



CHATTAHOOCHEE VALLEY COMMUNITY COLLEGE



## MEDICAL ASSISTING PROGRAM STUDENT HANDBOOK

Revised September 2019



## **DISCLAIMER**

The *Medical Assisting Program Student Handbook* applies to all students enrolled in the Chattahoochee Valley Community College Medical Assisting Program. The information contained herein is in effect until a subsequent *Medical Assisting Program Student Handbook* is published either in print or online at <http://www.cv.edu>. The program content in this handbook supersedes the CVCC Catalog and Student Handbook.

Chattahoochee Valley Community College reserves the right to change items contained herein, as circumstantially dictated. All such changes are effective immediately, as determined by the proper authorities, and may apply to both prospective and already admitted students. Students will be notified of substantial changes made to the *Medical Assisting Program Handbook* and provided a supplemental acknowledgment form, to be signed and placed in their file.

Additionally, all formats, guidelines, and evaluation criteria, as published in this handbook, are subject to modification, at the discretion of the medical assisting faculty, for the purpose of meeting the specific requirements of the changing professional objectives of varying medical assisting courses. Such modifications will be published in the respective course syllabi and posted in the particular class's course management system.

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## INTRODUCTION

**Welcome**, to the Medical Assisting Program at Chattahoochee Valley Community College! The Medical Assisting Program at CVCC was established in 2008. Graduates of the Medical Assisting Program at CVCC are highly respected members of the healthcare community in the Bi-City and Fort Benning area. The CVCC Medical Assisting Program has received proclamations from both Phenix City, AL, and Columbus, GA, for “the significant impact made and continue to make in healthcare as part of the healthcare team,” as well as services rendered throughout the community.

This Medical Assisting Program Student Handbook has been prepared to provide medical assisting students information about the policies and procedures within the Medical Assisting Program. It is the responsibility of the medical assisting student to read this handbook carefully and understand its contents. ***If, for any reason, routine progression through the enrolled program is interrupted, policies in the Medical Assisting Program Student Handbook at the time of reinstatement will apply.***

It should be understood that all information in the Medical Assisting Program Student Handbook is essential to your success. Be advised that any ***bolded and italicized*** information is critical information which you need to understand.

After you have read this handbook in its entirety and have had the opportunity to ask questions, please sign the *Acknowledgment Forms* at the back of handbook. All signed *Acknowledgment Forms* should be submitted to the Health Sciences Coordinator to be placed in your permanent file.

The medical assisting faculty and staff at Chattahoochee Valley Community College are committed to your success. If you need additional assistance at any time during your course of study, our doors are always open. Again, welcome to the Medical Assisting Program at CVCC!

**MEDICAL ASSISTING FACULTY AND STAFF**

<b>Health Sciences Director</b>	Bridgett Jackson <a href="mailto:bridgett.jackson@cv.edu">bridgett.jackson@cv.edu</a> 334-219-4972 IPAC 309
<b>Medical Assisting Program Director</b>	Shelly Holt <a href="mailto:shelly.holt@cv.edu">shelly.holt@cv.edu</a> 334-214-4814 IPAC 314
<b>Medical Assisting Instructor</b>	Shana Smith <a href="mailto:shana.smith@cv.edu">shana.smith@cv.edu</a> 334-214-4825 IPAC 312
<b>Medical Assisting Adjunct Instructor</b>	Kanidrus Prather <a href="mailto:kanidrus.prather@cv.edu">kanidrus.prather@cv.edu</a>
<b>Medical Assisting Adjunct Instructor</b>	Dana Torain <a href="mailto:dana.torain@cv.edu">dana.torain@cv.edu</a>
<b>Medical Assisting Adjunct Instructor</b>	Tiffini Wright <a href="mailto:Tiffini.wright@cv.edu">Tiffini.wright@cv.edu</a>
<b>Health Sciences Secretary/Coordinator</b>	Heather Lameda <a href="mailto:heather.lameda@cv.edu">heather.lameda@cv.edu</a> 334-291-4925 IPAC 302

## **PROGRAM INFORMATION**

### **State Approval and National Accreditation Status**

Chattahoochee Valley Community College is accredited by the Southern Association of Colleges and Schools Commission on Colleges.

The Medical Assisting Program is accredited by the Accrediting Bureau of Health Education Schools (ABHES). The next accreditation visit will be February 2022.

Graduates of the Medical Assisting program are eligible to apply to write the National Healthcareer Association Certified Clinical Medical Assistant examination which is appropriate to the discipline in any of the fifty United States.

Southern Association of Colleges and Schools Commission on Colleges  
(SACSCOC)

1866 Southern Lane  
Decatur, GA 30033  
404-679-4500  
[www.sacs.org](http://www.sacs.org)

Accrediting Bureau of Health Education Schools

7777 Leesburg Pike, Suite 314N  
Falls Church, Virginia 22043  
703-917-9503  
[www.abhes.org](http://www.abhes.org)

National Healthcareer Association

11161 Overbrook Road  
Leawood, Kansas 66211  
800-499-9092  
[www.nhanow.com](http://www.nhanow.com)

### **Chattahoochee Valley Community College Medical Assisting Program Goal**

The goal of the Medical Assisting Program is to develop the next generation of skilled healthcare professionals to perform administrative and clinical tasks to assist the physician in many areas of the medical practice with medical needs of diverse patient populations with compassion and quality care.

### **Teaching and Learning**

The main purpose of instruction is to promote student learning. This means that teachers direct all matters dealing with courses. That does not mean that teachers bear sole responsibility for students' education. Students need to follow a teachers' guidance, study, do homework, and prepare for class to master the information and skills being taught. Students cannot expect a good grade in a course without putting in several hours of studying for each hour of scheduled class time. *The recommended amount of study time is 2 hours per day for each hour of class.*

Extra-curricular activities, including jobs, will not affect teachers' expectations and should not interfere with students' preparation for classes. Teachers should use their expertise and experience to prepare and present the subject of a course in the best possible way.

Instructors will do their best to provide a disciplined yet comfortable and supportive learning environment. They will encourage questions and questioning, although students should remember that insight often comes from struggling with a problem rather than being given the answer.

***The ultimate responsibility for learning lies with the student.*** Although faculty members will teach, guide, assist, and encourage, learning is the responsibility of the student. Learning is hard work, and full-time students should consider being a student a full time job. A college's first priority is their students. While students pay tuition to attend school, the tuition provides the student access to the expertise of the faculty members, not a grade. ***Students must EARN their grades.*** Students are responsible for evaluating their instructors honestly and candidly to contribute to each teacher's effectiveness and professional growth.

### **Student Participation in Program of Learning**

Students have the opportunity to participate in the development, conduct, and evaluation of the program. The students may contribute through semester evaluation of the course work and instructors, participation in faculty meetings, and evaluation of the program and curriculum after completion of the program.

The semester evaluation is distributed at the end of each semester to all college students and solicits anonymous comments regarding course content, instructors, instructional tools, assigned course work, and examinations. End of the semester conferences/evaluations with faculty, provides students with one-on-one feedback. Students are asked to evaluate the entire curriculum upon completion of the program and six months to one year after graduation.



## Associate of Applied Science- Medical Assisting Curriculum

The following is a suggested course sequence and may vary, depending on whether or not student is required to complete transition courses or repeat an MAT course. Additional courses may be offered, based on student demand.

### First Semester

Course	Theory	Lab	Clinical	Credit	Contact
<b>CIS 146: Microcomputer Applications</b>	3	-	-	3	3
<b>ENG 101: English Composition I</b>	3	-	-	3	3
<b>MAT 101: Medical Terminology</b>	3	-	-	3	3
<b>MAT 102: Medical Assisting Theory I</b>	3	-	-	3	3
<b>ORI 105: Orientation and Student Success</b>	1-3	-	-	1-3	1-3
<b>Term Total</b>	<b>13-15</b>	<b>-</b>	<b>-</b>	<b>13-15</b>	<b>13-15</b>

### Second Semester

Course	Theory	Lab	Clinical	Credit	Contact
<b>BIO 103: Principles of Biology</b>	3	1	-	4	6
<b>MAT 103: Medical Assisting Theory II</b>	3	-	-	3	3
<b>MAT 120: Medical Administrative Procedures I</b>	2	1	-	3	5
<b>MAT 125: Laboratory Procedures I for the Medical Assistant</b>	2	1	-	3	5
<b>MTH 100: College Algebra or higher</b>	3	-	-	3	3
<b>Term Total</b>	<b>13</b>	<b>3</b>	<b>-</b>	<b>16</b>	<b>22</b>

### Third Semester

Course	Theory	Lab	Clinical	Credit	Contact
<b>EMS 100: Cardiopulmonary Resuscitation</b>	1	-	-	1	1
<b>MAT 121: Medical Administrative Procedures II</b>	2	1	-	3	5
<b>MAT 215: Laboratory Procedures II for the Medical Assistant</b>	2	1	-	3	5
<b>MAT 111: Clinical Procedures I for the Medical Assistant</b>	2	1	-	3	5
<b>MAT 200: Management of Office Emergencies</b>	2	-	-	2	2
<b>Term Total</b>	<b>9</b>	<b>3</b>	<b>-</b>	<b>12</b>	<b>18</b>
<i>Eligible for Short Certificate-Medical Assisting: Phlebotomy (MAT 239: Phlebotomy Preceptorship required)</i>					

### Fourth Semester

Course	Theory	Lab	Clinical	Credit	Contact
<b>MAT 128: Medical Law and Ethics</b>	3	-	-	3	3
<b>MAT 211: Clinical Procedures II for the Medical Assistant</b>	2	1	-	3	5
<b>MAT 216: Medical Pharmacology for the Medical Office</b>	3	1	-	4	6
<b>MAT 220: Medical Office Insurance</b>	2	1	-	3	5
<b>SPH 107 – Speech</b>	3	-	-	3	3
<b>Term Total</b>	<b>13</b>	<b>3</b>	<b>-</b>	<b>16</b>	<b>22</b>

**Fifth Semester**

Course	Theory	Lab	Clinical	Credit	Contact
<b>MUS, ART, LIT, PHL – Humanities Elective</b>	3	-	-	3	3
<b>MAT 228: Medical Assistant Review Course</b> <i>(Recommended)</i>	1	-	-	1	1
<b>MAT 229: Medical Assisting Practicum (Preceptor 5:1)</b>	-	-	3	3	15
<b>PSY 200: General Psychology</b>	3	-	-	3	3
<b>WKO 102: Workplace Skill Development II</b>	3	-	-	3	3
<b>Term Total</b>	<b>10</b>	<b>-</b>	<b>3</b>	<b>13</b>	<b>25</b>
<i>Eligible for Short Certificate-Medical Assisting (MAT 229: Medical Assisting Preceptorship required)</i>					
<i>Eligible for AAS in Medical Assisting</i>					

**Elective Courses**

Course	Theory	Lab	Clinical	Credit	Contact
<b>MAT 228: Medical Assistant Review Course</b>	1	-	-	1	1
<b>NAS 100: Long Term Care Nursing Assistant</b>	3	-	1	4	6
<b>Term Total</b>	<b>4</b>	<b>-</b>	<b>1</b>	<b>5</b>	<b>7</b>

**Program Totals:**

Non-Medical Assisting Hours:	27-29
Elective Course Hours	0-5
<u>Medical Assisting Hours:</u>	<u>42</u>
 Total Credit Hours:	 69-76

### Short Certificate – Medical Assisting Curriculum

	<i>Credit Hours</i>
<b><i>Required Courses</i></b>	<b>25</b>
EMS 100- Cardiopulmonary Resuscitation	1
MAT 101- Medical Terminology	3
MAT 102- Medical Assisting Theory	3
MAT 103- Medical Assisting Theory II	3
MAT 111- Clinical Procedures I	3
MAT 120- Medical Admin. Procedures I	3
MAT 121- Medical Admin. Procedures II	3
MAT 211- Clinical Procedures II	3
MAT 229- Medical Assisting Preceptorship	3

### Short Certificate – Phlebotomy Curriculum

	<i>Credit Hours</i>
<b><i>Required Courses</i></b>	<b>13</b>
EMS 100- Cardiopulmonary Resuscitation	1
MAT 101- Medical Terminology	3
MAT 125- Laboratory Procedures I	3
MAT 215- Laboratory Procedures II	3
MAT 239- Phlebotomy Preceptorship	3

### Short Certificate- Electronic Health Records Specialist Curriculum

	<i>Credit Hours</i>
<b><i>Required Courses</i></b>	<b>12</b>
MAT 101- Medical Terminology	3
MAT 120- Medical Admin. Procedures I	3
MAT 121- Medical Admin. Procedures II	3
MAT 220- Medical Office Insurance	3
<b><i>Elective Courses</i></b>	<b>1</b>
MAT 228H- Medical Assisting-Electronic Health Records Specialist Review Course	1

### EKG Technician Curriculum

	<i>Credit Hours</i>
<b><i>Required Courses</i></b>	<b>3</b>
MAT 218- EKG Technician	3
<b><i>Elective Courses</i></b>	<b>1</b>
MAT 228E- Medical Assisting-EKG Technician Review Course	1

## GENERAL INFORMATION

### **College Activities**

Medical Assisting students have the opportunity to participate in campus activities, which serve to broaden the total academic experience. Activities vary according to student needs and desires. These various activities are listed and described in the current *CVCC Catalog and Student Handbook*. These activities are coordinated through the Office of Student Development. Activities are posted on bulletin boards, closed circuit televisions, and/or announced in class.

All student organizations are approved by the Director of Student Development and/or the Dean of Student Services. Student organizations operating on campus without such approval are subject to immediate removal and the responsible students are subject to appropriate disciplinary action.

CVCC provides a wide array of student activities and includes the Student Government Association, Music, Athletics, and Phi Theta Kappa. Faculty members are flexible with students' class and clinical schedules when absence is due to attendance at state or national meetings or competitions.

### **Use of Tobacco Products**

CVCC is a smoke-free campus. The use of tobacco products and e-cigarettes is prohibited on campus.

All clinical sites utilized by CVCC are smoke-free. The use of tobacco products and e-cigarettes is prohibited at all sites.

### **Food and Drink**

It is the policy of CVCC that no food or drinks are allowed in any of its classrooms, labs, or the Learning Resource Center.

### **Cell Phones**

***Cell phones must be turned on 'silent' during class time. Cell phone use during class time is at the discretion of the instructor.*** Faculty reserves the right to ask students to deposit cell phones at the front of the room prior to class. If a student has an extenuating circumstance in which they expect a call during class time, it is the student's responsibility to alert the faculty member. The student will be asked to step outside the class to take the call. ***Cell phone use during any test is strictly prohibited and is subject to appropriate disciplinary action. Cell phone use for personal reasons (e.g. texting, social media, and email) in the clinical/lab setting is strictly prohibited. Cell phone use for clinical/lab information purposes (e.g. digital textbooks, completion of evaluations) may be permitted, at the discretion of the clinical site. Taking a picture, recording videos and/or conversations during class or clinical rotations may be considered a violation of HIPAA and/or FERPA and is subject to appropriate disciplinary action.***

### **Use of Computer Resources**

CVCC makes on-campus computer resources available to its students. The College encourages use of the Internet and e-mail to make communication more efficient and effective. Internet service and e-mail are College property. Their purpose is to facilitate College programs, services and activities with resources

that provide laboratory experience for approved courses, support for academic programs and support for authorized research.

#### *Acceptable uses of the Internet and e-mail*

The CVCC Acceptable Use Policy is established to maximize availability and fair access to the College's Internet and e-mail resources. The College-provided Internet and e-mail access is intended to support education; research; local, state or national government affairs; economic development and public service related to College supported activities.

#### *Alabama Research and Education Network*

The Alabama Research and Education Network (AREN) is a statewide network administered by the Alabama Supercomputer Authority (ASA). Access to the Internet at CVCC is provided through an Alabama Supercomputer Authority (ASA) statewide contract with a regional network provider. Use of Internet access at the College must be consistent with ASA's primary goals and its acceptable use policy. In those cases when information is transmitted across regional networks or the Internet, AREN users are advised that acceptable use policies of those networks apply and may limit access.

#### *Software*

To prevent computer viruses from being transmitted through the College's e-mail/ Internet system, downloading of any software should be only from sites sponsored or recommended by legitimate and reputable companies or individuals.

#### *Security*

All messages created, sent or retrieved over the College's email/Internet system are the property of the College and should be considered public information. The College reserves the right to access and monitor all messages and files on its email/Internet system. Employees should not assume electronic communications are totally private and should transmit highly confidential data in other ways. The Alabama Supercomputer Authority (ASA) also reserves the right to monitor and review all traffic on AREN for potential violations of its policies.

#### *Violations*

Users who abuse the privilege of College-facilitated access to e-mail or the Internet will be subject to disciplinary action. The College also reserves the right to advise appropriate officials of any legal violations.

Violations of ASA policy that are not promptly remedied by individuals and member institutions may result in termination of access to AREN. Final authority for the determination of violation of the ASA Acceptable Use Policy and subsequent penalty rests with the ASA Board of Directors. It is the responsibility of member representatives to contact ASA, in writing, regarding questions of interpretation. Until such issues are resolved, questionable use should be considered "not acceptable."

**Chattahoochee Valley Community College is not liable for injury, damage or expense arising from any sites or materials accessed through use of its Internet/e-mail system.**

*Email: Official Means of Communication*

The College created official cv.edu email addresses for all employees and students and has adopted email as the official form of communication to these cv.edu mail accounts. The College considers other forms of campus communication as supplemental. **Students and faculty must utilize Pirate mail (CVCC email) for all official means of communication involving their academic work. Faculty members are not obligated to respond to any student contact outside of the typical CVCC communication channels or posted office hours.**

### **Calculators/Tape Recorders/Electronic Devices**

The policy regarding use of calculators, tape recorders and/or any other electronic devices varies with each course. See individual course syllabi for course policy. Use of personal electronic devices and/or smart phones is not permitted during testing at any time. Students will not be permitted to disperse recordings of lectures. This includes, but is not limited to: posting lectures to websites and social media outlets or dispersing copies to other students.

### **Program Tools**

Students will be required, throughout the duration of the medical assisting program, to purchase multiple learning tools. Each tool serves a specific purpose and is vital to successful program completion. These tools include, but are not limited to the following:

1. Electronic tablet or laptop
2. Required textbooks (electronic or traditional). Textbooks or e-books deemed “optional” by the course instructor or medical assisting faculty are not considered required and purchase thereof is at the discretion of the student.
3. Required educational software as prescribed by the program
4. Subscriptions (e.g. ACEMAPP, VerifyStudents)
5. Stethoscope, penlight, bandage scissors, sphygmomanometer, wrist watch with a second hand.

Failure to purchase required program tools will result in inability to complete assigned coursework, attend clinical rotations, and ultimately, inability to progress in the medical assisting program.

Students are required to communicate issues which could potentially delay payment for any of the above tools IMMEDIATELY to the course instructor, to be considered for any payment extension. Medical assisting faculty and staff will consider failure to communicate potential issues as an indicator that payment will be made no later than the established deadline and deadline extensions will not be granted.

### **Academic Dishonesty**

Students should recognize that a mature acceptance of academic responsibilities is a requisite for accomplishment in college work. Students should refer to the current *CVCC Catalog and Student Handbook* for information concerning college policies regarding student conduct.

Academic dishonesty is one form of academic misconduct. Academic dishonesty includes cheating and plagiarism as identified in any forms below:

#### *CHEATING*

- a. Submitting material that is not yours as part of your course performance;
- b. Using information or devices that are not allowed by the faculty;
- c. Obtaining and/or using unauthorized materials;

- d. Fabricating information, research, and/or results;
- e. Violating procedures prescribed to protect the integrity of an assignment, test, or other evaluation;
- f. Collaborating with others on assignments without the faculty's consent;
- g. Cooperating with and/or helping another student to cheat;
- h. Demonstrating any other forms of dishonest behavior.

### ***PLAGIARISM***

- a. Directly quoting the words of others without using quotation marks or indented format to identify them;
- b. Using information (published or unpublished) without identifying the source;
- c. Paraphrasing materials or ideas without identifying the source;
- d. Unacknowledged use of materials prepared by another person or agency engaged in the selling of term papers or other academic material.
- e. Submitting work belonging to another individual, including peers with whom you were collaborating.

Students are expected to practice academic honesty. If an instance of academic dishonesty is determined by the instructor to have occurred, a student may:

- 1. Be required to retake an examination, or resubmit an assignment;
- 2. Receive an "F" on the given exam or assignment; or
- 3. Receive an "F" for the course.
- 4. Dismissal from the CVCC Medical Assisting program

Whether or not academic misconduct occurred, and what sanctions, if any, are to be applied, are matters to be determined by the respective instructor. Any student who opposes the sanction imposed by an instructor may appeal the matter to the Chief Academic Officer through the grade appeal process. Such an appeal must be filed by the end of the next class day following the date on which the sanction is imposed. Students who receive classroom sanctions for academic misconduct may also be subject to disciplinary action by the Dean of Student Services if the misconduct also violates the CVCC Code of Conduct and is reported by the instructor for such disciplinary action.

### **Chain of Command**

Should a problem arise during the semester, you should strive to solve it with the instructor or student involved. If a resolution is not reached or the student is dissatisfied, the student should consult the Medical Assisting Director. If no satisfaction is obtained with the Medical Assisting Director, the student should consult the Health Sciences Director. If no satisfaction is obtained with the Health Sciences Director, the student should consult the Dean of Instruction. The formal due process procedure may be obtained from the Dean of Instruction. You should, at all times, follow the Chain of Command.

For information on formal Grievance Procedures, please see the current *CVCC Catalog and Student Handbook*.

### **Students Access to Instructors**

Students will be able to meet with their instructors during designated office hours/tutoring hours. Office hours are published in individual course syllabi and posted outside the faculty members' door each

semester and/or on the Health Sciences bulletin board located outside of the main office door. If a meeting during office hours is not possible, the student should schedule an appointment with the instructor. ***Students must schedule appointments with faculty at a time that is mutually convenient for both the student and faculty.*** Appointments should be kept by both parties; if circumstances prevent this; the person unable to make the appointment should contact the other and attempt to reschedule. Other Health Sciences faculty or staff members may attend scheduled appointments as witnesses and/or mediators.

Students should use faculty members' office phones; CVCC email; or Blackboard to make contact with the instructor. Students should not utilize personal faculty emails or social media to contact the faculty member. ***Students and faculty must utilize Pirate mail (CVCC email) for all official means of communication involving their academic work.*** Faculty members are not obligated to respond to any student contact outside of the typical CVCC communication channels or posted office hours. Such contact is at the discretion of the faculty member.

**Visitors**

Students may not have visitors in class, lab or clinical. Should a spouse or significant other need to reach a student, please have them report to the Health Sciences Office, IPAC Room 303 or to the CVCC Office of Administration, Wallace Hall. According to CVCC policy, minor children are not permitted in classrooms or laboratories at any time.

**Parking**

CVCC provides spaces for students in designated lots on campus. Students who park on campus must obtain a vehicle registration tag from the Switchboard Operator/Receptionist in Wilson Hall for each vehicle he/she will park on campus. There is no charge for the parking tag. Students are reminded that red striped parking spaces are reserved for visitors and yellow striped parking spaces are for faculty and staff only. Handicapped parking is designated by blue stripes and a wheelchair symbol. Students are subject to parking tickets and fees if parked inappropriately.

Parking at clinical facilities is at the direction of the assigned facilities. Students are expected to follow these parking assignments and are responsible for any tickets or fees which may be incurred if parked inappropriately.

Failure to respond to a parking ticket obtained on campus or at a clinical facility may result in a HOLD on your student accounts; a delay in registration; and/or a clinical unsatisfactory.

**Dress and Appearance**

Students entering the Medical Assisting Program must be in the designated uniform. Approved uniforms are available in the campus bookstore for purchase or by special order.

*Acceptable Clinical/Lab Dress*

<i>Clinical Uniform</i>	Clean and wrinkle free. Solid white or ceil blue crew neck t-shirt with short or long sleeves is permitted under uniform top. Females wearing a uniform dress/skirt, length should not be shorter than top of the knee.
<i>Lab Uniform</i>	Medical assisting uniform with top, scrub bottoms and appropriate patch embroidery.
<i>Lab Jackets</i>	Scrub jackets with snaps or buttons with school patch/embroidery. Lab jackets



	may be worn for warmth or as directed or required by instructor or clinical agency.
<i>ID Badge</i>	A CVCC student ID badge must be worn above the waist. The ID badge photo, name and title must be visible at all times. Students should not use an employee name badge from any clinical institution.
<i>Footwear</i>	Footwear will be safe and appropriate for medical assisting, neat and presentable. Footwear will fully cover the toes and top of foot. Sandals or cloth shoes are prohibited as they do not offer protection against spilled liquids or sharp items that may be dropped or kicked. Flip-flops are not appropriate footwear for clinical or lab. Solid neutral colors preferred, i.e. white, black, navy, brown, and grey. No bright neon colors.
<i>Jewelry</i>	Jewelry is an accessory and must not be an interference, distraction or safety hazard to patient care.
<i>Body Piercings</i>	Jewelry associated with a body piercing may not be worn in any visibly pierced body part except ears. No more than two earrings (pierced or clipped) per ear are acceptable.
<i>Fingernails</i>	Fingernails will be neat and clean. Due to infection control considerations in providing direct patient care students must not wear artificial nails, nail wraps, gel nails, or acrylic nails. Nail polish should not be chipped or have jagged edges and should be neutral in color (clear or pale colors only). Nails shall be no longer than ¼” beyond the tip of the finger.
<i>Cosmetics/Perfume/Cologne</i>	Heavily scented shaving lotions, colognes, lotions and/or powders must be avoided. False eyelashes are not permitted while in uniform.
<i>Hair</i>	Hair will be neat, clean, and manageable and off the shoulders and should not cover eyes. All facial hair shall be neat, clean and appropriately trimmed. Hair color must be tasteful and conservative. Hair color must not be out of the biological norm.
<i>Tattoos</i>	Tattoos and/or body art may not be visible and must be covered while in clinical. Neutral arm sleeves, hosiery, bandages, or make-up may be worn to cover tattoos. Tattoos should not be visible through any type of covering.
<i>Personal</i>	Students will maintain personal hygiene including regular bathing, shampooing of hair, and use of deodorant. Underclothing must be worn and should be white or neutral and solid in color. Underclothing should not be visible through the uniform.
<i>Miscellaneous</i>	Students will have a stethoscope, a functioning pen light, bandage scissors, a watch with a second hand and a black ball point pen during clinical. Chewing gum is not permitted in the clinical or lab settings.

*\*\*This dress code has been adapted from CRHS Dress & Appearance Policy, Document #CRH.HR.ERSP.402*

Dress and appearance policies and/or dress codes for the clinical agency prevail over Medical Assisting Program codes when the clinical agency code is more stringent. Faculty reserve the right to use professional judgement when determining if a student meets the dress and appearance policy. Failure to abide by the dress code may result in appropriate disciplinary action.

## **Use of Photographs**

Photographs of students may be taken throughout the program for use in class projects or public relations information. Students are responsible for providing a Chattahoochee Valley Community College Health Sciences staff or faculty member a written request, stating that the use of their photograph is not permissible for these purposes. Failure to provide a written request will be considered permission, by the student, for their photograph to be used in class projects or public relations information.

## CLASSROOM INFORMATION

### Course Evaluation

All testing within the medical assisting program will reflect progression according to course sequence. Tests in sequential courses will be more difficult as the student moves from one course to the next within the program. Each medical assisting course will include unit exams and a comprehensive final. The medical assisting curriculum is designed to prepare students for graduation and certification exams.

All medical assisting courses utilize a 1000 point grading scale. The following grading policy is in effect for all medical assisting coursework:

900 – 1000 points	=	A
800 – 899 points	=	B
700 – 799 points	=	C
600 – 699 points	=	D
Below 600 points	=	F

Individual test grades will be recorded in tenths. Individual test grades **will not** be rounded up to the next higher score, based upon the hundredths.

For example:

**If a test grade is 89.57, then the grade will be recorded as 89.5.**

**If a test grade is 89.52, then the grade will be recorded as 89.5.**

*Final course grades* will be recorded in whole numbers. Final course grades **will not** be rounded up to the next higher score, based upon the tenths.

For example:

**If a final course grade is 89.5, then a ‘B’ will be recorded.**

**If a final course grade is 74.5, then a grade of ‘D’ will be recorded.**

Students earn the grades they are given. Students will not be granted points under any of the following conditions:

- Tuition payment
- Hard work and participation
- Life experiences or circumstances
- Proximity to next higher grade

For courses which have clinical components, the student must receive a SATISFACTORY rating and complete any required course work in order to successfully complete the course.

If a student receives a clinical unsatisfactory for patient safety, this will result in a grade of “F” for the course. Any student who has a documented clinical unsatisfactory for patient safety will be required to repeat the course in its entirety.

## **Rounding Rules for Mathematical Calculations**

1. All answers must be labeled correctly for what you are solving.  
(*Example: 2 tablets; 1 tsp.; 5 ml; 60 gtt/min*)
2. Do not round any numbers until the end of the problem, unless you are converting weight. If you are converting weight, see item #5.
3. Basic rounding with decimals
  - a. No trailing zeros and no naked decimals
    - i. Correct: 4 Incorrect: 4.0
    - ii. Correct: 0.12 Incorrect: .12
  - b. Rounding to the nearest tenth:
    - i. If the last digit is = or > 5, round up (*Example: 1.57 = 1.6*)
    - ii. If the last digit is <5, round down (*Example: 1.54 = 1.5*)
4. Rounding any number (unless otherwise instructed)
  - a. If greater than 1, round to the tenth (*Example: 12.477 = 12.5*)
  - b. If less than 1, round to the hundredth (*Example: 0.567 = 0.57*)
5. Converting weight:
  - a. If you use Dimensional Analysis to solve calculations, use the weight you are given in the problem and use a conversion  
(*Example: 1 kg = 2.2 lbs; 76 lbs (1 kg/2.2 lbs) = 34.5*)
  - b. If you do not use Dimensional Analysis, convert pounds to kilograms and round to the tenths prior to beginning the calculation (*Example: 76 lbs/2.2 = 34.545454 = 34.5*)
  - c. Clear the calculator after converting weight.
6. IV Calculations
  - a. IV infusions are calculated in either gtt/min or ml/hr (*Example: 21.4 = 21 gtt/min*)
  - b. ml/hr has to be rounded to the tenth (*Example: 75.65 = 75.7 ml/hr*)
7. Capsules and Tablets
  - a. Capsules: must be rounded to a whole number  
(*Example: 1.6 = 2 capsules 1.3 = 1 capsule*)
  - b. Tablets: unless otherwise indicated, assume tablets are scored and round to the nearest half tablet (*Example: 1.3 = 1.5 tablets 1.2 tablets = 1 tablet*)

\*Instructor directions will supersede rules listed above.

## Classroom Attendance/Tardy Policy

Chattahoochee Valley Community College students are expected to attend every class and laboratory session, to arrive on time, and to remain for the entire session. Students are responsible for course content, assignments, assessments, and applicable deadlines whether or not they are present for class meetings. Instructors are not required to review with students any material missed due to student absence, nor are instructors required to notify students when their grades may be lowered because of graded student work missed.

In order to comply with federal financial aid guidelines, instructors must verify attendance at two points during the semester. The first verification occurs on the first day of class. If a student who is on the roster is absent, the student is reported as a no-show (NS). The second verification occurs at the sixty percent completion date in the semester. If a student who is on the roster has stopped attending class, the student is reported as a non-attending (NA) student. If a student is reported as either a NS or a NA the student is administratively withdrawn from the course and a “W” indicating a withdrawal is posted for the course grade.

Each instructor’s attendance expectation is effective beginning with the first scheduled class meeting and continues throughout the semester. Students who do not attend the first day of class will be reported as a no-show (NS) resulting in an administrative withdrawal from the course. For online courses, students must complete the required Class-Access assignment by the deadline printed in CVCC’s official Class Schedule for the term. Online students who fail to complete this assignment will be reported as a no-show (NS) resulting in an administrative withdrawal from the course. In addition, students who stop attending classes prior to the sixty percent date of the semester will be reported as a non-attending (NA) student which will result in an administrative withdrawal. For online courses, students who fail to show activity through logins and postings prior to the sixty percent date will be reported as a non-attending (NA) student which will result in an administrative withdrawal for the course. Administrative withdrawals may negatively affect eligibility for financial aid programs that require instructors to verify students’ attendance.

Students who have been administratively withdrawn as a result of the no-show (NS) or non-attendance (NA) report from a course and wish to be reinstated should follow the appeal process for administrative withdrawals in the College Catalog.

In the event of *extenuating circumstances* necessitating absence from class, clinical or other work assignments, it is the responsibility of the student to contact the instructor within 24 hours to discuss missed time and potential make up requirements. Extenuating circumstances are defined as:

- Documented student illness or hospitalization. Documentation must be submitted on hospital or physician letterhead with appropriate original signature or on an original prescription pad with legible documentation and signature including contact information. No photocopies or duplicates accepted. Photographs are not acceptable documentation. Documentation should include the student’s name, dates of illness or hospitalization and a statement safely releasing the student back to class and/or clinical.
- Serious family emergency involving an immediate family member. Documentation may be requested as defined above.
- Documented motor vehicle accident involving student. Documentation must be submitted from law enforcement in the form of an original or original duplicate to include the student’s name and date of incident.

- Bereavement due to death of an immediate family member. Immediate family member is defined as parents, spouse, child, sibling, grandparents or cohabitating/life partners.
- Jury duty.

Students will be expected to provide written documentation to explain the extenuating circumstance. The determination of extenuating circumstances will be at the discretion of the instructor and/or Medical Assisting Program Director. *AN ABSENCE MAY BE EXCUSED DUE TO EXTENUATING CIRCUMSTANCES AT THE DISCRETION OF THE INSTRUCTOR AND/OR THE MEDICAL ASSISTING PROGRAM DIRECTOR.*

The medical assisting faculty believes that attendance reflects acceptance of professional responsibility which is an essential role of the medical assistant. The medical assisting faculty expects all students to attend all classes for which they are registered. Students who are unable to attend class regularly, regardless of the reason or circumstance, may be recommended to withdraw from that class before poor attendance interferes with the student's ability to achieve the objectives required in the course. Withdrawal from class can affect eligibility for federal financial aid. Withdrawal from class can prohibit progression within the medical assisting program.

*A tardy for class will be defined as five or more minutes past announced starting time of the class. Entrance to the classroom will be at the discretion of the instructor.*

Any class time missed, regardless of cause, reduces the student's opportunity for academic success. When a student is absent, the student is responsible for all announcements, content covered in class and for any assignments.

*When reporting an absence or tardy for class, one student MAY NOT bear the message for the student who is absent or tardy.*

### **Course Syllabi**

The course syllabus serves as a student-teacher agreement for that specific course. Syllabi may be provided to the student; required for purchase; or posted on-line at the instructor's discretion.

The Course Syllabus contains the course objectives, each of which must be achieved to pass the course; the requirements of the course; and the evaluation methods. The student should be certain to fully understand the expectations of the course. If you have questions or need clarification, make an appointment with the faculty member.

Course Syllabi are projections of activities that will take place over the course of time. Faculty reserve the right to modify activities to fit unforeseen circumstances. Changes to syllabi will be announced in class and/or provided in writing via the course management system on Blackboard.

### **Student Expectations**

All interactions within the classroom are expected to be honest and respectful. Teachers set the tone and demeanor of classes. Discussion and questions are encouraged when appropriate. Questions and comments by students should be thoughtful and relevant to the topic of discussion.

Unsanctioned talking, eating, sleeping, and reading unrelated material during class will be considered rude and disruptive. Students will be asked to leave the classroom if rude or disruptive to the learning

environment. Students who are asked to leave must meet with the faculty member and the Medical Assisting Program Director before being allowed to return to class.

Instructors will begin and end class promptly in accordance with the published class schedule. Students are expected to arrive on time and not leave or prepare to leave until the class has been dismissed. Faculty members may close the door and not allow students to enter a class until a class break at their discretion.

Students should follow the guidelines of the course as outlined by the instructor, complete all assignments and prepare for class to master the information and skill being taught. **Students cannot expect a good grade in a course without putting in several hours of studying for each hour of scheduled class time. The recommended amount of study time is 2 hours per day for each hour of class. Extra-curricular activities, including jobs, should not affect teachers' expectations or interfere with students' preparation for classes.**

### **Testing**

Medical Assisting students will be required to complete course-based testing. Students must take all exams at assigned times or make arrangements in advance (not the day of the test) with the faculty member.

***Make-up exams are given at the discretion of the instructor and are not guaranteed to the student.***

Make-up exams, when permitted, are scheduled by the instructor.

Test results will not be reviewed except immediately after the test is given or as scheduled by the faculty member. Students will ***not*** be allowed to review tests at the end of the semester for the purposes of challenging a test question in order to increase the course grade. ***Students who wish to challenge a test question must do so within 24 hours from the end of the test administration. Students will not be permitted to challenge the final exam.*** Students who challenge test questions must do so in writing with documentation as to the reason for the challenge. Students should follow the chain of command.

### **Grade Appeals**

It is the policy of CVCC that students should have the opportunity to appeal any grade which a student has reason to believe does not accurately and fairly represent the nature of the class work which the student has performed. Therefore, the College has established a grade appeal procedure to be used if a student has valid reason to believe that a grade which the student received for an examination, a written/oral presentation, a project, or other required classroom activity, is either inaccurate or unfair grade. A student must make the initial grade inquiry within seven calendar days after the student receives notice of the grade in question, except in the case of a punitive grade issued for academic misconduct, which must be appealed by the end of the class day following the date on which the sanction was imposed. Thereafter, each subsequent appeal must occur within a seven-calendar day increment after the respective decision is received by the student. If a student does not meet the deadline for appealing a grade, the right to appeal will be waived. For grades on final examinations or grades that represent the final grade for the course, the initial seven day period will begin on the first class day of the next academic term. In appealing a grade, the student may have his or her concern about the grade reviewed. See the current CVCC [Catalog and Student Handbook](#) for details.

## CLINICAL INFORMATION

Medical Assisting students enrolled in MAT229: Medical Assisting Preceptorship or MAT239: Phlebotomy Preceptorship are required to complete clinical hours, which will be educational in nature and are designed to develop skills necessary for entry-level competencies, in a variety of settings such as hospitals, physician offices, and acute care clinics.

In conjunction with other clinical policies within this handbook, students (1) should not expect and will not receive compensation for participation in clinical courses from either the institution or the health care facility; (2) have not been promised, and should not expect a job at the health care facility as a result of participation in clinical experiences, and (3) will be withdrawn from the program if refused by a clinical agency because of a criminal background check or drug screen.

### **Clinical Attendance/Tardy Policy**

All general lab and clinical experiences are considered clinical. The student assumes all responsibility for punctual and regular clinical attendance.

***Students are expected to attend ALL clinical rotations.*** There will be one (1) make up day scheduled for missed clinical per semester and if the student does not attend the make-up day this results in clinical failure. Clinical make-up is not guaranteed. If more than one (1) day of clinical is missed, this is a clinical failure. Failure to complete clinical rotations will prohibit completion of the medical assisting program.

All clinical absences, even when made up, count toward a student's total absence hours. Under no circumstances shall a student miss an excess of 10% of clinical hours during the course of the semester. If excessive hours are missed, the student's continued participation in the clinical experience will be prohibited. The student will be referred to the Medical Assisting Program Director. The student will submit documentation for the absences and the Medical Assisting Program Director will review and make the decision as to whether the student may remain enrolled in the course. The decision of the Medical Assisting Program Director is final and is considered the appeal for the student.

When it is impossible for the student to attend clinical, it is the student's responsibility to call the instructor, the Health Sciences Secretary/Coordinator, or the assigned unit at least 30-60 minutes or more prior to the beginning of the scheduled clinical shift. Contact must be made via CVCC email/telephone message.

Tardiness to clinical in excess of 15 minutes is not acceptable. Any student tardy in excess of 15 minutes will be sent home and counted as absent. If you believe you will be later than 15 minutes, it is the responsibility of the student to notify the clinical instructor that you will be absent. Chronic tardiness is not tolerated and will result in documented student counseling.

***When reporting an absence or tardy for clinical or lab, one student may not bear the message for the student who is absent or tardy.***

### **Clinical Documentation**

Requirements for satisfactory completion of clinical documentation vary according to course requirements. See individual course syllabi for requirements. Clinical documentation is to be submitted on the due date. Documentation that is not submitted by the due date may be considered unsatisfactory at the discretion of the instructor.



## Release of Clinical Information

Medical Assisting students must give Chattahoochee Valley Community College permission to release information regarding clinical and classroom performance to clinical agencies, including those with whom the student may apply for employment. Students must also **give permission for required clinical documentation such as but not limited to the following: immunizations, Tb skin test, CPR, and criminal background checks to be released to the clinical agencies as requested.**

## Clinical Evaluation

Students may be dismissed from the clinical site for inability to successfully demonstrate any skill for which they have been trained. Students will be dismissed from the clinical and/or program of study for unethical, immoral, illegal, or unsafe clinical practice. Examples of unacceptable practice include, but are not limited to the following:

1. Breach in confidentiality.
2. Administering medications without direct supervision.
3. Leaving the clinical facility without notifying faculty.
4. Unprofessional behavior.
5. Unsafe care.

***Students should not work a night shift (11pm-7am or 7pm-7am) and attend a 7am clinical or lab activity. This may result in clinical unsatisfactory and/or failure. Students must be able to deliver safe care.***

## Injury During Clinical

The nature of the clinical experience is such that students may be exposed to potential health and/or safety hazards while participating in clinical rotations. ***The student is financially responsible for any illness or injury occurring during clinical rotations, as they are not employees of the clinical agency or the college; therefore, it is required that students have health, hospitalization, and accident insurance.*** If injured at a clinical agency while participating in clinical activities, the clinical agency and/or Chattahoochee Valley Community College is not responsible for, nor will they provide, workman's compensation benefits. Chattahoochee Valley Community College, its employees, officials, agents, and representatives are released from any claim of liability for injury, loss, damage, or death that may result or arise as a result of their experience as a student in the clinical agency.

If you are injured during clinical experiences (needle stick, back injury, etc.), you must:

1. Notify your instructor immediately.
2. Complete an appropriate incident report or variance report required by the agency.

You will be referred to the hospital's Emergency Room to be examined by a physician. The hospital will provide immediate care.

Students who incur a needle stick or any other type of direct risk exposure with a patient may be advised by the clinical agency, to begin immediate treatment for HIV. For most effective results, treatment must be started within two (2) hours of exposure. The cost for laboratory tests and medications (until test results are obtained) may be as high as \$1000.00.

## Malpractice Insurance

Each student must maintain current malpractice insurance throughout enrollment in the Medical Assisting Program at CVCC, including semesters without a clinical component. The malpractice insurance is purchased through CVCC during registration the first semester of classes and each semester thereafter. The cost of the insurance is approximately \$16 per semester for coverage at the \$2,000,000/\$5,000,000 level. Payment of malpractice is included in your fees.

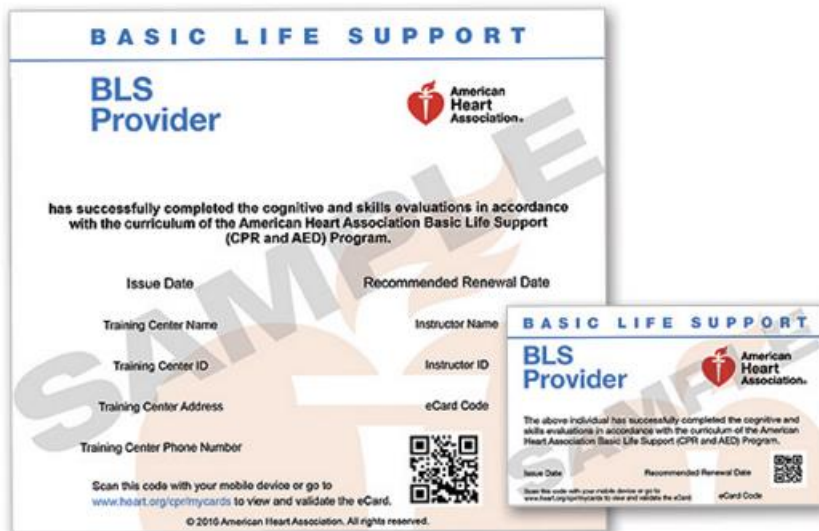
## CPR Certification

All medical assisting students are required to be certified as a Healthcare Provider in basic

cardiopulmonary resuscitation (CPR) by the American Heart Association. This includes adult, child, infant CPR and AED training. Certification must be maintained while enrolled in the program. CPR is current for two years from the date of issue and must remain current throughout the semester enrolled. It is the responsibility of the student to maintain current CPR certification. In the event that a student is unable to perform CPR at any time during lab or clinical, the student will receive a clinical unsatisfactory for patient safety which will result in failure of the course and non-progression. In the event that a CPR card expires, the student will not be permitted into the clinical site which could result in failure of the course and non-progression within the program.

*Red Cross CPR certification is NOT accepted by the clinical agencies.*

### CPR Certification Examples:



“BLS Provider” course to replace “Healthcare Provider” course, effective 1 April 2016. E-cards provided to students having completed the former course, prior to 1 August 2016.

## Clinical Skills and Simulation Lab Policy

CVCC provides students with learning experiences in clinical skills and simulation labs. These labs provide an active learning environment that allows students to practice and develop skills through hands-on experience using a variety of instructional support methods and resources.

Students will be required to participate in clinical skills and simulation labs as outlined by individual course syllabi.

In the clinical skills lab, students will practice and demonstrate basic skills. Each student will be required to competently demonstrate skills as identified in individual course syllabi. ***Students will have three opportunities in the clinical skills lab to demonstrate competency of identified skills. Failure to complete the skills by the third attempt will result in course failure.***

Students must wear closed toe shoes and ID badge during all lab and simulation lab experiences. Students attending simulation lab must wear school uniform. Uniform requirements for the skills lab will be designated by the course instructor.

### **Legal Responsibilities in the Clinical Setting**

There is a national mandate to promote patient care safety in healthcare settings and facilities. All healthcare personnel are required to demonstrate a basic general competency level as well as specific competencies related to medical assisting.

If the instructor determines that the student is unable to provide safe patient care, it is the legal responsibility of the instructor to ***deny, and will deny***, the student access to the clinical learning experience.

### **Confidentiality/HIPAA**

Title II of the Health Insurance Portability and Accountability Act of 1996 requires the protection of all individually identifiable health information. This protected health information must be kept confidential whether electronic, paper, or oral. HIPAA violations will be considered a severe offense and therefore consequences will be severe.

***All patient information is confidential. Protecting patient confidentiality is the law.*** Noncompliance with the law, HIPAA, can result in monetary, civil and criminal penalties.

The medical assisting faculty and staff at CVCC take HIPAA violations very seriously. The following disciplinary actions are in place for HIPAA violations:

- If a student negligently violates HIPAA, this will result in a reprimand and counseling by the instructor.
- If a student repeats a HIPAA violation, this will result in the student receiving written reprimand which will be placed in the student's file and the student will be placed on probation during the remainder of their program of study.
- Any intentional violation of HIPAA will result in the student being academically withdrawn from medical assisting courses and the student will need to go through the re-admission process according to policy. This offense will stay in the student's permanent file. Readmission is not guaranteed and will be considered on a space available basis.
- Any intentional and malicious violation of HIPAA will result in the student being academically withdrawn from all courses without the option of returning to the medical assisting program or any other program of the Health Sciences division of CVCC.

Below are some general guidelines for students about confidentiality:

- Students should not discuss patient information with anyone except for clinical personnel and those in the medical assisting program who are involved in your education program and adhere to the same standards of confidentiality (e.g., faculty, graduate colleagues).
- Under no circumstance shall any part of a patient record leave the clinical agency in any form.
- Students should never save patient sensitive information, with identifying information, on their computers or other electronic devices.
- E-mail correspondence with faculty should be treated confidentially and should not include patient identifying information.
- All documentation related to patients must be treated as a legal document and confidentiality respected and maintained.
- Client names or other identifying information (including initials, medical record numbers or other identifying numbers) should not be included in clinical paperwork, case presentations, or on notes.
- ***Photocopying or printing patient information from computers is NOT permitted in any clinical setting.***

### **Use of Social Media**

Social networking is defined as an online community of people with a common interest who use a website or other technologies to communicate with each other and share information, resources, etc. Examples of social networking sites include, but are not limited to Facebook, Linked In, and Twitter.

Students are advised to use social media cautiously and to avoid disclosing any information which could be considered confidential patient information. Any disclosure, intentional or unintentional, of information that could lead to identification of a patient will result in appropriate disciplinary actions, up to suspension from the college. Removal of an individual's name, face, or image is not sufficient to protect identity or confidential information. The use of privacy settings that are available on many social networking sites, does not guarantee that information will not appear in public and is thus not deemed sufficient to protect confidential patient information.

Students are not to make negative or disparaging or unprofessional remarks about fellow students, instructors, patients, patient visitors, clinical sites or other health care professionals through social media. Any negative or disparaging remarks, intentional or unintentional, through social media will be considered unprofessional and will be considered a form of misconduct. This type of misconduct will be subject to appropriate disciplinary actions.

The following guidelines are intended to minimize the risks of using social media:

- Medical assisting students have an ethical and legal obligation to maintain patient privacy and confidentiality at all times.
- Medical assisting students are strictly prohibited from transmitting by way of any electronic media any patient-related image or information.
- Medical assisting students should be advised that limiting access to postings through privacy settings is not sufficient to ensure privacy.
- Medical assisting students should not refer to patients or other professionals in a disparaging manner, even if not identified.

- Medical assisting students must not take photos or videos of patients on cell phones or other personal devices.
- Medical assisting students should maintain professional boundaries when using social media for contact with patients, former patients, or health care professionals.
- Medical assisting students should report any breach of confidentiality or privacy to the instructor.
- Medical assisting students must comply with clinical agency regulations regarding the use of computers, cameras, electronic devices and cell phones while in the clinical agency.
- Medical assisting students may not speak to the media on behalf of the school or a clinical agency.

## **Netiquette**

Netiquette is a blend of two more function words which are network and etiquette. The rules of netiquette are intended for people to be more professional when writing and communicating with others on the internet.

The Chattahoochee Valley Community College Health Sciences Division, which includes the Medical Assisting and Nursing Programs, has adopted the following rules of netiquette. Students, faculty and staff will be held accountable to these rules. Any violation of the rules may result in appropriate disciplinary action.

- No foul, threatening or abusive language.
- No harassing messages, obscene or offensive remarks.
- Do not reply to messages when angry. Walk away from the message and come back later and re-read and then respond.
- All capital letters indicates shouting or emphasis on a word, all lower case letters indicate mumbling.
- Use proper spelling, grammar and punctuation.
- When addressing instructors or your superiors, please utilize appropriate titles, i.e. Mr., Mrs., Dr. Do not address instructors by their first names.
- Do not communicate confidential patient information by email that could be identified and interpreted as a HIPPA violation.
- Demonstrate professionalism with communication as you would in a face to face classroom.
- Communicate your needs to the coach so that a partnership is formed in working toward a common goal.
- Include all relevant information and details in your message.
- Read the message thoroughly before you send it.
- Be careful of the tone of the message.

## **Universal Precautions**

Universal precautions and use of personal protective equipment are covered as they relate to the content area and are reinforced throughout the duration of the program. It is the student's responsibility to seek guidance from an appropriate resource if they have any doubts, questions or concerns regarding correct procedure.

## **Student Behavior**

The faculty and staff of the CVCC Medical Assisting program does not exercise control over the conduct of medical assisting students in their private lives; however, when a group of students or an individual student acts as a recognized representative of CVCC or participates in an off-campus activity sponsored by the Medical Assisting program, appropriate standards of conduct will be issued. Any inappropriate conduct in said situations is subject to review and appropriate intervention whenever it appears that the conduct results in a hindrance or restriction of educational purposes or processes of the CVCC Medical Assisting program or when the conduct poses a threat to the safety and well-being of others.

If at any time prior to graduation or during the student's course of study, the student demonstrates patterns of behavior which constitute unprofessional conduct or which encroach on the student's ability to fulfill his/her responsibilities as a student, it will result in appropriate corrective action which may include suspension or expulsion from the medical assisting program. Such behavior is defined to include, but is not limited to the following:

- Failure of a student to notify appropriate persons of absence from scheduled learning experiences (no call, no show).
- Dishonesty in interactions with faculty or staff.
- Failure to adhere to required dress code.
- Unsafe practices.
- Use of inappropriate language.
- Use of inappropriate communications.
- Being consistently late in fulfilling scheduled school responsibilities.
- Failure to maintain confidentiality in matters related to educational and patient care responsibilities.

The demonstration of severe physiological and/or psychological disorders which interfere with a student's ability to fulfill academic responsibilities or infringe on the student's future abilities to fulfill professional responsibilities as a medical assistant will be cause for appropriate corrective action to include referral to a proper agency for professional diagnosis and treatment and/or suspension or expulsion. Failure or refusal to cooperate in this type of assistance can result in suspension or expulsion from the medical assisting program.

Abuse of drugs or alcohol of any kind (legal or illegal) which interferes with a student's ability to fulfill academic or professional responsibilities in the medical assisting program will result in suspension or expulsion from the medical assisting program.

Additionally, students may not represent themselves as medical assisting students or engage in client/patient care except as part of an assigned, planned learning activity in a practice/clinical setting.

## STUDENT HEALTH INFORMATION

### **Health Policy**

All students admitted to the CVCC Medical Assisting Program are required to have documentation of required immunizations, as listed in “Student Health Records” section of this handbook. If the student cannot provide proof of immunization, they must provide proof of immunity by titer or sign appropriate waiver.

Students entering the CVCC Medical Assisting Program must be aware that they may be exposed to various contagious diseases during their clinical education and career. Precautions to be taken are outlined in the introductory courses. Additional information may be provided by each clinical facility. Students are required to use personal protective equipment as necessary and to use universal precautions.

In the event a medical assisting student is diagnosed with a communicable disease, (i.e., chicken pox, measles, flu, strep throat, conjunctivitis), the student must contact the course instructor immediately. Based on current medical knowledge, the instructor will advise the student regarding attendance.

Students in any health care program must comply with Public Law #102-141, Section 633 and “The Alabama Infected Health Care Worker Management Act.” The law requires that HIV or HBV infected health care worker report to the State Health Officer of the condition within 30 days of the time of being aware of the infection. The infected health care worker must realize that any physician providing care to an infected health care worker must notify the State Health Officer of the infected individual within seven days of the diagnosis and care of said individual.

Students who are pregnant or have a chronic illness must present an original, signed medical release on physician letterhead with physician signature stating it is permissible to continue in the program. The medical release should outline the following:

- Physical limitations which may necessitate special accommodations in the classroom or clinical setting.
- Ability to comply with the Essential Functions of the Medical Assisting program.

Students who give birth or experience an illness or injury which requires, but is not limited to, hospitalization, surgery, or more than one week’s absence may be required to provide an original, signed medical release on physician letterhead with physician signature which verifies the following:

- That returning to routine class, lab and clinical activities does not pose undue risk or harm to the student or others with whom the student will come in contact.
- Compliance with the Essential Functions established for the Medical Assisting program.

Discharge instructions from a hospital, emergency room or acute care clinic are NOT considered a medical release. A release written on a prescription pad must provide the same information as that which is written on a physician letterhead and must have an original physician signature. A stamped signature or a physician signature by a designee will not be accepted.

In the event that a student must leave lecture, lab, or clinical to receive medical care, whether they are released by an instructor or medical personnel are called on the student’s behalf, a medical release must be submitted to the course instructor BEFORE the student will be permitted to return to lecture, lab, or

clinical rotations. The medical release **MUST** be on physician letterhead with a physician signature to be considered official.

### Student Health Records

Every student is responsible for submitting all required health documents must be submitted electronically, via ACEMAPP and VerifyStudents, and in person to the Health Sciences Secretary/Coordinator by the last day of class in the first semester in which the student is enrolled in Medical Assisting coursework. Additionally, each student is responsible for maintaining the following personal health requirements for the entire duration of enrollment in medical assisting program:

ITEM	DOCUMENTATION REQUIRED <i>Must be submitted to Health Sciences Secretary/Coordinator</i>
<b>Health Sciences Physical</b>	The Health Sciences Physical form must be completed and signed by a physician, physician’s assistant, or a nurse practitioner. <b>The Physical form is valid for the duration of the program unless program admission is inactive greater than two semesters.</b>
<b>Essential Functions</b>	Essential Functions form must be signed by a physician, physician’s assistant, or a nurse practitioner. In the event of serious illness, pregnancy, or child birth, a new Essential Functions form must be submitted. <b>The Essential Functions form is valid for the duration of the program unless program admission is inactive greater than two semesters.</b>
<b>Measles (Rubeola), Mumps, &amp; Rubella</b>	<p><u>Positive titer results (lab work) indicating immunity must be submitted for students over 21 years of age.</u> Students 21 years of age and younger may submit documentation of:</p> <ul style="list-style-type: none"> <li>• two doses of live measles virus vaccine (part of MMR vaccine) on or after first birthday.</li> <li>• two doses of live mumps virus vaccine (part of MMR or MR vaccine) on or after first birthday.</li> <li>• two doses of live rubella virus vaccine (part of MMR or MR vaccine) on or after first birthday.</li> </ul> <p>If titer results (lab work) indicate that you are not immune, you must be immunized and submit proof of vaccination.</p>
<b>Tetanus, Diphtheria, and Pertussis</b>	Documentation of TDAP immunization within last 10 years must be submitted. Tetanus and TD only not acceptable.
<b>Hepatitis B</b>	<p><u>Positive titer results (lab work) indicating immunity must be submitted for students over 21 years of age.</u> Students 21 years of age and younger may submit documentation of immunization series (series of three doses). Individuals 21 years of age and younger who have not received vaccination series or any individual whose titer results (lab work) indicate they are not immune must be immunized and proof of first vaccination dose and signed Hep B Waiver must be submitted. Documentation reflecting immunization must be submitted following receipt of subsequent second and third doses. Waiver is available for those unable to receive the vaccine, as well as those in an ongoing series.</p>



<b>Varicella (Chicken Pox)</b>	Positive titer results (lab work) indicating immunity must be submitted for all students, regardless of age. If titer results (lab work) indicate that you are not immune, you must be immunized and submit proof of vaccination.
<b>Influenza</b>	Documentation of seasonal flu immunization within the last year. Waiver is available for those who wish to decline or are unable to receive the vaccine; however, a mask will be required to be worn in clinical setting.
<b>PPD or Tuberculosis (Tb skin test)</b>	Negative Tb skin test with lab results is required and must be repeated yearly. If you have ever tested positive for Tb, you must submit documentation of a current negative chest x-ray (current for 5 years from date of x-ray). CVCC PPD waiver form must be submitted with chest x-ray.
<b>Criminal Background Check/Drug Screen</b>	Prior to registration, students must have a clear status on their criminal background check/drug screen, which may take up to 4 weeks for completion. Student must obtain background check and drug screen information and forms through their personal VerifyStudents account. <b>The background check and drug screen are valid for the duration of the program unless program admission is inactive greater than two semesters.</b>
<b>CPR</b>	Documentation of current American Heart Association BLS Provider CPR certification.
<b>Health Insurance</b>	Proof of insurance must be submitted prior to registration. If you do not have health insurance, please call the Health Sciences Department at 334-291-4925.

***Where may I obtain my Health Documents?***

- ***Health Sciences Physical:*** The Health Sciences Physical Form may be completed by a physician, a nurse practitioner or a physician’s assistant at any one of the following:
  - Your physician’s office.
  - An occupational medicine clinic.
  - An acute care clinic which provides physicals.
  - A Health Department which provides physicals.
- ***Immunization or Shot Records:*** Immunization or shot records may be obtained at any one of the following:
  - Your physician’s office.
  - Health Department.
  - High School Health Office
- ***Lab Work:*** If lab work is required for proof of immunity, this lab work may be obtained at any one of the following:
  - Your physician’s office.
  - Health Department.
  - An acute care or occupational medicine clinic which provides lab work.
- ***PPD:*** A PPD (TB skin test) may be obtained at any one of the following:

- Your physician's office.
- Health Department.
- An acute care or occupational medicine clinic which administers PPD.
- *Chest X-Ray:* If you have a history of tuberculosis or a positive PPD and need to obtain a chest x-ray, you may obtain a chest x-ray at any one of the following:
  - Your physician's office, if they provide x-rays.
  - The hospital or an imaging service, with a doctor's order.
- *Background Check:* Background checks are to be obtained through VerifyStudents.
- *Drug Screen:* Drug screen information and forms are to be obtained through VerifyStudents.
- *CPR Certification:* Students may obtain American Heart Association BLS Provider CPR certification at any one of the following:
  - Local American Heart Association Office
  - Local hospital providing community education for BLS Provider CPR
- *Health Insurance:* Proof of health insurance may include any one of the following:
  - Private or group insurance
  - Medicaid
  - Military insurance

***Recommended Providers:***

- STAT Medical  
2 Bradley Park Court  
Columbus, GA 31904  
706-685-6074
- Auburn Urgent Care  
2638 Enterprise Drive  
Opelika, AL 36801  
334-749-9191
- Russell County Health Department  
1850 Crawford Road  
Phenix City, AL 36869  
334-297-0251
- Lee County Health Department  
1801 Corporate Drive  
Opelika, AL 36801  
334-745-5765
- Columbus Department of Public Health  
2100 Comer Avenue  
Columbus, GA 31901  
706-321-6300

## **Drug Testing**

Students must perform in the clinical setting in such a manner that will promote safe patient care. Clinical agencies are obligated to assure that patients are protected to the extent reasonably possible from harm due to completion of clinical rotations. All students must abide by the rules, policies and procedures established by the clinical agencies in the clinical agreements with CVCC relative to drug screening and any subsequent revision to these policies in order to participate in clinical experiences at the agencies.

All students who enroll in the Alabama College System medical assisting program and desire to participate in courses which have a clinical component are required to have an initial preclinical drug screen, to be completed by the established deadline, during the first semester in the medical assisting program, and random thereafter. Students must abide by the Alabama College System Drug Screen Policy and the clinical agency policy for which the students are assigned clinical practice. This includes preclinical drug screening, random drug screenings and reasonable suspicion.

### **PRE-CLINICAL SCREENING**

1. All students will receive notice of the drug screening guidelines, following acceptance to a medical assisting program or prior to the semester in which a student is seeking reinstatement.
2. Drug screening must be conducted by a laboratory designated by the College. The fee for the screening will be paid by the student.
3. A urine chain of custody form, provided by the laboratory at which student completed urinalysis, and/or electronic verification of passed drug screening must be submitted with all other required health documents, by the established health documentation submission deadline. Students applying for re-instatement, whose CVCC Medical Assisting Program admission has been inactive greater than two semesters must re-accomplish drug screening.
4. Failure to complete drug screening as required and/or provide a negative test result will prohibit the student from participating in clinical experiences required in any medical assisting program at Chattahoochee Valley Community College. The student may be withdrawn from the medical assisting program.
5. A signed consent to drug screening acknowledgement will be maintained on file for each student.
6. Positive drug screens are confirmed by the Medical Review Officer (MRO).
7. Negative dilute or invalid results must be repeated at student expense.
8. Results will be sent to the Medical Assisting Program Director, Health Sciences Director and/or Health Sciences Secretary/Coordinator.
9. A student who is unable to complete the clinical component of required courses due to a positive drug screen may apply for readmission to a medical assisting program.

### **RANDOM DRUG SCREENING**

Students may be asked at any time to submit a specimen for drug testing while enrolled in a medical assisting program. Drug screens are to be performed by an outside laboratory designated by the College. Any student failing to report for screening at the designated time and place must complete testing with the designated laboratory within 24 hours and provide documentation of extenuating circumstances or they will be dismissed from the program. Failure to provide a negative test result will prohibit the student from participating in clinical experiences required in any medical assisting program at Chattahoochee Valley Community College and will result in the student being dismissed from the medical assisting program. It is the student's responsibility to clear any discrepancies with the designated laboratory. Students are responsible for the payment of random drug screens.

## REASONABLE SUSPICION SCREENING

Students may also be required to submit to reasonable suspicion testing as stipulated in the drug screen policy of the Alabama Community College System, College and/or Clinical Agency while participating in clinical experiences. Reasonable suspicion is defined as, but not limited to, the following behaviors:

1. Observable phenomena, such as direct observation of drug use and/or the physical symptoms or manifestations of being under the influence of a drug, such as, but not limited to: Unusual slurred or rapid speech; noticeable change in appearance and hygiene; impaired physical coordination; inappropriate comments, behaviors or responses; trembling hands; persistent rhinorrhea; flushed face; red eyes; unsteady gait; declining health; irritability; mood swings; isolation; decreased alertness; and/or pupillary changes.
2. Presence of an odor of alcohol.
3. Abnormal conduct or erratic behavior while on the clinical unit, absenteeism, tardiness or deterioration in performance.
4. Suspect of theft of medications while on the clinical unit.
5. Evidence of tampering with a drug test.
6. Information that the individual has caused or contributed to an incident/accident in the clinical agency.
7. Evidence of involvement in the use, possession, sale, theft, solicitation or transfer of drugs while enrolled in the health sciences program.

At any point or time during a student's enrollment, the student may be subject to a reasonable suspicion drug screen. In the event that a student's behavior is noted as suspicious, the student will be immediately dismissed from the clinical agency, classroom or laboratory. The faculty is to contact the Medical Assisting Program Director. If after consultation with the faculty involved it is determined that there is "reasonable suspicion", the student will be screened. The student will report to the designated laboratory at the designated time and place for the drug screen. The fee for the reasonable suspicion screen will be paid by the student. If the student fails to consent to the screening, the student will be immediately dismissed from the program.

Students will be screened for but not limited to the following classes of drugs:

1. Alcohol
2. Amphetamines
3. Barbiturates
4. Benzodiazepines
5. Cocaine
6. Cannabinoids (Marijuana)
7. Methaqualone
8. Opiates (OxyContin)
9. Phencyclidine
10. Propoxyphene

Positive screens will be confirmed by the Medical Review Officer of the designated drug screen company. If applicable, the Medical Review Officer will contact the student who has a positive screen and request a prescription.

Students will be informed of positive screening results by the Medical Assisting Program Director within seven (7) working days of the notification of results.

**Note:** Some of the classes of drugs for which screening will be conducted are available by prescription from health care practitioners. Drugs prescribed to a student by an appropriate health care practitioner may nevertheless be subject to abuse and may give rise to reasonable suspicion testing. The fact that a student has a prescription for one or more of the classes of drugs which are legally prescribed by a health care practitioner does not necessarily, in and of itself, excuse the student from the effect of this policy. The Medical Review officer will follow up and report the results. Individual colleges may require students to adhere to additional guidelines.

## CONFIDENTIALITY OF RESULTS

The Medical Assisting Program Director, Health Sciences Director and/or Health Sciences Secretary/Coordinator will receive all test results which will be maintained securely. Confidentiality of test results will be maintained, with only the Medical Assisting Program Director, Health Sciences Director, Health Sciences Secretary/Coordinator, and the student having access to the results, with the exception of legal actions which require access to test results.

## APPEALS PROCESS FOR POSITIVE SCREEN

1. If a student in the Medical Assisting Program, tests positive for drugs, the student must contact the Medical Assisting Program Director.
2. The student will contact the lab (with the Medical Assisting Program Director present) to ascertain the procedure for testing the split specimen.
3. The student will be responsible for any costs associated with split specimen testing.
4. Once the student obtains the results of the split specimen the student should contact the Medical Assisting Program Director. If the student remains unsatisfied, the student should explain, in writing, his or her complaint. The Medical Assisting Program Director will have seven working days to respond.
5. If the student is not satisfied with the response provided by the Medical Assisting Program Director, the student's next step will be to contact the Administrative Assistant to the Dean of Instruction, in order to schedule an appointment with the Dean of Instruction. The student will present his or her complaint and provide all pertinent documentation to the Dean of Instruction. The Dean of Instruction will have seven working days to respond.
6. If necessary, the student will be provided with additional steps for appealing a positive drug screen.

## READMISSION

To be considered for readmission, students who are dismissed from the program due to a positive drug screen must:

1. Have the treatment agency mail a letter verifying **completion** of a substance abuse treatment program which is approved by the Health Program and the Regulatory Body of the Program, unless otherwise indicated.
2. Submit to an unannounced drug screen at the student's expense prior to readmission. A positive screen will result in ineligibility for readmission.

## ADDITIONAL INFORMATION

Drug screening policies/programs required by the Alabama College System, and the College, and/or various clinical agencies with which the College contracts may vary from time to time in any or all of their aspects.

### Background Checks

Healthcare educational programs within the Alabama College System are contractually obligated to comply with the requirements set forth by clinical affiliates. Students enrolled in healthcare educational programs must conform to the rules, policies, and procedures of the clinical affiliates in order to participate in clinical learning experiences, which includes background checks. ***Failure to participate in clinical learning experiences for courses containing a clinical component results in failure of the course(s). A student denied clinical access by any clinical affiliate will be dismissed from the program.***

#### *Licensure Implications*

Students enrolled in healthcare educational programs should be aware that positive findings on background checks can have certification and practice implications.

#### *Background Check Guidelines*

Background checks will be conducted according to the following guidelines:

- Students shall receive notification of the background check prior to admission and upon admission.
- Students must sign the appropriate consent(s) prior to the background check. A copy of the signed consent(s) will be maintained in the healthcare program's office. The student or the healthcare program's designee(s) will provide applicable consent(s) to the vendor conducting the background check. ***The student will be responsible for the cost of the background check.*** Any student failing to pay the fee in effect at the time of the background check by the published deadline and/or refusing to sign the consent form(s) will not receive a background check and will be prohibited from participating in clinical learning experiences.
- The background checks will be scheduled and conducted by a designated vendor determined by the College. Background checks performed by any other vendor or agency that is not approved by the healthcare program designee will not be accepted. Results of the background check will be sent to the healthcare program designee(s) and/or the applicable clinical affiliate(s). Some clinical affiliates may continue to require an additional background check, which may include fingerprinting.
- The student should contact the healthcare program designee if he/she is unable to submit to the background check at the designated time due to extenuating circumstances. The healthcare designee will determine if extenuating circumstances exist and whether or not the student will be allowed to proceed with the background check. Background checks must be completed before newly admitted or reinstated students are allowed to register for healthcare courses. If the student fails to submit to the background check as delineated, the student will be prohibited from participating in clinical learning experiences. ***Failure to be able to***

***participate in clinical learning experiences will result in a “F” for the course(s) if the student does not officially withdraw from the course(s). A student denied clinical access by any clinical affiliate will be dismissed from the program.***

- If the student has a positive background check and is not allowed by the clinical affiliate(s) to participate in clinical learning experiences, ***the student will receive a “F” for the course if the student does not officially withdraw from the course(s).***
- If a student is unable to complete the clinical component of the course(s) that he/she is enrolled in due to a positive background check, the student will be advised regarding options.
- Positive background checks will be reported to the individual(s) at the respective clinical affiliate(s) that is specifically designated by the clinical affiliate(s), which often is the Director of Human Resources. The individual(s) will be responsible for determining whether or not the student will be allowed to participate in clinical learning experiences with the respective clinical affiliate(s) according to the rules, policies, and procedures of the clinical affiliate(s). Students will sign consent(s) prior to disclosure of a positive background check to clinical affiliate(s).
- The student will be provided a copy of background check results, if positive. Students should contact the vendor for the background checks to see a copy of the report and to dispute information reported. The student will be responsible for clearing any denials to participate in clinical learning experiences with the clinical affiliate(s). Students unable to resolve the denial to participate in clinical learning experiences will be withdrawn from the healthcare program.
- Background checks which could render a student ineligible to participate in clinical learning experiences include, but are not limited to, certain convictions or criminal charges which could jeopardize the health and safety of patients and sanctions or debarment. Felony or repeated misdemeanor activity within the past seven (7) years and Office of the Inspector General violations will normally prohibit participation in clinical learning experiences with clinical affiliate(s), but each positive background check will be reviewed individually by the clinical affiliate(s). ***In certain circumstances, for example repeated behaviors, the vendor may conduct a background check further back than the past seven years; findings on such a background check can also render an individual ineligible to participate in clinical learning experiences.***

#### *Confidentiality of Background Checks*

The healthcare program designee(s) will have access to the results of the background check as will the clinical affiliate(s) designee(s). The results will be shared only on a need to know basis.

## **Essential Functions**

The Alabama Community College System endorses the Americans' with Disabilities Act. In accordance with College policy, when requested, reasonable accommodations may be provided for individuals with disabilities.

The medical assisting applicant/student must be able to meet the essential functions of the medical assisting program with or without reasonable accommodations throughout the program of learning. Admission, progression and graduation are contingent upon one's ability to demonstrate the essential functions delineated for the medical assisting program with or without reasonable accommodations. The medical assisting program and/or its affiliated clinical agencies may identify additional essential functions with or without reasonable accommodations.

The essential functions delineated are those deemed necessary by the medical assisting program at Chattahoochee Valley Community College. No representation regarding industrial standards is implied. The essential functions delineated below are necessary for medical assisting admission, progression and graduation and for the safe provision of patient care.

The medical assisting applicant/student must be able to:

### **Sensory Perception**

- Hear high and low frequency sounds produced by the body and environment.
- Discern tremors, vibrations, pulses, textures, temperature, shapes, sizes, location and other physical characteristics.
- Detect body and environmental odors.
- Visualize different color spectrums and color changes.

### **Communication/Cognitive Function**

- Effectively communicate with others verbally and in writing.
- Effectively read, write and comprehend the English language.
- Correctly perform simple mathematical calculations with or without a calculator.

### **Motor Function**

- Maintain normal balance.
- Lift a minimum of 40 pounds.
- Coordinate eye and hand movements.
- Coordinate fine and gross motor movements.

### **Professional Behavior**

- Convey caring, respect, sensitivity, tact, compassion, empathy, tolerance and a healthy attitude toward others.
- Demonstrate a mentally healthy attitude that is age appropriate in relationship to the client.
- Understand the consequences of violating the student code of conduct.
- Understand that posing a direct threat to others is unacceptable and subject to appropriate disciplinary action.
- Not pose a threat to self or others.
- Report promptly to class, lab and clinical and remain for the assigned hours.
- Accept responsibility, accountability, and ownership of own actions.
- Examine and modify behavior when it interferes with the learning environment.

Upon admission to the medical assisting program, an individual who discloses a disability can request reasonable accommodations. Individuals will be asked to provide documentation of the disability in order



to assist with the provision of appropriate reasonable accommodations. The College will provide reasonable accommodations but is not required to substantially alter the requirements or nature of the program or provide accommodations that inflict an undue burden on the College. In order to be admitted one must be able to perform all of the essential functions with or without reasonable accommodations. If an individual's health changes during the program of learning, so that essential function cannot be met with or without reasonable accommodations, the student may be withdrawn from the medical assisting program. The medical assisting faculty reserves the right at any time to require an additional medical examination at the student's expense in order to assist with the evaluation of the student's ability to perform the essential functions.

### **Progression Policy**

Students meeting the following criteria will be permitted to progress within the Medical Assisting Program. All medical assisting students must:

1. Receive a grade of 'C' or above in all MAT courses.
2. Must maintain a cumulative GPA of 2.0 or greater throughout the program.
3. Receive a 'satisfactory' rating for all clinical, administrative and laboratory skills components.

Students with a grade of W, D or F in any given MAT course, who have not received a grade of W, D, or F in any prior MAT course will not be allowed to progress in the program without first completing counseling with either the instructor of the course in which they were unsuccessful, the Medical Assisting Program Director. A grade of W, D or F in one or more courses within a term is considered one unsuccessful attempt. Following completion of counseling, the student may continue enrollment in medical assisting.

A student with a total of two unsuccessful attempts (W, D or F) in two separate semesters will result in dismissal from the program. Students with two unsuccessful attempts must apply as a new student in the Medical Assisting program.

### **Readmission Policy**

Students who are not enrolled in the Medical Assisting Program for two or more consecutive terms or have two unsuccessful MAT course attempts will be required to reapply and meet admission criteria in effect at the time of readmission. Additionally, students who apply for readmission must comply with the current program of study. Students who apply for readmission to the program following two unsuccessful MAT course attempts must attend a readmission counseling appointment with a medical assisting instructor, or the Medical Assisting Program Director.

Acceptance to the Medical Assisting Program is dependent upon meeting admission criteria at the time of admission.

### **Transfer Policy**

Students who have been enrolled in other programs are evaluated individually to determine appropriate placement.

## **Midterm Grade Reports**

Students enrolled in Medical Assisting courses will be provided with midterm grade reports no later than the week prior to the last day to drop with a W from the Regular Term as published in the academic calendar at the discretion of the instructor. Students are highly encouraged to follow any recommendations made by the instructor for counseling, tutoring, additional resources or withdrawal.

## **Administrative Withdrawal/Drop**

A student may be dropped administratively from any course for

1. Failure to complete college registration properly;
2. Failure to fulfill conditions of registration in those cases when a student may have been allowed to register on a conditional basis;
3. Falsification of application and/or records such as health insurance;
4. Failure to fulfill other conditions of admissions and/or registration;
5. Failure to comply with student conduct standards;
6. Failure to attend class(es); and

## **Informing Students of Program Changes**

Policies and procedures are communicated to students by means of the *Medical Assisting Program Student Handbook*, course management system (Blackboard), the *CVCC Catalog and Student Handbook*, and institutional website. This handbook is revised regularly to reflect current and accurate information. Each medical assisting student is responsible for reviewing the current *Medical Assisting Program Student Handbook* upon entering the program and for knowing its contents. The *Medical Assisting Program Student Handbook* is available on the institutional website. Students are required to submit documentation upon entry into the program and annually (fall semester) that they have read and understand the current handbook. Students will be notified of substantial changes made to the current year's *Medical Assisting Program Student Handbook* and provided a supplemental acknowledgment form, to be signed and placed in their file.

Changes in the medical assisting program, policies, and procedures will be announced to each class by the medical assisting instructors and copies describing such changes will either be distributed to each student individually; posted in medical assisting classrooms; or on the course management system (Blackboard). Instructors and the Medical Assisting Director are available to answer questions regarding any changes.

## **CERTIFICATION, LICENSURE, AND EMPLOYMENT**

### **Legal Limitations for Licensure and Employment**

Chattahoochee Valley Community College cannot be held responsible should an application for professional licensure, certification or employment be denied if a person has been convicted of a felony, is guilty of a crime involving moral turpitude, and/or has displayed other grounds for denial as specified by law. Additionally, many health care facilities will not employ a person, even if fully certified and/or licensed, who has been convicted of a felony or who has unfit personal habits including alcohol or drug abuse.

While an applicant may meet the qualifications, final approval to take a licensure or certification examination lies solely with the licensing or certifying body and is subject to action therein.

***Passing a criminal background check does not ensure the ability to take a licensure or certification exam or guarantee employment.***

## **Employment**

CVCC students have access to the Alabama Career Center located in Brassell Hall. The Career Center provides students and graduates seeking employment with the following services:

- Resume building
- Career and job search assistance
- Internet job search
- Labor market information
- Job and career guidance
- Individual career assessment
- Job referrals

All CVCC medical assisting students are encouraged to set up a job-link account which is available through the Career Center.

Steps to Setting Up a Job-link Account:

1. [www.joblink.alabama.gov](http://www.joblink.alabama.gov)
2. Login/Register – CLICK HERE – (located at top right of page)
  - a. Need to Register?
  - b. Job Seeker (blue ink) – CLICK HERE
3. CREATE A PROFILE (located on right side of page)
  - a. Create a Job Seeker Account (blue box) – CLICK HERE
4. Enter ALL required information to set up your account
5. UPLOAD or BUILD your resume in Alabama Job Link (REQUIRED)
6. Job search and/or apply for work (follow instructions the employer gives)

## FORMS AND MISCELLANEOUS INFORMATION

Cue #1: Accessing CVCC's website: [www.cv.edu](http://www.cv.edu)

Cue #2: Accessing Blackboard (Website: <http://bb.cv.edu>)



**Example: Samuel "George" Jetson; Student ID: 3459102**

Q: What is my username?

*First initial + last name +last 4 digits of your Student ID*

**Username Example: sjetson9102**

Q: What is my password?

*Default will be "password"; must be changed by student*

Cue #3: Accessing CVCC Student Email



**Example: Samuel "George" Jetson; Student ID: 3459102**

Q: What is my e-mail?

*First initial + last name +last 4 digits of your Student ID  
+ @piratemail.cv.edu*

**E-mail Example: [sjetson9102@piratemail.cv.edu](mailto:sjetson9102@piratemail.cv.edu)**

Q: What is my password?

*CV# + Entire Student Identification Number*

**Password Example: CV3459102**

**Note: CV must be capitalized**

Cue #4: Accessing Student Info Using Pirate Web ([www.cv.edu](http://www.cv.edu))



**Example: Samuel "George" Jetson;**

**Birthdate May 13, 1985**

Q: What is my User ID?

*Student ID*

**User ID Example: 3459102**

Q: What is my PIN?

*Birthdate [Format: mmdyy]*

**PIN Example: 051385**

## Use of Blackboard

- *Why is Blackboard an important tool for you to use?*
  - COMMUNICATION
    - Announcements
    - E-mails
    - Grades
    - Course Documents
    - Discussion Boards
  
- *How to retrieve your Student ID #:*
  - Each individual's student ID is reflected in the CVCC acceptance letter, sent by the CVCC Admissions Office.
  - In the event that you have misplaced your acceptance letter, you may contact the CVCC Admissions Office at 334-291-4900.
  
- *Blackboard Notes:*
  - All letters are lower case
  - The above format for your username/user ID and Password is the same for the blackboard server and the mail server
  - After logging onto the email server and blackboard for the first time, please change your password
  - Make sure to write your password down in a secure location
  - If you have JR, SR II,III or something similar listed as part of your name in your student records and are unable to log in to the system, your information may have been input differently
  - Student email accounts are not available on the first day of class
  - Blackboard classes are not available until the first day of class
  - If you have problems opening documents placed under course documents from Microsoft 2007 due to zipped folder, you should go to <http://www.mozilla.com/en.us/> to download a free Mozilla Firefox browser.

**Acknowledgement of Drug Screen Requirement and  
Criminal Background Check**

I understand that during the first semester and random thereafter, I must submit a drug screen by a certified laboratory. I further understand that if I fail to provide a certified negative drug result, I will be unable to participate in clinical experiences required in the Medical Assisting Program at Chattahoochee Valley Community College. I understand I will be withdrawn from the program due to being unacceptable to the clinical agency for clinical.

**By signing this document, I am indicating that I have read, understand and voluntarily agree to the requirement to submit to a drug screen during the first semester enrolled in medical assisting coursework and randomly throughout the program. Additionally, I understand that, at any point or time during my enrollment, I may be subject to a reasonable suspicion drug screen and that payment for any and ALL drug screens- preliminary, random, and reasonable suspicion- are my responsibility.**

**A copy of this signed and dated document will constitute my consent for the certified laboratory performing the drug screen to release the original results of any drug screen to Chattahoochee Valley Community College.**

I further understand that my continued participation in Chattahoochee Valley Community College Medical Assisting Program clinical is dependent upon satisfaction of the requirements of the Chattahoochee Valley Community College drug-screening program.

I understand that prior to the last day of class during my first semester enrolled in Medical Assisting coursework, I must submit and pay for a criminal background check to be performed by the recommended agency of the college I further understand that if I fail to achieve an “**accept**” for the criminal background check at any time during the program, I will be unable to participate in the Medical Assisting Program at Chattahoochee Valley Community College.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Program

**Student Acknowledgement of the Medical Assisting Program Student Handbook**

By submitting this student acknowledgement form, I certify that I am responsible for:

- 1. Reading the Handbook in its entirety.
- 2. Agreeing to abide by all policies and procedures found within the Handbook.
- 3. Reviewing and understanding any changes made to the current publication of the Chattahoochee Valley Community College *Medical Assisting Program Student Handbook*, which will be provided via a supplemental acknowledgment form, to be signed and placed in my student file.
- 4. Recognizing that changes made to policies and procedures may impact you as a student.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Program

----- (Do Not Detach) -----

**Release of Information**

I give Chattahoochee Valley Community College permission to release information regarding my academic and clinical performance to clinical agencies, including those with whom I apply for employment. I give permission for required clinical documentation such as but not limited to the following: immunizations, Tb skin test, CPR, and criminal background checks to be released to the clinical agencies as requested. I give permission for proof of citizenship and all associated documents to be released to any certifying agency or employer.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Program