

McLennan
Community
College



CERTIFIED MEDICAL ASSISTANT PROGRAM



STUDENT HANDBOOK

Approved: 9/13

STUDENT HANDBOOK

McLennan Community College provides equal education opportunity for all qualified students and does not discriminate on the basis of gender, disability, race, creed or religion, color, age, national origin or any other unlawful factors in its educational programs, activities, or employment as required by Title VI and Title VII of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title IX of the Educational Amendments Act of 1972 and the Age Discrimination Act of 1978.

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INTRODUCTION

The McLennan Community College Certified Medical Assistant Program accepted the first class of students in 2010. All information regarding retention rates, graduation rates, and professional certification examination pass rates can be found on our website at: www.mclennan.edu/departments/hsp/cma/

The CMA program is a two-year associate degree program which begins each fall semester. Students earn an Associate of Applied Science Degree upon successful completion of the program and become eligible to take the National Certification examination approved by the National Health Career Association. Graduates of the program who pass the certification examination receive a certification as a Certified Clinical Medical Assistant and may use the designation of Certified Clinical Medical Assistant.

PROGRAM ACCREDITATION

The Medical Assistant program at McLennan Community College is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEPs).

Commission on Accreditation of Allied Health Education Programs

25400 U.S. Highway 19 North, Suite 158

Clearwater, FL 33763

Phone: 727-210-2350

Fax: 727-210-2354

EQUAL OPPORTUNITY STATEMENT

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PROGRAM PHILOSOPHY

The faculty of the Certified Medical Assistant Program are committed to preparing graduates who can safely and effectively perform as an entry-level certified medical assistant based on stated terminal competencies. The program philosophy consists of the following principles:

1. Each individual has a right to respect and dignity. The physical, psychological, sociological and spiritual needs of each individual must be considered.
2. Learning is the acquisition of knowledge, understanding, skills and attitudes that leads to changes in the behavior of the learner. Education is a systematic process that assists the student in using what is learned.
3. Student-teacher interaction is vital to the learning process. The role of the faculty is to coordinate the entry level education of the student through a planned curriculum, and the responsibility of the student is to actively seek out new learning experiences.
4. Medical Assisting is a form of health care that identifies, prevents, corrects, and alleviates acute or chronic conditions of an anatomic or physiologic origin. The role of the certified medical assistant is to work under the direction and supervision of a licensed medical doctor and assist the physician in providing the highest quality of health care possible.

COLLEGE MISSION STATEMENT

McLennan Community College affirms its mission to provide a comprehensive range of educational programs and services for students and a dynamic, multicultural community. The College is committed to excellence in all of its educational programs. McLennan Community College endorses the concept of open admissions and provides support services designed to assist students to succeed in their educational goals.

To accomplish its mission, McLennan Community College will periodically assess community needs and provide:

1. Freshman and sophomore courses in arts and sciences which may apply to an associate or a baccalaureate degree;
2. Vocational and technical programs leading to an associate degree or a certificate which prepares students for employment or job advancement;
3. A program of continuing education to provide courses, activities, and services, both on campus and within the community, for personal growth, skill development, and career enhancement;
4. Opportunities for economic growth, cultural enrichment, and the development of good citizenship through courses, activities, and services.

PROGRAM MISSION STATEMENT

The Medical Assistant Program will prepare graduates for entry level employment who possess the knowledge and skills to perform safe and ethical patient care in their communities. The knowledge gained will serve as the foundation for further development of technical skills and understanding of the overall health context in which our graduates perform. “Excellence in healthcare through excellence in education.” A graduate of the Certified Medical Assistant Program will be able to:

1. Work under the direction and supervision of a Medical Doctor in an ethical, legal, safe and effective manner;
2. Implement a comprehensive plan of care developed by a Physician;
3. Communicate regularly and professionally with the supervising physician about the patient's progress and the potential need for modification of the plan of care by the physician according to changes in patient status;

4. Perform appropriate data collection techniques within the knowledge and limits of practice of the assistant to assist the supervising physician in monitoring and modifying the plan of care;
5. Interact with patients and families in a manner which provides the desired psychosocial support including the recognition of cultural and socioeconomic differences;
6. Participate in the teaching of other health care providers, patients and families;
7. Accurately and precisely document relevant aspects of patient treatment;
8. Participate in healthcare planning and follow-up care;
9. Demonstrate effective written, oral and nonverbal communication with patients and their families, colleagues, health care providers, and the public.
10. Work in a manner that reflects an understanding of the role and responsibilities of the CMA within the healthcare delivery system;
11. Integrate into practice the knowledge gained utilizing evidence based practice reviews of current professional and medical literature;
12. Participate in continuing development of knowledge and skills.

ESSENTIAL FUNCTIONS

The position of Certified Medical Assistant in various health care settings has specific academic, physical and mental requirements. The CMA must be able to administer and manage patient care and treatment under the direction and supervision of and following evaluation by a Physician.

ACADEMIC REQUIREMENTS:

Graduate of the Certified Medical Assisting program at McLennan Community College

The following skills are required in the Certified Medical Assistant program as well as in the job setting:

PHYSICAL AND MENTAL REQUIREMENTS:

1. Satisfactory verbal, reading, and writing skills to effectively and promptly communicate in English
2. Sufficient eyesight to read paper or computer generated medical records; read instrument panels; and apply therapeutic modalities.
3. Sufficient hearing to communicate with patients and other members of the health care team, monitor patients by hearing instrument signals and alarms
4. Sufficient smell to assess patient status and maintain a safe practice environment
5. Sufficient fine touch discrimination to palpate pathologic changes in soft tissue
6. Sufficient fine and gross motor coordination to manipulate/operate equipment controls and to perform manual treatment/assessment techniques.
7. Satisfactory physical strength to transport, move or lift patients requiring all levels of assistance and to perform prolonged periods of standing, walking, sitting, bending, crawling, reaching, pushing, and pulling
8. Satisfactory intellectual, emotional, and interpersonal skills to ensure patient safety, to exercise independent judgment and discretion in

the performance of assigned responsibilities, and to interact with patients, families, and other health care workers.

ESSENTIAL JOB FUNCTIONS: (other job duties may be required)

1. Administers treatment in a safe manner as planned and directed by the Physician
2. Monitors patient progress and response to treatment recognizing and reporting to the Physician needs for program change, reassessment, and/or discontinuance of treatment
3. Documents patient progress and status at discharge in the medical record according to departmental policies.
4. Participates in patient and/or family education which may include instructions in home treatments
5. Provides direct supervision of other clinic personnel when delegating patient treatment. Per facility policy.

CERTIFIED MEDICAL ASSISTANT STUDENT CHARACTERISTICS

- Responsibility for own learning
- Commitment to completing the program
- Values congruent with those of health care personnel
- Responsibility for demonstrating attitudes and behaviors expected of the CMA
- Effective interpersonal skills, including sensitivity to diversity

- Responsibility for timely and accurate communication with all individuals involved with the program
- Responsibility for adhering to institutional and program policies and procedures as documented in student handbooks
- Active participation and partnering in the planning and preparation for the clinical education experience
- Awareness that a legal and binding contract exists between the academic program and clinical site
- Responsibility for participation in the ongoing assessment of all aspects of the CMA program

ELEMENTS FOR SUCCESS IN THE WORKPLACE

The following skills have been identified as essential elements for success in the workplace. At the beginning of each CMA course, students will be given a list of objectives which will include the following skills or competencies.

FOUNDATION SKILLS

F1. BASIC SKILLS

- 1.1. Reading
- 1.2. Writing
- 1.3. Arithmetic/mathematics
- 1.4. Speaking
- 1.5. Listening

F2. THINKING SKILLS

- 2.1. Creative thinking
- 2.2. Decision making
- 2.3. Problem solving
- 2.4. Seeing with the mind's eye
- 2.5. Knowing how to learn
- 2.6. Reasoning

F3. PERSONAL QUALITIES

- 3.1 Responsibility
- 3.2 Self-esteem
- 3.3 Sociability
- 3.4 Self-management
- 3.5 Integrity/honesty

COMPETENCIES*C1. ALLOCATING RESOURCES*

- 1.1 Time
- 1.2 Money
- 1.3 Materials and resources
- 1.4 Human resources

C2. INTERPERSONAL SKILLS/WORKING WITH OTHERS

- 2.1 Working as a member of a team
- 2.2 Teaching others
- 2.3 Serving customers
- 2.4 Exercising leadership
- 2.5 Negotiating
- 2.6 Working with cultural diversity

C3. ACQUIRING AND USING INFORMATION

- 3.1 Acquiring and evaluating information
- 3.2 Organizing and maintaining information
- 3.3 Interpreting and communicating information
- 3.4 Processing information with computers

C4. UNDERSTANDING COMPLEX INTERRELATIONSHIPS/SYSTEMS

- 4.1 Understanding social, technological and organizational systems
- 4.2 Monitoring and correcting performance
- 4.3 Designing and/or improving systems

C5. WORKING WITH A VARIETY OF TECHNOLOGIES

- 5.1 Selecting equipment and tools
- 5.2 Applying technology to tasks
- 5.3 Maintaining and troubleshooting technologies

CURRICULUM OUTLINE

McLennan Community College A.A.S. Certified Medical Assistant Program

FIRST YEAR

		HOURS				
		Lec	Lab	Ext	Cont	Credit
Fall						
<u>ENGL 1301</u>	Freshman Composition I	3	0	0	48	3
<u>BIOL 2404</u>	Anatomy and Physiology I	3	3	0	96	4
*HITT 1205 or *HPRS 1206	Medical Terminology Pharmaceutical	2	0	0	32	2
*PHRA 1309	Mathematics I Special topic Intro to	3	0	0	48	3
*POFT 1393 or 2303	Keyboarding or Speed and Accuracy Building	3	0	0	48	3
Spring						
* <u>MDCA 1417</u>	Procedures in a Clinical Setting	2	4	0	96	4
* <u>MDCA 1343</u>	Medical Insurance SPCH 1311, 1315,	3	0	0	48	3
Any Speech or 1321		3	0	0	48	3
*MDCA 1421	Administrative Procedures	2	4	0	96	4
Summer						
*MDCA 1160	Front Office Clinical Rotation	0	1	0	80	1
Total Hours						30

**SECOND
YEAR**

Fall						
<u>*MDCA</u>	Anatomy and Physiology					
<u>1409</u>	For Medical Assistants	3	3	0	96	4
	Pharmacology and					
	Administration of					
*MDCA 1448	Medications	2	4	0	96	4
	Medical Law and					
*MDCA 1305	Ethics	3	0	0	48	3
Language,	See list on degree					
Culture or	plan	3	0	0	48	3
Creative Arts						
Spring						
<u>*MDCA 1402</u>	Human Disease/Pathophysiology	3	3	0	96	4
<u>PSYC 2301</u>	General Psychology	3	0	0	48	3
	Medical Assistant					
	Laboratory					
*MDCA 1452	Procedures	3	3	0	96	4
*COSC 1301	Intro to Computing	2	2	0	48	3
Summer	Back Office Clinical					
*MDCA 1161	Rotation	0	0	0	96	1
	Certified Medical Assistant					
*MDCA 1154	Exam Review	1	0	0	32	1
					Total	
					Hours	30
					Grand Total	60
Asterisk (*)	All WECM					
	courses					
	Fall2009					

COST APPROXIMATION

Due to MCC's low tuition and central location for commuters, the cost of attendance is relatively low. Tuition is currently \$106/semester hour for in-county students, \$124/semester hour for out-of-county students, and \$181/semester hour for out-of-state students. The approximate cost for tuition and fees for the full program is currently \$6890 for in-county, \$8168 for out-of-county, and \$13,032 for out-of state. Additional expenses are incurred for books (approximately \$850 for CMA books), National Certification Testing fee (\$165), uniforms for clinic (approximately \$100) Stethoscope and Blood Pressure Cuff (\$95) and travel expenses for clinicals.

MCC has many forms of financial aid available for students needing help with school and living expenses and is approved for Veteran's training.

CMA PROGRAM POLICIES AND PROCEDURES

Health Policy

Students will be required to have on file with the CMA Program Director proof of immunization against Hepatitis B, varicella, measles, mumps, rubella, and diphtheria/tetanus prior to beginning the clinical phase of the program. Students will also be required to have a tuberculosis skin test or chest x-ray, Flu shot annually and a current Healthcare Provider CPR card. Costs for immunizations and x-rays will be the responsibility of the student. Any student who is pregnant during the program must have written doctor's permission to participate in lab activities and clinicals. Any student with a temporary physical disability must also have written doctor's permission to participate in lab activities and clinicals.

Students are required to have the physical and mental skills necessary to meet standards of the workplace and within the clinical setting. Reasonable accommodation will be made for students with documented disabilities who have been accepted into the program. However, it is the student's responsibility to notify the CMA program director and the Student Services office that such disability exists. The purpose of such accommodations is to

allow the student to meet the educational standards and should not be perceived as lowering of educational standards.

Disabilities/ADA Statement

Any student who may require special arrangements in order to meet course requirements because of a disability should contact Disability Services as soon as possible to make necessary arrangements. Once that process is completed, appropriate verification from Disability Services will be provided to the student and instructor. Please note that instructors are not required to provide classroom accommodations to students until appropriate verification from Disability Services has been provided. For additional information, please visit mclennan.edu/disability.

Students with questions or who require assistance with disabilities involving physical, classroom, or testing accommodations should contact:

Laura Caruthers, Success Coach, Disability Services

disabilities@mclennan.edu

254-299-8122

Room 249D, Completion Center, in the Student Services Center

(www.mclennan.edu/titleix)

We care about your safety, and value an environment where students and instructors can successfully teach and learn together. If you or someone you know experiences unwelcomed behavior, we are here to help. Individuals who would like to report an incident of sexual misconduct are encouraged to immediately contact the Title IX Coordinators at titleix@mclennan.edu or to call Dr. Drew Canham (Vice President for Student Success) at 299-8645 or Missy Kittner (Director, Human Resources) at 299-8514. Individuals also may contact the MCC Police Department at 299-8911 or Counseling Services at MCC by calling 299-8210.

McLennan's Title IX webpage (<http://www.mclennan.edu/titleix/>) contains more information about definitions, reporting, confidentiality, resources, and what to do if you or someone you know is a victim of sexual misconduct, gender-based violence or the crimes of rape, acquaintance rape, sexual assault, sexual harassment, stalking, dating violence or domestic violence.

*

Transfer Policy

1. FROM ANOTHER CMA PROGRAM:

Any student who wishes to transfer from another CMA program to MCC's CMA program must submit:

- a. an MCC application
- b. must have an advising meeting with the CMA Program Director
- c. transcripts from other institutions attended
- d. course descriptions and/or course syllabi from all CMA courses to be considered for transfer
- e. a letter of recommendation from the previous CMA program director stating that the student is in good standing and would be eligible for re-admission into that program

The transferring student must also meet MCC CMA program admission criteria. Requests for transfer will be reviewed on an individual basis, and acceptance is dependent on space availability in the program.

CMA courses from another school will likely not be accepted for transfer if the student was not enrolled there during the previous long semester or if the courses were completed more than three years prior to application to the MCC CMA program.

Students who transfer into the MCC CMA program will be required to prove competency in all previously completed CMA courses prior to participating in a clinical affiliation, and this may include passing written and skills tests (with a minimum 70% grade for each) as determined by MCC CMA faculty. Competency determination must be completed by the end of the long semester just prior to clinical placement. It is the responsibility of the student to prepare for and schedule competency testing with the CMA program director.

2. FOR NON-CMA COURSES:

All academic courses to be transferred into the degree plan from another institution must be evaluated and approved by the Registrar's office of MCC. Any student who wishes to discuss transfer credit should make an appointment with the CMA Program Director.

Semester Conferences

Student conferences with CMA faculty will be held each semester and are scheduled at times convenient for both student and faculty. During the conference the student will meet with the appropriate faculty member to discuss any areas of concern. Student performance will be analyzed and discussed. If it is determined that the student is in jeopardy of failing or leaving the program, the student and all faculty involved will determine a plan of action to try and retain the student in the program. Solutions may include but are not limited to: tutoring, assigning a mentor, locating resources to assist with study habits and learning style assessment. Student Conference Forms are utilized, and the student may make comments and must sign the form. The form is then placed in the student's file. Student signature on the conference form does not indicate that the student agrees with statements made on the form, only that the student has had an opportunity to read the form and to make comments.

Change of Personal Information

It is of utmost importance that students inform program faculty concerning all changes in personal information during the entirety of the program. This should be done as any change occurs.

Attendance Policy

Any student who is absent from class or lab due to personal physical illness or serious illness or death of an immediate family member will be required to present documentation of the illness or death in order for work missed to be made up. No makeup tests or lab exams will be allowed without proper documentation. Regardless of the reason for a particular absence, each absence will count toward the stated limitations. Also, the instructor has the prerogative of determining whether a student may make up work missed due to absences for other reasons. See course syllabi for additional information.

Grade Reporting

The following percentage system for letter grade assignment will be utilized for reporting grades: A=90-100%, B=80-89%, C=70-79%, D=60-69%, F=below 60%. CMA courses require an average of 70% on written tests as well as an average of 70% on lab exams and proven competency on all lab exams in order for credit (grade of C) to be given for the course. Specific grade

compilation will be explained in the syllabi provided (for each CMA course) at the beginning of each semester.

A student must receive a "C" or above for successful completion of a CMA course. Any student receiving a "D" or "F" must retake the failed course. *No more than one program course may be repeated.*

Grade Requirements

1. If a student fails to receive a final (minimal) grade of "C" in any CMA course the course must be repeated with a final grade of "C" or above in order to progress in the CMA program.
2. Graduation from MCC requires a minimum overall 2.0 grade point average in the CMA technical curriculum.
3. With successful completion of 63 credit hours in the CMA curriculum, the Associate in Applied Science degree will be awarded.

Scholastic and Program Probation

Please see the MCC General Catalogue for information on "Scholastic Probation and Suspension." Within the CMA program, a student whose performance is weak or unsatisfactory will meet with the CMA Program Director to discuss areas of concern, and a Student Conference Form will be completed. If the student's performance does not improve he/she may be put on program probation and specific criteria will be set for continuation in the program. If the student is unable to meet the criteria, he/she will be withdrawn from the program. In all instances the student will be provided with individual counseling and assistance.

Withdrawing From a Course

Before withdrawing from a course or from the college, the student should first speak with the instructor of the course. The student must also notify the CMA Program Director prior to withdrawing, because withdrawing from certain courses may prevent the student from progressing in the program.

Students may initiate a withdrawal through the Office of Admissions/Registrar. A student who ceases to attend classes but does not

officially withdraw from classes may receive a grade of "F". (See Class Attendance Policy and College Grading System-General Catalogue.)

Students should carefully review the official academic calendar and pay special attention to the last date during a semester/term when they drop a course and receive a "W". After that *date*, they may receive an "F" if they are not passing the course. There is a date late in the semester after which no course may be dropped by a student without receiving a letter grade. See course syllabi for additional information.

Re-Admission to the CMA Program

1. If a student is no longer able to continue in the program due to withdrawal or failure of courses, the student may request re-instatement to the certified medical assistant program if the request for reinstatement is less than 1 calendar year from the time of removal. Each request will be considered on a case by case basis and a formal decision by the admissions committee will be given to the student in writing. If more than one calendar year has lapsed, the student must start the program over by re-apply to the program following the general CMA application procedures found on the CMA website.
2. Request for re-instatement procedure:
 - a. Student must submit in writing to the program director, their intent to be re-instated into the program. The written request must include, at minimum, the steps the student plans to take in order to ensure their success in the program, should reinstatement be granted.
 - b. The program director will meet with the student. Each request will be handled on a case by case basis.
 - c. The student will then receive a letter from the Program Director stating if the student was granted re-instatement to the program.
 - i. If re-instatement is granted, the student may have to prove proficiency in courses completed in order to continue in the program.
3. The Program Director of the CMA program will make the final decision regarding readmission applications based on: space

availability and previous student record and potential for academic and clinical success, if applicable.

4. Students who are readmitted to the CMA program prior to successful completion of one or more clinical courses will be required to prove competency in all previously completed CMA *courses*, and this may include passing written and skills tests (with a minimum 70% grade for each) as determined by MCC CMA faculty. Competency determination must be completed by the end of the long semester just prior to clinical placement. It is the responsibility of the student to prepare for and schedule competency testing with the program director. Students who are readmitted to the CMA program after successfully completing a clinical course may or may not have to prove competency in previously completed CMA courses, per the discretion of the CMA program director.
5. Students must maintain a minimum grade of “C” in the technical core courses as well as an overall 2.0 grade point average, in order to continue in a health careers program or be eligible to apply for readmission into a program. Failure in any of the prescribed courses indicates a possibility of failure in certification examinations. Therefore, no more than one program course may be repeated during the program, and the course may be repeated only once. Students in the program have five academic years to complete the technical curriculum after official enrollment in the first program course. (See current College catalogue)

Classroom and Lab Safety

Basic safety regulations are posted in the lab and classroom area. Safety regulations regarding the use of lab equipment are presented with the protocol for each piece of equipment. It is imperative that students adhere to these standards in order to maintain a safe environment in the classroom and lab area. Students are to practice only those techniques that have been presented in lecture and/or lab. Students wishing to use lab equipment at any time other than regular or open lab hours must make arrangements with a CMA faculty member to provide supervision.

Testing and calibration of all modalities are performed on an annual basis. Students are instructed to inform a faculty member of any potential hazard in the lab *area*, such as water on the floor, frayed electrical wires, etc.

Laboratory Uniforms

All students must be prepared for laboratory sessions at ALL times. Laboratory uniforms will consist of approved scrubs. Pants must have elasticized waistband and approved lab coats must be worn on all lab days. If lab clothing is deemed inappropriate by the lab instructor, he/she will notify the student. At the faculty's discretion, the student may be removed from lab class and receive an un-excused absence for the class. The student will be required to have appropriate lab clothing for the next lab period.

Appearance and Grooming

As a student and future professional, you must maintain personal health such that there is no risk to self, peers, or patients. Personal cleanliness and hygiene are essential for acceptable interpersonal activities such as those engaged in by health care personnel. The CMA faculty will counsel students in these areas when necessary. These guidelines apply to campus lab and clinical settings.

1. Jewelry that is acceptable: wedding bands/rings; watch; small chain necklace; small stud earrings. Jewelry that is NOT acceptable: rings other than listed above; bracelets; bulky necklaces; dangle or loop earrings; pierced earrings worn anywhere other than the ear
2. Hair must be clean and off the shoulders. Only simple hair accessories are permitted.
 - a. Students with long hairstyles must be able to tie hair back or pin it up so it does not fall loosely over shoulders and face.
3. Fingernails must be clean and filed smoothly. The fingernails must not extend beyond the fingertips. Only clear or light-colored nail polish is acceptable.
4. Personal hygiene should include daily bathing as well as the use of deodorants and mouthwashes as needed. No fragrances or perfumes are to be worn. Offensive body odors will not be tolerated, including the lingering smell of tobacco on clothing, hands or breath.
5. Moustaches/beards must be neatly trimmed.

6. Uniforms (as described in handbook) must be worn at all times while in the clinical setting.
7. **NAME TAGS MUST BE WORN AT ALL TIMES IN THE CLINICAL SETTING.**
8. To reduce the risk of contamination in the clinical setting, no sweaters or jackets are permitted.
9. Tattoos must be covered according to facility policy.

Cell Phone Policy

1. If you bring your cell phone to class or lab, make sure it is turned off/silent mode and put away.
2. Do not answer your phone in the classroom or lab during instructional time. Do not send or receive text messages during class or lab.
3. If you are expecting a very important contact, please notify the instructor before class regarding the nature of the situation. Keep the phone on vibrate, and if you receive the call, step out of the room quietly to answer.
4. Cell phones must be put *away*, out of sight, during tests and must be turned off or on silent.
5. Messages may be left with the Health Sciences division secretary Grace Kling @ 299-8568 or akling@mclennan.edu. Messages for a student during an emergency will be delivered immediately.

Academic Dishonesty

Students are expected to refrain from academic dishonesty. This includes any conduct aimed at misrepresentation with respect to a student's academic performance. Examples of academic dishonesty include:

1. Cheating

2. Plagiarism
3. Collaborating with others if contrary to stated guidelines for course
4. Providing students who have not completed lab exam with information related to the exam
5. Intentionally assisting another student in any dishonest action

Violations of this policy will be brought to the attention of the student by the instructor. If there is suspicion of wrongdoing without corroborating evidence, the matter will be discussed with the student, and a verbal warning will be issued if warranted. If there is clear evidence that a violation has taken place, the instructor may impose a sanction ranging from a written warning to expulsion from the course with a failing grade. If the student does not feel that the issue is satisfactorily resolved, the student should contact the CMA Program Director to discuss the matter. If the matter cannot be resolved at that level, the student may contact the Dean of Health Professions. If the issue is not satisfactorily resolved at the end of this process, the student may initiate a formal grievance procedure. The Student Grievance Procedure is outlined in the Highlander Guide: MCC Student Handbook. Or go to www.mclennan.edu/publications/policies/G- XIII.pdf

Student Behavioral Expectations or Conduct Policy:

Generic Abilities & Professional Behaviors:

Students are expected to maintain a professional classroom decorum that includes respect for other students and the instructor, prompt and regular attendance, and an attitude that seeks to take full advantage of the educational opportunity. Students in the Certified Medical Assistant program have willingly applied for and entered into a professional degree program. Implicit in professional degree programs is the need to develop the student's professional behaviors as well as minimum basic entry level competencies. The tool utilized in the CMA Program is the Generic Abilities form. Students will be evaluated on a continual basis throughout the program in classroom, lab activities, clinical activities, and interaction between fellow students, faculty, and instructors. If a student is found to be lacking in any

area of the generic abilities, the student will be called in by the faculty member who will fill out the form and review any deficiencies. The faculty member, and if deemed necessary the program director, will then discuss with the student a plan of action to assist the student in development in the areas that have been deemed deficient. Any student who persists with the same deficiencies with no improvement in professional behavior over 3 different episodes may be dismissed from the program based upon lack of progress in professional behavior. It will also be at the faculty member's discretion to take 2 points from the student's final grade for each documented episode related to unprofessional behavior.

**CERTIFIED MEDICAL ASSISTANT PROGRAM
GENERIC ABILITIES FORM**

Commitment to learning

1	2	3	4	5	6	7
Requires direction often, has difficulty identifying needs and sources of learning and rarely seeks out knowledge and understanding		Self-directed, frequently identifies needs and sources of learning, and invites new knowledge and understanding			Highly self-directed, consistently identifies needs and sources of learning and deliberately seeks out new knowledge and understanding	

Interpersonal skills

1	2	3	4	5	6	7
Engages in non-effective or judgmental interactions with persons on the clinical setting and loses focus in unexpected or new situations		Usually engages in effective and on judgmental interactions with most persons in the clinical setting and maintains focus in unexpected/new situations			Consistently engages in highly effective and nonjudgmental interactions with all persons in the clinical setting and responds exceptionally well to unexpected/new situations	

Communication skills

1	2	3	4	5	6	7
Exhibits poor written, verbal and non-verbal communication skills and lacks ability to modify information to meet the needs of various audiences/purposes		Exhibits acceptable written, verbal and nonverbal communications skills and is usually capable of modifying information to meet the needs of various audiences/purposes			Exhibits superior written, verbal and nonverbal communication skills and readily modifies information to meet the needs of various audiences/purposes	

Effective use of time and resources

1	2	3	4	5	6	7
Exhibits poor use of time and resources, shows lack of flexibility/adaptability, and seems incapable of setting goals		Obtains good results through proper use of time and resources, shows adequate flexibility/adaptability, and is capable of setting goals			Consistently obtains maximum results through superior use of time and resources, shows unusual flexibility/adaptability and sets realistic goals	

Use of constructive feedback

1	2	3	4	5	6	7
Accepts feedback defensively, does not identify or integrate feedback, provides non constructive, negative or untimely feedback to others		Usually accepts, identifies, and integrates feedback from others, and frequently provides appropriate feedback to others			Seeks out, identifies, and eagerly integrates feedback from others, and constructive, timely, and positive feedback to others	

Problem solving

1	2	3	4	5	6	7
Does not regularly recognize and define problems, analyze data, develop and implement solutions and evaluate outcomes		Frequently recognizes and defines most problems. Analyzes data, develops and implements solutions and evaluates outcomes			Consistently and insightfully recognizes and defines problems, analyzes data, develops and implements solutions, and evaluates outcomes	

Professionalism

1	2	3	4	5	6	7
Exhibits questionable or poor conduct concerning ethics, regulations and procedures, and represents the profession in an incompetent and negative manner		Usually exhibits professional conduct concerning ethics, regulations, policies and procedures, and represents the profession in a competent and positive manner			Exhibits superior professional conduct concerning ethics, regulations, policies and procedures, and actively promotes/represents the profession in a highly competent/commendable manner	

Responsibility

1	2	3	4	5	6	7
Demonstrates a poor level of commitment, is not dependable, not punctual, not aware of personal and professional limitations, and does not accept responsibility for actions and outcomes		Demonstrates an appropriate level of commitment, is usually dependable, punctual, aware of personal and professional limitations, and accepts responsibility for actions and outcomes			Demonstrates a high level of commitment over and above normal responsibilities, very dependable, always punctual, acutely aware of personal and professional limitations, and accepts full responsibility for actions and outcomes	

Critical thinking

1	2	3	4	5	6	7
Does not identify, articulate, or analyze problems, does not distinguish relevant from irrelevant, does not recognize/differentiate among facts, illusions and assumptions and does not present ideas		Frequently identifies, articulates and analyzes problems, distinguishes relevant from irrelevant, recognizes/differentiates among facts, illusions and assumptions, and presents ideas			Readily identifies, articulates, and analyzes problems, consistently and accurately distinguishes relevant from irrelevant, recognizes/differentiates among facts, illusions, and assumptions, and generates original ideas	

Stress management

1	2	3	4	5	6	7
Fails to identify sources of stress/problems in self and others, does not seek assistance or utilize coping skills, and is unsuccessful at balancing professional/personal life		Is usually aware of sources of stress/problems in self and others, frequently seeks assistance as needed, utilizes coping strategies and maintains balance of professional/personal life			Accurately identifies sources of stress/problems in self and others, actively seeks assistance when appropriate, demonstrates effective use of coping mechanisms and successfully maintains a balance of professional/personal life	

Student Ethics

Students in the CMA program are expected to:

1. Use their own knowledge and skill to complete examinations.
2. Use their own knowledge to write major papers or compile research information. If a quote or portion of another person's work is used, proper recognition must be given.
3. Respect the opinion of instructors and other learners. Students will refrain from making statements that insult, slur or degrade instructors, other health professionals or students. (This ethics statement does not infringe upon a student's right to raise questions and request clarification, but does modify the manner in which the question is presented.)
4. Respect the limited resources of textbooks, library books, reprints and journals.
5. Assist in maintaining equipment in good working order. Students will refrain from misusing equipment
6. Assist in maintaining class and laboratory rooms in good order. Students are expected to clean up after themselves when they have finished working in a particular area of the department.
7. Respect other student's projects. Handling, stealing, altering, defacing, or otherwise harming another student's project, especially in a manner which might cause the project to receive a lower grade, will not be tolerated.
8. Observe all policies and procedures established by the CMA Program and all clinical facilities.
9. Respect the confidentiality of patient information regardless of source (patient, therapist, records, charts, etc.) Information in which any part of the patient's name appears (except initials) shall not be repeated outside of the classroom, clinic or facility.

10. Work in cooperation with and demonstrate respect for other health care team members.
11. Protect the property and property rights of the program, clinic and patient. Students will not remove or borrow property without permission and shall not damage or misuse property.
12. Perform only those therapeutic procedures in which they are competent and for which they have been specifically educated. Students must always consult with the clinical instructor if in doubt regarding a procedure or treatment.

Please review the following guidelines set forth by McLennan Community College to help avoid plagiarism:

McLennan Community College
Guidelines for Avoiding Plagiarism

Plagiarism is the intentional-or unintentional-use of someone else's work without adequate documentation. Whenever writers want to include another's ideas, key terms, or copied text into their own papers, they must always use that borrowed information accurately and ethically.

Documentation, an agreed upon style of providing credit to others' work, is necessary in order to avoid plagiarism. Plagiarism is a serious offense in college-level writing, for it is intellectually dishonest, robbing authors of their property.

To consider: As we would never borrow one of our neighbor's possessions without asking permission, we should never use someone's words or ideas without permission. Correctly documenting someone else's material permits us legal use of words and ideas not belonging to us.

It should be obvious that buying papers, using someone else's papers, and similar activities are plagiarism at its worst.

Each instructor will determine penalties for plagiarized work.

Tip: As many documentation styles exist (MLA, APA, and Chicago are used in colleges and universities), be certain to ask your professor which type of documentation style is required for the class.

Document when

- You use someone's ideas from any traditional or web source
- You copy sentences and phrases from a source
- You copy a key term from a source
- You use information from an interview or survey
- You copy pictures, charts, and diagrams from sources
- You use information you did not originate

USE OF PLAGIARISM DETECTION SERVICE
BLACKBOARD SAFEASSIGN
(www.mydropbox.com)

1. McLennan Community College (MCC) faculty members may adopt the plagiarism detection services offered by Blackboard SafeAssign, but they are not required to do so.
2. Faculty members choosing to adopt the plagiarism detection service offered by Blackboard SafeAssign shall publish in their syllabi the following statement:
3. Blackboard SafeAssign: In order to help students learn proper composition skills and to promote academic honesty, this class will use the services provided by Blackboard SafeAssign (hereinafter, the "Service"). The above URL contains information about the capabilities, services, terms and conditions, and privacy policy of the Service. The instructor may use the Service to review all submitted assignments. Students agree that by taking this course all required papers may be subject to submission for textual similarity review to SafeAssign for the detection of plagiarism. All submitted papers will be included as source documents in the SafeAssign reference database solely for the purpose of detecting plagiarism of such papers. Students further understand that if the results of the review support an allegation of academic dishonesty, the students' work will be investigated and the student is subject to discipline according to policy.
4. Faculty members choosing to adopt the plagiarism detection service offered by the service shall:
 - a. treat all students equally,
 - b. require submission of either all student papers or no student paper, for any particular assignment, and
 - c. inform students which assignments will require submission to the Service.
5. In the event a student commits an act of plagiarism, faculty members are strongly encouraged to submit the name of the offending student to the Discipline Coordinator. This action is recommended without regard to other consequences a faculty member may choose to employ. It is

imperative that the Discipline Coordinator be given the information so that the college can identify serial offenders.

6. Instructors are encouraged to place the following statement in their syllabus: Academic Dishonesty Policy: Students found to be guilty of acts of academic dishonesty are subject to college policy as found in <http://jwww.mclennan.edu/students/hguide/>. In addition, in this class, students are subject to the following discipline:
 - a. First Offense: failing grade on the assignment
 - b. Second Offense: failing grade in the course

THE CLINICAL EDUCATION PROCESS

The clinical education program is multifaceted. It offers the student a chance to be exposed to a variety of health care settings in order that the student understands the scope of the profession and the health care needs of the community.

The clinical education program is an integral part of the academic program and:

1. Exposes the student to clinical practice at various stages of his/her academic experience;
2. Provides the student an opportunity to integrate acquired classroom knowledge with clinical practice in a supervised setting;
3. Fosters an environment for the student to develop effective communication skills with patients and health care professionals; and
4. Serves as a mechanism for feedback that allows the Certified Medical Assistant faculty to review the effectiveness of the academic program.

RESPONSIBILITIES OF CMA FACULTY

One member of the Certified Medical Assistant faculty is primarily responsible for coordinating the clinical component of the program, and is referred to as the Practicum Coordinator (PC). This coordinator works directly with academic instructors, clinical instructors and students to provide learning experiences that develop the student's clinical competence.

The PC is responsible for the following:

1. Act as coordinator of the clinical component of the program.
2. Maintain up-to-date affiliation agreements with all clinical sites by reviewing agreements on an annual basis.
3. Actively seek potential clinical sites and determine suitability based on CMA guidelines for clinical facilities.
4. Maintain open lines of communication and interaction with clinical coordinators and clinical instructors.
5. Coordinate and scheduled individual clinical experiences for the students and communicates this information to the clinics.
6. Familiarize clinical instructors and students with the CMA PC.
7. Perform on-site or telephone visits for each student during each clinical affiliation to assess progression and address any concerns of the student and/or the clinical instructor.
8. Organize and/or arrange in-services and/or credentialing opportunities for clinical instructors on a regular basis.

9. Develop problem-solving strategies as necessary to include:
 - i. early identification of a problem
 - ii. exploration of possible solutions
 - iii. provision of clinical education workshops or other types of learning experiences.

RESPONSIBILITIES OF CLINICAL SUPERVISORS

One Clinical Professional at each facility, referred to as the Supervisor, is responsible for coordinating the learning experiences of students assigned to the facility. Any physician, nurse or medical assistant who serves as Supervisor should have at least 5 years of clinical experience. The Supervisor will supervise and/or make assignments for student supervision. In order to serve as a clinical supervisor and directly supervise students, the following requirements must be met:

- a. Medical assistants must hold at least a national certification from an accepted certification agency be eligible for recertification when eligible, and have a minimum of **5** years clinical experience;
- b. Physicians and Nurses must hold at least appropriate licensure in the state where they practice. Have a minimum of 1-2 years clinical experience. Medical Assistants must be practicing in a facility where they are practicing under the supervision of a licensed physician.

Clinical instructors are responsible for the following:

1. Become familiar with the assessment tool utilized in the clinical setting;
2. Provide proper supervision for the student as applicable;
3. Perform an on-going assessment of student performance, competency, and safety in clinical practice; and arrange periodic conferences with a student to provide feedback on how he/she is doing;
4. Encourage the student to evaluate his/her own performance;

5. Provide a written assessment of student performance to the CMA faculty by completing the appropriate forms;
6. Develop problem-solving strategies as necessary including:
7. Early identification of and communication of problem
8. Determination of effective solution to problem
9. Determination of need for additional information or assistance from PC to solve problem
10. Overall determination that problem cannot be solved in available time or with available resources

RESPONSIBILITIES OF STUDENTS

Each student is responsible for providing input to the CMA faculty and the practicum coordinator to help provide learning experiences that will most benefit him/her. Students are responsible for the following:

1. Become familiar with the assessment tool utilized in the clinical setting
2. Provide input to the PC before clinical affiliation assignments are finalized
3. Actively seek learning opportunities to develop skills and competencies within the clinical setting
4. Provide self-assessment of his/her performance including strengths and areas that need improvement
5. Identify problems early and communicate the problem to clinical supervisor and to the PC
6. Complete a clinical evaluation form at the end of each affiliation (see section on forms). Students are expected to display initiative in

treating patients, assisting clinicians with treatments, cleaning patient treatment areas, seeking information from clinicians and/or available textbooks and discussing the affiliation with the clinical supervisor.

NOTE: A STUDENT IS REQUIRED TO HAVE PASSED ALL PRIOR CMA COURSEWORK IN ORDER TO QUALIFY FOR PLACEMENT ON CLINICAL AFFILIATION.

CRITICAL SAFETY SKILLS

Demonstrating mastery of specific *critical safety skills* during clinical rotations is necessary in order to pass each clinical affiliation. Competency with *critical safety skills* indicate that a student carries out intervention per the plan of care in a manner that minimizes risks to the patient, self, and others. Examples of essential critical safety skills include but are not limited to:

- Ability to follow and appropriately carry out the POC established by the physician or clinical supervisor.
- Safe implementation of the POC based upon patient diagnosis, status and response to intervention without placing the patient in jeopardy of harm or injury.
- Demonstration of knowledge regarding contraindications and precautions for specific patient diagnosis relative to the therapy interventions within the POC (i.e. following hip precautions when transferring a patient after total hip replacement; choosing an appropriate assistive device for the weight bearing status and abilities of the patient for gait)
- Ability to correctly identify physiological measures (BP, HR, blood glucose levels, etc.) outside of parameters that allow for safe therapeutic exercise/intervention and provide proper response and notification of the MA/MD/Nurse
- Ensures safety of self and others by washing hands correctly, following universal precautions, able to competently set up a sterile field, and don/doff PPE without contaminating materials, patient or self to prevent spread of infection.

- Uses acceptable techniques for safe handling of patients with proper body mechanics, guarding, and level of assistance; and employs standard safety precautions such as: always locking a wheelchair prior to transferring a patient, appropriate use of gait belt with transfers and gait training, washing hands prior to and after each patient contact, recognizing environmental hazards to safe ambulation, transfers, or other therapeutic intervention.
- Establishes and maintains safe working environment (i.e. monitoring of lines and tubes and other medical equipment, checks physical therapy equipment and assistive devices for maintenance and/or disrepair, eliminates work place hazards).
- Requests assistance when necessary (i.e., from clinical supervisor, utilizes and monitors support personnel).
- Ability to recognize patient responses during therapeutic intervention that may indicate a life threatening condition (shortness of breath, chest pain, sudden dizziness, sudden dysarthria, etc.) and provide proper response and notification of the MA/MD/Nurse.
- Correct interpretation of weight bearing status and ability to choose appropriate assistive device for weight bearing status and individual patient's abilities.
- Utilizes appropriate gait pattern and assistive device relative to patients weight bearing status and assistive device.
- Demonstrates knowledge of facility safety policies and procedures.

The clinical instructor will continually assess the student's competency in safety and will notify the PC if there are any issues or concerns regarding a student's capability of practicing in a safe manner. If safety concerns are not resolved in an acceptable timeframe, the student will be withdrawn from the clinical site and not allowed to progress through the program.

CLINICAL REGULATIONS AND GUIDELINES

Health Form/Immunizations

Students will be required to have on file with the CMA Program Director proof of immunization against Hepatitis B, varicella, measles, mumps, rubella and diphtheria/tetanus prior to beginning the clinical phase of the program. Students will also be required to have a tuberculosis skin test or chest x-ray and a Flu shot annually. Costs for immunizations and x-rays will be the responsibility of the student. Any student who is pregnant during or after giving birth immediately prior to clinical affiliations must have written doctor's permission to participate in the clinical.

Drug Screen and Criminal Background Check

Students are required to undergo a drug screen and receive a negative report for such within 21 days prior to beginning clinical, at their own expense. Students are required to undergo a criminal background check before clinical courses may begin. Results of the drug screen and background check will be maintained in the CMA Program Director's office in a secure location.

Health Professions Division Clinical Drug Screening Policy

The Joint Commission requires verification of competency of all individuals who have direct contact with patients or employees; this includes students participating in clinical rotations in the facility. Competency extends beyond technical skills to include screening for drug use.

Screening Requirements

Drug screens must be completed within the twenty one (21) days prior to a student's initial entry into the clinical assignment portion of their respective Health Professions program. For some programs, clinical assignments begin immediately when classes begin for the semester. For other programs, clinical assignments are scheduled for later in the program. Verification of a negative drug screen must be received prior to the first clinical day in the student's program. The results will be acceptable for the following summer clinical rotations during the student's

enrollment in the program unless there is a break during that student's enrollment. A break in enrollment (leaving the program) is defined as nonattendance for a portion of a semester or more. Attendance must be verifiable through the College.

The Substance Abuse Panel 10 (SAP 10) tests for marijuana, cocaine, phencyclidine, opiates, methamphetamine, methadone, amphetamines, barbiturates, benzodiazepines and tricyclic antidepressant.

Costs for Drug Screening

Cost of the drug screen will be the responsibility for any students entering a Health Professions Program at McLennan Community College. Students will use the testing agency designated by the College. The student will be responsible for scheduling his or her own testing time at the agency and will be required to follow all procedures required by that agency for accurate testing. The student will be responsible for ensuring that the results of all testing be sent by the agency directly to the director of the allied health program in which they are admitted or enrolled.

Disqualifications from Clinical Affiliation Participation

A student will not be allowed to participate in clinical affiliations if he or she is found to have a positive drug screen on the Substance Abuse Panel 10 (SAP 10). If the student feels that the positive result is in error, he or she will be able to request a Medical Review through the testing agency and pay an additional fee for that service. The testing agency will have its Medical Review Officer assess the screen and follow through with an appropriate investigation. The student will be responsible for the cost of the medical review. A student will not be allowed to participate in clinical activity (removed from program) in any MCC Allied Health program for twelve (12) months following a verified positive drug screen. The student will then be required to undergo an additional drug screen which must be negative, prior to a clinical assignment, per the stated policy above.

"For Cause" Screening (Zero Tolerance)

At any time during **classroom, lab, or clinical** portions of a health science program, the student is suspected of being under the influence of drugs or alcohol, the program faculty or clinical facility personnel may require the student to be

tested for drugs and/or alcohol. If the clinical facility has the capability of doing the screen on site, the facility may use that service. The student is responsible for any cost of the screening. If a student must be dismissed from the clinical facility during a clinical assignment to undergo testing and/or for inappropriate behavior due to possible drug or alcohol influence, the student will be responsible for providing contact information for someone to provide transportation for the student to be taken away from the site and, as necessary, to the college-designated testing agency. Failure by the student to comply with these policies is grounds for dismissal from the Health Professions program in which the student is enrolled. A positive drug or alcohol test is also grounds for dismissal from the program in which the student is enrolled.

Allied Health Division Criminal Background Check

The Joint Commission requires verification of competency of all individuals who have direct contact with patients or employees; this includes students doing clinical rotations in the facility. Competency extends beyond technical skills to an individual's criminal history.

Purpose:

This policy is designed to protect the community of health care consumers from services provided by students who have documented illegal and unethical behaviors. These requirements also allow the Health Professions division to be in compliance with clinical affiliation agreements.

Policy:

Successful completion of a criminal background check is required for admission and continuation in all Health Professions Programs. Students will be given specific directions from the program about how to obtain the background check.

Background checks will be honored for the duration of the student's enrollment in the clinical program if the participating student has not had a break in the enrollment of a Health Professions class. A break in enrollment is defined as nonattendance of one full semester or more. The above information must be verifiable through the college/school and must be sent to the clinical agency.

The following histories will disqualify an individual from consideration for

admission because the student would not be eligible for clinical placement: (this includes, but is not limited to):

- Murder
- Capital murder
- Manslaughter
- Criminally negligent homicide
- Unlawful restraint
- Kidnapping
- Aggravated kidnapping
- Continuous sexual abuse of a young child or children
- Indecent exposure
- Indecency with a child
- Improper relationship between educator and student
- Improper photography or visual recording
- Sexual assault
- Aggravated assault
- Aggravated sexual assault
- Intentional, knowing, or reckless injury to child, elderly individual, or disabled individual
- Intentional, knowing, or reckless abandonment or endangerment of child
- Deadly conduct
- Terroristic threat
- Aiding suicide
- Prohibited sexual conduct (incest)
- Agreement to abduct child from custody
- Violation of certain order in family violence case
- Violation of protective order preventing hate crime
- Sale or purchase of child
- Arson
- Robbery
- Aggravated robbery
- Burglary

- Online solicitation of minor
- Money laundering
- Medicaid fraud
- Cruelty to animals
- Compelling prostitution
- Causing sexual performance by a child
- Possession or promotion of child pornography
- Any other offense for which registration as a sex offender is required

The following histories will disqualify an individual from consideration for admission if the conviction occurred within the last five (5) full calendar years:

- Assault punishable as a Class A misdemeanor or felony.
- Theft punishable as a felony
- Misapplication of fiduciary property or property of financial institution punishable of Class A misdemeanor or felony
- Securing execution of a document by deception punishable as a Class A misdemeanor or felony (not tampering with a government document)
- False identification as a peace officer
- Disorderly conduct

CPR Certification

Students must have documentation of current Adult, Child and Infant Healthcare Provider CPR certification on file with the CMA Program Director prior to beginning the clinical phase of the program.

Clinical Assignments

Assignments for each affiliation will be made approximately one month prior to that affiliation. The student should contact the facility before the affiliation begins to make sure they are prepared for the first day of clinical.

Transportation arrangements, lodging, and other costs are the student's responsibility.

Any student who is unable to perform expected duties during the clinical affiliation, due to physical condition or other reason, will report this to the PC prior to reporting to the clinical site, or during the clinical affiliation if issues

arise at that time. The PC and the program director will discuss the issue(s) with the student and determine whether the student may continue with the affiliation or whether the student will need to schedule the clinical time for a later date contingent upon resolution of the issue(s). If a student is unable to participate at the scheduled time of an affiliation, he/she will be assigned to another affiliation site as available and at the discretion of the PC. (Refer to Health Policy)

Clinical Placement Policy

Placement is intended to expose the student to as many areas of medical assisting practice as possible in order to facilitate the development of basic skills needed for a certified medical assistant. Clinical assignments for each student will be conducted at an outpatient facility. *The student may be required to travel for at least one affiliation to a location that is out of the immediate Waco area to ensure all students have placement at affiliation sites.* Students will not be assigned to facilities where they are presently employed or have entered into an agreement of employment. Students are given an opportunity to provide input before assignments are finalized. However, the final decision is made by the PC.

Clinical Affiliation Sites*

Clinical experiences will be attained in ambulatory care settings and clinics in the Central Texas region. Clinical sites being utilized at this time include:

Waco:

Family Health Centers
 Hillcrest Baptist Medical Center Clinics
 Baylor Scott and White Clinics
 Providence Healthcare Clinics
 Elite Sports Medicine
 Waco Cardiology
 Waco Orthopedics
 Central Texas Urology
 Waco Center for Women's Health
 Epiphany Dermatology
 Central Texas Urology
 Waco Heart and Vascular
 Waco ENT

Marlin:

Falls County Hospital and Clinics

*This list is subject to change and may be updated/revised at any time.

Clinical Attendance

Due to the significant nature of clinical time for the student, all clinical hours missed due to absence must be made up at a time convenient to the clinic and agreed upon by the clinical supervisor, practicum coordinator, and the student. More than 2 absences may be taken as evidence that the student does not intend to participate sufficiently to assure likelihood of success.

With 2 or more absences, the student will be required to conference with _____ the PC. Anytime a student must be absent from the clinical site. He/She is required to notify the facility and the college.

Patient Care

Students are required to meet the workforce standard of providing care to any and all patients assigned to their care by the clinical supervisor.

Clinical Dress Policy

Students are required to wear a nametag that identifies that individual as an MCC CMA student. Some facilities may require photo IDs, and these will be provided by the facility. The nametag should be worn at all times while the student is on clinical assignment, and may not be worn at any time other than assigned clinical affiliations.

Students should dress professionally in approved scrubs and lab coats. Shoes must be a solid color, leather athletic shoe or nursing shoe, and socks or hose must be worn. Long hair must be pulled back from the face, and jewelry should be minimal. Blue jeans, t-shirts, sandals, V-neck blouses, ruffles, loud colors, etc. are unacceptable attire. Some facilities may require a white lab coat, which the student will be required to purchase. Other facilities allow students to wear scrubs, although the color may be specified. Students should contact the assigned clinical facility for dress/uniform requirements. The clinical instructor has the authority to deny clinical attendance for a student whose apparel is considered inappropriate.

Cell Phone Policy

Cell phones, pagers, or other personal communication devices must be put away during clinical hours. They may be used only during designated breaks as allowed by the facility.

Schedule of Student Affiliations

Students begin their clinical training during the summer semester. The schedule for each affiliation is as follows but is subject to change:

Freshman summer semester-MDCA 1160, 80 hours.

Sophomore summer semester MDCA 1161- 96 hours.

Liability Insurance

McLennan Community College provides a limited student liability insurance during clinical affiliations. The coverage for students is effective only during scheduled clinical time. The student is not covered for employment outside of scheduled clinical time.

Accidental Injury and/or Health Coverage

Neither the clinical facility nor college assumes responsibility for an injury occurring during clinical hours. The student is encouraged to carry private health insurance coverage and is required to report any personal injury to the clinical instructor immediately.

EVALUATION OF STUDENT PERFORMANCE

The evaluation/assessment tool utilized by the McLennan Community College CMA Program is the Medical Assisting Education review Board (MAERB) and the Commission on Accreditation of Allied Health Education Programs (CAAHEP) Master Competency List for Medical Assistants (MCLMA).

1. Defines for students and clinical instructors the skills that all students are expected to master prior to graduation;
2. Provides a uniform mechanism for rating students from different schools at clinical affiliation sites;
3. Allows students to assess their own performance and to compare

their self-assessment with those of their clinical instructors;

4. Provides an up-to-date summary of the individual student's current strengths and weakness, thus helping students and their instructors plan an appropriate affiliation experience; and
5. Provides a mechanism to identify strengths and weakness in the academic portion of the curriculum.

The MCLMA contains skills needed by a newly graduated Certified Medical Assistant to engage in safe and effective clinical practice. Each skill includes objectives that allow the user to better assess the learning or mastery of each skill.

The PC, clinical instructor and student should work together in determining the skills that are appropriate for each affiliation. These will depend on the student's classroom knowledge at the time and the learning experiences the clinical facility is able to provide.

A Progress Report is to be completed for each affiliation. The form should be completed for the mid-clinical evaluation and the final evaluation. Space is provided for both evaluations. This allows the clinical instructor and student to:

- a. Discuss student's performance and strategies for improving performance when indicated;
- b. Identify skills which the student has not had the opportunity to achieve while time is still available;
- c. Measure progress in student's ability to perform.

A Clinical Skills Master List is provided in each student's Clinical folder to record skills that have been mastered by that student

Comprehensive instructions on proper utilization of the MCLMAs are included with each copy.

CLINICAL GRADING

Grades are assigned according to the instructions found in each clinical rotation syllabus.

CLINICAL FORMS

The CMA program utilizes several forms throughout the clinical education process. The purpose and use of each form is outlined below, and samples of the forms are included on the following pages.

Student Introduction Form

The purpose of this form is to provide the initial contact between the student and the clinical site. The students are instructed to complete the form and send it to the clinic 3-4 weeks prior to the beginning of their affiliation. The form includes a summary of previous clinical experiences, the student's expectations for this affiliation, and a self-assessment of strengths and weaknesses. A photograph may be attached to the upper right hand corner.

Clinical Orientation Form

The purpose of this form is to provide the clinical instructor with a checklist or outline of items that should be addressed on the first day of the student's affiliation. This form was developed only as a guideline, and it is not necessary for the student to return this form to the PC at the end of the affiliation.

Progress Report

This form is completed by the practicum coordinator at mid-clinical and at the end of the student's affiliation to assess the student's overall performance in the clinic. This form should be completed prior to the final evaluation, and should be discussed with the student during the final evaluation.

Student Evaluation of Clinical Education Experiences

This form is to be completed by the student at the end of his/her affiliation to assess the overall clinical experience. This form should be completed prior to the final evaluation, and should be discussed with the clinical instructor during the final evaluation.

NOTE: In order to assure open and honest responses on the Progress Report and the Student Evaluation of Clinical Education Experience forms, both of these forms should be completed prior to the last day of the clinical affiliation. Students may be hesitant to respond honestly if they feel that their responses

on the Clinical Education Experience form will result in a negative assessment on the Progress Report final evaluation.

Assessment of CMA Program Form

This form was developed to allow clinical supervisors more input into the Certified Medical

Assistant curriculum development process.

Once a year the program faculty will mail these forms to each clinical instructor who has worked with an MCC CMA student. The form allows the clinical instructor to rate the CMA program based on his/her experience with MCC students during the previous year.

PROFESSIONAL CONDUCT

The conduct of the Certified Medical Assistant should be such that the patient's confidence is inspired. Only a consistently professional attitude can accomplish this. One must endeavor to treat patients with kindness and courtesy and insure preservation of the patient's privacy. Always introduce yourself, and wear your name tag at all times.

1. Knock prior to entering any room.
2. Do not congregate in semi-public areas, such as the patient reception areas. Patients awaiting appointments do not understand the presence of (apparently) idle medical assistants.
3. Never discuss a patient's history, or information of his reports, with a patient or his relatives. Patient's charts and all other patient records should be kept out of reach of unauthorized persons, including patients.
4. Do not discuss matters pertaining to work in elevators, corridors, or any other public area of the facility.
5. No conversation should take place within a patient's hearing which is not DIRECTLY INTENDED for his ears.

6. Smoking at clinical sites is prohibited, eating or drinking are prohibited except in designated areas.
7. Gratuities are prohibited.
8. Gum chewing is prohibited.
9. Personal involvement between a student and a patient being treated by that student is prohibited.
10. Personal involvement with fellow staff members should be limited to "off-duty" hours.
 - a. Professionalism in the clinic must be maintained at all times.
11. Loaning of personal items to patients, and/or running errands for patients is not recommended.
12. Students should accept constructive criticism gracefully.
13. In the clinic, the clinical instructor should be kept informed of your activities and location at all times.

CMA CODE OF ETHICS

PRINCIPLE 1

A medical assistant shall respect the rights and dignity of all individuals and shall provide compassionate care.

PRINCIPLE 2

A medical assistant shall act in a trustworthy manner towards patients/clients, and in all other aspects of medical assisting practice.

PRINCIPLE 3

A medical assistant shall comply with laws and regulations governing medical assisting and shall strive to effect changes that benefit patients/clients.

PRINCIPLE 4

A medical assistant shall exercise sound professional judgment.

PRINCIPLE 5

A medical assistant shall achieve and maintain professional competence.

PRINCIPLE 6

A medical assistant shall maintain and promote high standards for medical assisting practice, education and research.

PRINCIPLE 7

A medical assistant shall seek only such remuneration as is deserved and reasonable for professional services.

PRINCIPLE 8

A medical assistant shall provide and make available accurate and relevant information to patients/clients about their care and to the public about medical assisting services.

PRINCIPLE 9

A medical assistant shall protect the public and the profession from unethical, incompetent, and illegal acts.

PRINCIPLE 10

A medical assistant shall endeavor to address the health needs of society.

PRINCIPLE 11

A medical assistant shall respect the rights, knowledge, and skills of colleagues and other health care professionals.

STANDARDS OF ETHICAL CONDUCT FOR THE CERTIFIED MEDICAL ASSISTANT

STANDARD 1

A medical assistant shall respect the rights and dignity of all individuals and shall provide compassionate care.

STANDARD 2

A medical assistant shall act in a trustworthy manner towards patients/clients.

STANDARD 3

A medical assistant shall provide selected therapies only under the supervision and direction of a clinical professional.

STANDARD 4

A medical assistant shall comply with laws and regulations governing medical assisting.

STANDARD 5

A medical assistant shall achieve and maintain competence in the provision of completing continuing education.

STANDARD 6

A medical assistant shall make judgments that are commensurate with their educational and legal qualifications as a certified medical assistant.

STANDARD 7

A medical assistant shall protect the public and the profession from unethical, incompetent, and illegal acts.

CMA Code of Ethics and Standards of Ethical Conduct adapted from various sources

NOTES

Certification
Certification is obtained
through the
National Healthcareer
Association as an
Certified Clinical
Medical Assistant
(CCMA)

Appendix A-Acknowledge form
MCLENNAN COMMUNITY COLLEGE CERTIFIED MEDICAL ASSISTANT
PROGRAM

READ THE FOLLOWING STATEMENTS BEFORE SIGNING:

As a student in the CMA program, I am aware that I

- may be photographed or videotaped as part of class, lab or clinical activities.
- will be expected to participate as a "patient" during class or lab activities. Precautions and contraindications for the procedure will be discussed prior to such participation. Any student has the right to decline participating as a patient with prior notification of the instructor.
- will be responsible for uniform, travel, meals, and other expenses related to clinical courses.
- will be working with patients during clinical courses and may be exposed to illness, blood, and other body fluids.
- will be required to undergo a drug screen and a criminal background check, at my own expense, in order to participate in clinical affiliations.

I have received the Certified Medical Assistant Program Student Handbook, and it has been discussed with me. I agree that I have read and understand the information found in this handbook. I agree to abide by all rules, policies and procedures contained herein. I am also aware that this handbook is intended as a guide and policies and procedures described herein may be changed without notice.

This form must be signed and returned on or before the first day of class.

 Student (please print)

 MCC Student ID Number

Signature

Date

APPENDIX B Master Competency List

Institution Name: McLennan Community College

Student Name: _____

Date of Graduation: _____

Master Competency Form

Competencies in italics require work products.

Competency (Psychomotor & Affective)	Grade	Pass	Date	Int.
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I. Anatomy & Physiology

1. Obtain vital signs				
2. Perform venipuncture				
3. Perform capillary puncture				
4. <i>Perform pulmonary function testing</i>				
5. <i>Perform electrocardiography</i>				
6. <i>Perform patient screening using established protocols</i>				
7. Select proper sites for administering parenteral medication				
8. <i>Administer oral medications</i>				
9. <i>Administer parenteral (excluding IV) medications</i>				
10. Assist physician with patient care				
11. <i>Perform quality control measures</i>				

<i>12. Perform CLIA-Waived hematology testing</i>				
<i>13. Perform CLIA-Waived chemistry testing</i>				
<i>14. Perform CLIA-Waived urinalysis</i>				
<i>15. Perform CLIA-Waived immunology testing</i>				
<i>16. Screen test results</i>				
17. Apply critical thinking skills in performing patient assessment and care				
18. Use language/verbal skills that enable patients' understanding				
19. Demonstrate respect for diversity in approaching patients and families				

II. Applied Mathematics

<i>1. Prepare proper dosages of medication for administration</i>				
<i>2. Maintain laboratory test results using flow sheets</i>				
<i>3. Maintain growth charts</i>				
4. Verify ordered doses/dosages prior to administration				
<i>5. Distinguish between normal and abnormal test results</i>				

Competency (Psychomotor & Affective)	Grade	Pass	Date	Int.
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III. Applied Microbiology/Infection Control

1. Participate in training on Standard Precautions				
2. Practice Standard Precautions				

3. Select appropriate barrier/personal protective equipment (PPE) for potentially infectious situations				
4. Perform hand washing				
5. Prepare items for autoclaving				
6. Perform sterilization procedures				
7. Obtain specimens for microbiological testing				
8. <i>Perform CLIA waived microbiology testing</i>				
9. Display sensitivity to patient rights and feelings in collecting specimens				
10. Explain the rationale for performance of a procedure to the patient				
11. Show awareness of patients' concerns regarding their perceptions related to the procedure being performed				

IV. Concepts of Effective Communication

1. Use reflection, restatement and clarification techniques to obtain a patient history				
2. <i>Report relevant information to others succinctly and accurately</i>				
3. Use medical terminology, pronouncing medical terms correctly, to communicate information, patient history, data and observations				
4. Explain general office policies				
5. Instruct patients according to their needs to promote health maintenance and disease prevention				
6. Prepare a patient for procedures and/or treatments				

7. Demonstrate telephone techniques				
8. <i>Document patient care</i>				
9. <i>Document patient education</i>				
10. <i>Compose professional/business letters</i>				
11. Respond to nonverbal communication				
12. <i>Develop and maintain a current list of community resources related to patients' healthcare needs</i>				
13. Advocate on behalf of patients				
14. Demonstrate empathy in communicating with patients, family and staff				
Competency (Psychomotor & Affective)	Grade	Pass	Date	Int.
15. Apply active listening skills				
16. Use appropriate body language and other nonverbal skills in communicating with patients, family and staff				
17. Demonstrate awareness of the territorial boundaries of the person with whom communicating				
18. Demonstrate sensitivity appropriate to the message being delivered				
19. Demonstrate awareness of how an individual's personal appearance affects anticipated responses				
20. Demonstrate recognition of the patient's level of understanding in communications				
21. Analyze communications in providing appropriate responses/ feedback				
22. Recognize and protect personal boundaries in communicating with others				

23. Demonstrate respect for individual diversity, incorporating awareness of one's own biases in areas including gender, race, religion, age and economic status				
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V. Administrative Functions

1. <i>Manage appointment schedule, using established priorities</i>				
2. <i>Schedule patient admissions and/or procedures</i>				
3. <i>Organize a patient's medical record</i>				
4. File medical records				
5. <i>Execute data management using electronic healthcare records such as the EMR</i>				
6. <i>Use office hardware and software to maintain office systems</i>				
7. <i>Use internet to access information related to the medical office</i>				
8. Maintain organization by filing				
9. <i>Perform routine maintenance of office equipment with documentation</i>				
10. <i>Perform an office inventory</i>				
11. Consider staff needs and limitations in establishment of a filing system				
12. Implement time management principles to maintain effective office function				
Competency (Psychomotor & Affective)	Grade	Pass	Date	Int.

VI. Basic Practice Finances cont.

1. <i>Prepare a bank deposit</i>				
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2. Perform accounts receivable procedures, including:				
<i>a. Post entries on a day sheet</i>				
<i>b. Perform billing procedures</i>				
<i>c. Perform collection procedures</i>				
<i>d. Post adjustments</i>				
<i>e. Process a credit balance</i>				
<i>f. Process refunds</i>				
<i>g. Post non-sufficient fund (NSF) checks</i>				
<i>h. Post collection agency payments</i>				
3. Utilize computerized office billing systems				
4. Demonstrate sensitivity and professionalism in handling accounts receivable activities with clients				

VII. Managed Care/Insurance

<i>1. Apply both managed care policies and procedures</i>				
<i>2. Apply third party guidelines</i>				
<i>3. Complete insurance claim forms</i>				
<i>4. Obtain precertification, including documentation</i>				
<i>5. Obtain preauthorization, including documentation</i>				
<i>6. Verify eligibility for managed care services</i>				
7. Demonstrate assertive communication with managed care and/or insurance providers				

8. Demonstrate sensitivity in communicating with both providers and patients				
9. Communicate in language the patient can understand regarding managed care and insurance plans				

VIII. Procedural and Diagnostic Coding

1. <i>Perform procedural coding</i>				
2. <i>Perform diagnostic coding</i>				
3. Work with physician to achieve the maximum reimbursement				

IX. Legal Implications

1. Respond to issues of confidentiality				
2. Perform within scope of practice				
Competency (Psychomotor & Affective)	Grade	Pass	Date	Int.
3. Apply HIPAA rules in regard to privacy/release of information				
4. Practice within the standard of care for a medical assistant				
5. Incorporate the Patient's Bill of Rights into personal practice and medical office policies and procedures				
6. <i>Complete an incident report</i>				
7. <i>Document accurately in the patient record</i>				
8. Apply local, state and federal health care legislation and regulation appropriate to the medical assisting practice setting				
9. Demonstrate sensitivity to patient rights				

10. Demonstrate awareness of the consequences of not working within the legal scope of practice				
11. Recognize the importance of local, state and federal legislation and regulations in the practice setting				

X. Ethical Considerations

1. Report illegal and/or unsafe activities and behaviors that affect health, safety and welfare of others to proper authorities				
2. Develop a plan for separation of personal and professional ethics				
3. Apply ethical behaviors, including honesty/integrity in performance of medical assisting practice				
4. Examine the impact personal ethics and morals may have on the individual's practice				
5. Demonstrate awareness of diversity in providing patient care				

XI. Protective Practices

1. Comply with safety signs, symbols and labels				
2. Evaluate the work environment to identify safe vs. unsafe working conditions				
3. <i>Develop a personal (patient and employee) safety plan</i>				
4. <i>Develop an environmental safety plan</i>				
5. Demonstrate proper use of the following equipment:				

a. Eyewash				
Competency (Psychomotor & Affective)	Grade	Pass	Date	Int.
b. Fire extinguishers				
c. Sharps disposal containers				
6. Participate in a mock environmental exposure event with documentation of steps taken				
7. Explain an evacuation plan for a physician's office				
8. Demonstrate methods of fire prevention in the healthcare setting				
9. <i>Maintain provider/professional level CPR certification</i>				
10. Perform first aid procedures				
11. Use proper body mechanics				
12. <i>Maintain a current list of community resources for emergency preparedness</i>				
13. Recognize the effects of stress on all persons involved in emergency situations				
14. Demonstrate self-awareness in responding to emergency situations				