Muskegon Community College

Medical Assistant Student Handbook

Fall 2020

PROGRAM DESCRIPTION

A program that prepares individuals, under the supervision of physicians, to provide medical office administrative services and perform clinical duties including patient intake and care, routine diagnostic and recording procedures, pre-examination and examination assistance, and the administration of medications and first aid. Includes instruction in basic anatomy and physiology; medical terminology; medical law and ethics; patient psychology and communications; medical office procedures; and clinical diagnostic, examination, testing, and treatment procedures.

PHILOSOPHY

"Medical Assistant graduates will be multi-skilled health professionals specifically educated to work in ambulatory settings performing administrative and clinical duties. The practice of medical assisting directly influences the public's health and well-being, and requires mastery of a complex body of knowledge and specialized skills requiring both formal education and practical experience that serve as standards for entry into the profession."[1] (MAERB, 2015). The faculty in the Medical Assistant program promotes the Medical Assisting Code of Ethics (AAMA).

Medical Assisting Code of Ethics[2]

The Medical Assisting Code of Ethics of the AAMA sets forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting. Members of AAMA dedicated to the conscientious pursuit of their profession, and thus desiring to merit the high regard of the entire medical profession and the respect of the general public which they serve, do pledge themselves to strive always to:

1. Render service with full respect for the dignity of humanity.
2. Respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information.
3. Uphold the honor and high principles of the profession and accept its disciplines.
4. Seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues.
5. Participate in additional service activities aimed toward improving the health and well-being of the community.

[1]Medical Assistant Review Board. *Standards and Guidelines for the Accreditation of Educational Programs in Medical Assisting*, March 2015. <http://www.maerb.org/Portals/0/Documents/MedicalAssistingStandards2015.pdf>

[2]Reprinted with permission from the American Association of Medical Assistants.

Muskegon Community College Medical Assistant Program

221 South Quarterline Road Muskegon, Michigan 49442

telephone 231.777.0378 fax 231.777.0417 www.muskegoncc.edu/medicalassisting

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STUDENT HANDBOOK PREFACE

This handbook is designed to be a supplement to the Muskegon Community College Catalog. The purpose of this publication is to provide medical assisting students with information specific to the Medical Assistant certificate.

This handbook is evaluated and updated annually by the medical assisting faculty and administrative staff and a current edition is distributed to each medical assisting student. The medical assisting faculty and administrative staff hold each medical assisting student accountable for the information presented in the current edition of this handbook and the other aforementioned College publications.

MUSKEGON COMMUNITY COLLEGE MISSION AND VISION

Muskegon Community College, an associate degree-granting institution of higher education, is a center for lifelong learning which provides persons the opportunity to attain their educational goals by offering programs that respond to individual, community and global needs. To fulfill its mission, MCC is committed to:

1. Prepare students for successful transfer to four-year colleges and universities, and enable students to pursue higher-level degree opportunities through our local partnerships with university programs.
2. Prepare students in critical thinking, communication and long-term learning skills for the changing challenges of the future.
3. Develop technical and vocational skills necessary to enter and/or advance in the technologically sophisticated workplace of the 21st century.
4. Provide for the assessment and/or improvement of learning skills and attitudes necessary for a successful educational experience.
5. Meet the unique educational, cultural, and societal needs in the community through special courses, seminars, and exhibits.
6. Respond in a rapid fashion to the ever-changing educational and training needs of local and regional business and industry.
7. Stimulate intellectual curiosity, promote humanitarian values and enhance the general educational experiences necessary for persons to function as effective citizens.
8. Create an atmosphere where diversity is acknowledged and encouraged.
9. Provide comprehensive student services that are conducive to student learning and satisfaction in all facets of the college experience and appropriate to an open door community college.

VISION: Building our community's gateway to opportunities…
Creating the first and best choice for success.

MEDICAL ASSISTANT MISSION STATEMENT

The Muskegon Community College Medical Assisting Program is a certificate program that prepares students as competent entry-level Medical Assistants for employment in ambulatory care (healthcare) settings. To fulfill its mission, the Muskegon Community College Medical Assisting program is committed to

- partnerships with local community healthcare agencies to meet the intellectual, technical, and professional needs of a 21st century workforce.
- supporting student success.
- encouraging diversity.
- stimulating intellectual curiosity, critical thinking, and evidenced based practice.
- professional ethics and accountability necessary for persons to function as professional medical assistants.

In collaboration with the healthcare community, the program strives to provide competent, caring medical assistants who are committed to lifelong learning.

MEDICAL ASSISTING PROGRAM GOAL

The goal of the Medical Assistant Program is to prepare competent entry-level Medical Assistants in the cognitive (knowledge), psychomotor (skills) and affective (behavior) learning domains.

MCC AND MEDICAL ASSISTANT PROGRAM APPROVAL

Graduates of the Muskegon Community College Medical Assistant Program are eligible to sit for the medical assistant exam through American Medical Technologists (AMT) to become a Registered Medical Assistant (RMA) or through American Association of Medical Assistants (AAMA) to become a Certified Medical Assistant (CMA). To contact American Medical Technologists go to **www.americanmedtech.org,** call 847-823-5169, or send mail to 10700 W. Higgins Rd.; Ste 150, Rosemont IL 60018. To contact AAMA, go to www.aama-ntl.org (**http://www.aama-ntl.org/**), call 312-899-1500, or send mail to 20 N. Wacker Drive, Suite 1575, Chicago, IL 60606.

Muskegon Community College has been accredited by the Higher Learning Commission of NCA since 1929. If you have comments about the accreditation process contact the HLC at: 30 N. LaSalle Street, Suite 2400, Chicago, IL 60602-2504 or at 800.621.7440. They can also be contacted by email at **info@hlcommission.org** or online at **www.ncahigherlearningcommission.org**. Any interested person may review a copy of the accreditation documents by visiting the MCC Administration Office, room 400.

CORE VALUES

Muskegon Community College has adopted the Medical Assistant Core Values of the American Association of Medical Assistants (AAMA)[1]:

- Actively participate in the delivery of quality healthcare.
- *Promote patient safety and well-being.*
- Contribute to a positive healthcare experience for patients.
- *Demonstrate integrity and respect, and protect patient confidentiality.*
- Advocate the essential value of certification and continuing education.
- *Embrace change, growth, and learning.*

Medical Assisting Creed[2]

The Medical Assisting Creed of the AAMA sets forth medical assisting statements of belief:

- I believe in the principles and purposes of the profession of medical assisting.
- I endeavor to be more effective.
- I aspire to render greater service.
- I protect the confidence entrusted to me.
- I am dedicated to the care and well-being of all people.
- I am loyal to my employer.
- I am true to the ethics of my profession.
- I am strengthened by compassion, courage and faith.

[1]Medical Assistant Review Board. *Standards and Guidelines for the Accreditation of Educational Programs in Medical Assisting*, March 2015. <http://www.maerb.org/Portals/0/Documents/MedicalAssistingStandards2015.pdf>

[2]Reprinted with permission from the American Association of Medical Assistants.

MEDICAL ASSISTANT PROGRAM LEVEL AND TERMINAL OBJECTIVES

The Medical Assistant program level goal is to prepare medical assistant graduates who:

- Competently perform as entry level medical assistants in the cognitive (learning), psychomotor (skills), and affective (behavior) learning domains
    - Psychomotor and Affective Domain Objectives: graduates must successfully complete 100% of the psychomotor and affective domain competencies.
    - Cognitive Objectives: graduate must successfully complete all of the cognitive objectives with an average score of C+ (77%) or better.

Program outcomes and terminal objectives include:

- Pass the CMA (AAMA) or RMA (AMT) national credentialing examination at a rate at or above the national mean
- Report Job placement as a medical assistant within 9 months of program completion at least part time, or is continuing his/her education and or serving in the military
- Employers will report satisfaction with graduate as measured by survey sent to employer 3 to 6 months after graduation.
- At least 80% of the students entering this Certificate program (as measured by the admission cohort) will complete the program in 150% of stated program length

ACCREDITATION

The Muskegon Community College Medical Assistant Certificate Program is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) upon the recommendation of the Medical Assisting Education Review Board (MAERB).

Commission on Accreditation of Allied Health Education Programs
9355—113th St. N. #7709
Seminole, FL 33775
727-210-2350
www.caahep.org

Graduates of the Muskegon Community College Medical Assistant Certificate Program are eligible to take the Certified Medical Assistants (CMA) examination through the American Association of Medical Assistants (AAMA). To contact AAMA, go to www.aama-ntl.org (**http://www.aama-ntl.org/**), call 312-899-1500, or send mail to 20 N. Wacker Drive, Suite 1575, Chicago, IL 60606.

MCC MEDICAL ASSISTANT PROGRAM OUTLINE

Admission Prerequisites		
Testing/entrance competencies: see next page		
Certificate Requirements		
First Semester		**13/15**
AH101	Medical Terminology	3/3
AH104	Medical Insurance Billing	2/2
MA101	Medical Assistant Administrative I	3/3
MA102A L&L	Medical Assistant Clinical I	5/7
Second Semester		**12/14**
BIOL115	Introduction to Anatomy & Physiology	4/4
MA105	Medical Assistant Administrative II	2/2
MA106A L&L	Medical Assistant Clinical II	6/8
Third Semester		**7/7**
AH196	Electronic Health Records	3/3
MA110**	*Medical Assistant Seminar/Practicum (160 hours)	4/4
		32/36
***Pre-Practicum Requirements** BIOL105 may be substituted for BIOL115 Ability to meet the requirements of the occupation of Medical Assistant Clear Drug Screen (this can be requested at any point in the program) Required Immunizations and negative 2 step tuberculin test (or t-spot) Clear Criminal Background Check Current CPR card (Basic Life Support, ARC Professional Rescuer)		

ADMISSION CHECKLIST

Academic prerequisites and requirements for admission to the Medical Assistant Program are outlined below. Program Admission is based on a first come, first served basis; once the requirements have been met, the applicant will be placed on the "Ready List". **It is the responsibility of each student to notify the Records Office of an address, name, and/or phone number change(s). The College will not be responsible for any incident arising from the student's failure to update this information.**

Students with questions regarding this checklist should be directed to the Counselors in the Counseling and Advising Center, Room 101. Once the **Admission Checklist** is complete, students should schedule an appointment with an MCC Counselor to review the checklist and receive the Medical Assistant Program Application. To schedule an appointment, call 231.777.0362 or stop in Room 101.

The following items MUST be completed to be placed on the "Ready List". If testing/coursework is over eight years old, competency must be validated on established examinations or by repeating the course.

APPLICATIONS

- ❑ Complete a Muskegon Community College Application at www.muskegoncc.edu – click on Apply Now.
- ❑ Schedule an appointment with an MCC Counselor, Room 101 or call 231.777.0362, to develop a course plan. You will receive your Medical Assistant application from the counselor when you meet the requirements for admission.

TRANSCRIPT EVALUATION

- ❑ If you have attended other colleges, request official transcripts to be sent from their records office to the MCC Records Office, Attn: Transfer Evaluation. Transfer credit will be given only for equivalent courses in which a "C" (2.0) or above was achieved.
- ❑ Provide proof of high school completion or GED by submitting a copy of official transcript or GED transcript to the Enrollment Services Office, Room 108. (Official transcript of high school diploma/GED is required regardless of college level work.)

MEET ENTRY LEVEL COMPETENCIES:

COMPUTER LITERACY SKILLS COMPETENCY

Complete one of the following:

- ❑ Pass the MA Program Computer Competency Test with an 85% or better score
- ❑ Complete one of the following with a "C" (2.0) or above:
  - ☐ CIS100: Introduction to Personal Computers
  - ☐ CIS110: Computer Concepts
  - ☐ CIS120A: Introduction to Computer Information Systems
- ❑ Transfer a course from another college that is equivalent to CIS100, CIS110, or CIS120A with a "C" (2.0) or above. [Computer courses must have been completed within the past five (5) years to transfer to MCC]

KEYBOARDING COMPETENCY

- ❑ Pass keyboarding test at 35 wpm or higher on a three-minute timed writing with 95% accuracy (test is given in room 133 by appointment)

MATH SKILLS COMPETENCY

Complete one of the following:

- ❑ Score 26 or above on SAT Math (19 or above on ACT math)
- ❑ Score 64 or above on the Accuplacer Arithmetic test; or 245 or above on the Accuplacer Nextgen Arithmetic test (formerly score 40 or better on COMPASS pre-algebra test)
- ❑ Complete the following with a "C" (2.0) or above:
  - ☐ Math036A: Basic Math (or higher level)
- ❑ Transfer a course from another college that is equivalent to MATH036A or higher level with a "C" (2.0) or above

READING SKILLS COMPETENCY

Complete one of the following:

- ❑ Score 25 or above on SAT reading (19 or above on ACT reading)
- ❑ Score 76 or above on the Accuplacer Reading test; or 250 or above on the Accuplacer Nextgen Reading test (formerly score 76 or better on COMPASS reading test)
- ❑ Complete one of the following with a "C" (2.0) or above:
  - ☐ RDG040: Essential Reading Skills
  - ☐ RDG050: Essential Reading Skills
  - ☐ RDG130: Advanced Reading Skills I
- ❑ Transfer a course from another college that is equivalent to RDG050 or higher level with a "C" (2.0) or above
- ❑ 15 college credits (100 level or higher) with a cumulative 2.0 or higher GPA

WRITING SKILLS COMPETENCY

Complete one of the following:

- ❑ Score 26 or above on SAT Writing and Language (18 or above on ACT English test)
- ❑ Score 75 or above on the Accuplacer sentence skills test; or 245 or above on the Accuplacer Nextgen Writing test (formerly score 69 or above on COMPASS writing test)
- ❑ Complete one of the following with a "C" (2.0) or above:
  - ☐ ENG091: Intro to English Composition
  - ☐ ENG101: English Composition
- ❑ Transfer a course from another college that is equivalent to ENG091 or ENG101 with a "C" (2.0) or above

MAINTAIN OVERALL GPA OF 2.0

- ❑ Muskegon Community College cumulative GPA must be at least a "C" (2.0).

READY LIST

Once a student has satisfied all the program admission requirements he/she will be placed on the ready list. Students are admitted into the program based on the ready date. A student may defer program admission two times. The student will be removed from the list after two deferments.

CHANGE OF NAME, ADDRESS, OR TELEPHONE NUMBER

The student should promptly notify the Student Welcome Center of any change in name, address, and/or phone number that occurs while they are enrolled at the College. **Please also notify the Medical Assistant Program Office of any name change so that records can be updated appropriately.** Procedure and documentation requirements are located on the student's MYMCC portal page or on the MCC web site at http://www.muskegoncc.edu/registrars-office/change-name-address-or-residency/. The Medical Assistant Program will not be responsible for any incident arising from the student's failure to update the above information.

PREVIOUS CREDIT

NON-MA COURSES

On admission to the Medical Assistant Program, credit may be given for MCC courses (non-MA) that are part of the Medical Assistant Program. MCC may award transfer credit for coursework from accredited institutions of higher education (coursework will be evaluated by the registrar's office and for the MA program, it must be no older than 8 years from the time of evaluation). See the section "Transferring Credit to MCC" in the MCC catalog or the **Registrar's Office**. Advanced placement credit may be given for non-MA courses (see the section "Advanced Placement Credit (AP) under the "Transferring Credit to MCC" section in the MCC catalog. For more information regarding transferring of credit and advanced placement, visit: https://mymcc.muskegoncc.edu/academics/transfers/Pages/default.aspx

MA COURSES

No experiential credit, advanced placement credit, or transfer credit will be given for MA courses.

PROGRESSION IN THE PROGRAM/RETAKING A COURSE

The student must complete the program within two years of entering the program (trigger course, MA102). Not all courses are offered every semester, so it is the student's responsibility to stay on schedule. If the student does not complete the program in two years, the student must reapply and repeat MA courses. See the section READMISSION for more information.

All Medical Assistant (MA) courses must be passed with a minimum grade of C+ (77%) or better. In addition, students must successfully pass 100% of the psychomotor and affective competences in order to pass the course and/or progress in the program. A student who passes 100% of the psychomotor and affective competencies in a Medical Assistant course will receive the letter grade received in the theory component of the course as a course grade (see grading section for more information). Students must attain a minimum grade of C+ (77%) in each medical assisting course (MA) to progress in the Program. Students who are considering withdrawing from a medical assisting course are encouraged to meet with their instructor and/or the Program Coordinator to discuss the available options.

A student in the Medical Assistant Program after withdrawal from or failure to achieve a minimum grade of a C+ (77%) in a Medical Assistant (MA) course may repeat the (same) course one time. If a passing grade is not attained when the course is repeated, the student will be ineligible for readmission.

A student in the Medical Assistant Program must achieve a minimum grade of C in all non-MA courses (AH, BUS, BIOL).

General education requirements must be completed with a "C" (2.0) or above for an associates in science and arts (ASA) degree and the medical assistant certificate.

Courses required for medical assistant certificate that must be completed with a "C" or above:

- ☐ BIOL 115 Introduction to Anatomy and Physiology or BIOL105L&L
- ☐ AH 101 Medical Terminology
- ☐ AH 104 Medical Insurance Billing
- ☐ AH196 Electronic Health Records

See MCC catalog for additional courses required for ASA degree.

REPETITION OF A MEDICAL ASSISTANT COURSE

A student readmitted to the Medical Assistant Program after withdrawal from or failure to achieve a minimum grade of a C+ (2.3) in a Medical Assistant (MA) course may repeat the (same) course one time. If a passing grade is not attained when the course is repeated, the student will be ineligible for readmission. A "W" in a medical assistant course counts as one attempt. For information on withdrawing from a course and tuition refunds see the Drop/Withdrawal Policy at http://www.muskegoncc.edu/registration/dropwithdrawal-policy/

REPETITION OF A NON-MA COURSE

Please refer to the Muskegon Community College Course Repeat Rule http://www.muskegoncc.edu/registrars-office/repeated-courses/.

READMISSION

A student who withdraws or is dismissed from the Medical Assistant Program may request readmission. Readmission requirements must be met (these are the same as the admission requirements). When the readmission requirements are met, the student will be readmitted according to the date of the application for readmission and the availability of space in the Program. Students must demonstrate continued competency in previous courses upon readmission. A student who exits the Program during the first level of MA courses and has not met readmission requirements within one year, must repeat the MA sequence. If program requirements have changed since the student took a course, the student may be required to repeat a course. Readmission requirements include a conference with the Medical Assistant Program Coordinator and a written action plan on how the student can improve their success in the program.

GRADING POLICIES OF THE MCC MEDICAL ASSISTING PROGRAM

All Medical Assistant (MA) courses must be passed with a minimum grade of C+ (77%) or better. In addition, students must successfully pass 100% of the psychomotor and affective competences in order to pass the course and/or progress in the program. A student who passes 100% of the psychomotor and affective competencies in a Medical Assistant course will receive the letter grade received in the theory component of the course as a course grade. Students must attain a minimum grade of C+ (77%) in each medical assisting course (MA) to progress in the Program. Students who are considering withdrawing from a medical assisting course are encouraged to meet with their instructor and/or the Program Coordinator to discuss the available options.

In order to pass any Medical Assistant course, the student must satisfactorily pass 100% of the psychomotor and affective competencies within two attempts. For patient safety, students must have passed the psychomotor and affective competencies (injections, EKG's, urine testing, etc.) in the classroom/lab prior to performance in the clinical setting. Please make laboratory testouts a priority and prepare by attending the required demo lab. If the student does not pass the competency on the first attempt, the student will be given an opportunity to retest and must pass the 2nd testout. If a student is absent from a class in which a scheduled testout is planned, this will be considered the first attempt for that student. A student who has failed any psychomotor or affective competency after two attempts demonstrates a pattern of unsafe clinical behavior and will be dismissed from the course with a clinical grade of E. Course dismissal may result in dismissal from the MCC Medical Assisting Program.

STATEMENT REGARDING PSYCHOMOTOR AND AFFECTIVE COMPETENCY GRADING
All psychomotor and affective competencies must be passed with 100%.

MEDICAL ASSISTANT (MA) COURSE GRADING SCALE

LETTER GRADE	INTERPRETATION	NUMERICAL SCORE (%)	POINT VALUE
A	**Excellent**	**94-100**	**4.0**
A-		**90-93**	**3.7**
B+		**87-89**	**3.3**
B	**Good**	**84-86**	**3.0**
B-		**80-83**	**2.7**
C+	**Satisfactory**	77-79	2.3
C	**Unsatisfactory**	74-76	2.0
C-		70-73	1.7
D+		67-69	1.3
D		64-66	1.0
D-		60-63	0.7
E		59 & below	0
W	Withdrawal (up to 1 week before final examination week; one day prior to the last day of the of the course for early ending courses		Not computed
WI	Withdrawal Illness		Not computed
WM	Withdrawal Military		Not computed
I*	Incomplete		Not computed

* An Incomplete must be removed prior to beginning the next medical assisting course, generally within one semester. (See MCC's Incomplete Policy.)

EXAMINATIONS

EXAMINATION SCHEDULE
Students are expected to take the medical assistant course examinations at the time they are scheduled, including standardized testing. If a student is unable to take an examination as scheduled, he/she is responsible for contacting the course instructor, prior to the end of the scheduled examination time, to make arrangements for alternate examination at a later date. Unless mutually agreed on by the instructor and the student, the examination is to be taken within one week after the original examination date. Failure to contact the course instructor prior to the end of the scheduled examination time, or failure to take the examination within one week after the original examination date, will result in the student receiving a grade of no higher than 64% or a zero on the examination.

EXAMINATION REVIEW
The course instructor will offer a review of medical assistant course unit examinations with the students. Students are not to take notes during the examination review. The examinations must be returned to the course instructor after the review. Students must make an appointment with the instructor to review their examination results within ten (10) business days of an examination and for the final examination, no later than fifteen (15) business days into the next semester after the

course is completed.

EXAMINATION CONDITIONS

Students are expected to come prepared to take their examinations. This includes, but is not limited to, bringing sharpened #2 pencils, the appropriate Scantron test form, and having attended to all personal needs prior to entering the examination. Some courses may require online examinations; instructors will provide more information.

During unit and final examinations, use of personal calculators, translators, cell phones, cameras, or other recording devices is considered cheating and subject to all policies of the MCC Student Code of Conduct. Instructors will provide school sanctioned calculators when appropriate. Hats, water bottles, bags, and all personal belongings are to be placed on the floor at the front of the classroom during the examination; aisles and desks are to be kept clear.

Students are responsible for self-disclosing their disability to the College. For more information on disclosure and available accommodations, please contact Disability Support Services at 231.777.0309, in room 2046, or see https://mymcc.muskegoncc.edu/StudentServices/DisabilitySupportServices/Pages/default.aspx. Students requiring testing accommodations are responsible to make arrangements with the faculty no less than 10 days prior to an exam.

EVALUATION

STUDENT PERFORMANCE EVALUATION

Students have the option to meet with the medical assistant instructor at mid-term to evaluate their cognitive, psychomotor and affective performance. Additional evaluation conferences may be held at other times during the term upon request of the student or the instructor.

PROGRAM EVALUATION

At various points in their educational experience in the Medical Assistant Program and following graduation, students will be asked to complete a variety of forms aimed at evaluating specific elements of the Program. The information contained in the completed forms will be used by the medical assisting faculty and administrative staff to identify the strengths and weaknesses of the Program and subsequently serve as a basis for decisions regarding the future direction of the Program. Since this evaluation process is vital to maintaining the quality of the Program, students are strongly encouraged to complete and return these evaluation forms when requested.

GRADUATION

GRADUATION REQUIREMENTS

To be eligible for graduation from the Medical Assistant Program, students must meet all of the following requirements:

1. Complete the Medical Assistant curriculum requirements for the certificate/degree desired with a minimum grade point of 2.3 (C+) in all MA courses and 2.0 (C) in each non-MA course (AH, BUS, BIOL). This includes completing 160 hours of unpaid, supervised practicum.
2. File application for a graduation audit in the College Records Office no later than 90 days prior to the end of the term of anticipated graduation.

GRADUATION CEREMONY

Students are encouraged to participate in the official annual College graduation ceremony at the end of Winter semester. Responsibility for the planning, implementation, and cost of any other completion ceremony rests with the students. Completion ceremony plans are subject to approval by the Medical Assistant Program Director.

MA PROGRAM POINT SYSTEM

PLEASE READ THIS SECTION VERY THOROUGHLY AND CAREFULLY

MCC's MA Program policy regarding attendance and professionalism is based upon the point system used in area agencies. Muskegon Community College relies on its community partners in the healthcare settings for feedback and input regarding their expectations of current and future medical assistants. It is because of this valued partnership that MCC's MA program has created a point system which will properly prepare the future medical assistant of the expectations of community healthcare partners, which may be the student's future employer. Therefore, failure to comply with requirements can result in disciplinary action up to dismissal from the Program. All disciplinary action will be documented and placed in the student's file (see Accumulation of Points below). This will include a written Performance Improvement Plan, which is considered a contract between the student and faculty or program coordinator to help the student achieve success in the MA Program.

ACCUMULATION OF POINTS

The instructor will communicate privately with the student each time a point is received for attendance concerns or unprofessionalism. Documentation of this communication will be included in the student's file. Points do not carry over from one semester to the next. The following disciplinary action will occur when the appropriate number of points have accrued:

- 6 points: Performance Improvement Plan and meeting with faculty team
- 9 points: Second Performance Improvement Plan, Professionalism Paper, and Presentation to faculty
- 12 points: Dismissal from the Program

PROFESSIONALISM

Professionalism is expected of all MA students. As future ambassadors of the MCC MA program, we expect you to develop a level of professionalism that our employers will demand of our graduates. In addition to points accumulated for attendance, the student will receive points for the following unprofessional behaviors:

- Having cell phone out during class time or at the practicum site — 2 points
- Disrespecting the instructor, other students, preceptors, or site supervisor — 2 points
- Disruptive behavior in any MCC MA environment (including practicum) — 2 points
- Being unprepared for class, lab, or practicum — 2 points
- Non-compliance with MCC MA Program Dress Code in either lab or practicum — 2 points
- Eating or drinking in patient-care areas — 2 points
- Failure to notify instructor of a classroom/practicum absence within 1 hour of scheduled start time — 2 points
- Falsifying sign-in sheets — 2 points

****Please note that even if a student arrives to class late but within the 4-minute or 15-minute time frame, the student will receive 2 points for unprofessionalism if the tardiness disrupts the learning environment in the classroom.****

****Please note that falsifying sign-in sheets is also subject to disciplinary action up to dismissal from the course or MA program. See disciplinary actions under MCC policies.****

Please read MCC policy on plagiarism and cheating (pg. 21). It is expected of all MCC students to complete and submit their own work for assignments, projects, and activities. This is no different in the MA program. However, we do encourage group work. If you plagiarize or cheat you may receive an E for the class or be dismissed from the program. When you work together in a group, you must submit your own work to prove that you participated and contributed.

ATTENDANCE POLICY

Students are expected to attend all classroom and laboratory experiences to meet course objectives. Absenteeism impairs the potential of students to meet the stated objectives of a given course and, subsequently, may jeopardize progression in

the Medical Assistant Program. In addition, it is expected of all students to be in their seats and ready to learn at the start time of class. This means that the student has all the required materials readily available and all personal needs have been addressed. The MA attendance will follow the MA program point system where points will be given to the student for absences, tardiness, or leaving class early.

1) Medical Assistant Lecture Absences (except MA110): Missing a lecture can negatively affect the student's success dramatically. The information presented in the lecture classroom begins to prepare the student for their lab and practicum experiences along with ensuring their success in the cognitive aspects of the program. Because of the vast amount of information that is provided in lecture classes, attendance is crucial to the student's success.
   MA Lab: Missing a lab can also negatively affect the student's success dramatically. The lab is where psychomotor competencies are demonstrated and measured. The student must pass all psychomotor competencies in order to progress in the program. These hands-on skills are vital to the student's success as a medical assistant. If the student is absent from MA lab, the student must communicate with the instructor to arrange a time that the demonstration will be performed. Therefore, the following points will be given regarding tardiness and absences:

• 5-15 minutes tardy/leave early in any MA Lecture	0.5 point
• Accumulation of 3 tardies of less than 5 minutes	1 point
• More than 15 minutes tardy/leave early in any MA Lecture	1 point
• Absence from any MA Lecture (except MA110)	2 points
• Absence from any MA Lab	3 points
• Practicum absence	2 points
• MA110 Lecture absence	4 points

Exception: FMLA (pregnancy or extended illness with physician's note) will not accumulate points; however, the student will need to meet with the Program Coordinator to create an action plan, which will include how the student will progress in the course of program. In addition, the instructor may allow leniency regarding absences due to specific illnesses especially during times of increased community outbreaks—such as influenza and gastroenteritis. The student may be asked to bring in the documentation to support a diagnosis of such illness. If the student is asked to provide appropriate documentation regarding the illness and fails to do so, the points will be administered and the student will have to face any disciplinary action, if appropriate, based on the points system. If the student attempts to attend class while ill and is ultimately asked by the instructor to leave class for the safety of the other students and instructor, no points will be given to the student. It is still the expectation of the student to obtain any learning materials from the instructor (handouts, assignments, etc.), turn in all assignments due during the illness, and arrange to make up any tests that were missed, including competency test outs. Please keep in mind that all missed tests must be made up within 1-week of the originally scheduled test date in order to receive full credit.

2) Absences for MA110 Lecture: This class continues to prepare the student to take the national registration examination and for their career as a medical assistant. Therefore, each absence is worth 4 points. (Tardiness will follow the same points as above.) The student is responsible to contact the instructor if he or she will be absent from class.

Exception: FMLA (pregnancy or extended illness with physician's note) will not accumulate points; however, the student will need to meet with the Program Coordinator to create an action plan, which will include how the student will progress in the course of program.

3) Practicum Attendance: Students are expected to have 100% attendance and to be on time every day. In case of an emergency, notify the **site supervisor and practicum coordinator**. Any practicum time missed must be made up at an agreed upon day/time with the site supervisor and the practicum coordinator. If a student has more than one emergency situation, they may be at risk of having to repeat the course. Students must meet the minimum of 160 hours at the practicum site. Any absence that deviates from the practicum schedule created by the student, will result in disciplinary action, if appropriate, according to the MA Program Point System.

   a) No call, no shows to a practicum site may result in dismissal from the program. The practicum site-supervisor and the practicum coordinator would make the determination. The student will have to meet with the practicum

coordinator and may have to write a Performance Improvement Plan with a presentation to faculty demonstrating why they should continue in this course.

The student must notify the classroom, clinical, or laboratory instructor by email or cell phone at least 1 hour prior to classroom start time of any absence. Failure to notify the appropriate instructor within 1 hour of the classroom start time of an absence may result in the student receiving 2 points for unprofessional behavior.

In the case of a practicum absence, the student must also contact the practicum site and leave a message for the practicum supervisor, **and** the student must contact the Program Coordinator **within 1 hour of the practicum start time**. Failure to report an absence within 1 hour of the practicum start time to the appropriate instructor **and** practicum site is considered a "no show"; no shows are unacceptable at any time and are grounds for course dismissal. Emergency absences are to be reported to the instructor and to the Program Coordinator of the Medical Assistant program. Any disciplinary action taken will be determined by the student's clinical performance, pattern of absenteeism and accountability, and the timing of the absence during the semester.

DRESS CODE

Students attending classroom learning experiences at the College are subject to the dress code outlined in the College Student Catalog under the heading "Dress Code".

During ALL MA classes and at practicum, students are required to wear the full uniform; open toe shoes are prohibited. Students will be given a timeframe of approximately 4 weeks from the beginning of the first semester of the program to be in compliance with the uniform policy. Students can refer to the syllabus and course schedule of MA101 and MA102 for when the specific compliance date occurs.

It is the responsibility of each student to maintain a professional appearance when representing the Muskegon Community College Medical Assistant Program. The dress code will comply with agency guidelines and safety standards as well as public health requirements and the requirements of licensing regulators or accrediting agencies.
During all MA classes and clinical practicum experiences, students are subject to the following dress codes:

1. A clean, wrinkle-free scrub top and pants will be worn during all MA lecture and lab classes, which includes MA101, MA102, MA105, MA106, and MA110. The scrub pants must **be 1" off the floor**. The following scrub tops and pants are the only acceptable option:
   - Landau—All Day; color: Black

   The uniforms will be available through MCC Barnes and Noble bookstore.
2. A solid black lab jacket may be worn.
3. A solid, white, gray, or black shirt may be worn under the scrub top. Long sleeves are an infection control risk and must not interfere with patient care or hand hygiene. Long sleeves must be pushed or rolled up.
4. Shoes must be white, black, dark grey, or dark navy blue leather-type shoes, and the shoes must be in good condition and not tattered or torn. The shoes must be kept clean and without dirt or stain marks. Shoes must be closed toe and cover the heel.
5. Before the student starts practicum, a Muskegon Community College Medical Assistant Program Emblem Patch will be sewn on the scrub top. On the top, it will be centered above the left pocket with the bottom edge 1 inch above the pocket.
6. When attending practicum, a MCC Medical Assistant Program photo ID is to be worn on the upper right side of the scrub top at all times when on duty. ID badges may not be worn on the waist or pockets of clothing below the waist. Pins, stickers, decals, emergency code place cards, or any other items may not be attached to the ID badge or uniform.
7. A wristwatch that measures seconds is to be worn or on the student at all times.
8. A stethoscope is required (included in MA 102). Stethoscope covers are prohibited.

Students are subject to the following personal appearance and infection control regulations during all MA classes and during practicum preparation:

1. Tattoos must be in compliance with agency requirements and must be covered unless the covering interferes with infection control such as handwashing. Tattoos must be covered by a solid white, gray, or black shirt or white, gray, or black dickie. If an existing tattoo cannot be covered, the tattoo must be approved by the program

coordinator. Students with visible, offensive tattoos may be asked to leave the practicum agency which jeopardizes the student's ability to achieve practicum objectives. Please note: Each organization has different policies on tattoos; therefore, Muskegon Community College has chosen to follow the stricter policies in the community.

2. Hair, body, and dress are to be neat, clean and well groomed. Long hair must be tied back with a small, plain accessory. Beards, mustaches, and sideburns shall be kept clean and trimmed. Extreme hair styles or color (blue, green, red, etc.) are prohibited.
3. Muskegon Community College is a smoke free campus (see Board of Trustees Policy #5.11.00 Tobacco Free Environment). Any student smelling of tobacco products, strong perfumes, aftershave lotion, or offensive odors will be sent home from practicum.
4. Makeup is to be worn in moderation.
5. Fingernails are to be trimmed short and free of wraps or appliques. Only neutral or light color nail polish may be worn. Artificial nails are prohibited.
6. Gum chewing is prohibited.
7. Small, simple items of jewelry may be worn.
8. No visible piercing other than simple ear piercings. Earrings may only consist of simple studs in each hole. If ear gauging exists, the student must wear a neutral color filler in the hole, which is subject to program coordinator approval. If facial piercing exists, a clear stud may be worn.
9. Rings shall be limited to one finger on each hand.
10. Caps or other types of head covers not required as part of job duties are not allowed unless as required by documented religious beliefs. Simple headbands are allowed.
11. It should not be obvious that undergarments are worn or not worn.

The student is to maintain professional behavior at all times when in the uniform of the Muskegon Community College Medical Assistant Program. Any student who engages in behavior unbecoming a professional while in the MCC Medical Assistant uniform is subject to dismissal.

TEXTBOOKS

The student should retain course textbooks and electronic access passwords from semester to semester for all MA courses. Each Medical Assistant course builds on the previous course; therefore, previous textbooks are required resources.

LAB SUPPLIES

Students will receive a stethoscope during the first semester. It is the responsibility of the student to have the stethoscope with them during all lab classes for the first and second semesters. The student may leave their stethoscope in the closet in the lab, if they choose. The closet is locked when lab class is not in session. The majority of supplies needed for laboratory practice and test outs will be distributed in the appropriate lab session. These supplies are property of the college and may not be taken home at any time.

Stethoscopes are also required during practicum hours; therefore, it is the responsibility of the student to keep their stethoscope clean and in proper working order during the entire program.

CONFIDENTIALITY

CONFIDENTIALITY OF STUDENT INFORMATION

Educational records are maintained on all students in the Medical Assistant Program in accordance with the requirements of the Medical Assisting Education Review Board (MAERB). As outlined in the College Catalog under the headings "Records: Family Educational Rights and Privacy Act (FERPA)" and "Disclosure of Educational Records", confidential student information will not be released without prior written consent of the student.

CONFIDENTIALITY OF PATIENT INFORMATION

In compliance with the Patient's Bill of Rights, students are expected to maintain the confidentiality of patient information, which will be taught to the students throughout the entire Medical Assisting Program. In addition, the student may be

required to attend mandatory HIPAA/confidentiality training per their practicum site policy. Student will be required to sign a Confidentiality Pledge before beginning the practicum. Failure to maintain patient confidentiality will result in Program dismissal.

SOCIAL NETWORKING

Faculty and students are advised not to post any comments, pictures, documents, or information on social networking sites (such as Facebook or Twitter) that may be in violation of patient, student, faculty, and/or agency confidentiality. Any inappropriate postings are subject to disciplinary action and possibly dismissal from the program.

CRIMINAL BACKGROUND CHECKS

Federal and State laws require a criminal background check of those assigned to a clinical site/agency. Felonies and some misdemeanor convictions may prevent you from completing the Medical Assistant Program requirements and taking some certification examinations, thus affecting your employment options. Students must have a clear criminal background check to begin the Medical Assistant Program. The student is responsible to complete the required background check via Verified Credentials. Any student who becomes subject to criminal prosecution while participating in the Medical Assistant Program is required to report such allegations immediately to the Medical Assistant Program Coordinator.

HEALTH INSURANCE

Students are not provided health insurance coverage by the College or the practicum site/agencies to which they are assigned. In no event shall Muskegon Community College or its affiliate practicum agencies be financially or otherwise responsible for medical care or treatment of a student. Therefore, students must carry personal health insurance.

Occupational Risks in Medical Assisting include but are not limited to:

- Risk of contracting an infectious disease due to close contact with patients, excretions and purulent discharges.
- Infections due to the exposure to blood, body fluids or tissue specimens possibly leading to blood-borne diseases such as HIV, Hepatitis B and Hepatitis C.
- Fatigue and lower back pain due to long periods of work in a standing posture.
- Exposure to severely traumatized patients, victims of a disaster or catastrophic event or severely violent patients may lead to unexpected injury or post-traumatic stress syndrome.
- Latex allergy caused by exposure to natural latex gloves and other latex-containing medical devices.
- Skin irritation due to frequent use of soaps, detergents, disinfectants, etc.
- Slips, trips, and falls on wet floors, especially during emergency situations.
- Stabs and cuts from sharp objects, especially needle-pricks and cuts by blades.
- Exposure to radiation, chemotherapeutic, or toxic agents.

Students are required to use safety measures to prevent occupational exposure or injury. Students who are immunocompromised or pregnant are required to notify their instructor prior to practicum and are advised to notify the practicum supervisor when attending any observational experience that may increase occupational risk. Assistive devices, casts, immobilizers, slings, splints, walking boots, etc. are prohibited in accordance with agency policy.

If a student experiences an injury during their practicum, they must immediately report the injury to their site supervisor. The site supervisor will make a determination of whether the student should be sent to Workplace Health. The student must contact the Practicum Coordinator within 24 hours of the injury and submit a completed MCC Medical Assisting Program **Incident Report-Student Injury** to the Practicum Coordinator. The Practicum Coordinator will conference with the student regarding the injury and the Incident Report-Student Injury will be placed in the student's file.

HEALTH STATUS EVALUATION

Students are required to have a health evaluation done by Workplace Health - Muskegon or their personal physician prior to beginning the practicum course using the form provided to the student by the MCC Medical Assistant Program. All forms will be uploaded to Verified Credentials. Drug screening is a part of the health evaluation and students who screen positive

will be conferenced by the MCC counseling staff and Vice President for Academic Affairs and Finance. All students are subject to the drug-free workplace regulations outlined in the College Student Catalog under the heading Drug Free Campus. Drug-free and smoke-free campus policies extend to all assigned practicum experiences.

Contractual agreements between the MCC Medical Assistant Program and each practicum site/agency to which students are assigned require all medical assistant students to have met all health, CPR, and bloodborne pathogen training requirements *prior* to participating in any practicum activity. Students are responsible to provide documentation of their required health information via the Verified Credentials website. Students are strongly recommended to keep copies in their personal confidential files.

Initial health documentation will begin with the required physical examination during the first or second term of the Program (before taking MA110). The purpose of the required physical exam is to assess the students' ability to meet the essential functions of the occupation of medical assisting. These functions include, but are not limited to:

- Speak clearly in order to communicate with clients, families, health care team members, peers, and faculty.
- Stand and walk for six to eight hours/day.
- Bend, squat, and kneel.
- Assist lifting or moving clients of all age groups and weights.
- Perform CPR, i.e., move above client to compress chest and manually ventilate client.
- Work with arms fully extended overhead.
- Use hands for grasping, pushing, pulling, and other fine manipulation.
- Demonstrate eye/hand coordination for manipulation of equipment, i.e., syringes, procedures, etc.
- Possess tactile ability to differentiate changes in sensation.
- Possess auditory acuity to note slight changes in the client's condition, i.e., lung sounds, bowel sounds, etc.
- Possess auditory acuity to hear client's calls for assistance without facing the client.
- Possess auditory acuity to interpret various equipment signals and use the telephone.
- Possess visual acuity to read and distinguish colors, to read handwritten orders, and other handwritten/printed data.
- Possess visual acuity to clearly view electronic monitors and scales in order to correctly interpret data.

During the initial physical exam, immune status will be checked for Hepatitis B, rubella, varicella, and mumps; immunizations will be administered as needed. Immunizations are consistent with the recommendations of the Center for Disease Control and Prevention (CDC) for health care providers and serve to protect both patients and students. Tdap must be current.

Tuberculosis (t-spot is recommended; 2-step skin test is accepted) and latex allergy screenings are included with the required Program physical. If further evaluation is indicated, the student will be referred to their own physician. Since continued exposure places the student or patients at risk, a physician's release must be submitted to the Program Coordinator/Vice President for Academic Affairs and Finance to allow the student to return to the Program.

CPR

All students **are required to turn in verification of hands-on training that includes adult and child CPR from either the American Red Cross (ARC) or American Heart Association (AHA); AHA Basic Life Support for Healthcare Providers (BLS) is the preferred course.** Only face-to-face certification by the American Red Cross or the American Heart Association will be accepted. Failure to maintain current CPR status (valid through the practicum) will result in inability to register for practicum and program completion. It is the student's responsibility to ensure current CPR certification is valid and updated to the Verified Credentials website.

If your CPR certification is not valid for the entire program, you may be dropped from the course. If you are dropped for incomplete health requirements, you are responsible for any registration fees incurred and you must meet all readmission requirements, including health and CPR requirements, to be readmitted.

LIABILITY INSURANCE

Student fees include liability (malpractice) insurance during the time the student is functioning in the role of the student medical assistant and as long as the student is officially registered.

PRACTICUM REQUIREMENTS

Students will begin interviewing for practicum sites during the second semester of the program. The Practicum Coordinator will assist the students with finding a practicum placement. Students will be responsible for setting up an interview with the practicum site once the Practicum Coordinator has approved the site. Students may have to interview at more than one site. **Practicum placements are subject to the approval of the Practicum Coordinator and the practicum site**. The student will lose their practicum request if their CPR training is not current. Students will receive a copy of the Practicum Handbook and must abide by all confidentiality, safety, and program rules during the practicum experience.

The student must complete a 160-hour unpaid, supervised practicum approved by the Practicum Coordinator. The student shall not receive compensation/payment, monetary or otherwise, for the practicum experience. It is important to note that non-remuneration includes both direct and indirect remuneration. The practicum sites cannot pay the students for their time nor can students be provided with a travel allowance or a meal allowance or any other perk, such as gifts or gift cards, that involves the exchange of funds. If, however, students are asked to participate in staff meetings that include lunch, that would not be considered remuneration. That is considered collegiality.

PRACTICUM SITE POLICIES AND PROCEDURES

Students are expected to conform to the established policies and procedures of the practicum site to which they are assigned. These policies and procedures are available at each practicum site. The practicum site has the right to request that students be removed from the site if they are not conforming to the established policies and procedures. Students should refer to the Practicum Handbook for more information.

SAFETY

LABORATORY SAFETY

In order to provide the students with a safe learning environment in which they are able to successfully practice the psychomotor competencies, the instructor to student ratio will not exceed 1:8. In addition, if the student enrollment per cohort exceeds 16, the students will need to be split into different laboratory sections.

SAFE PRACTICE

Definition of Safe Practice:

- Students are expected to demonstrate growth in practice through the application of knowledge and skills from previous courses.
- Students are expected to demonstrate growth in practice as they progress through courses and to meet course expectations.
- Students are expected to prepare for course practice in order to provide safe, competent care.

UNSAFE PRACTICE

Unsafe practice is behavior that places the client, student, or staff in either physical or emotional jeopardy. Physical jeopardy is the risk of causing harm. Emotional jeopardy means that the student creates an environment of anxiety or distress that places the client at risk. Unsafe practice is an occurrence or pattern of behavior involving unacceptable risk. Unsafe practice is grounds for medical assisting course dismissal. Any student dismissed from a medical assisting course for unsafe practice will receive a course grade of E.

UNIVERSAL/STANDARD PRECAUTIONS

All students must participate in OSHA training in standard Universal Precautions/Bloodborne Pathogen Training during MA102 with signed validation or testing indicating the student **is current** and will follow all current OSHA guidelines.

All students and faculty shall follow Standard Precautions when caring for all patients. In the event of direct contact with blood or body fluids, practicum agency protocol shall be followed, including completion of an incident report. The faculty member will send documentation of the incident to the Coordinator of the Medical Assisting Program and agency. Faculty will conference students and place a copy of the incident and conference summary in the student's file. All incident reports and related conference summaries will be devoid of patient identification.

MEDICATION ADMINISTRATION POLICIES

Students are subject to practicum policies and procedures for medication administration. The student will administer medications under the supervision of a practicum supervising RN or MA. Any violation of policy or procedure in medication administration which jeopardizes patient safety will jeopardize the student's ability to achieve the student learning objectives and result in a corrective action. All students will adhere to the following rules and regulations based on the level of educational preparation:

All students:

- ✓ Must never carry medications for more than one patient at a time.
- ✓ Must utilize the Seven Rights of Medication Administration
- ✓ Must prepare and administer medication (for both adults and children) under the supervision of the practicum supervising MA or RN.
- ✓ Must prepare, administer, and document medications administered according to practicum agency policies and procedures.
- ✓ Must draw blood products in the presence of the practicum supervising MA, RN, or phlebotomist.

MEDICATION ERRORS

Medication errors constitute unsafe clinical practice. Failure to follow appropriate safety procedures may result in potential or actual medication errors. A student who makes a potential or actual medication error during a practicum experience is required to report and document the error and ensure patient safety in accordance with the AAMA Code of Ethics and the policy of the practicum agency. In addition, the student is required to submit a completed Medical Assistant Program **Patient Care Error Report** to his/her clinical instructor/practicum coordinator. The instructor or practicum coordinator will confer with the student regarding the error and the Medication Error Report Form will be placed in the student's file. A student who makes multiple/repetitious or negligent medication errors may be dismissed from the Medical Assistant Program.

SAFEGUARDS

Students cannot act as staff in the lab or at the practicum sites. Students and staff must follow current infection control procedures as indicated by the CDC including proper handwashing and use of PPE. The students must participate in fire safety training for the lab including the steps required to use a fire extinguisher and evacuation procedures.

PERMISSION FOR CARE

Students will obtain verbal permission from their assigned patients to provide care at all agencies. In the case of minors or adults who are unable to make or communicate decisions, permission should be obtained from their parent, guardian, or family member when available. In order to protect the student and to protect the privacy of the patient, students should have the site supervisor, peer/MA/RN/physician chaperone present during any procedure or assessment requiring exposure of the breasts, genitalia, or any area culturally sensitive to the patient.

PRESCRIPTION MEDICATIONS

MCC is a drug-free campus (see Drug-Free Campus section). In addition, success in medical assisting, both as a student and as a practitioner, requires sound medical assisting judgment and positive professional relationships with the community, the practicum personnel, and the client. Behavior which threatens these relationships or alters judgment will endanger medical assisting effectiveness. For this reason, students are expected to abstain from the use of any illegal or mind altering substance before or during any contact with faculty, staff, or clients. Students should also abstain from any prescribed drugs prior to practicum experiences that could impair judgment or function. Students who arouse the suspicion of the instructor must give permission for immediate laboratory screening for any substances. Declining to do so will result in dismissal from the Program. There is zero tolerance for breaches of this policy.

There are instances in which a student may need to take prescribed medications, which could be in a drug classification that would typically be restricted from a clinical/practicum setting. When a student is taking medications that could be an issue in the clinical/practicum setting; we advise that the student participate in a medical review of prescribed medications and therapies in order to receive clearance to practice in the clinical/practicum setting. The medical review is an additional cost and is at the student's expense. The physician must be specifically trained in drug screening protocols. The student must not be mentally impaired and be able to function optimally in the practicum setting in any case. A student may need to work with the primary physician for alternative treatments if the prescribed drugs impair function.

STUDENT ID CARD

Students will be issued a medical assistant student ID badge in addition to the MCC student ID. The medical assistant student ID badge is to be worn at all times during practicum. The MCC student ID is obtained during student orientation; however, medical assistant ID badges will only be issued with consent from the Medical Assistant Program Coordinator. Students will be given more information on obtaining these badges **before beginning the Practicum**.

TRANSPORTATION

Students are responsible for their own transportation to and from the College and the practicum site/agencies to which they are assigned. Practicum assignments cannot be adjusted for shared transportation.

PERSONAL BELONGINGS

Students are responsible for their personal belongings while attending classes at the College and during their assignment at the practicum agencies. The college and practicum agencies assume no liability for the loss of personal belongings. Students are advised to secure their personal belongings (i.e., coats, sweaters, purses, textbooks) in their personal vehicles.

GIFTS

Faculty members may not accept gifts from students. Students are not allowed to give gifts to or accept gifts from patients or families.

STUDENT REPRESENTATION

The medical assistant faculty and administrative staff believe students should be involved in and informed about decisions affecting their educational experiences in the Medical Assistant Program. In addition to being encouraged to participate in the program evaluation process, student representatives will be asked to serve on the Medical Assistant Program Advisory Committee. The representatives are encouraged to bring concerns and disseminate information to the student body.

NATIONAL REGISTRATION EXAMINATION

Students who complete the first two terms of the medical assistant curriculum will be eligible to apply for and take the medical assistant exam through either American Association of Medical Assistants (AAMA) or American Medical Technologist (AMT), subject to fees. Upon passing the exam and completing the practicum and program requirements, the student will be a Certified Medical Assistant (CMA) through AAMA or a Registered Medical Assistant (RMA) through AMT.

Conviction for some criminal offenses, substance abuse, unethical conduct, etc. may affect an applicant's ability to obtain certification.

MEDICAL ASSISTANT PROGRAM TUITION AND FEES

{ALL FIGURES ARE ESTIMATES AND SUBJECT TO CHANGE}

Based on Fall 2020-2021 Fee Schedule: In-district Tuition = $121.50, Out-of-District Tuition = $227.00
Technology Fee = $25/contact hr, Infrastructure Fee $15/contact hr., and Registration Fee = $35/semester

Semester 1				
	Credits	Contacts	In District Cost includes tuition, fees, books	Out of District Cost includes tuition, fees, books
AH101 AH196 MA101 MA102A L&L	13	15	$3,066.50	$4,650
Semester 2				
BIOL115 MA105 MA106A L&L	12	14	$2,404	$3,891
Semester 3				
AH104 MA110/Practicum	7	7	$1,779.50	$2,518
Books				
			$1,007	$1,007
Other Fees (not included in course fees)				
2 uniforms (does not include watch or shoes)			$90	$90
Program Totals			$7,340 (including 2 uniforms)	$11,149 (including 2 uniforms)

Detailed 2020-2021 Tuition, Fees, and Expenses				
Course	**Credits/Contacts**	**Books**	**Tuition and Fees In district**	**Tuition and Fees Out District**
FIRST SEMESTER				
AH 101 Medical Terminology	**3/3**			
Tuition			364.00	681.00
Course Fee			0	0
Technology Fee			75	75
Infrastructure Fee			45	45
AH104 Medical Insurance Billing	**2/2**			
Tuition			243.00	454.00
Course Fee			0	0
Technology Fee			50	50
Infrastructure Fee			30	30
MA 101 Medical Assistant Administrative I	**3/3**			
Tuitions			364.00	681.00
Course Fee			0	0
Technology Fee			75	75
Infrastructure Fee			45	45
MA 102A L&L Medical Assistant Clinical I	**5/7**			
Tuition			850.50	1589.00
Course Fee			60	60
Technology Fee			175.00	175.00
Infrastructure Fee			105.00	105.00
BOOKS First Semester				
Books for all MA courses (MA101, MA02, MA105, MA106)		336		
AH104		114		
AH 101		100		
Registration Fee			35	35
SUBTOTAL SEMESTER 1	**13/15**	$550	$2,516.50	$4,100
SECOND SEMESTER				
BIOL 115 Intro to Anatomy and Physiology	4/4			
Tuition			486.00	908.00
Course Fee			0	0
Technology Fee			100	100
Infrastructure Fee			60	60
MA 105 Medical Assistant Administrative II	**2/2**			
Tuition			243.00	454.00
Course Fee			0	0

Detailed 2020-2021 Tuition, Fees, and Expenses				
Course	**Credits/Contacts**	**Books**	**Tuition and Fees In district**	**Tuition and Fees Out District**
Technology Fee			50	50
Infrastructure Fee			30	30
MA 106A L&L Medical Assistant Clinical II	**6/8**			
Tuition			972.00	1816.00
Course Fee			60	60
Technology Fee			200	200
Infrastructure Fee			120	120
Books Second Semester				
BIOL115		93		
Registration Fee			35	35
SUBTOTAL SEMESTER 2	**12/14**	$93	2311	3798
THIRD SEMESTER				
AH196 Electronic Health Records	**3/3**			
Tuition			364.50	681.00
Course Fee			0	0
Technology Fee			75	75
Infrastructure Fee			45	45
MA 110 Medical Assistant Seminar/Practicum	**4/4**			
Tuition			486.00	908.00
Course Fee (Exam fee, background check, drug screen)			250	250
Technology Fee			100	100
Infrastructure Fee			60	60
Books Third Semester				
AH196		158		
MA110		206		
Registration Fee			35	35
SUBTOTAL SEMESTER 3	**7/7**	$364	1,415.50	2,154
PROGRAM TOTAL	**32/36**	**$1,007**	**$6,243**	**$10,052**
Additional items not included (student's responsibility)				
2 Uniforms (does not include shoes or watch)			90	90

- Educational expenses are subject to change without notice.
- A variety of financial aid programs are available to students with financial need. Individuals desiring financial aid information are encouraged to call the Financial Aid Office at 231.777.0228.
- A photo ID is provided to each medical assistant student prior to the clinical courses in each level of the Program.
- For general scholarship information, please visit the main Muskegon Community College web site at http://www.muskegoncc.edu/scholarships.
- Students are encouraged to keep a current FASFA on file with Student Services for scholarship eligibility.

MCC POLICIES

ACADEMIC CALENDAR

Students are subject to the Academic Calendar depicted on the MCC website: http://www.muskegoncc.edu/academic-affairs/academic-year-calendar/. If the College is officially closed at any other time than depicted in the Academic Calendar, medical assistant classroom, laboratory, and clinical experiences will be canceled. Medical Assistant classes may extend beyond the normal academic calendar by two weeks in duration as needed.

ACADEMIC HONESTY POLICY

Muskegon Community College expects that all faculty and students will adhere to high standards of personal and academic honesty. This means that all academic work will be done by the student to whom it is assigned without unauthorized aid of any kind. Faculty members, for their part, will exercise care in the planning and supervision of academic work so that honest effort will be positively encouraged.

Academic dishonesty consists of, but is not limited to:

A. Cheating: Cheating is defined as using or attempting to use, giving or attempting to give, and obtaining or attempting to obtain, materials or information, including computer material pertaining to a quiz, examination, or other work that a student is expected to do alone.
B. Plagiarism: Plagiarism is defined as the use of another's words or ideas without acknowledgement.
C. Penalties for violation of these standards of conduct may result in sanctions of up to and including suspension or expulsion from MCC.

The principles of truth and honesty are recognized as fundamental to the practice of medical assisting. Any student who is determined by the instructor to be cheating will automatically receive a "0". The student will be at risk for failing the entire course.

All MCC instructors subscribe to Safe Assign, a plagiarism prevention and detection service. A plagiarized paper will receive a zero and may result in failure of this class**.**

CODE OF CONDUCT AND STATEMENT ON STUDENT BEHAVIOR

Students are subject to all policies of the Code of Student Conduct (Article II: Code of Student Conduct) in the Muskegon Community College Catalog. A student found in violation of the Code of Conduct is subject to disciplinary action as delineated in the Muskegon Community College Catalog under Article III: Disciplinary and Judicial Procedures, Article IV: Sanctions, and Article V: Withdrawal and Readmission.

Muskegon Community College is a community of scholars whose members include administrators, faculty, staff, and students. Mutual respect and civility are expected in the classroom and other college settings, as well as in any communication.

1. MCC has the duty to provide students with privileges, opportunities, and protections that best promote learning;
2. Students have the right to a non-threatening learning environment;
3. Students have the responsibility to refrain from infringing on the right of others to learn and on the right of teachers to teach; and
4. Any student whose behavior disrupts learning may be subject to disciplinary action as outlined in the Muskegon Community College Catalog.

MCC has a Behavioral Intervention Team whose responsibility is to identify and coordinate services or intervention strategies for a broad range of troubling student behaviors, including but not limited to substance abuse, mental illness, disruptive, aggressive, and threatening conduct. MCC administrators, faculty, staff, and students are encouraged to report any issues of concern to the BIT team through the MCC website: http://www.muskegoncc.edu/student-services-and-administration/campus-safety-and-security/behavioral-intervention-team-bit/.

Additional medical assisting professional codes of conduct include (but are not limited to):

1. Respect for peers, instructors and all College employees, and all agency staff.
2. Classroom safety: Classroom doors will be closed and locked from the outside 5 minutes after the class begins as a safety measure. Students who leave the class prior to a scheduled break are expected to wait until the instructor opens the classroom doors for break to return to class. Students are expected to arrive to class on time and to take care of hygiene and hydration needs prior to class.
3. Cell phones: Cell phones are to be set to vibrate or turned off and are not to be used during class or lab (must not be visible). Please check phones during breaks or after class.
4. Recording devices: With instructor permission, the student may place a recording device on the instructor's desk for audio recording of a class. Video recordings are permitted only with the written permission of the instructor.
5. Agency policy prohibits personal cell phone use at any practicum site. Cell phones may be kept with belongings or in your vehicle and checked during lunch or breaks.
6. Examinations: During examination periods, any use of cell phones, cameras, or other recording devices is considered cheating and subject to all policies of the Muskegon Community College Student Code of Conduct. This includes during exam reviews.
7. Laptops are to be open for educational purposes pertaining to the class only. Any other use of laptops during class (shopping, emailing, etc) is prohibited.
8. Disruptive behavior: Any student who demonstrates behavior that distracts from or disrupts the learning environment will be asked to leave the class. This includes side conversations during class. This is considered unprofessional behavior.

COMPLAINTS / DUE PROCESS / GREIVANCE POLICY

Complaints involving grades or Medical Assistant Program policies should first be addressed to the immediate faculty member, then to the lead instructor in the course, and then, if still not resolved, to the Medical Assistant Program Coordinator.

If the student is unable to resolve a dispute at the department level, the student may appeal to the MCC Petitions Committee which exists to hear the petitions of students with respect to any College rule or regulation.

The forms and processes for filing a petition are available at the Student Welcome Center. Petitions must be submitted at least one week prior to the scheduled meeting to be reviewed. All petitions must be received no later than one semester after the end of the semester/session in which the course(s) were taken. The decision of the Petitions Committee is final.

COMPUTER USE AND EMAIL

All Medical Assistant students are responsible for any communication sent to their MCC email address. We suggest that you check your email at a minimum of at least twice a week; the Program will not be responsible for any incident arising from a student's failure to check their official email on a regular basis.

Students are subject to the Standards for Acceptable Computer Use at Muskegon Community College as outlined in the Muskegon Community College Catalog under the heading of "Computer Usage Policy". Students also are subject to the computer use policies of any clinical agency to which the student is assigned.

For help with online learning, registration, information desk, wireless connectivity, and software availability, a 24x7 Help Desk can be reached on campus at x351 or off campus at 866-718-5170.

Students have 300 copies available to print (not copy) in the Information Commons area of the Library with a paid semester registration. Anything beyond the provided 300 prints will need to be printed at home, purchased through Information Commons, or obtained by using the copier available in the Library.

Students are required to attend all scheduled computer classes and computer updates as required by the practicum site in order to attend practicum. No computer passwords will be issued unless the required computer training is completed. If the student is unable to communicate electronically at the site for any reason, the student will not successfully complete the course.

DISCIPLINARY ACTION

Disciplinary action, up to and including course and/or Program dismissal, will occur if a student violates any policy or procedure of the MCC Medical Assistant Program, Muskegon Community College, or any practicum site to which the student is assigned. (See also Code of Conduct, Muskegon Community College Catalog.) Student behavior is expected to be consistent with all legal requirements for Medical Assistants in the State of Michigan, the AAMA Code of Ethics, and the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Students should also refer to the MA Program Point System for disciplinary action regarding Medical Assisting classes.

Examples of behaviors subject to disciplinary action include, but are not limited to, the following:

- Unsafe clinical practice
- Cheating
- Violation of patient confidentiality
- Violation of patient rights or patient privacy
- Falsification of the medical record
- Actions outside the scope of practice for the medical assistant
- Excessive absenteeism
- Violation of agency computer access
- Personal phone or electronic communication during practicum
- Posting of any comments, pictures, or other media that may be construed as unprofessional or in violation of patient or agency confidentiality.

DISABILITY ACCOMMODATION

Any student with a documented disability (e.g. physical, learning, psychiatric, vision, hearing, etc.) who needs to arrange reasonable accommodations must contact MCC Special Services (231.777.0309, Room 2046) at the beginning of the semester. A disability determination must be made by this office before any accommodations are provided by the instructor.

DRUG-FREE CAMPUS

Muskegon Community College complies with federal, state, and local laws including those which regulate the possession, use, and sale of alcoholic beverages and controlled substances. The following represents the drug and alcohol policies of MCC.

In compliance with the MCC Board of Trustees' Policies 4.02.00 and 5.20.00 and the Drug-free Schools and Communities Act Amendments of 1989, the following represent the Drug-free Workplace Regulations of MCC:

- Students and guests may not manufacture, distribute, dispense, possess, or use alcoholic beverages on MCC premises.
- Students and guests may not unlawfully possess, use, or distribute controlled substances and alcohol on MCC premises or while engaged in MCC activities such as conferences or field trips.
- Being under the influence of alcohol or any controlled substance while on MCC premises or while engaged in MCC activities is prohibited.
- Students and guests are personally accountable for having knowledge of federal, state, and local laws relating to alcoholic beverages and controlled substances, the minimum drinking age, the transportation of open containers of alcoholic beverages, and the false representation of age by a minor.
- Student employees of MCC shall comply with the terms of this policy. Violation of such policy may result in disciplinary action, up to and including termination of employment and referral for prosecution. Any sanctions imposed will be consistent with local, state, and federal law.
- Student employees are required to notify MCC of any criminal conviction for a violation of the policy occurring in the workplace no later than five days after such conviction.

Violation of this policy by students may result in disciplinary action up to and including suspension or expulsion from MCC and referral for prosecution. Students should refer to the Disciplinary Procedures of the Muskegon Community College Catalog for details.

All guests on campus are expected to follow the above requirements. Failure to do so may result in a request to leave the MCC property or an MCC activity.

TOBACCO

In compliance with Federal and State laws, fire regulations, and the MCC Board of Trustees' policies the use, distribution or sale of tobacco, **electronic cigarettes in addition to the smoking or use of medical marijuana** is prohibited in college buildings, on college premises, and in vehicles owned, rented, or leased by the college. In addition, smoking is prohibited on the campuses of all clinical agencies (practicum sites), including in your vehicle in the agency parking lot.

EMERGENCIES

In the event of an emergency (i.e., fire, disaster, injury, cardiac arrest) at the College or a practicum agency, students are expected to follow the established emergency policies and procedures of the respective institution.

EMPLOYMENT AND COURSE LOAD

Students who are employed are **strongly** encouraged to choose a workload consistent with their course load. Refer to the College Catalog under the heading of Classload/Workload to determine class and study time demands. Employed students are expected to schedule their workload so it does not conflict with their class, laboratory, or practicum schedules. Student fatigue causes errors which jeopardize patient safety.

EQUAL OPPORTUNITY AND NON-DISCRIMINATION

It is a violation of Muskegon Community College policy for any students or employees of MCC to discriminate against any other student or employee of MCC on the basis of age, citizenship, color, disability, handicap, height, marital status, national origin, political persuasion, race, religion, sex (including the condition of pregnancy), sexual orientation, veteran status, weight, or other protested categories, and to the extent the law prohibits such discriminations.

Any student who believes that he/she has been subject to discrimination, as defined in the policy statement, should report the circumstances by filing a complaint verbally or in writing to the Equal Employment Opportunity Officer (EEOO). More information about equal opportunity and non-discrimination at MCC can be found at http://www.muskegoncc.edu/human-resources/equal-opportunitynon-discrimination/.

ONLINE RESOURCES

Course materials may be posted online in the course's Blackboard site as needed. Instruction in the use of online resources occurs in general education courses, College Success Seminar (CSS 100), and is available through the College Success Center and in the Hendrik Meijer Library.

STUDENT SERVICES

PARKING

Parking is provided for students while attending class/laboratory experiences at the College. Students are subject to the parking/automobile rules and regulations outlined in the Muskegon Community College Catalog under the heading of "Parking Permits".

Parking is also provided for students at the practicum agencies to which they are assigned. Students are subject to the parking rules and regulations of the practicum agency and are responsible for any cost involved. Parking in a restricted area may result in practicum restrictions or having your car towed.

ADDITIONAL STUDENT SERVICES

For more information on student services such as counseling, advising, disability services, tutoring, etc. see the MCC website at https://mymcc.muskegoncc.edu/studentservices/Pages/default.aspx.

WEATHER

Local radio and television stations are contacted as soon as a decision has been made to cancel classes. Cancellations may include all or only part of a day. Cancellations generally do not occur before 7am; therefore please use your best judgment in determining whether you should attempt to go to the practicum agency. If you cannot travel, please call the practicum agency and also notify your instructor by phone or email; remember to check your email for a message from your practicum coordinator. Safety is our first concern. If students and faculty have already arrived at the agency site and the College closes due to bad weather, it is most often desirable that students stay put and continue with their assignment until the weather clears.

If the College closes for an *on campus* emergency and the practicum site is not affected, practicum will not be cancelled.

DIRECTORY – MCC MEDICAL ASSISTANT PROGRAM OFFICE

Normal Office Hours: Monday thru Friday 7:45am – 4:15pm

Dequecha Crews, BBA – Administrative Assistant, Room 142
telephone: 231.777.0378 / fax: 231.777.0417 / dequecha.crews@muskegoncc.edu

FULL-TIME FACULTY CONTACT INFO

Name	Office	Phone #	Email @muskegoncc.edu
Dawn Platt, RN, BSN, CCMA (NHA) Medical Assistant Program Coordinator/Practicum Coordinator/Instructor	HWC 122	777-0548	Dawn.platt@muskegoncc.edu
Heather Johnson, RN, BSN, RMA (Administrative and Clinical Instructor)	HWC 122	777-0577	Heather.johnson2@muskegoncc.edu
Chris Patterson, MSN, RN, CNE (Director of Nursing and Allied Health Programs)	333	777-0688	Chris.Patterson@muskegoncc.edu

* Faculty office hours are posted **outside offices** and on individual course Blackboard sites.

ADJUNCT FACULTY CONTACT INFO
To contact adjunct faculty, please email them via the official MCC email system or call the Medical Assistant Office.

NAME	E-MAIL
Wanda MacLeod, CMAA (NHA), AHI (Administrative Instructor)	Wanda.MacLeod@muskegoncc.edu

AGENCY & HOSPITAL CONTACT INFO

NAME	ADDRESS	PHONE #
Mercy Health Partners – Hackley Campus	1700 Clinton Street	726.3511
Mercy Health Partners – Sherman Campus	1500 E. Sherman	672-2000
Spectrum Health		

For **EMERGENCIES** please have family members contact the Medical Assistant Program Office 231.777.0548; we will assist them to locate you.