious gossip, liable, disclosure of information from externship experiences.
- The student is determined to be a threat to classmates, faculty or patients.
- Academic dishonesty occurs that results in administrative dismissal
- Failure of the student to report to clinical externship site on time, appropriately dressed, and ready to work.

Students wishing to appeal the course grade or dismissal from the program should follow the policies for grade appeal and /or student grievance as outlined in the SCC Student Handbook/College Website.

Program Re-Entry

For all students seeking re-entry following **any break in enrollment in the Program**, the following requirements may apply:

- Faculty and/or Program Director advising
- Compliance with any new SCC, or Program requirements that are in place at the time of Program re-entry
- Repeating the Program application process to gain re-entry

- Compliance with immunization requirements
- Demonstration of knowledge and skills retention
- A student dismissed from the program as a result of inappropriate internet use; misconduct or unprofessional behavior during on- and off-campus learning activities; non-adherence to laboratory safety and clinical education policies; or significant concerns in regard to clinical expectations for safety, ethical, and legal standards will not be considered for re-entry to the MA program at Sandhills Community College.

Advanced Placement and Transfer of Credit

Sandhills Community College Medical Assisting Program does not have a policy in place to evaluate and award advanced placement or to evaluate experiential learning for applicants. The Program does not have a policy to evaluate and award credits transferred from another medical assisting program. All students, regardless of prior learning or experience, are currently required to take all 3 parts of the MA program.

Clinical Practicum Placement and Requirements

Students spend at least 160 **unpaid** hours performing hands-on duties in a clinic to complete their clinical practicum. The Practicum Coordinator or Program Director is responsible for practicum placements. Students do not select their own sites. Students are placed in clinical sites based on their geographic location, their interests, and the availability of a suitable site.

All Medical Assisting Program students must pass MA Parts 1 & 2 in order to complete their **unpaid** practicum externship. Students that are deemed unsafe for clinical practice will not be allowed to enter practicum until they prove clinical competence to the Program Director, regardless of course completion or previously anticipated graduation date.

Students are not allowed to accept any payment or remuneration whatsoever from their clinical practicum sites. Failure to comply with this policy will result in immediate dismissal from the Program.

Informed Consent and Clinical Skill Practice on Peers

Sandhills Community College recognizes the responsibility to protect the rights, well-being, and personal privacy of individuals; to assure a favorable climate for the acquisition of practical skills and the conduct of academically oriented inquiry; and to protect the interests of the institution and the student, addressing classroom, laboratory, and clinical activities where learning by students requires the use of human subjects as part of training procedures, demonstrations, or experiments. This is not a designated healthcare center and treatment is not provided here; any treatments must occur at a credentialed and licensed healthcare provider's office or clinic.

Students will be expected to participate in all clinical skill activities, including invasive procedures. Partial disrobing may be required for the practice and performance of certain skills, but appropriate draping and privacy considerations will be maintained in those instances. Declination forms are available in case a student has religious, cultural, or medical reasons that preclude them from having invasive procedures performed on them. However, there is no declination for the performance of these, as training students to perform these skills is the purpose of this Program.

Students will be trained in Standard Precautions and are expected to comply with all CDC and OSHA requirements and standards at all times. Training and information will be provided prior to any skills practice.

Grading Policy

In order to earn a passing grade in each of the Medical Assisting sections, the student must demonstrate mastery of all of the Medical Assisting defined psychomotor and affective competencies listed for that course. Administrative and clinical competencies require a check-off format which includes a time limit for successful completion of the competency. A grade of 75% or greater must be achieved within the stated time limit on each competency checklist in order to pass the competency. Students will be given an opportunity to repeat failed competencies two times; competencies must be repeated within one week after grades are posted.

Evaluation: The assessment and grading of student performance in this course is based on the following activities:

- In class Assignments (ICA's) 15%
- Homework (HW) 20%
- Tests 25%
- Quizzes 20%
- Final 20%

Grading Scale 75 and above = Satisfactory Below 74 = Unsatisfactory

***Competencies are graded by either pass or fail. Students must successfully pass all the psychomotor and affective competencies in three attempts in order to pass the course and/or progress in the program. If students don't pass within the three attempts they will be dropped from the program.**

Policy on Pregnancy

- Upon declaration of pregnancy by the student to program director or faculty, general program policies will be reviewed in detail in order to provide the student with a complete understanding of their status in the program.
- The pregnant student must follow the established program policies and meet the same clinical and educational criteria as all other students before recommendation for the clinical/practicum and graduation.
- If the student chooses to leave the program during their pregnancy, they will be eligible for reinstatement into the program upon completion of their pregnancy leave. Re-entry will be based on the program's readmission policy.
- **If the student remains in the MA program during their pregnancy, they accept full responsibility for their actions and relieve Sandhills Community College, its faculty, and practicum affiliates of any responsibilities in case of adverse effects.**

Student Resources

The Medical Assisting classroom and lab is room 104 in Van Dusen Hall. This classroom contains medical equipment and teaching aides used for learning during coursework in the program. Most of this equipment is very expensive and some is dangerous if misused. Students are prohibited from using equipment that has not been thoroughly explained during class or lab and should handle it carefully to avoid damage. Students may use equipment only after a faculty member has observed the student using the equipment safely and effectively.

Please note that it is up to students and faculty to maintain the classrooms and equipment in proper order. Materials should never be removed from the classroom or lab area without specific permission. Students will be

asked to contribute to maintaining the appearance of the facilities.

Medical assisting faculty are available during scheduled office hours. Students may schedule appointments with faculty outside of their scheduled office hours.

The College library has many texts related to medical and health care subjects, computerized reference systems, and Internet access. Class materials may be left on reserve in the library. A copy machine is available for student use for a fee.

Continuing Education Refund Procedure

- A student who officially withdraws from a course prior to the first-class meeting shall be eligible for a 100% refund.
- After the respective course begins, a 75% refund shall be made upon the request of the student if the student officially withdraws from the class prior to or on the 10% census date of the class (10% of total course hours).
- A student will not be entitled to receive a refund if he/she withdraws after the 10% census date (more than 10% of total course hours).
- Student fees, including administrative, supplies, or insurance fees, are not refunded unless the college cancels the course for which the fee is collected.
- Students are eligible for a 100% refund if a class is canceled by the College.

Campus Safety

Sandhills Community College is committed to providing a healthy, safe, and secure environment for all members of the campus community. Faculty, staff, and students should review the campus Emergency Plan for Sandhills CC posted in each classroom. The Emergency Plan may also be accessed here: <https://www.sandhills.edu/10-4-1-reporting-campus-criminal-acts/>. You can also contact the Campus Security at 910-695-3831.

Blood-Borne Incidents:

Accidents resulting in blood borne pathogen exposures to the operator and/or patient will be cared for according to the following procedures:

1. Immediately go to the sink and flush the wound under very warm water.
2. Hold the site in a downward position; DO NOT SQUEEZE the flesh to extract/promote bleeding.
3. Have a classmate contact the instructor immediately.
4. The instructor will direct the care of the wound and send the student and/or patient to their physician or hospital emergency room for care.
5. SCC Accident (Incident) and OSHA forms must be filled out and delivered to the Director of Allied Health and the Vice-President of Continuing Education within 12 hours.

Students are reminded that occupational exposure incidents occur; students are not punished in cases of

instrument sticks. It is a flagrant error of judgment, however, to hide the incident and not report it to the instructors. All students who knowingly allow an incident/accident to go unreported are equally guilty of dishonesty and will be reprimanded in accordance to the Disciplinary Procedures of the Medical Assisting Program.

*for blood borne pathogen exposures, consult instructor immediately

Eyewash Station

What Every Employee/Student Should Know

1. Where the station is located in the clinic and laboratory
2. How to use the station
 - a. Lift the dust covers off the spray heads.
 - b. Step on the foot pedal to start the flow. If no water comes out, be sure the water flow is turned on from the wall.
 - c. Lift the hand lever to turn the unit off.
3. When to use the station – when any potentially hazardous material contacts the eye(s)
4. Eye Irrigation – First Aid Information
 - a. Chemical exposure to the eye may cause damage from chemical conjunctivitis to severe burns. Therefore, remove all chemicals from the eye(s) quickly.
 - b. Signs & Symptoms of Exposure – local pain, visual disturbances, lacrimation, edema, and redness

Basic Treatment for the Eye

1. Flush with water using a mild flow from the eyewash station and continue for at least 15 minutes.
2. Ask the victim to look up, down, and side to side as they rinse in order to better reach all parts of the eye(s).
3. DO NOT let the victim rub his/her eye(s).
4. DO NOT let the victim keep his/her eye(s) tightly shut.
5. DO NOT introduce oil or ointment into the eye(s).
6. DO NOT use hot water.
7. Notify medical authorities when someone is injured.
8. Use the incident report form to record details of the injury

Visitors

Family members/visitors may not accompany students to class, lab, or clinical facilities due to legal implications and responsibility for the safety of persons attending state supported schools/colleges. NO personal visits by anyone are allowed at the clinical facilities.

College Student Grievance Policy

Complaints about the program or program graduates should be first addressed with Lori Forrester, Medical Assisting Program Director at forresterl@sandhills.edu or 910-695-3913. Unresolved complaints or complaints about the Program Director should be directed to Sandy Perry, Director of Allied Health at perrys@sandhills.edu or 910-695-3974 or Lori Degre, Senior Director of Career Training at degre@sandhills.edu or 910-695-3939. All complaints will be documented, including the projected outcome, and kept on file at the program facility. A complaint against the program may also be filed with Medical Assisting Education Review Board (MAERB) at www.maerb.org.

Inclement Weather Policy

Continuing Education classes that are missed due to inclement weather or not held for any reason, such as, natural disaster, or other emergencies will be rescheduled, or the instruction will be made up by some other alternative. Alternatives may include extra class sessions, extended class sessions, or other options approved by the Vice President for Continuing Education.

Decisions to close the college for inclement weather and other emergency situations will be made by the college administration. When severe weather forces a departure from regular class scheduling, **students should check the college's website** at www.sandhills.edu or may either call the college (910-692-6185) to hear a recorded message or listen for announcements on the following local and regional radio and television stations:

Television FM Radio AM Radio

WRAL (5), Raleigh WDNC, Raleigh, 105 WAYN, Rockingham, 900
WLFL (22), Raleigh WIOZ, Southern Pines, 102.5 WDNC, Raleigh, 620
WTVD (11), Durham WJSG, Rockingham, G104 WEEB, Southern Pines, 990
WFMY (2), Greensboro WLRD, Red Springs, 102.7 WFNC, Fayetteville, 640
WGHP (8), High Point WPCM, Burlington, 101 WJRM, Troy, 1390
WECT (6), Wilmington WQDR, Raleigh, 94.7 WPTF, Raleigh, 680
WCCB (18), Charlotte WQSM, Fayetteville, 98.1 WQNX, Aberdeen, 1350
WRAL, Raleigh, 101.5 WYRU, Red Springs, 1160
WWGP, Sanford, 105.5

COMPETENCIES FOR THE MEDICAL ASSISTING PROGRAM GRADUATE

Introduction These competencies identify the knowledge; skills, behaviors, and attitudes graduate of the CCCC Medical Assisting Program are expected to achieve to enter medical assisting practice. This document is designed to direct the educational process and serves as a basis for curriculum development, review, and outcomes assessment; and for guiding the selection of course content, sequencing, and learning activities across the curriculum. Faculty and student input provide a mechanism for periodic review and refining of the competencies.

The competencies are categorized into 12 content areas that represent the focus of the curriculum and Core Competencies: Anatomy and Physiology, Infection Control, Nutrition, Concepts of Effective Communication, Administrative Functions, Basic Practice Finances, Third Party Reimbursement, Procedural and Diagnostic Coding, Legal Implications, Ethical Consideration and Protective Practices. Supporting behaviors and skills are reflected in individual course syllabi. Goals, objectives, and assignments in individual courses within the curriculum elaborate the specific mechanisms and learning experiences by which students develop and demonstrate the competencies and are reflected in course outlines.

Explanatory Note: Students are required to pass all the psychomotor and affective competencies in the MAERB Core Curriculum, as is outlined in Standard IV.A.1. In addition, programs must demonstrate that students have passed those competencies by tracking their successful completion in order to illustrate “programmatic summative measures” in Standard IV.B.1. The type of tracking mechanism can vary according to the program.

Students must pass 100% of all competencies in the MA program and in the Master Competency List within three attempts to be able to progress in the MA program.

Master Competency Checklist 2015 MAERB Core Curriculum

Psychomotor & Affective Competencies

I Anatomy & Physiology

I.P.1. Measure and record:

- a. blood pressure
- b. temperature
- c. pulse
- d. respirations
- e. height
- f. weight
- g. length (infant)
- h. head circumference (infant)
- i. pulse oximetry

I.P.2. Perform: a. electrocardiography b. venipuncture c. capillary puncture d. pulmonary function testing

I.P.3. Perform patient screening using established protocols

I.P.4. Verify the rules of medication administration: a. right patient b. right medication c. right dose d. right route e. right time f. right documentation

I.P.5. Select proper sites for administering parenteral medication

I.P.6. Administer oral medications

I.P.7. Administer parenteral (excluding IV) medications

I.P.8. Instruct and prepare a patient for a procedure or a treatment

I.P.9. Assist provider with a patient exam

I.P.10. Perform a quality control measure

I.P.11. Obtain specimens and perform:

- a. CLIA waived hematology test
- b. CLIA waived chemistry test
- c. CLIA waived urinalysis
- d. CLIA waived immunology test
- e. CLIA waived microbiology test

I.P.12. Produce up-to-date documentation of provider/professional level CPR

I.P.13. Perform first aid procedures for:

- a. bleeding
- b. diabetic coma or insulin shock
- c. fractures
- d. seizures
- e. shock
- f. syncope

I.A.1. Incorporate critical thinking skills when performing patient assessment

I.A.2. Incorporate critical thinking skills when performing patient care

I.A.3. Show awareness of a patient's concerns related to the procedure being performed

II Applied Mathematics

II.P.1. Calculate proper dosages of medication for administration

II.P.2. Differentiate between normal and abnormal test results

II.P.3. Maintain lab test results using flow sheets

II.P.4. Document on a growth chart

II.A.1. Reassure a patient of the accuracy of the test results I

II Infection Control

III.P.1. Participate in bloodborne pathogen training

III.P.2. Select appropriate barrier/personal protective equipment (PPE)

III.P.3. Perform handwashing

III.P.4. Prepare items for autoclaving

III.P.5. Perform sterilization procedures

III.P.6. Prepare a sterile field

III.P.7. Perform within a sterile field

III.P.8. Perform wound care

III.P.9. Perform dressing change

III.P.10. Demonstrate proper disposal of biohazardous material

- a. sharps
- b. regulated wastes

III.A.1. Recognize the implications for failure to comply with Center for Disease Control (CDC) regulations in healthcare settings

IV Nutrition

IV.P.1. Instruct a patient according to patient's special dietary needs

IV.A.1. Show awareness of patient's concerns regarding a dietary change

V Concepts of Effective Communication

V.P.1. Use feedback techniques to obtain patient information including:

- a. reflection
- b. restatement
- c. clarification

10 V.P.2. Respond to nonverbal communication

V.P.3. Use medical terminology correctly and pronounced accurately to communicate information to providers and patients

V.P.4. Coach patients regarding:

- a. office policies
- b. health maintenance
- c. disease prevention
- d. treatment plan

V.P.5. Coach patients appropriately considering:

- a. cultural diversity
- b. developmental life stage
- c. communication barriers

V.P.6. Demonstrate professional telephone techniques

V.P.7. Document telephone messages accurately

V.P.8. Compose professional correspondence utilizing electronic technology

V.P.9. Develop a current list of community resources related to patients' healthcare needs

V.P.10. Facilitate referrals to community resources in the role of a patient navigator

V.P.11. Report relevant information concisely and accurately

V.A.1. Demonstrate:

- a. empathy
- b. active listening
- c. nonverbal communication

V.A.2. Demonstrate the principles of self-boundaries

V.A.3. Demonstrate respect for individual diversity including:

- a. gender
- b. race
- c. religion
- d. age
- e. economic status
- f. appearance

V.A.4. Explain to a patient the rationale for performance of a procedure

VI. Administrative Functions

VI.P.1. Manage appointment schedule using established priorities

VI.P.2. Schedule a patient procedure

VI.P.3. Create a patient's medical record

VI.P.4. Organize a patient's medical record

VI.P.5. File patient medical records

VI.P.6. Utilize an EMR

VI.P.7. Input patient data utilizing a practice management system

VI.P.8. Perform routine maintenance of administrative or clinical equipment¹¹

VI.P.9. Perform an inventory with documentation

VI.A.1. Display sensitivity when managing appointments

VII Basic Practice Finances

VII.P.1. Perform accounts receivable procedures to patient accounts including posting:

- a. charges
- b. payments
- c. adjustments

VII.P.2. Prepare a bank deposit

VII.P.3. Obtain accurate patient billing information

VII.P.4. Inform a patient of financial obligations for services rendered

VII.A.1. Demonstrate professionalism when discussing patient's billing record

VII.A.2. Display sensitivity when requesting payment for services rendered

VIII Third Party Reimbursement

VIII.P.1. Interpret information on an insurance card

VIII.P.2. Verify eligibility for services including documentation

VIII.P.3. Obtain precertification or preauthorization including documentation

VIII.P.4. Complete an insurance claim form VIII.A.1. Interact professionally with third party representatives

VIII.A.2. Display tactful behavior when communicating with medical providers regarding third party requirements

VIII.A.3. Show sensitivity when communicating with patients regarding third party requirements

IX Procedural and Diagnostic Coding

IX.P.1. Perform procedural coding

IX.P.2. Perform diagnostic coding

IX.P.3. Utilize medical necessity guidelines

IX.A.1. Utilize tactful communication skills with medical providers to ensure accurate code selection

X Legal Implications

X.P.1. Locate a state's legal scope of practice for medical assistants

X.P.2. Apply HIPAA rules in regard to

- a. privacy
- b. release of information

X.P.3. Document patient care accurately in the medical record

X.P.4. Apply the Patient's Bill of Rights as it relates to:

- a. choice of treatment
- b. consent for treatment
- c. refusal of treatment

12 X.P.5. Perform compliance reporting based on public health statutes

X.P.6. Report an illegal activity in the healthcare setting following proper protocol

X.P.7. Complete an incident report related to an error in patient care

X.A.1. Demonstrate sensitivity to patient rights

X.A.2. Protect the integrity of the medical record XI Ethical Considerations

XI.P.1. Develop a plan for separation of personal and professional ethics

XI.P.2. Demonstrate appropriate response(s) to ethical issues

XI.A.1. Recognize the impact personal ethics and morals have on the delivery of healthcare

XII Protective Practices

XII.1. Comply with:

- a. safety signs
- b. symbols
- c. labels

XII.2. Demonstrate proper use of:

- a. eyewash equipment
- b. fire extinguishers
- c. sharps disposal containers

XII.3. Use proper body mechanics

XII.4. Participate in a mock exposure event with documentation of specific steps

XII.5. Evaluate the work environment to identify unsafe working conditions

XII.A.1. Recognize the physical and emotional effects on persons involved in an emergency situation

XII.A.2. Demonstrate self-awareness in responding to an emergency situation

Medical Assisting Program
CRIMINAL BACKGROUND and DRUG SCREEN CONSENT FORM

Students can expect to submit to a criminal background check (state and/or federal) and drug screen in order to meet regulatory criteria of facilities participating in the clinical education component of the Medical Assisting Program. The Medical Assisting Program recognizes and is fully supportive of clinical facilities mandating criminal background checks and/or drug screens on students in the program.

If a clinical facility prohibits a student in the Medical Assisting Program from participating at the facility based on the results of the criminal background check and/or drug screen, the student will be dismissed from the Medical Assisting Program. No alternative clinical experience will be arranged on behalf of the student, resulting in the inability of the student to meet the curriculum requirements of the Medical Assisting Program.

Students can expect to absorb all costs related to criminal background checks and/or drug screens. Specific procedures will be provided to students in the Medical Assisting Program at the appropriate time in the curriculum sequence.

Students should also expect to submit to a criminal background check when seeking eligibility for employment in North Carolina (and other states).

By signing below, I understand criminal background checks and/or drug screens are required of all NCC Medical Assisting Program students, in order to progress through clinical education courses.

I will follow the Program's policies and procedures regarding criminal background checks and/or drug screens.

Student Name (print)

Telephone Number

Signature

Date

*Note: This page should be signed and submitted to Medical Assisting faculty.

**Sandhills Community College
Medical Assisting Program
Liability Release**

I, _____, understand that I am voluntarily participating in Medical Assisting Classes which include Examination Room Procedures and Laboratory Procedures. I understand the instructor will teach and guide me in correct techniques and procedures including but not limited to performing ECGs, giving injections, and collecting blood samples. It is my responsibility to follow instructions and learn the correct methods of use for all techniques and procedures.

I understand that I will be expected to work with all other students, regardless of personal preferences, gender, race, creed, or national origin, and that I must demonstrate professional behavior and respect for instructors and peers during class discussions and lab exercises.

Lab practice components of the SCC Medical Assisting program includes students practicing on and with each other. I understand other students will practice various procedures including performing ECGs, giving injections on various body locations, as well as collecting blood samples from veins located in my hands, arms, and fingers using various venipuncture and dermal puncture devices after appropriate instruction and practice on manikins.

I hereby agree to assume full responsibility for my own safety and indemnify, save and hold harmless, SCC, their employees and agents, acting officially or otherwise, from and against any and all liability, claims, demands, actions, debts, and attorney fees arising on account of injuries to any and all persons, in any manner caused or contributed to by me, while in class or in practicums.

I agree not to hold Sandhills Community College, the instructor, or any student liable for any damages or pain that may occur to me as a result of practice.

Student Signature

Date

Witness Signature

Date

Instructor Signature

Date

*Note: This page should be signed and submitted to Medical Assisting faculty.

Student Handbook and Policy Agreement

I have reviewed the ALL sections of the SCC Community College Medical Assisting Student Handbook, have been given the opportunity to have them explained in further detail, understand them, and agree to comply with them.

In addition, I agree to comply with these specific items: (Initial EACH item)

- Welcome, General Information
- Attendance/Grading Policies
- Clinical Placement Policy
- Student Conduct Policy
- Social Media Policy
- Academic Dishonesty (Cheating and Plagiarism)
- Failure to Progress and Dismissal Policy
- Readmission Policy
- Student Grievance Policy
- Campus and Classroom Safety
- Criminal Background and Drug Screen Check
- Student Appearance
- Required Apparel and Supplies
- Confidentiality and HIPAA
- Immunizations
- Documentation of Provider-Level CPR

Print Name: _____

Signed Name: _____

Date: _____

*Note: This page should be signed and submitted to Medical Assisting faculty



LEARN • ENGAGE • BELONG

Medical Assisting Program Insurance Form

As a Sandhills Community College Medical Assisting student, I understand that

- Liability insurance coverage is provided for a medical assisting student who is performing medical assisting program required activities.
- Personal health insurance coverage is strongly recommended. If I do not have personal health insurance coverage, I know that I am personally financially responsible for any medical expenses related to any incident(s) related to Program-required activities.

Student's Signature

Date

Student Name (printed)