



Medical Assistant Handbook

2018-2019

Montcalm Community College

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Welcome to Montcalm Community College's Medical Assistant Program

Welcome to the Medical Assistant Program – specifically Montcalm Community College's (MCC) Medical Assistant Program. We are pleased that you have chosen MCC for your medical assistant education.

The need for medical assistants began when doctors found demands on their time multiplying. As demands increased, specialized health professionals were needed to help meet these demands. By 1955, standards for educational programs were a must; therefore, the American Association of Medical Assistants was founded to standardize educational programs and offer accreditation to those meeting specific criteria. In 1978, the United States Department of Health, Education and Welfare formally recognized the Medical Assistant as a distinct allied health profession.

Medical Assisting (MA) is an allied health profession whose practitioners function as members of the health care delivery team and perform administrative and clinical procedures according to the definition printed in the *Standards and Guidelines for an Accredited Educational Program for Medical Assistants*. Administrative duties performed by medical assistants include answering telephones, making appointments, greeting patients, filing medical records, processing insurance forms, writing correspondence, arranging for hospital admission and laboratory services, and performing billing and bookkeeping tasks. Clinical duties include checking blood pressures, answering questions about health concerns, sterilizing supplies and equipment, giving injections, drawing blood, taking electrocardiograms, collecting specimens, and performing basic laboratory tests. Medical assistant duties vary from job to job and specialty to specialty. MAs are truly at the heart of the medical practice and are the most versatile member of the team.

In the field of medical assisting you will always be surrounded by challenges and carry immense responsibility. You will never cease to be amazed at your patients' capacity for love, courage, and endurance. You will step into patients' lives and make a difference. You have chosen this field because you have more of an interest in your work than just making a living.

Many rules and regulations are set forth by the medical assisting credentialing body, the medical assistant program director, faculty, and Dean of Nursing & Health Careers at Montcalm Community College to assist you in demonstrating appropriate professional behavior. Many of the policies, rules, and regulations may seem stringent however; there is good reason for all of them. Health care is provided in a community of values, culture, and customs; therefore, many of the rules are put in place with an understanding of the communities where you will be practicing. You have enormous responsibilities in this field. It is an expectation that you will consult this handbook frequently throughout the year to find answers to your questions.

Amy Eady, MT(ASCP), MS, RMA
Medical Assistant Program Director

PEOPLE TO KNOW

President..... Robert Ferrantino, JD
Vice President for Academic Affairs Rob Spohr
Medical Assistant Program Director..... Amy Eady, BS, MT (ASCP), MS, RMA
Practicum Coordinator Amy Eady, BS, MT (ASCP), MS, RMA
Dean of Nursing & Health Careers Danielle Anderson, MSN
Dean of Occupations & Program Assessment Amy Eady, BS, MT (ASCP), MS, RMA
Dean of Student & Enrollment Services Debbi Alexander
Administrative Assistant for Nursing & Health Careers Heather Miller
Student Success Center (tutoring).....ext. 264

NOTE TO STUDENTS!!

The provisions of this handbook are not to be regarded as an irrevocable contract between the student and the College. The College reserves the right to make and designate the effective date of changes in college policies and other regulations at any time such changes are considered to be desirable or necessary.

A BRIEF STATEMENT ABOUT ACCREDITATION

Institutional Accreditation

Montcalm Community College has enjoyed a long history of accreditation by the Higher Learning Commission and is a member of the North Central Association This means the College is an accredited institution.

Programmatic Accreditation

Montcalm Community College is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of the Medical Assisting Education Review Board (MAERB).

Commission on Accreditation of Allied Health Education Programs
25400 US Highway 19 North
Suite 158
Clearwater, FL 33763
727-210-2350
mail@caahep.org
www.caahep.org

PHILOSOPHY, GOALS, AND OBJECTIVES

Montcalm Community College's Mission and Goals

The Medical Assistant Program administrative personnel and faculty support the mission and goal statements of Montcalm Community College as stated in the College catalog.

Objectives of the Medical Assistant Program

The College's goal is to prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains. The College will provide students with a curriculum of general and technical courses that meet the requirements for granting a certificate in medical assisting and meet the *Standards* of an accredited program.

Upon completion of the program the student will be able to:

- a. Demonstrate the knowledge and skill necessary to perform medical assisting duties at an entry-level standard as identified by the healthcare community.
- b. Demonstrate mastery of the entry-level competencies of the medical assistant as identified in the *2015 Standards and Guidelines for an Accredited Educational Program for the Medical Assistant*.
- c. Demonstrate personal and ethical behaviors consistent with the expectations of the profession and the employer.
- d. Apply to write and successfully pass the national certification exam (CMA) administered by the American Association of Medical Assistants after obtaining AAMA accreditation.

STATEMENT OF PHILOSOPHY

Society and the Health of Society: Montcalm Community College Medical Assistant faculty believe that every individual seeking and/or in need of health care deserves safe, respectful care. Health is defined as body, mind, and spirit in balance. Society's expectations of health care are on a continuum of sophisticated life-saving technologies with participation in decision making at one end of the spectrum to readily available wellness programs at the other end.

The Medical Assistant in Society: The Medical Assistant is a multi-skilled allied health professional who primarily works in ambulatory settings. Medical Assistants function as members of the health care team who perform administrative and clinical procedures. In addition, the Medical Assistant must demonstrate competence by the display of professionalism, communicating effectively, practicing within the ethical and legal standards of the profession, and providing appropriate client education. Medical Assistants practice under the supervision of a licensed health care provider.

Characteristics of Students: Medical Assistant students typically seek this profession because of its service orientation. This desire to help others must lead to the demonstration of professional behaviors of accepting responsibility for one's own actions, performing within the scope of education, and complying within the ethical and legal standards of the profession.

Teaching and Learning: The faculty of the Medical Assistant program believes that learning is an individual process and that teaching is intended to facilitate that process. The faculty believes that learning occurs in a variety of ways, from simple to complex, and that educational experiences can be designed to build on the learner's previous knowledge and skills.

The faculty believes learning is easier for the motivated student and is a self-directing process. Further, the faculty believes that student progress can be enhanced when a relationship of trust is established between student and instructor.

The faculty uses a variety of teaching strategies to facilitate learning and to develop student responsibility for the acquisition of skills and knowledge. The faculty clarifies goals and plans experiences to enhance student progression toward goal attainment. The teaching strategies used allow for adaptation to meet individual student needs.

Evaluation of performance is an integral part of the learning process. Each learner is expected to meet specified levels of performance as he/she goes through the curriculum.

The faculty endorses the credentialing process offered by the American Association of Medical Assistants (AAMA) as a means of documenting competence of the Medical Assistant as a practitioner prepared to provide safe and respectful health care.

STUDENT CODE OF CONDUCT

In addition to policies outlined in this handbook, the student must abide by the policies included in the MCC catalog.

HARASSMENT POLICY

Faculty, students, and patients have the right to be treated with respect and dignity. Abusing the dignity of anyone through ethnic, sexist, or racial slurs, or discriminating against anyone because of race, color, religion, sex, marital status, height, weight, national origin or ancestry, or war veteran status is illegal and will not be tolerated. Students who feel they are the objects of such conduct should report the behavior to the Dean of Student Services who will review the complaint and take appropriate action. Students may request a review of a decision of the Dean of Student Services utilizing the procedure outlined in "Provisions for Review of Disciplinary Decisions" in the MCC catalog.

NON-DISCRIMINATION POLICY

All patients/clients deserve dignity and respect and are to be treated equally, compassionately, and professionally regardless of their illness, injury, race, beliefs, social status, etc. Should a student be deemed to have abused, discriminated against, or otherwise failed to respect the right and dignities of a patient, that student will be subject to disciplinary action up to and including dismissal from the Medical Assistant Program.

CONFIDENTIALITY

Students are expected to respect the rights of patients/clients at all times, to treat clients consistent with the standard of care and the education they have been provided, to never release information about clients to anyone outside of the immediate health care team currently caring for that patient/client. The student may also need to complete additional patient confidentiality training during their clinical experiences. All information gained for and about patients/clients at clinical sites is confidential. A student's failure to adhere to this standard of confidentiality will result in disciplinary action up to and including dismissal from the Medical Assistant Program and the inability to enroll in any program at MCC that requires patient confidentiality training.

Any written work prepared by students as part of clinical assignments must refer to patients/clients as designated by the clinical sites guidelines. The reference must not be traceable back to the patient/client.

RIGHTS AND RESPONSIBILITIES

Both faculty and medical assisting students have the right to be treated with respect and the right to be human.

FACULTY RIGHTS AND RESPONSIBILITIES

The medical assisting faculty, with approval of the MA Program Director and the Dean of Nursing & Health Careers, has the right to suspend, place on probation, or dismiss a medical assisting student from the program who exhibits unsafe practice, inappropriate behavior or substandard patient care in the clinical/laboratory area.

The faculty has the right to participate in policy development dealing with student concerns and/or the academic program.

The faculty has the responsibility to remain current in their subject area and in teaching methods.

STUDENT RIGHTS AND RESPONSIBILITIES

Medical assisting students have a right to quality education, review of formative evaluation and due process.

Medical assisting students have the right to fair evaluations of their performance.

Medical assisting students have the right to confidentiality of information concerning grades and performance.

Medical assisting students have the right to participate in course, faculty, program, and externship/practicum/practicum evaluations.

Medical assisting students have the right to appeal a dismissal from the medical assistant program. See MCC catalog for policy and procedure.

These rights are yours, as a medical assistant student, but acquiring and holding them is your responsibility.

ADMISSION REQUIREMENTS

Admission to the College

Applicants for admission to the College must possess a high school diploma, GED certificate or meet requirements of the college's ability-to-benefit policy as stated in the College catalog.

Admission to the Program

Applicants must also meet requirements for admission to the program. Reference the following website for specific information regarding options for determining appropriate testing options: <https://www.montcalm.edu/accuplacer>. The following levels on testing are required to be successful in the program:

	<u>Levels</u>
Reading	3
Writing	3
Numerical	2

Criminal History Check

On May 10, 2002, the State of Michigan approved House Bill #4057, which requires Criminal Background Checks for anyone applying for employment or clinical privileges in a Nursing Home, Hospital Long-Term Care Unit, County Medical Care Facility, or Home for the Aged. On April 1, 2006, additional rules were put into place requiring in-depth criminal background checks and fingerprints on all new employees or persons being granted clinical privileges. If you have further questions about Michigan Public Acts 27, 28 and 29 of 2006, please contact MCCs Dean of Occupations and Program Assessment.

All students who participate in any health careers course/program with a clinical component must have a clear criminal background to progress through the program. The Clinical Student Disclosure Statement allows a student an opportunity to disclose any convictions on their criminal record before MCC receives the report. Any false, misleading, or omission of charges on this form will result in removal from the program and courses. Criminal Background Checks (CBC), through a search, will be required several times during the progression of the program at the student's expense.

The Administrative Assistant for Nursing & Health Careers or their designee, will provide information regarding the process and deadlines prior to the start of each semester, when appropriate.

Health Requirements:

1. Documentation of immunizations must be received by the Health Careers Office as part of AHEA109-Foundations of Medical Assisting through the designated method. These must be submitted prior to scheduling the shadow exercise. Once submitted, all immunizations must be kept up-to-date for the student to participate in the lab and clinical components of medical assistant program.

2. A physical exam is required and is done at the student's expense prior to participating in the AHEA112-Medical Laboratory Procedures course. Proof of the physical exam, flu vaccination, maintenance of other vaccinations, and a current TB test must be received by the Health Careers Office **prior** to participating in AHEA 112.
3. Students must successfully pass AHEA 100 and/or have a valid American Heart Association Basic Life Support CPR card and First Aid card prior participating in the externship/practicum course.
4. Students are required to wear a uniform that presents a professional appearance for the job shadow experience, clinical, laboratory, and externship/practicum courses. See Dress Code Requirements (pg.13) for details.
5. Professional liability insurance is required of all medical assisting students. A group policy is available through MCC at registration. The student will incur this cost at registration for courses that necessitate it.
6. Students will have their own watch with a second hand, stethoscope, and sphygmomanometer for clinical (AHEA 111) and externship/practicum courses (AHEA126). These items are required purchases from the bookstore for specific courses prior to the externship/practicum.
7. Students are required to have their own transportation to externship/practicum sites. Required externship/practicum hours are 160 to be completed within the specified criteria set forth by the Program Director or designee. These hours are in addition to 16 hours of classroom time. The College will attempt to keep distances to be traveled as reasonable as possible. The College does not guarantee specific externship/practicum sites.
8. Clinical sites may require the completion of an interview prior to accepting students for the externship/practicum experience and once accepted, a site-specific orientation session. These hours are not counted towards the 160 hours of externship/practicum time. In addition, some clinical sites require the completion of another background check and drug screen. These costs are covered by the clinical site.
9. Students who have a serious illness, injury, pregnancy or a protected disability while in the program may be required to obtain a written release from a health care provider verifying that they are able to meet class, laboratory, and /or clinical practice requirements without jeopardizing the safety and well-being of patients, other students, instructors, staff, the public or themselves. This written release will be retained in the student's file. Reasonable accommodations will be made, when possible, for protected conditions. Notice of the disabling condition and the requested accommodation should be made to the Medical Assistant Program Director. Modifications to the program will not be made where it would alter the basic nature of the program, jeopardize program accreditation or the safety or well-being of those exposed to the student through the medical assistant program.

Failure to provide the written release as requested may result in temporary or permanent suspension from the program.

10. Additionally, students who are ill and the instructor believes that their participation in the class or clinical setting may be detrimental to either the student or client, the student may, at the instructor's discretion, be sent home and/or required to bring a medical validation of fitness to participate in any further activities.

SCHOLASTIC REQUIREMENTS

To pass each medical assisting course a student must achieve an average of 78 percent or higher on the tests and the comprehensive final exam and 85 percent or higher on the entry-level competencies. It is important to note that both requirements must be met, the 78% for theory and the 85% for performance.

The following grading scale has been adopted for all medical assisting courses:

GRADING SCALE
100-95 = 4.0 = A
94-90 = 3.7 = A-
89-86 = 3.3 = B+
85-83 = 3.0 = B
82-80 = 2.7 = B-
79-78 = 2.3 = C+
77-74 = 2.0 = C
73-70 = 1.7 = C-
69-66 = 1.0 = D+
65-63 = 0.7 = D
62-60 = 0.0 = D-
59 and below = E

The grading criteria for competencies are outlined within each core medical assistant class.

Each competency starts with 100 points. If any step in the procedure is missed, then the assigned value is subtracted from 100 points. The student must achieve a passing score of 85% to pass the competency in one out of two attempts or as otherwise outlined in that competency pack.

There is a 15-point deduction for absence on check off day and any repeat attempts to achieve the 85% accuracy. A score of 85% or better must be achieved, and then 15 points is deducted from the actual score. This penalty is to encourage you to make your first attempt your best attempt and not to miss class on check-off day. It is important to practice each skill prior to check off.

REQUIRED PROGRAM PERFORMANCE STANDARDS FOR ADMISSION AND PROGRESSION

Health career students are required to reach a minimum level of competency according to accrediting bodies and healthcare institutions. Failure to meet the criteria below may result in denial of admission or progression within the selected program of study. If, after admission, it is discovered that the student cannot meet the below mentioned criteria, the student will be required to leave the program. Those individuals who have a documented disability must follow the guidelines outlined in the catalog.

I. CRITICAL THINKING

- A.** Critical thinking ability sufficient for clinical judgment and problem solving.
- B.** I am able to identify cause-effect relationships in clinical situations and understand care plans.
 yes **no**

II. INTERPERSONAL

- A.** Interpersonal abilities sufficient to interact with individuals, families, and groups from a variety of social, emotional, cultural and intellectual backgrounds.
- B.** I am able to establish rapport with patients/clients and colleagues. Exhibit a professional appearance and attitude. Treat each person with dignity and respect.
 yes **no**

III. MENTAL STABILITY

- A.** Non-disruptive, positive attitude with a mental capacity to function effectively under stress.
- B.** I have the ability to control my behavior in the classroom, laboratory, and clinical setting.
 yes **no**

IV. MOBILITY

- A.** Physical abilities sufficient to move from room to room and maneuver in small spaces.
- B.** I have the ability to move around in patient rooms, work spaces, treatment areas, lift, transfer, squat, pull/push, sit and stand without any restrictions.
 yes **no**

V. MOTOR SKILLS

- A.** Gross and fine motor abilities sufficient to provide safe and effective nursing care.
- B.** I am able to calibrate and use equipment, position patients and draw up a solution in a syringe.
 yes **no**

VI. HEARING

- A.** Ability to hear sufficiently to monitor and assess health needs.
- B.** I am able to hear monitor alarms, emergency signals, sounds heard through a stethoscope, and patient's verbal requests.
 yes **no**

VII. VISUAL

- A.** Visual ability sufficient for observation and inspection necessary in health care.
- B.** I am visually able to observe patient/client responses, with the ability to read measurements and fine print material.
 yes **no**

VIII. TACTILE

- A.** Tactile/touch ability sufficient for physical inspection.
- B.** I am able to perform palpation/touch to determine swelling, temperature, bumps and lumps, etc... This will contribute to performing and reporting physical findings.
 yes **no**

ACADEMIC INTEGRITY

We expect students to uphold the highest standards of academic integrity during their time with us in Montcalm Community College's Medical Assistant Program. Cheating and plagiarism are two of the most obvious violations of academic honesty.

Standards of integrity expected:

- Honest representation of required coursework
- Attendance at required learning activities
- Responsibility and accountability for individual judgments and actions
- Act to safeguard the client and the public when health care and safety are affected by the incompetent, unethical, or illegal practice of another student.

Forms of plagiarism:

- Submitting a paper, homework or assignment which was either wholly or partially written by someone else even with proper citation(s).
- Using direct quotations which are not enclosed in quotation marks (or indented form for long quotations). This includes portions of sentences as well as full sentences.
- Material that is clearly a paraphrase of one source but which is not documented.
- Presentation of undocumented information that is clearly not "common knowledge" in the area being considered in the paper.
- Cheating on any exam

Penalties:

- All students are expected to be honest in their studies. Dishonesty in completing assignments, examinations, or other academic endeavors is considered an extremely serious violation of the rights of others at MCC.
- Students in violation of academic integrity will be issued a failing grade (E), dismissed from the program and referred to the Dean of Student & Enrollment Services.

PROGRESSION IN THE PROGRAM

Students can progress through the program without interruption if a C+ (78%) or better is maintained in all medical assisting courses (AHEA 109, 111, 112, 113, 114, 115 and 126). Each of the medical assisting courses can be repeated only once. An attempt is counted if the student has a course grade of less than a C+ in a class or withdraws. Students must speak with an MCC counselor and the program director (or their designee), before repeating any medical assistant course. A re-entry contract is required for all students repeating courses to outline a plan to facilitate the student's success. Students must maintain an overall GPA of 2.0 or higher in order to obtain a certificate in medical assisting and graduate from the College. Externship/practicum requirements are outlined under Externship/practicum.

All medical assisting courses must be completed within one to two years to facilitate the student's success in the externship/practicum setting and the national certification examination. The instructors have determined the following as critical areas and students should be mindful of the time frames. If the time limit has been exceeded (one year for AHEA111, AHEA112 and AHEA115; two years for AHEA100, AHEA109, AHEA113 and AHEA114), a mandatory validation of knowledge and skills is necessary prior to applying for the externship/practicum (AHEA126). Contact the program director (or their designee) to make the necessary arrangements.

DRESS CODE GUIDELINES

The following dress code has been developed for the medical assisting students. You represent yourself, the College, and the profession. We all want your impression to be a good one.

1. Students are expected to wear dark green scrub pants or skirt with a dark green scrub top purchased through the bookstore on campus.
2. Clothes must be clean, pressed, fit properly, and be of appropriate length for professional attire. Undergarments should not be visible through the scrubs or lab coat. The program director (or designee) will be the final authority regarding dress code issues.
3. Shoes should be clean with a solid upper. The color may be white, black, or brown. Minimal accent color may be permitted at discretion of the MA Program Director, or their designee. Shoes must be enclosed with no open heels or open toes. Shoes may have no holes greater than 1/8 inch. The foot must be enclosed from toe to heel. Shoes and laces must be clean. Socks and hose are to be solid and neutral in color. Shoes cannot be canvas or mesh.
4. Students are to wear their MCC student identification unless the site has an identification badge specific to their site. It should be worn on the left side of their scrub top just below the collar bone.
5. Hair must be clean. If hair is long, it needs to be secured in the back, so it does not hang forward when leaning over patients. Hair color must be natural shades. No full or partial head shaving, patterning, or spiking will be permitted.
6. Students are expected to have appropriate body and dental hygiene as evidenced by daily bathing and teeth brushing as well as the use of deodorant.
7. Students with offensive odors may be dismissed from clinical sites. Offensive odors include, but are not limited to: perfume, after shave, hair spray, or tobacco smoke.
8. Sunglasses or tinted glasses, if worn, are not permitted indoors without program director's approval.
9. Nails should be a moderate length and if nail polish is worn, the polish should be a light or neutral shade that is not chipped.
10. A watch is the only required jewelry. The only rings allowed are engagement and wedding bands. If a religious medal is worn it should be worn under the uniform. Earrings must be posts and not more than two earrings per ear. No other visible piercing jewelry may be worn.
11. Any tattooing must be covered.

HEALTH REQUIREMENTS

Immunizations

Medical assistants are at risk for increased exposure to certain preventable infectious diseases and other health hazards. It is important for the medical assistant to be immunized properly for protection against these diseases and for prevention of their spread among clients in the hospitals and clinics. In addition, medical assistants must rigidly adhere to special precautions to minimize risks.

All medical assisting students must provide proof of receiving those immunizations or demonstrate immunity for the required items on the immunization form. Students should discuss their immunization status and the advisability of receiving these immunizations with their health care provider.

Physical Examination

Refer to page 9 under Health Requirements and Exhibit A.

Some of the externship/practicum sites require verification of student's health status and immunization and/or titer levels for the student to perform procedures on patients at their site. A copy of the health and physical forms will be provided to the facility upon request and with the student's authorization.

HIV Guidelines

For the protection of the student of Montcalm Community College, students sustaining a parenteral or mucous membrane exposure to blood or other body fluids will be given information on counseling and AIDS testing. Students will be informed that a baseline HIV must be done within 7 days of exposure and that retesting could be done at 6 weeks, 12 weeks, and 6 months, or as indicated by the referral agency. It will be the student's choice as to whether to go for testing.

Follow-up information on whether the student chose to be tested or the results of the testing will not be kept.

The right to privacy of all individuals will be respected and protected, and the confidentiality of any records that may be required will be maintained. Because the virus is not transmitted by ordinary contact, it is neither necessary nor appropriate for the protection of a classmate or employee to share with them any information regarding a student with AIDS and AIDS-related conditions.

Risk of Acquiring HIV in Health Care and On-Campus Laboratory Settings

The occupational risk of acquiring HIV in health care settings and on-campus laboratory settings is low and is most often associated with percutaneous inoculation of blood from a client with HIV infection. Prospective studies, which provide data on the magnitude of the risk of HIV infection, indicate that the risk of seroconversion following needle-stick exposures to blood from HIV infected clients is less than 1.0 percent.

The risk of transmission of HIV can be minimized if students use care while performing invasive procedures and use universal precautions/body substance isolation when caring for all patients and when following all laboratory procedures.

Standard Blood/Body Fluid Precautions

Blood/body fluid precautions will be used in the care of all persons while enrolled as a student at Montcalm Community College. Such precautions shall also be used within the on-campus clinical and laboratory skills courses. Medical assisting students are required to complete a program on Standard Blood/Body Fluid Precautions and pass a written test over the material presented in the program.

Students in the laboratory and externship/practicum settings are expected to:

1. Use gloves whenever there is expected contact with blood and moist body secretions. This includes the handling of all laboratory samples.
2. Wash her/his hands after unexpected exposure to blood and body fluids.
3. Dispose of all equipment to include one user needles/lancets, etc. used to puncture the skin of a client or student. No disposable equipment shall be shared.
4. Clean surfaces contaminated by blood or body fluids with commercial disinfectant solutions or household bleach, freshly diluted in a 1:10 solution.
5. Wear goggles and mask for procedures where there is a chance of a splash back of body fluids.
6. Wear a non-permeable lab coat when handling any laboratory samples in the medical assisting lab course.

Procedure When Exposure Occurs

1. Any direct exposure to blood or body fluids occurring while functioning as a medical assisting student must be reported to the course instructor and program director immediately.
2. If the exposure occurs in the externship/practicum setting, refer to the institution's policy on exposure. Fill out the appropriate incident report forms at the site with the help of your site supervisor. Decide whether to avail yourself of any testing that the institution may offer you.
3. Your program director will remind you of your option to go for testing, and that a baseline test for HIV must be done with 7 days of exposure. This will be at the student's expense. The program director will fill out an incident report at the College describing how the exposure occurred, and documenting that the student was told the referral options.
4. Students must report any cuts, scrapes, wounds, skin rashes, chapped skin, dermatitis, etc. that he/she may have to the course instructor/site supervisor before performing any tasks that may involve the exposure to blood and body fluids.
5. All blood and body fluids must be considered potentially infectious.
6. Anonymous counseling and testing are available through:

**Mid-Michigan District Health Department
Montcalm Branch (989) 831-3615**

7. You may seek advice and testing from a personal health care provider. However, be aware that the information may no longer be kept anonymous.
8. Prices for counseling and testing vary widely with provider. You may wish to compare prices before making an appointment. This will be at your expense.

LATEX ALLERGY INFORMATION

What is Latex?

Latex is the sap of the rubber tree, and after it is processed with heat and chemicals, it is known as natural rubber. This rubber is widely used in medical equipment and supplies, including surgical gloves.

What is a Latex Allergy?

A latex allergy occurs when a person has an allergic response to the latex proteins and/or the additives used during the manufacturing process. The reactions range from mild; skin rash, runny nose, itchy, watery eyes, to an extreme of: facial or throat swelling, and difficulty breathing.

Why Should I Be Concerned About Having a Latex Allergy?

Since the AIDS epidemic in the 1980's, the use of latex gloves has increased a great deal. This means that everybody is being exposed to latex products more than ever before. Many products are not labeled with latex, so it is difficult to know whether you are using a latex product. Products in the healthcare setting that may contain latex besides gloves include wound drains, injection ports on IV tubing, stethoscopes, electrode pads, masks, goggles, tape, and bandages.

As many as 12% of healthcare workers develop a latex-based allergy. This risk is especially increased for health care professionals who use latex gloves regularly.

How Do I Know If I Have a Latex Allergy?

The only way to know for sure if you have a true latex allergy is to have allergy testing done. Some examples of common reactions that may be a sign of a latex allergy problem include:

- skin rashes
- rashes on your face or skin from touching it if you did not wash your hands after wearing rubber gloves
- tingling, swelling or rashes on your lips or face after blowing up a balloon or having a rubber product near your face
- skin rashes, itching, or swelling from wearing clothes with elastics next to your skin, such as a bra or underwear

Types of Reactions to Latex

- Irritant contact dermatitis
- Delayed allergic contact dermatitis
- Latex allergy
- Symptoms vary from rashes, hives, redness, itchy eyes, swollen face and eyes, swollen throat, difficulty breathing, asthma, and anaphylaxis. These reactions can be life-threatening.

What Does It Mean to Have A Latex Allergy?

Many health care products in common usage in a health care facility contain latex. If you have a true latex allergy, products that do not contain latex can typically be used for your work and personal medical care.

The most effective way to prevent becoming allergic to latex is to eliminate contact with latex gloves and to avoid areas where powdered latex gloves are used. The proteins adhere to the powder in the gloves and become airborne in areas where gloves are frequently changed. The next best way to avoid becoming allergic to latex is to use only latex gloves that are low in protein/allergen. If you are latex allergic, you should stop wearing latex gloves.

Note: Severe latex allergies may prohibit you from participating, learning and working in many health care settings safely. MCC faculty and personnel are available for counseling regarding this possibility.

If you suspect you have or have a latex allergy, consult your physician or health practitioner regarding the allergy.

AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS

Each student is strongly encouraged to belong to the:

American Association of Medical Assistants
20 North Wacker Drive, Suite 1575
Chicago, Illinois 60606-2963
(312) 899-1500 or 800- 228- AAMA (2262)

As an AAMA member you will:

1. Get first-hand access to medical assisting news, continuing education articles and health care information via CMA, AAMA's bimonthly magazine.
2. Have your Continuing Education Units (CEU) for AAMA activities entered in the Continuing Education Registry.
3. Benefit from the value of in-person AAMA educational events provided by local chapter, state society, and national meetings.
4. Belong to an organization that works to protect your right to practice as a medical assistant.
5. Get answers to your legal questions regarding job-related issues.
6. Be able to apply for the prestigious CMA exam at a reduced fee.
7. Have access to AAMA's Online Discussion Forum, which allows you to post and read messages from medical assistants across the country.

8. Receive discounts on credit cards, car rentals, convention, workshop and seminar fees, self-study courses and more!
9. Get special rates for professional liability, life, accidental death and disability, disability income, and cancer expense.
10. Enhance professional credibility to peers and employers by affiliation with the AAMA.

The membership dues year runs from January 1 until December 31 of each year. Students **must join before they graduate** to obtain the student rate. If they join before they graduate they receive one additional year at the student rate. Contact the AAMA to inquire about current rates. Join now by calling 1-800-228-AAMA and ask for membership or email membership@aama-ntl.org.

GRADUATION INFORMATION

Graduation Requirements

To be eligible for graduation from the medical assistant program students must have:

1. Completed all courses in the curriculum and have an overall GPA of 2.0 or higher.
2. Successfully completed all medical assisting courses with a minimum 2.3 GPA (78%).
3. Completed the 160-hour externship/practicum course and received a 2.3 GPA (78%) or higher
4. File the appropriate paperwork per college policy for graduation with your certificate as a Medical Assistant.

Graduation Audit & Ceremony

As early as October 1st and is submitted through online at the College's my.Montcalm.edu site. Students should look for announcements through this site and in *Happenings*. *Happenings*, the college newsletter, is delivered to each student email at the beginning of each week that a semester is in session.

Students must contact the MCC Bookstore before March 10th to order caps and gowns.

Students who are cleared for graduation and have completed all their formal course work but have not completed their externship/practicum course are eligible to participate in graduation ceremonies.

CERTIFICATION INFORMATION

Certification Exam

The certification exam is offered year around. Contact the MA Program Director, Practicum Coordinator or view the AAMA website for current dates and fee schedules. Students must apply for the examination in advance of the examination. This fee is paid by the student during the AHEA 126 course either through a purchase at the bookstore or self-paying during the AHEA 126 course. The application will be completed as part of the first session of AHEA 126.

AAMA publishes a Certification Examination Content Outline and a practice test for a modest fee. Check the AAMA website for details.

Felony/Drug Conviction Disclosure:

All Medical Assistant Program students will be subjected to a Criminal History Check at the start of AHEA 109 and prior to participating in AHEA 126. Previous conviction of a felony may prevent an applicant from being eligible to sit for the certification exam given by the AAMA. Individuals who have been found guilty of a felony or have pled guilty to a felony may request a waiver through CMA (AAMA). Complete the form located at the following web address: <http://www.aama-ntl.org/docs/default-source/cma-exam/cma-exam-request-waiver.pdf>

EXTERNSHIP/PRACTICUM

Description of the Course:

The course has two parts: externship and seminar. The externship requires the student to perform 160 hours of unpaid work experience in an ambulatory health care setting under the supervision of a licensed, registered, or certified health care professional. The 16-hour seminar will review the externship experience and discuss job readiness, resume preparation, certification, and continuing education.

Purpose of the Course:

The purpose of the externship is to provide work experience in administrative and clinical skills as well as to interact with patients and other health care personnel. This is an opportunity to improve upon the skills mastered in the classroom and to perform on "real patients" prior to being employed as a medical assistant. This experience is advantageous on a resume for the new graduate.

Evaluation Criteria:

Students are evaluated by the site supervisor, or their designee, during the work experience based on knowledge of procedures and behaviors relevant to medical assisting (see Medical Assistant Extern Evaluation form). Students must achieve 78 percent or higher (C+) on the knowledge of procedures evaluation form to pass the course. Once this is achieved, the other course requirements will be averaged with the knowledge of procedures score to calculate a final grade. Each skill has a point value and the number of procedures performed times the point value will determine the final score for the

procedures. The grading scale used for all medical assisting courses will apply to this course as well.

The externship course also requires submission of an acceptable:

- Death & Dying paper
- Resume & Cover letter
- Growth & Development paper
- Community Resources paper
- Completion of Extern Handbook
- Time sheets
- Written summary of the externship experience
- Teaching Plan
- Completion of Study Guide Textbook Assignments/HESI examination

Special Note: No whiteout is to be used on any documentation within the medical assisting handbook.

Attendance:

Any clinical time missed must be made up on the student's own time and at the discretion of the site supervisor and the externship coordinator. Students are expected to notify **both the site supervisor and the externship coordinator** in case of absence.

Students are expected to furnish their own transportation to and from the clinical site and to conform to the hours set by the site supervisor.

Unsatisfactory Performance:

Students may be excluded from the site for behavior, health, performance or other reasons deemed by their supervisor or externship coordinator to be detrimental to patient care. Such exclusion may result in dismissal from the program. The site supervisor, externship coordinator, and student will meet to discuss the problem and a decision will be made by the externship coordinator as to what is best for all parties. If a change in site is recommended, the externship coordinator will arrange for a new site. The extern may have to repeat the hours worked at the first site depending on the situation. Only one repeat of the 160 hours is allowed. Should an unsatisfactory performance occur again, the student will be dismissed from the program.

Externship/practicum Sites:

Sites are selected and approved by the College. Students are not expected to find their own sites. Employed students should not perform their externship at the site of their employment.

Sites are selected based on the experience they can offer and the availability of a person who is qualified to supervise and evaluate the student. Students are required to perform a variety of administrative and clinical skills during the externship. Subsequently, family practice and internal medicine offices are most likely to offer the variety needed for the externship experience. Other specialty offices will be considered on a case-by-case basis.

Students should expect to perform approximately 80-90 percent of the skills mastered in the classroom. Not every office offers 100 percent of the skills.

The externship coordinator will make every effort to place students close to their home and to place students in facilities that closely match their abilities to function as a medical assistant, but there are no guarantees.

Students are not to fill in for another employee in the office or be assigned to work in one area only.

Dress Code for Externship/practicum:

The dress code is to consist of dark green tops and bottoms. (See Dress Code Guidelines pg.13).

Exhibit A
Health Status Acknowledgement

By signing this form, I _____ acknowledge my awareness of and agree to the following:

I understand that I must submit proof of current immunizations as part of AHEA 109 to be eligible for the shadow exercise experience. The immunizations must be kept up-to-date throughout the Medical Assistant program. I understand the immunizations are at my expense. I also understand that I must complete a physical exam, at my expense, prior to the start of the AHEA112-Medical Laboratory Procedures course. I consent to release the documentation/results of the exam to my externship/practicum site should a request be made by the affiliation site. I will be notified of such request.

I understand and agree that I will always be completely and solely responsible for my own health care, including medical insurance. I understand that health and medical insurance is desired because of the inherent risks of injury, illness and transmission of disease, including hepatitis, HIV and bloodborne pathogens, and the risk of which I assume. I recognize that neither the College, the affiliation site, or any other entity or person cooperating with the College in my educational experience shall provide health or medical insurance coverage. I understand that health care, medical care, first-aid treatment, examination, testing, screening, and/or follow-up procedures are my responsibility as a student enrolled in the Medical Assistant Program.

Student's Signature

Date

Student Name Printed

Exhibit B
Student Externship/practicum Agreement

By signing this form, I _____ acknowledge my awareness of and agree to the following:

I shall not be entitled to compensation, remuneration or benefits of any kind, including workers' compensation from the College or any affiliation (externship/practicum) site for the hours spent obtaining my 160 hours of work experience.

I understand that neither participation nor successful completion of the medical assistant program entitles me to employment with my affiliation (externship/practicum) site.

I understand and agree to follow the dress code as outlined in the Student Handbook for Medical Assistants.

I agree to report to my externship/practicum site on time and complete the assigned 160 hours of the work experience and the 16 hours of seminar. I will notify the site supervisor and externship/practicum coordinator immediately if I am unable to report to my externship/practicum site. I understand any hours missed are my responsibility to make up with the permission of the site supervisor and externship/practicum coordinator. I also understand the externship/practicum hours must be completed to sit for the certification exam and missing hours may cause a delay in taking the exam.

I understand and agree to follow regulations of the assigned affiliation (externship/practicum) site pertaining to smoking, talking, coffee breaks, telephone usage, and lunch breaks.

I understand and agree to keep all information relative to patients, physicians, and/or offices/clinics confidential. Improper disclosure of such information is enough cause for immediate dismissal from the affiliation (externship/practicum) site and the Medical Assistant Program.

I agree to submit my externship/practicum work experience report, resume, report / presentation material, time sheets, and any other necessary documents by the due date.

I agree to contact the externship/practicum coordinator if there are **any** problems during the work experience.

Student's Signature

Date

Student Name Printed

Exhibit C
Statement of Acceptance of Latex Allergy Information

Please read the following information:

I have received the information regarding latex allergy. I understand that I may need to provide documentation of any allergies if I require specific accommodation regarding materials, supplies, or settings. I understand that accommodations may not be possible in all circumstances. Should I need further information on the subject I can contact the counseling department at Montcalm Community College. I understand the MCC faculty and administration is acting with my health and safety in mind.

I understand the MCC faculty and personnel may not diagnose or treat any suspected latex allergy. I will consult with my own healthcare provider for a diagnosis and advice.

Student's Signature

Date

Student Name Printed

Exhibit D
Montcalm Community College
Waiver, Release, and Discharge of Liability
Latex Exposure

I understand that participation in this class requires I participate in certain activities and in certain environments where I may be exposed to latex gloves and other products containing natural rubber latex. I further understand that exposure to latex may cause me to develop allergic or other reactions such as skin rashes; hives; nasal, eye, or sinus symptoms; asthma; and shock or other life-threatening conditions.

I acknowledge having experienced sensitivity to latex products in the past. I fully understand that my exposure to latex may result in serious illness, injury or death and I hereby accept and assume, for myself, all such risks.

I understand that it is my responsibility to avoid exposure to latex and that Montcalm Community College cannot guarantee I will be free from exposure to latex on or off-campus. I understand that it is my responsibility to consult with my personal physician to determine whether I should undertake activities where I may be exposed to latex. I acknowledge that Montcalm Community College has encouraged me to do so.

With full knowledge that I have a sensitivity or allergy to latex, and in consideration of being allowed to participate in this class, which I do freely and voluntarily for my own personal benefit, I hereby take action for myself, my executors, administrators, heirs, next of kin, successors and assigns to:

- A. Waive, release and discharge from any and all liability Montcalm Community College, its elected and appointed officials, employees, students, agents, and volunteers for my death, disability, personal injury, property damage, property theft or actions of any kind which may hereafter accrue to me, including injury arising directly or indirectly from exposure to latex or other natural rubber products.
- B. Indemnify and hold harmless Montcalm Community College, its elected and appointed officials, employees, students, agents, and volunteers, from any and all liabilities or claims made by other individuals or entities as a result of or relating to my participation in this activity.

X _____ Date: _____
Student Signature

X _____
Student Name (Print)

X _____ Date: _____
Witness Signature

X _____
Witness Name (Print)

APPENDICES

A. SCHEDULE OF COURSES

B. COURSE DESCRIPTIONS FOR MEDICAL ASSISTANT

MEDICAL ASSISTANT PROGRAM**Full-Time****Fall - First Semester**

• AHEA100 - Emergency Health Care	2 credits (2 contacts)
• AHEA116 - Body Systems and Disease	3 credits (3 contacts)
• AHEA215 - Medical Terminology	3 credits (3 contacts)
• BUSN183 – Business & Technical Communication	3 credits (3 contacts)
• CMIS101 - Computer Literacy	3 credits (3 contacts)
• AHEA109 - Foundations of Medical Assisting	<u>2 credits (2 contacts)</u>
TOTAL	16 credits (16 contacts)

Spring - Second Semester

• AHEA111 - Clinical Procedures	4 credits (6 contacts)
• AHEA112 - Medical Laboratory Procedures	4 credits (6 contacts)
• AHEA113 - Medical Insurance and Coding	2.5 credits (3 contacts)
• AHEA114 - Medical Administrative Procedures	3 credits (3 contacts)
• AHEA115 - Pharmacology in Allied Health	<u>3 credits (3.5 contacts)</u>
TOTAL	16.5 credits (21.5 contacts)

Summer - Third Semester

• AHEA126 - Externship/Practicum (6-8 week experience)	6 credits (11 contacts)
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TOTAL CREDITS FOR THE PROGRAM 38.5 credits (48.5 contacts)

Contact a counselor or advisor for part-time options.

COURSE DESCRIPTIONS FOR MEDICAL ASSISTANT STUDENTS**AHEA100 Emergency Health Care**

(2 credits, 2 lecture, 0 lab)

Prerequisite: None

This course covers CPR and first aid for wounds, shock, burns, poisoning, etc. Students successfully completing the course qualify for American Heart Association (AHA) Health Care Provider CPR and AHA Heartsaver First Aid/CPR certifications.

AHEA109 Foundations of Medical Assisting

(2 credits, 2 lecture, 0 lab)

Prerequisite: Reading Level 3, Writing Level 3 and Math Level 2

Prerequisite or co-requisite: Background Check and Immunizations, AHEA116 or BIOL105, AHEA215 and BUSN180

In this course students will learn about the role of the medical assistant in a variety of healthcare settings and about the history of medicine, medical practice systems and ethical and legal concepts. They also learn therapeutic communication skills, risk management procedures, emergency preparedness and basic principles and applications of psychology for the medical assisting profession.

AHEA111 Clinical Procedures

(4 credits, 2 lecture, 4 lab)

Prerequisite: AHEA109, AHEA 215, BUSN 183, CMIS 101, and AHEA 116 or BIOL 105

This course covers the clinical skills performed by the medical assistant. Included are vital signs, positioning and draping, electrocardiography (ECG), sterilization and asepsis, administration of medications, and minor office surgery. Essentials of disease conditions, Standard Precautions and OSHA Guidelines are also covered.

AHEA112 Medical Laboratory Procedures

(4 credits, 2 lecture, 4 lab)

Prerequisite: AHEA109, AHEA 215, BUSN 183, CMIS 101, and AHEA 116 or BIOL 105

This course presents the theory and procedures for medical laboratory skills performed in a physician's office. Topics covered are microbiology, hematology, and urinalysis. OSHA guidelines are emphasized as well as laboratory safety and quality control in the collection and testing of laboratory samples.

AHEA113 Medical Insurance and Coding

(2.5 credits, 2 lecture, 1 lab)

Prerequisite: AHEA 215

Insurance claim forms for a physician's office, diagnostic and procedural coding, major sources of health insurance and their billing requirements, and the larger picture of health care financing will be covered in this course. Students will generate forms for Blue Shield, Medicare, Medicaid, and commercial carriers. Emphasis is placed on the use of billing reference manuals and coding books to accurately verify insurance company rules for billing.

APPENDIX B

AHEA114 Medical Administrative Procedures

(3 credits, 2 lecture, 1 lab)

Prerequisites: AHEA215 and CMIS101

This course covers the theory and skills in the administrative duties and other office management tasks performed in a medical office clinic setting. It includes clerical, bookkeeping, accounting, and operational procedures.

AHEA115 Pharmacology for Allied Health

(3 credits, 2.5 lecture, 1 lab)

Prerequisite: AHEA109, AHEA 215, BUSN 183, CMIS 101, and AHEA 116 or BIOL 105

This course is designed for the medical assistant and other allied health students. It provides the theoretical framework for the fundamental principles and concepts of pharmacology. Topics essential to understanding drugs, legislation relating to drugs, drug classifications and actions, and drug references will be discussed. Basic principles for medication administration will also be included and practiced in a correlating lab session. The responsibility of the medical assistant in understanding and administering drugs and safety for the client will be emphasized.

AHEA116 Body Systems and Disease

(3 credits, 3 lecture, 0 lab)

Prerequisite: Reading Level 3, Writing Level 2 and Math Level 2

This course is designed for medical assistant and other allied health students. It is a one semester, non-laboratory based course that provides an introduction to each system of the human body and the pathologic conditions associated with each system. The fundamentals of body structure and function, basic mechanisms and concepts of disease and terminology, and laboratory tests related to the systems and disease processes are examined.

AHEA126 Medical Assistant Externship/Practicum

(6 credits, 1 lecture, 10 lab)

Prerequisites: Completion of all courses in curriculum except externship/practicum; instructor permission.

This course has two parts: externship and seminar. The externship requires students to perform 160 hours of unpaid work experience in an ambulatory health care setting under the supervision of a licensed, registered or certified health care professional. The purpose of the externship is to provide work experience in administrative and clinical skills, as well as interaction with patients and other health care personnel. The 16-hour seminar reviews the externship experience and discusses job readiness, résumé preparation, certification and continuing education.

BIOL105 Introduction to Anatomy & Physiology

(4 credits, 3 lecture, 2 lab)

Prerequisite: Reading Level 3, Writing Level 2 and Math Level 2

The overall objective of BIOL105 is to introduce the principles and processes of biology through the study of the human organism. Students gain an understanding of how the human body functions through a detailed study of each organ system that comprises the human body. This course gives students a perspective of how the human body maintains homeostasis through the interaction of organ system functions. Current topics in health sciences, nutrition, biology and medicine are discussed as they pertain to specific organ systems. Laboratory exercises include dissection and physiological experiments pertinent to the topics covered. Students have an option to observe and use a human cadaver.

CMIS101 Computer Literacy

(3 credits, 2 lecture, 1 lab)

Prerequisite or co-requisite: CMIS100 or CMIS106

This course is an introduction to computers as a basic tool. Emphasis is on basic concepts of information technology, understanding operating systems and file management, word processing, spreadsheets, databases, presentations, Internet research and e-mail. Current online course management software is introduced.

BUSN183 Business & Technical Communication

(3 credit, 3 lecture, 0 lab)

Prerequisite: Reading Level 3 and Writing Level 3

This course focuses on developing effective communication skills for the workplace. Emphasis will be on developing skills in writing business letters, memos, reports, and electronic communication. Technical writing skills, including drafting instructions, creating effective graphics, and descriptive writing, will also be covered. Students will also demonstrate effective oral interpersonal and presentation skills.

AHEA215 Medical Terminology

(3 credits, 3 lecture, 0 lab)

Prerequisites: None

This course is a study of medical terminology, which is designed to assist the medical secretarial, nursing, allied health and science students in mastering medical terms. With an understanding of basic terms, the student is prepared to pursue additional education in the medical environment.