

**CLARK COLLEGE
MEDICAL ASSISTING
PROGRAM**



**HANDBOOK OF
POLICIES & PRACTICES
FOR MEDICAL
ASSISTING STUDENTS**

Every effort is taken to maintain the accuracy of the information contained in this Handbook. Clark College reserves the right to modify course and program offerings, college policies, and other information at any time without prior notification. Please contact your instructor, the Medical Assisting Director or the Dean of Business & Health Sciences for clarification of any policies described within.

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General Information – Medical Assisting Program

National accreditation by
The Commission on Accreditation of Allied Health Education Programs



ABOUT THE PROFESSION

Medical Assistants maintain the daily workflow of a medical office. Work activities vary depending on the medical setting but often include customer service, administrative duties, and clinical tasks. Medical assistants work directly with physicians and patients to ensure a productive experience in a variety of healthcare environments. The Medical Assisting program prepares students for both front-office clerical and back-office clinical medical assistant responsibilities by providing cognitive (knowledge), psychomotor (skills), and affective (behavior) learning competencies. The Clark College Medical Assisting program is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP), on recommendation of the Medical Assisting Education Review Board (MAERB). Graduates of the Clark College Medical Assisting program are eligible to sit for the American Association of Medical Assistants (AAMA) Certified Medical Assistant (CMA) Examination, a national certification for Medical Assistants. To gain employment as a Certified Medical Assistant, students must graduate from the program and pass the CMA examination. For more information, refer to the American Association of Medical Assistants website at www.aama-ntl.org or the Washington State Society of Medical Assistants website at www.wssma.org.

ABOUT THE PROGRAM

The Medical Assistant program at Clark College leads to a Certificate of Proficiency (CP); moreover, students have the option of completing additional requirements to earn an Associate in Applied Technology (AAT) degree. This limited-entry program starts once a year in Winter Quarter. Students must complete minimum requirements to be eligible to start the program.

All program requirements below must be completed with a 2.0 or above.

Student Resources— Medical Assisting Program

1. FERPA –Student Right to Access to Records and to Non-disclosure of Student Information

Consistent with Clark College policies, the Medical Assisting program complies with the federal laws that govern students' rights to access one's academic record and certain privacy provisions.

Information about the Family Educational Rights and Privacy Act (FERPA) and Clark College policies related to that law can be found at http://www.clark.edu/clark-and-community/about/policies-procedures/consumer_information/ferpa/index.php

What are FERPA rights? Students have **three** primary rights under FERPA. They have the rights to inspect and review their education records, have some control over the disclosure of information from their education record, and seek to amend their education records under certain circumstances. This policy upholds the following provision: At the postsecondary level, parents or spouses have no inherent rights to access or inspect their son's/daughter's/spouse's education records.

2. Students' Rights to Equal Opportunity and Non-Discrimination

Consistent with Clark College policies, the Medical Assisting program complies with the federal laws that govern students' rights to equal opportunity and non-discrimination.

The college policy can be found at the following link http://www.clark.edu/clark-and-community/about/policies-procedures/grievance_procedure.php. The policy, based on WAC 132N-300, reads, in part:

The college expressly prohibits discrimination against any person on the basis of race, color, national origin, sex, disability, age, religion, sexual orientation, gender identity, gender expression, political affiliation, creed, disabled veteran status, marital status, honorable discharge veteran of Vietnam-era veteran status.

The college president delegates investigation of grievances based on **race, creed, religion, color, national origin, age, political affiliation**, and/or **marital status** to:

Associate Vice President of Human Resources & Title IX
Coordinator Human Resources,
Baird Administration Building (BRD) 133; Main Campus
(360) 992-2325

The college president delegates investigation of grievances based on race sex, creed, religion, color, national origin, age, sexual orientation, gender identity, gender expression, political affiliation, and marital status to the Director for Equity and Diversity.

Vice President of Diversity, Equity & Inclusion
Baird Administration Building (BRD) 100A
(360) 992-2289

Dean of Student Success and Retention & Title IX Deputy Coordinator
Student Affairs Office, Gaiser Hall (GHL) 204
(360) 992-2900

The college president designates investigation of grievances based on any **physical, sensory, or mental disability**, or status as a **disabled**, or **honorably discharged veteran** or **military status** to the ADA Compliance Officer (ADACO):

Megan Jasurda
ADA Compliance Coordinator, Disability Support Services
Penguin Union Building (PUB) 013
(360) 992-2065

The Office of Diversity, Equity & Inclusion helps to recruit and retain a diverse student body and workforce. They also provide training and educational resources for all members of the college community around diversity, inclusion, power, privilege, inequity, and social justice.

The Office of Diversity, Equity & Inclusion is equally committed to serving historically disadvantaged communities as they navigate Clark as well as the entire Clark community as it engages in conversations around power, privilege, inequity, and diversity.

You can find more information about diversity at Clark at the following link:
<http://www.clark.edu/campus-life/student-support/diversity-and-equity/index.php>

Office of Diversity, Equity & Inclusion
[Office of Diversity, Equity & Inclusion](#)
Tel: (360) 992-2292

3. Clark College Scholarships: General Information

Many scholarships are available to medical assisting students. A large number are funded from private donors via the Clark College Foundation. Application forms and information is available at the Scholarship office in Gaiser Hall, room 137. Specific scholarship information is available on the college website at <http://www.clark.edu/enroll/paying-for-college/scholarships/index.php>.

Students who are applying in the spring (normally a mid-April deadline) for scholarships administered by the Clark College Foundation (our fundraising partner) should visit the Clark College Foundation Scholarships page at <http://www.clark.edu/enroll/paying-for->

college/scholarships/foundation/index.php. Many organizations also offer scholarships and they administer their own application process with their own separate application forms. Students will need to be diligent to be aware of the various application processes and deadline dates. Occasionally the Medical Assisting Department receives information regarding scholarships from outside sources, such as the federal government, WorkSource, or a local credit union. This information will be made available to students.

An example of a scholarship from an outside source is below:

The American Association of Medical Assistants (AAMA) offers the Maxine Williams Scholarship Fund, which awards scholarships to eligible medical assisting students. Applications may be obtained from the program directors of CAAHEP-accredited medical assisting programs. Many state societies also offer scholarships for students.

4. Disability Services

Clark College is committed to assisting those with disabilities in pursuing their educational goals. If a student experiences a physical, emotional, learning or psychological disability that is interfering with his/her academic success, it is the student's responsibility to contact the Disability Support Service office (DSS) office for an evaluation in order to establish the need for either physical or academic accommodation. All pertinent information will be treated confidentially.

DSS Office

(360) 992-2314

(360) 992-2879 fax

(360) 991-0901 video phone

dss@clark.edu

Qualified persons in DSS will assist students in addressing their concerns regarding attitudinal or procedural barriers encountered, as well as any need for academic adjustments and/or auxiliary aids to assure equal access.

Additional information can be found at: <http://www.clark.edu/campus-life/student-support/disability-support/index.php>

5. Access to Academic Advisor

Each medical assisting student will be assigned to meet with the Medical Assisting Program Director, who will serve as one of their academic advisors during their progression throughout the medical assisting program. Other advisors assigned to the medical assisting students can be found on the Advising Services webpage:

<https://www.clark.edu/enroll/advising-services/>. There are times during the student's progress when advising is critical. Therefore, students who are enrolled in the medical assisting program are expected to meet with either their academic advisor or the Medical Assisting Program Director by the end of week seven of each quarter.

6. Student Success and Retention Supports

Clark College has several resources to facilitate and support academic

progression from quarter to quarter, through program completion and passing of the CMA Examination.

Key Areas of Support Provided by the MA Program Advisors, Staff, & Faculty:

New Student Orientation and ongoing “check-in” sessions.

Strategies to promote life balance, time management and goal setting.

Reading tips, study strategies and note taking.

How to get the most from textbooks and online tools.

Test taking strategies and ways to calm test anxiety.

Critical thinking skills.

Clinical organization skills.

Confidence building and assertive communication skills.

Self-care and holistic stress management.

Penguin Alert for Student Success (PASS) *Formerly Academic Early Warning (AEW)*

Clark College Resources:

Counseling

Language Center (i.e. English as a Non-Native Language) Writing Center

Tutoring

Library

Support

Main Campus Student Success

Workshops

Health Services

Disability

Support

Financial Aid

Scholarships, Emergency Grants

7. Library Services

Students in the Medical Assisting program may access all library services through the Clark College Cannell Library.

While the Cannell library is located on the main campus, students have access to a wide range of its electronic services. For more complete information, the library’s website is:

<http://library.clark.edu>

General Student Resources—Clark College

1. Bookstore

All textbooks and supplies for Clark College medical assisting classes are available for purchase through the Clark College Bookstore on the main campus in Gaiser Hall. The website is: <http://clarkbookstore.com/>

2. Computer Labs

There are several open computer labs for student use on campus. See link for location and hours: http://www.clark.edu/campus-life/student-support/computing_resources/hours.php

3. Health Services

Medical Assisting students are eligible to use the Health Center at the Clark College main campus (Health Sciences Bldg., Rm 124) for low-cost treatment of routine health concerns and for immunizations. A list of services and pricing can be found at: http://www.clark.edu/campus-life/student-support/counseling/health_services/services.php

Counseling

Located in the Health Sciences Building, room 124, the Counseling and Health Center supports student success by providing a range of professional counseling and medical services that are both affordable and conveniently available on the main campus.

Counselors are available to help students make changes that will enable them to achieve success in their personal, academic, and professional lives. The counselors provide free, short-term goal-focused counseling. Counselors support students in self-development, goal setting, and problem solving to enhance student success. Academic, personal, and mental health counseling is available.

To make an appointment to see a counselor, contact:

Counseling and Health Center
Health Sciences Building (HSC)
Room 124, 360-992-2614
chc@clark.edu

Their website for more information is:

<http://www.clark.edu/campus-life/student-support/counseling/>

4. Emergency Closures or Delays—Clark College

Students will be notified of the College's inclement weather decision through the Clark College Website (www.clark.edu), the Clark College main telephone number (360-992-2000), and the student email system.

Information about delays or cancellations will be sent to the news media through the FlashAlert system. However, the College cannot guarantee the accuracy of the information that is ultimately shared by news outlets or when it may appear. For that reason, students should not rely on media reports as their primary source for information regarding the cancellation of classes or events. Students should not assume that classes will be delayed or cancelled based on weather conditions in their immediate area or on decisions made by school districts.

Student Responsibilities - General

1. General Policy for Resources and Processes Available to Students to Address Concerns

Any student with a concern regarding medical assistant program policies, procedures, course content, faculty decisions, or their clinical area should follow the steps as outlined below:

- a. If a student has a concern about a class, he/she is expected to discuss that concern with their instructor at an appropriate time. It is respectful and good practice to approach the individual (e.g., instructor) involved with an open mind and non-judgmental attitude.
- b. If the problem is not resolved by speaking with the instructor, then the student should present his/her problem to the Medical Assistant Director.
- c. If the matter is not resolved with the Director, it will be referred to the Dean of Business and Health Sciences as a formal written appeal. In most matters dealing with medical assisting education (academic or clinical/practicum), the decision of the Dean is final. Following receipt of a written appeal, the Dean will schedule a meeting with the student. The dean has 10 working days following the meeting to provide a decision to the student.

2. Criminal Background Self Disclosure

Anyone with a criminal felony record must be aware of the following:

Washington Administrative Code prohibits healthcare facilities from employing or accepting students with a criminal history. Healthcare facilities in Oregon also have this prohibition.

A student who cannot be placed in a healthcare facility by state law will be unable to

complete the certificate and/or degree requirements, which require 160+ hours of Medical Assistant practicum in a healthcare facility.

The State of Washington will not award a Certificate as a Healthcare Assistant to anyone with a criminal felony record. (See state law for specific details.)

The American Association of Medical Assistants will not allow an individual with certain criminal felony records to take the Certified Medical Assistant Examination. (See AAMA rules for specific details.)

Therefore, students are obligated to self-report to the Medical Assistant Program Director any arrest, pending charge, conviction or other legal issue that might occur during their time in the medical assisting program. This includes incidents that may occur during quarter breaks and summer. Arrests and charges may affect the student's ability to complete the clinical requirements for the program, and/or to obtain certification with the AAMA after graduation. Visit this link to view the list of disqualifying crimes: <http://apps.leg.wa.gov/wac/default.aspx?cite=388-113-0020>

3. Adherence to the Clark College Student Code of Conduct

Admission to the Clark College Medical Assisting program carries with it the presumption that students have specified rights as members of the college community. In addition, when they enroll, students assume the obligation to observe standards of conduct that are appropriate to the pursuit of educational goals. This Code applies to all college-sponsored activities, including all medical assisting activities at clinical settings. See Code of Student Conduct, found at:

http://www.clark.edu/clark-and-community/about/policies-procedures/student_code.php

4. Professional Classroom Behavior (This Includes Clinical Sites)

Examples of Professional Classroom Behavior include, but are not limited to:

- Demonstrating respect to instructors, peers, and all members of the classroom community.
- Professional classroom communication always using collegial language.
- Keeping confidential information including patient scenarios shared IN THE CLASSROOM. It is for this reason that the recording of lectures is not permitted unless it is an approved accommodation (See section 8).
- Refraining from use of electronic devices for personal use during classroom instruction. This includes texting, gaming, answering phone calls, instant messaging, tweeting, etc. There may be times when classroom learning permits use of electronic devices, but it will be ONLY at the discretion of the instructor.
- Punctuality and Attendance—all efforts are made to begin class on time and end on time. It is disruptive and distracting to come into the classroom once instruction has begun. It

is generally accepted professional behavior that when an anticipated absence occurs, the instructor be notified in advance. Provisions for “make-ups” are solely at the discretion of the instructor(s).

- Refraining from bringing children and/or pets (except for certified service animals) into the classroom.
- Refraining from repeated side-conversations while someone else (instructor or student) has the floor. One person speaking at a time is both respectful and professional.
- Eating/drinking during class time in a discreet manner. Be aware of sounds and food smells that may negatively affect student learning and instruction. It is expected that students will clean up after themselves. **Lab rules regarding food and drink apply. No food/drink is allowed in the clinical lab or the lab refrigerators.**
- Always refraining from chewing gum in the clinical lab or at clinical sites.
- Refraining from ANY behavior that is distracting or disruptive to either the instructor or students within the classroom setting. This may be defined by the people in the classroom themselves, whether it be instructor(s) or student(s).

5. Evaluation of Medical Assisting Faculty

As a medical assistant student, you are expected to complete evaluations of your faculty and courses throughout the program. Student input is essential to ensuring the quality of the medical assisting program. Evaluation of faculty by students is also a requirement of the tenure process for faculty. Faculty considers student input valuable in course revision as well as in program changes for ongoing program evaluation.

The following guidelines will apply to the faculty and course evaluation process:

- a. The faculty being evaluated should not be present when student evaluations are completed. Student evaluations are confidential.
- b. Data from the student evaluations are summarized and provided to the faculty as feedback for improvement as well as affirmation of work done well. All student identifiers are removed from the information.
- c. Instructors will not see the evaluation summaries until after the grades are posted for the quarter.

6. Provide Clark College and MA Support Staff Current Contact Information

During the course of studies in the Clark College Medical Assistant program, there are times when it is essential that support staff, faculty, and/or a clinical facility contact a student. Consequently, students are **required** to have telephone contact or have a reliable method of receiving messages on a regular basis. It is the student's responsibility to keep telephone, address, **and** name change information updated with both: Clark College campus system **and** the support staff, at this time, Andreana DiGiorgio (adigiorgio@clark.edu).

For information regarding how to update the Clark College system with name and/or address change, see: http://www.clark.edu/enroll/registration/name_address_change.php

7. Check Clark College Email Account Regularly

The medical assisting support staff uses email as a cost-effective means of communicating with students. All faculty and staff members rely upon email to provide critical information to students quickly. **Therefore, it is the student's responsibility to create an email account with Clark College and check it frequently.** All enrolled students have access to Clark College email. Directions regarding how to set up this account and how to have your email from this account forwarded to your own personal email account can be found at the student Tech-Hub: <https://www.clark.edu/its/documentation-and-resources/students/techhub/>

8. Policy on use of Cell Phone and other Electronic Devices

Use of electronic devices such as cell phones, tablets and laptops should enhance learning and not distract from it.

Use of these devices in the classroom is at the discretion of the instructor. At a minimum, cell phones shall be set to the silent setting. Phone calls and texting are not permitted during class time. If a student needs to have cell phone available for a specific purpose, she/he should speak to the instructor beforehand.

Use of cell phones in the lab and clinical setting is limited to accessing necessary medical resources or contacting the instructor who may be elsewhere in the facility. Cell phones are NOT to be used in patients' rooms or in the presence of patients, as doing so may be considered a HIPAA violation.

Failure to comply with the above policies may result in disciplinary action.

Audio recording of classes: Audio and/or video recording of class sessions (lectures, labs, clinical conferences) or any discussion which may include patient information is **prohibited**. The rationale for this policy is based on the legal obligation of medical assistants, medical assistant students and medical assistant faculty to protect patient and student confidentiality. Only students with an approved accommodation through Clark College DSS department will be authorized to record the lectures and must turn off recording during times where breach of privacy of patients and students is evidenced during the lectures.

9. Adhere to Social Media Policy

Please review the Clark College definition of Cyber Misconduct under WAC 132N-125-035 at:

http://www.clark.edu/clark-and-community/about/policies-procedures/student_code.php

Social networks and the internet provide unparalleled opportunities for rapid knowledge exchange and dissemination among many people, but this exchange does not come without risk. Medical Assistants and students have an obligation to understand the nature, benefits, and consequences of participating in social networking of all types. Online content and behavior have the potential to enhance or undermine not only the individual medical assistant's career, but also the profession.

Students found in violation of the Clark College Code of Conduct may be subject to disciplinary action as defined by the BMED Department and/or the Clark College Student Conduct Office up to and including dismissal from the program.

10. Policy on Student Uniform Code (Clinical or Practicum Sites)

Uniform Regulations

- a. **Clark scrub uniform:** Students are required to wear the Clark College scrub uniform in the clinical lab and during their practicums. Scrubs should also have the Clark College Medical Assisting patch adhered to the upper left arm. Patch shall be 2" below shoulder seam and must be neatly and securely sewn on. Patches can be purchased in the College Bookstore. Please consult with your instructor if you are unclear about uniform requirements for an assigned clinical site or community activity.

The Clark College medical assistant scrub uniform requires properly fitting, clean and wrinkle free uniform, solid scrub top with patch, solid scrub pants, and closed-toe, professional appearing tennis shoes. All uniforms should fit to allow for comfortable sitting, bending, stretching, etc., without **cleavage, undergarments or midriff visible, front or back, while standing, sitting, or bending**. Wrinkled, sheer, tight, or see-through fabrics, denim, spandex, and Lycra materials are not appropriate. Special embellishments such as embroidery, piping, etc., are not allowed. Socks or stockings are required. Clark College Photo ID must be worn at all times. No hats of any kind are permitted.

- b. **Clinical practicum site uniform:** Students may at times be asked to wear alternate scrubs as designated by a clinical facility. Also, it is possible that a student may be asked to wear "Professional Business Casual" attire. "Professional Business Casual" attire consists of properly fitting clothing including conservative-colored pants or skirts/dresses (black, navy, brown, gray, or white) and closed-toe, professional appearing shoes.

All clothing should fit to allow for comfortable sitting, bending, stretching, etc. with no cleavage or midriff visible, front or back, while standing sitting, or bending. Wrinkled, sheer, tight, or see-through fabrics, spandex, and Lycra materials are not appropriate. Special embellishments such as embroidery, piping, etc., are not allowed. Hosiery is required: colors allowed are white, natural tones, and navy blue. Pants or skirts/dresses should not drape on the floor and the hemline should be knee length or longer. Clark College Photo ID or clinical site ID badge must be worn at all times. No hats of any kind. (Policy regarding clothing related to cultural/religious practices will be addressed based on clinical facility policy).

- c. Clark College Photo ID can be obtained by first purchasing the ID at the Clark College Bookstore and the receipt presented to the Clark College Security Office. The ID is to include the student's first name and the first initial of the last name.

Classroom Dress Code

Jeans and casual clothing are acceptable in the classroom during lecture only. Scrubs are required during lab time.

NOTE: Any violations of the dress code policies may result in disciplinary action or being sent home.

Personal Appearance – Hygiene and Habits

(Applies any time a student is in a clinical setting, including during interviews)

- a. Fingernails must be short, clean and without nail polish. No artificial nails will be allowed in clinical settings. Makeup, if worn, should be appropriate for the setting.
- b. Hair must be clean, be within the range of natural hair colors, neatly arranged, and controlled (tied back and off the shoulders and out of the eyes). Plain clasps or combs may be used to control hair. Decorative ribbons and ornamental clasps are not worn.
- c. Visible tattoos may not be allowed in the practicum setting nor during interviews for practicum placement.
- d. No heavy scents, i.e., smoke, lotion, perfumes, body wash, shampoo, aftershave, hairspray, etc. are allowed.
- e. Jewelry is limited. The Student Photo ID is worn as part of the uniform. Ornamental pins are not worn on the uniform or in the hair. One small, inconspicuous post earring may be worn. Only one earring per ear lobe. No dangling earrings, ear gauges or visible body piercings are permitted. The only ring accepted is the wedding set and these are not acceptable if they are large or dangerous to the patient. (Stones are easily lost and impossible to keep clean in the work area. Stones in rings easily tear skin.)

Standard Equipment

Standard equipment is expected to be carried on one's person while in uniform. This includes: a black pen, non-latex stethoscope, and watch with a second counting capacity, any specialized equipment indicated for a given course, and other items as indicated by your instructor.

12. Policy on Immunizations for Medical Assisting Students

It is the student's responsibility to make sure all health and immunizations required by the Medical Assistant program are **up to date by the first day of the quarter in which the immunization expires.**

Immunization Requirements:

- Complete Physical Examination by a licensed medical practitioner.
- MMR** – Two (2) doses of MMR (at least 28 days apart) **OR** proof of immunity (positive titer/blood test for each component of vaccine—Measles [rubeola], Mumps, Rubella).
- HEP B** – Series of three (3) doses (**Recombivax HB or Energix B**) or series of two (2) doses (**HEPLISAV-B**), **AND** proof of immunity (positive titer/blood test) or documentation of non-conversion. First 2 doses of vaccine given at least 28 days apart are required prior to

start of practicum.

- **VARICELLA** (Chicken Pox) – Two (2) doses of the Varicella vaccine at least 28 days apart **OR** proof of immunity (positive titer/blood test).
- **Tdap** (Tetanus/Diphtheria/Pertussis [whooping cough]) – One-time dose of Tdap; Tetanus/Diphtheria (Td) booster every 10 years.
- **TB –Tuberculosis Skin Testing** (PPD/TST) – If you have never been tested for TB or it has been **more** than 1 year since your last test, a Quantiferon blood test, T-spot, or ‘two-step’ skin test is required (two tests administered 1-3 weeks apart). Other acceptable screening includes a negative chest x- ray.
- **Influenza** – Current seasonal vaccination required: **Fall quarter prior to starting the MA program**, the flu vaccination must be received once the flu season is announced, and the vaccine becomes available.
- **COVID-19 Vaccination** – Although the COVID-19 vaccination is not required for entry at Clark College or the Medical Assisting program at Clark College, many externship sites are still requiring the COVID-19 vaccination to perform the 160-hour externship at their locations. Some sites may not allow personal exemptions. Completion of the 160-hour externship is required to successfully complete the MA program.

NOTE: All required immunizations must be kept current and available for verification by the school and clinical facility. This applies to students returning to the program after a period of leave for any reason.

The TB test (Tuberculosis) and the Influenza vaccine may be required for renewal annually. Washington State requires all individuals who will be working in or attending long-term care facilities to have a two-step TB skin test, QFT-G blood test, or T-spot.

NOTE: The only exception to this policy is if a student who has a bona fide medical excuse regarding immunization or TB testing. Students who obtain a signed medical exemption from a physician can complete a Declination form in Health Services prior to being allowed into the clinical setting. (Exempt students will follow the policy of the clinical site regarding the provision of safe patient care during the flu season.)

Students who do not follow procedures to maintain current documentation will **not** be allowed to participate in the practicum portion of the program. This could result in the student not progressing in the course or program.

13. CPR/AED Infant/Child/Adult Certification Requirement

All students are required to have an **American Heart Association** Healthcare Provider certification card. The Medical Assisting Program requires this card be renewed every two years. The card needs to be renewed by the first day of the quarter in which it expires. Online CPR courses are not accepted. **Students who are not in compliance will be removed from clinical.** This could result in the student not progressing in the course.

Academic Policies

1. Attendance

All students are expected to attend scheduled class sessions (both large groups and small groups) and are held responsible for information presented at such times. Specific policies regarding attendance for each course can be found in the course syllabus. It is the student's responsibility to notify the instructor of illness and to make arrangements for assignments missed. Auditing a class is at the professor's discretion. No children or pets are allowed in the classroom.

All Clinical practicums are required, and it is the student's responsibility to provide reliable transportation to the practicum facility.

2. Importance and Role of Course Syllabus

The syllabus outlines faculty expectations for each course. This includes course reading and written assignment due dates and testing schedules. Students are responsible for reading and adhering to the requirements of the course syllabus. Consequences of failing to abide by the course requirements will also appear in the syllabi.

3. eLearning at Clark College

Clark College offers a variety of eLearning options giving students the opportunity to attend classes beyond the traditional on-campus experience. For more information about eLearning at Clark College see:

<http://www.clark.edu/academics/eLearning/students/whatis.php>

All courses in the medical assistant program are either, Hybrid or Web-enhanced.

Hybrid courses combine traditional face-to-face classroom time with online instruction. On-campus instruction time is reduced anywhere from 20 to 80 percent and the remainder of the instruction is completed online. Since not all of the instruction is done at a set meeting time, students are expected to put in both the rest of the "in-class" time and "homework time" within their own schedules weekly.

Web-enhanced courses are face-to-face courses that do not replace any face-to-face seat time with on-line instruction, and access to web-based tools (Canvas or other) on a regular basis is required.

Find the most up-to-date technical requirements on the Canvas Guides. Some of those links are listed below.

Basic Computer Specifications: <http://guides.instructure.com/s/2204/m/4214/l/82542-what-are-the-basic-computer-specifications-for-canvas>

For the most trouble-free experience with Canvas and the online tools used at Clark, use Google Chrome.

Mobile Devices

The Canvas interface has been optimized for desktop displays, so using a mobile device for actual coursework may not work well. Canvas is not officially supported on mobile browsers. For an improved experience, there are free Canvas apps for download described on the site linked below, however, it is important to note that the mobile apps do not provide full functionality or the security that you would get with a laptop or desktop computer. We strongly recommend that whenever possible, you complete any assignment, test, or quiz on a more stable internet connection using a laptop or desktop. **Due to the security concerns with the mobile app, all assignments must be turned in using the full version of Canvas on a laptop or desktop computer.**

For more information re: mobile use of Canvas:

<http://guides.instructure.com/s/2204/m/4152/l/196070?data-resolve-url=true&data-manual-id=4152>

Useful Links and Downloads

- [Flash Player](#)
- [Java](#)
- [Acrobat Reader](#)
- [Firefox](#)
- [Chrome](#)

Software

Other than a web browser, the minimum software you will typically need is word processing software. The standard word processor used by Clark College is Microsoft Word. You can purchase this for a discounted student price at the [Clark College Bookstore](#).

Some courses will require you to have additional software, or to purchase course-specific software or "keys" to access online software. These are typically listed as textbook requirements and are available through the bookstore.

4. Possible Interventions for Students who are not performing at passing level

Academic Retention Concern (ARC)

Academic Retention Concern (ARC) is an early alert system that supports students who may be struggling in classes. Staff and faculty will add an ARC referral into the system and the retention team comprised of advising, student success coaches and the student communication & retention manager will work together as a support system doing outreach to the student.

Early alert systems assist in identifying students that could benefit from extra assistance inside and outside the classroom, to offer support, resources, and other help to engage students in their learning. For more information and the ARC form, please use the following link: <https://www.clark.edu/campus-life/student-support/student-success/arc-info-page.php>

Learning or Success Plan

Instructors may utilize a learning plan when a student demonstrates unsatisfactory attainment of specific professional, clinical or course outcomes. A learning plan may be

initiated at any point during the quarter. The purpose of the plan is to outline the student's deficits as compared with the outcomes and to develop, with student participation, a plan to meet the outcomes by quarter's end.

5. Policy on Grading

- Your **final course grade** is based on the following scale:

A	93-100	B+	87-89	C+	77-79
A-	90-93	B	83-86	C	73-76
D+	67-69	B-	80-82	C-	70-73
D	63-66	F	Below 60		
D-	60-62				

Regardless of the final percentage grade you receive in this course on the academic/didactic assignments and assessments, all the psychomotor and affective competencies must be successfully complete for you to pass this course and progress in the program.

For computation of the final grade, the medical assisting faculty will round the total score to the nearest whole number. For example, if the final score is 79.51, it will be rounded to 80.00 and the letter grade will be a "B-", whereas 79.49 would be a "C+" grade. Rounding will be done only once at the conclusion of the course.

Grading Practices

- A record of grades and a posting system will be maintained for each course.
- Test review may be available to students in a supervised setting at the discretion of the instructor.
- All requirements for each course must be completed prior to taking the final exam.

6. Removal from Program

Students removed from the program for cause, such as failure to meet program of safety or conduct or removed from practicum for cause as stated in the Medical Assistant Practicum syllabus, ***may not apply for reentry into the Medical Assistant program.***

7. Policy on Academic Dishonesty: supported by WAC 132N-125-035 (Refer to Clark College's Student Code of Conduct)

Clark College Medical Assisting program considers cheating, dishonesty, and plagiarism serious offenses within the healthcare profession. Because of the importance of integrity

and trustworthiness in caring for vulnerable patients, the Medical Assisting Program takes very seriously any act of dishonesty, including cheating and plagiarism.

Students are expected to adhere to Clark College student code of conduct policies. In reference to issues of cheating, dishonesty, and plagiarism, the policy states:

WAC 132N-125-035 Prohibited student conduct.

The college may impose disciplinary sanctions against a student who commits, or aids, abets, incites, encourages, or assists another person to commit, an act(s) of misconduct which include, but are not limited to, the following:

1. **Academic dishonesty.** Any act of academic dishonesty including, but not limited to, cheating, plagiarism, and fabrication.
 - (a) Cheating includes using or any attempt to use, give or obtain unauthorized assistance relating to the completion of an academic assignment.
 - (b) Plagiarism includes taking and using as one's own, without proper attribution, the ideas, writings, or work of another person in completing an academic assignment.
 - (c) Self-plagiarism may also include the unauthorized submission for credit of academic work that has been submitted for credit in another course.
 - (d) Fabrication includes falsifying data, information, or citations in completing an academic assignment and includes providing false or deceptive information to an instructor concerning the completion of an assignment.
 - (e) No student shall be allowed to withdraw from a course or from the college to avoid the consequences of academic dishonesty.

2. **Other dishonesty.** Any other acts of dishonesty, such acts include, but are not limited to:
 - (a) Forgery, alteration, submission of falsified documents or misuse of any college document, record, or instrument of identification.
 - (b) Tampering with an election conducted by or for college students, or
 - (c) Furnishing false information, or failing to furnish correct information, in response to the request or requirement of a college officer or employee.

Resources

Guidelines for writing (American Psychological Association format required of all medical assisting courses) that can help prevent students from inadvertently plagiarizing can be found in multiple locations, including the Clark College library website. If students need assistance with writing, they may obtain appropriate help from the College Writing Center.

Examples requiring a reference:

- Direct quotations, statistics, charts, tables, and graphs.
- Information gleaned or paraphrased from any information source, including medical records.
- Anecdotes or personal interviews with patients, physicians, nurses, or other professionals.

Role of Syllabus:

Charges of plagiarism will generally be governed by the medical assistant instructor's course syllabus, where the instructor will outline the expectations for writing assignments (e.g., when students may collaborate and to what extent) and the consequences if a student plagiarizes an assignment. Assistance with typing or proofreading the written assignment by others is generally acceptable, but a student's work must not be rewritten by the helper. If guidelines in the course syllabus are not clear regarding these matters, **it is the student's responsibility** to ask the instructor to clarify his/her expectations.

Consequences of Academic Honesty Violations:

If a student is suspected of cheating, dishonesty, or plagiarism, the instructor will follow the Clark College Student Conduct Referral Procedure and file a Student Conduct Referral Form. Details are available at: http://www.clark.edu/about/governance/policies-procedures/student_code.php

9. Withdrawing from the Medical Assisting Program

If a student wishes to reenter the program after stopping out, they may write a letter of request stating their position to the Program Director. If the Program Director denies reentry into the program, the student may appeal to the Director of Medical Assisting and the Business & Health Sciences Unit Dean via a written letter. The decision of the Unit Dean is final and cannot be appealed.

Policies Related to Practicum Site**1. General Policy Regarding Expectations of Students in the Practicum Setting**

******Although the college can make reasonable efforts to place admitted students in specific practicum sites, it will be up to the site to determine whether a student will be accepted at that facility.******

Rationale

The Clark College Medical Assisting Department acknowledges the responsibility to educate its students while maintaining the public trust. We, therefore, believe it is necessary to provide guidelines within which we can protect the public from harm during the educational process.

Professional Standards

Medical Assistants have the privilege of interacting with a diverse group of people. During the course of a medical assistant student's professional education, he/she will be expected to develop and/or strengthen his/her personal communication skills. Communication involves interactions between students, clients, faculty, staff, and guests located on campus or at off-campus learning sites (clinical facilities or other settings). Respect for individual differences in opinions, beliefs, gender, lifestyle practices, religious, racial, cultural, or social backgrounds should be demonstrated by

effective listening and communication skills as well as respect for physical space and privacy issues. Unethical or unprofessional conduct may result in dismissal from the program.

Student's Responsibilities: Responsibility to Patient

- Always comply with HIPAA standards (including patient identifiers on written assignments).
- Keep in confidence all information learned from and about the patient.
- Identify the needs of the patient as being unique to that person.
- Anticipate the patient's needs.
- Listen to the patient.
- Demonstrate kindness, understanding, and respect toward each patient.
- Provide the best possible care for the patient regardless of own feelings.
- Protect the patient. Safe practice must be maintained at all times.

Responsibility to Practicum Staff

- Report to the assigned unit on the scheduled date and time for practicum experience.
- Report any significant change in condition to the practicum staff.
- Show courtesy and respect.
- Relate any concerns regarding another's actions to instructor/supervisor only.

Responsibility to Classmates:

- Utilize instructor's time appropriately.
- Prepare assignments prior to clinical/lab time.
- Relate any concerns regarding a classmate's actions to instructor only.
- Show courtesy, respect, and consideration of other students' needs.

Responsibility for Professional Conduct

- Come to the practicum site prepared.
- Communicate in a professional manner.

General Guidelines Regarding Student Responsibilities in the Class and Practicum Sites

- No family members or significant others are allowed in the practicum area.
- Be attentive.
- Ask pertinent questions. Ask for help when needed.
- Complete assignments on time.
- Relate new learning to previous experience.
- Be responsible for own improvement by seeking additional, related learning opportunities.
- Demonstrate initiative.
- Demonstrate good judgment in healthcare situations.
- Perform all care as instructed.

2. Essential Functional Abilities for the Medical Assisting Student

Medical assisting students are expected to be proficient in communication, basic mathematics, science, computer, and learning skills. With the acquisition of this knowledge, students and graduates must be able to function as safe practitioners. Client/Patient safety is a major concern in establishing requirements for student capabilities.

Because medical assisting students are being prepared to perform a broad range of entry-level skills, medical assisting students must be able to carry out the following essential functions with or without reasonable accommodation. It is the responsibility of the student to determine what, if any, accommodations would need to be made. This information must be provided in advance in writing to Disability Support Services at 360-992-2314 to allow adequate time to determine reasonableness of accommodations and to make necessary arrangements. Be aware the accommodations that are deemed reasonable by Clark College instruction and DSS in the controlled academic clinical setting, may not be deemed reasonable in the practicum setting. Although the college can make reasonable efforts to place admitted students in specific practicum sites, it will be up to the site to determine whether a student will be accepted at the facility. Please also refer to the state application for licensing with Washington State Department of Health (DOH) and the link to requests for accommodation with the American Association of Medical Assistants (AAMA).

Interim and Certified License application – Washington State Department of Health (DOH)
<https://www.doh.wa.gov/Portals/1/Documents/Pubs/651015.pdf>
American Association of Medical Assistants (AAMA) information for requesting special accommodations in certification/recertification testing.

<https://www.aama-ntl.org/cma-aama-exam>

A medical assistant is a highly respected allied health professional for many reasons. There are several essential requirements to become a member of this highly trustworthy profession, including: responsibility, accountability, knowledge, skill, and safety. The Medical Assistant Program is responsible to the public to assure that its students and graduates are competent in all these areas at the appropriate level.

Client/Patient safety is a major concern in establishing requirements for the capabilities of student medical assistants. To function safely in the role of a student and/or medical assistant, one must exhibit the physical, cognitive, and behavioral abilities that are required for satisfactory completion of all aspects of the Medical Assistant Program. Additionally, there are professional attributes required by the profession that are equally as important as the knowledge and skills.

Medical assistants may spend a great deal of their professional day walking, standing, moving, and manipulating equipment, as well as lifting and moving objects, equipment, and supplies. It is reasonable to anticipate lifting 20-25 pounds in any given day. Lifting up to 40-50 pounds may occasionally be required, depending on the specific style or type of care provided. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this

job, the employee is regularly required to stand and talk, read, or hear. The employee is frequently required to use hands to finger, handle, or feel; and reach forward with hands and arms. The employee is required to sit and stoop, kneel, or crouch.

In the performance of certain patient care tasks, the medical assistant may be expected to have sufficient manual dexterity to safely perform various skills and techniques. Tasks and expectations may vary by clinical site and medical practice, but may include the following: lift and transfer patients up to six inches (6") from a stooped position, then push or pull the weight up to three feet (3'); lift and transfer patients from a stooped to an upright position to accomplish exam table-to-chair and chair-to exam table; physically apply up to 10 pounds (10#) of pressure to bleeding sites, or in performing CPR; physically perform up to a 12-hour shift clinical and/or laboratory experience;

Medical assistants may also be expected to have a level of visual and auditory acuity sufficient to meet the needs of their job tasks. Corrective equipment and devices may enhance the person's ability to achieve the appropriate level of acuity. Ability to respond and react immediately to verbal instructions/requests and to auditory signals from monitoring equipment and perform auditory auscultation without impediment; discriminate between sharp/dull and hot/cold when using both hands; physically close and distance visual activities involving objects, persons, and paperwork, as well as discriminate depth and color perception are some of the expectations, as well as communicate effectively, both orally and in writing, using appropriate grammar, vocabulary, word usage, and interpersonal skills, and be able to perform mathematical calculations for medication preparation and administration.

Students are required to perform all the essential requirements below:

Administrative Functions:

Front desk reception.

Answer phones and schedule appointments.

Greet patients, assist in completion of registration forms, and provide clear instructions.

File and maintain medical and financial records.

Prepare and type correspondence (Microsoft Word or electronic health records).

Knowledge and proficiency of Microsoft Office Suite.

Process, code, and complete insurance claim forms (written and electronic).

Process mail.

Purchase and maintain supplies and equipment.

Perform computer skills in patient billing, scribing, scheduling, insurance claims, accounts receivables, and data base entry.

Perform accounting, billing, and banking procedures.

Arrange for hospital admissions, referrals, and prior authorizations.

Call or e-script prescriptions to the pharmacy.

Uses communication skills with appropriate medical terminology.

Follow appropriate legal and ethical professional conduct.

Perform other position-related administrative tasks as assigned.

Clinical Functions:

Measure and record vital signs.
Record (written or electronic) patient interview, history, and chief complaint.
Provide patient education about medication, management of disease, home treatment and special diets.
Prepare patient for examination and perform routine screening tests.
Assist physician with exam, procedures, and minor surgery sterile field setup and surgical assistant during minor surgery procedures.
Phlebotomy and collection of other laboratory specimens.
Perform basic lab testing.
Perform EKG and spirometry.
Assist with x-rays and physical therapy procedures.
Prepare and administer medications with physician authorization (administration measures include orally, topically, parenterally and/or vaginal and rectal, otic and ophthalmologic).
Change dressing, apply bandages, remove sutures/staples, and other first aid procedures
CPR skills when necessary.
Maintain clinical supplies, equipment, stocks and sterilizes equipment.
Practice OSHA safety standards.
Uphold HIPAA regulations.

Professional Conduct

Possess the ability to reason morally and practice Medical Assisting in an ethical manner.

- Learn and abide by standards of professional conduct: punctuality, respect for others, confidentiality, accountability, reliability, and good hygiene.
- Possess attributes that include compassion, empathy, altruism, honesty, responsibility, and tolerance.
- Demonstrate integrity and honesty.
- Perform Medical Assistant activities within scope of practice.
- Provide client/patient care delivery in all settings and be able to deliver care to all client/patient populations including children, adolescents, adults, developmentally disabled persons, medically compromised clients, and vulnerable adults.

Students with disabilities are qualified to participate in clinically based health care professions with the use of approved reasonable accommodations (as defined by Section 504 of the Rehabilitation Act and the Americans with Disabilities Act). To be qualified for medical assistant programs at Clark College those individuals must be able to meet both our academic standards and the essential abilities (outlined in this section), with or without reasonable accommodations. For further information regarding reasonable accommodations for students with disabilities please contact the Disability Support Services Office at 360-992-2314 or via email at dss@clark.edu. For more information about Disability Support Services at Clark College, please visit http://www.clark.edu/campus-life/student-support/disability_support/index.php

Review the Washington state Department of Health (DOH) application regarding further evaluation of specific medical conditions. (Section 2 – Personal Data Questions). The licensing authority may require you to undergo one or more mental, physical, or psychological examination(s). This would be at your own expense. By submitting the DOH application, you

give consent to such an examination(s). You also agree the examination report(s) may be provided to the licensing authority (DOH) and you waive all claims based on confidentiality or privileged communication. If you do not submit to a required examination(s) or provide the report(s) to the licensing authority, your application may be denied.

<https://www.doh.wa.gov/Portals/1/Documents/Pubs/651015.pdf>

Please review the American Association of Medical Assistants (AAMA) information for requesting special accommodations in certification/recertification testing. The AAMA Certifying Board requires documentation to be provided by a qualified licensed professional who has made an individualized assessment of the candidate. Appropriate documentation must include a letter from the professional along with any evaluation that has been conducted within approximately the past five years to determine and support the diagnosis. Documentation may include copies of previous educational, psychological, or neurological evaluations confirming evidence of a diagnosis that qualifies the candidate for special education or special accommodation services in the educational setting.

<https://www.aama-ntl.org/cma-aama-exam>

Policy on Medical Assistant Scope of Practice

According to the Washington Administrative Code, 246-827-0110, the following is the explanation regarding the scope of practice of Medical Assistants:

- (1) The medical assistant functions in a dependent role when providing direct patient care under the delegation and supervision of a health care practitioner.
- (2) "Delegation" means direct authorization granted by a health care practitioner to a medical assistant to perform the functions authorized in RCW [18.360.050](#) which fall within the scope of practice of the health care practitioner and the training and experience of the medical assistant.
- (3) A medical assistant may only accept delegated tasks when:
 - (a) The health care practitioner follows the requirements of RCW [18.360.060](#).
 - (b) The task can be performed without requiring the exercise of judgment based on clinical knowledge.
 - (c) The results of the task are reasonably predictable.
 - (d) The task can be performed without a need for complex observations or critical decisions.
 - (e) The task can be performed without repeated clinical assessments.
 - (f) The task, if performed improperly by:
 - (i) A medical assistant-certified, medical assistant-registered, or a medical assistant-phlebotomist would not present life-threatening consequences or the danger of immediate and serious harm to the patient.
 - (ii) A medical assistant-hemodialysis technician is not likely to present life-

threatening consequences or the danger of immediate and serious harm to the patient.

(4) A medical assistant may not accept delegation of acts that are not within his or her scope of practice.

(5) A medical assistant is responsible and accountable for his or her practice based upon and limited to:

- (a) Scope of his or her education or training.
- (b) Scope of practice set forth in law and applicable sections of this chapter.
- (c) Demonstration of competency to the delegating health care practitioner.
- (d) Written documentation of competency as required by this rule and the health care employer's policies and procedures. The documentation will be maintained by the health care employer.

(6) A medical assistant who has transitioned from a health care assistant credential as of July 1, 2013, may not accept delegated tasks unless he or she has received the necessary education or training to perform the task safely and competently.

3. Policy Regarding Medication Administration

According to the Washington Administrative Code, 246-827-0240, the following is the explanation regarding medication administration by Medical Assistants:

A medical assistant-certified shall be deemed competent by the delegating health care practitioner prior to administering any drug authorized in this section. Drugs must be administered under a valid order from the delegating health care practitioner and shall be within the delegating health care practitioner's scope of practice. The order must be in written form or contained in the patient's electronic health care record.

(1) Drug administration shall not be delegated when:

- (a) The drug may cause life-threatening consequences or the danger of immediate and serious harm to the patient.
- (b) Complex observations or critical decisions are required.
- (c) A patient is unable to physically ingest or safely apply a medication independently or with assistance; or
- (d) A patient is unable to indicate awareness that he or she is taking a medication.

(2) To administer medications, the delegator shall ensure a medical assistant-certified receives training concerning: Dosage, technique, acceptable route(s) of administration, appropriate anatomic sites, expected reactions, possible adverse reactions, appropriate intervention for adverse reaction, and risk to the patient. The delegator must ensure a medical assistant-certified is competent to administer the medication.

(3) A medical assistant-certified is prohibited from administering:

- (a) Schedule II controlled substances, chemotherapy agents, or experimental drugs; or
- (b) Medications through a central intravenous line.

(4) Except as provided in subsection (1) of this section, a medical assistant-certified may

administer controlled substances in schedules III, IV, and V or other legend drugs when authorized by the delegating health care practitioner. Drugs shall be administered only by unit or single dosage or by a dosage calculated and verified by a health care practitioner. A medical assistant-certified shall only administer drugs by the level of supervision based on the route as described in subsection (5) of this section.

(5) A medical assistant-certified may only administer medications by the following drug category, route, and level of supervision:

Drug Category	Routes Permitted*	Level of Supervision Required
Controlled substances, schedule III, IV, and V	Oral, topical, rectal, otic, ophthalmic, or inhaled routes	Immediate supervision
	Subcutaneous, intradermal, intramuscular, or peripheral intravenous injections	Direct visual supervision
Other legend drugs	All other routes	Immediate supervision
	Peripheral intravenous injections	Direct visual supervision

* A medical assistant-certified is prohibited from administering medications through a central intravenous line.

(6) A medical assistant-certified may not start an intravenous line. A medical assistant-certified may interrupt an intravenous line, administer an injection, and restart at the same rate.

4. Policy on Professional Boundaries

The role as a professional medical assistant student demands appropriate professional boundaries. As a health care professional, a medical assistant strives to inspire the confidence of patients, treat all patients and other health care providers professionally, and promote patient independence. Patients can expect a medical assistant to act in their best interests and to respect their dignity. This means that a medical assistant abstains from obtaining personal gain at the patient's expense and refrains from inappropriate involvement in the patient's personal relationships.

As a medical assistant student, it is unethical to become friends with patients. Patients are vulnerable during treatment; establishing a new social relationship with a professional person blurs the line between professional and personal boundaries and, further, creates a conflict of interest for the student.

If a patient asks for your address or phone number, DO NOT GIVE IT OUT. Explain this with respect and encourage the patient to seek out their own support system. Under no

circumstances do you transport a patient in your car or ride in theirs. If you encounter a friend or relative at your practicum site, please inform your practicum supervisor and instructor so you may receive assistance in dealing with the situation.

The issue of confidentiality is vitally important. To protect the patient's welfare, you will be asked in some courses to sign a confidentiality statement prior to beginning at your practicum site. This means you may not discuss the patients and his/her situation with anyone. Confidentiality does allow students and the instructor to discuss specifics related to patients, BUT THIS IS ONLY DONE IN A CONTROLLED ENVIRONMENT SUCH AS THE CLINICAL SETTING/CLASSROOM AND/OR CONFERENCE TIME. Discussion of patients is never done in a public place.

Failure to comply with any of these policies could result in limiting the student's experience at the practicum site, invoking unsafe practice (psychosocial injury), and/or breach of professional ethics, in accordance with policies in the Clark College Medical Assistant Programs Policies and Practices.

5. Drug Screening and Criminal Background Check Requirements

Students who are pursuing degrees leading to application for professional licensure or certification and who will be participating in clinical placements through the medical assistant program must complete required criminal background check(s), finger printing, and drug screening according to Clark College *and* as required by certain practicum sites. Each student is responsible for obtaining and paying for the background check or other screening process and for providing required documentation to the Program Director and the practicum site. **Although the college can make reasonable efforts to place admitted students in specific practicum site, it will be up to the site to determine whether a student will be accepted at that facility.** Students should further be aware that a criminal record may jeopardize licensure by a state certification body and through the American Association of Medical Assistants (AAMA), the national certification the student is preparing for. Successful completion of the medical assistant program at Clark College does not guarantee licensure, certification, or employment.

Clark College medical assistant students, whether entering the program for the first time or re-admitting after a withdrawal, must take and pass a 10-panel urine screen and a criminal background check prior to the medical assisting clinical practicum (externship). Additional screening may be required at any given time during the program. In those cases, the student will need to take and pass the urine screen and a criminal background check that is required by the facility or as stipulated by Clark College policy. Drug screen and background check is done through Corporate Screening/Verify Students. Students will be provided an orientation on clinical compliance vendor software applications.

- Drug Screening must be performed at one of the approved testing sites.
- Students are responsible for the cost of any required drug screen or criminal background checks.
- If requested, results are provided to student following testing by the testing body.
- Students must sign a release and share the confidential results of the drug screening and criminal background checks in a secure manner, assuring accuracy to the assigned clinical affiliates, prior to being allowed in the clinical setting.
- Negative, diluted, or unequivocal urine drug screen results will require a repeat urine drug screen at the expense of the student.

Policy on Smoking in the Clinical Area

The Surgeon General of the United States has issued a statement that smoking is injurious to one's health. It has also been demonstrated that "secondhand smoke" can cause serious harm to those in the vicinity of the smoke. Therefore, Clark College has a non-smoking policy that pertains to all campuses and off-campus sites where college activities are conducted. Smoking or the use of tobacco products is strictly prohibited at clinical sites, even after the clinical hours are completed.

Smoking while participating in school-related activities, such as at clinical sites, is grounds for discipline according to the Clark College Code of Conduct, http://www.clark.edu/about/governance/policies-procedures/student_code.php

8. Student Adherence to Federal Law protecting patient privacy—HIPAA (Patient Information and Privacy)

Medical Assisting students have access to protected health information in clinical sites, and therefore, must comply with individual agency confidentiality rules. Agencies and individual healthcare workers must adhere to regulations under the Health Information Portability and Accountability Act of 1996 (HIPAA). This legislation protects patient medical records and health information. Violations of HIPAA can result in severe fines and sanctions for individuals and agencies. Medical Assistant students who are not compliant with HIPAA may be dismissed from the Clark College Medical Assistant Program.

Due to strict federal law (HIPAA) and facility policies, taking photos of any kind in the clinical setting in patient care areas is strictly prohibited. Cell phones may be used (if allowed by clinical site policy), but they are limited to areas away from patient rooms and only during breaks in the cafeteria. (If students use cell phones to access references for purposes of medication or diagnosis research, such use must be approved by the clinical site prior to student use.) Violation of this policy may result in disciplinary action.

Violations of HIPAA may include, but are not limited to:

- Unauthorized access to patient/client records. This includes the student's own health records if the student has been a patient/client at the health facility.
- Verbal, written or electronic disclosure of patient/client information outside of classroom or specific medical assistant program assignments.
- Failure to maintain patient/client anonymity in teaching/learning situations.
- Photocopying patient/client records.

9. Transportation to and from Clinical Settings:

Students are assigned to practicum sites in a variety of off-campus sites. Some sites may require substantial travel within the greater Vancouver and Portland area. Students are responsible for their own transportation to and from the practicum sites and assume their own risk. Some clinical agencies have limited parking, please plan accordingly.

BEHAVIORS THAT PLACE PATIENTS AT RISK IN CLINICAL AREA

Protection of public safety is a critical value of all health care providers. Any words or action that place patient safety at risk could result in the immediate removal of the student from the practicum site.

- **Unsafe/Unethical Behavior**
- **Substance Abuse**
- **Violence/Incivility – verbal and/or physical**

Psychological Policy on Unsafe/Unethical Behavior

Definitions

1. **Unethical behavior in the practicum site and clinical classroom is a broad term that includes, but is not limited to** dishonesty, disregard for patient safety, substance abuse, violation of patient privacy rights, inappropriate or disrespectful treatment of patients, fellow staff, students, or faculty (including violence or verbal abuse).
2. Unsafe behavior is defined as: any behavior, omission, or commission, which may or does place the client/patient in danger of death, loss, or physical and/or psychological injury.
 - a. Psychosocial injury is defined as that which may include but is not limited to psychological, sociological, cultural/ethnic, and spiritual trauma.
 - b. Omission is defined as something that is omitted, neglected, left out, and/or not included which may or does place the client/patient in danger of death, loss, or physical and/or psychosocial injury.
 - c. Commission is defined as an act, whether authorized or not, that may or does place the client/patient in danger of death, loss, or physical and/or psychosocial injury

Examples of unsafe practice include but are not limited to:

1. Ineffective, inaccurate, or dishonest verbal or written communication that may or does result in danger to the client/patient or others in the health care setting.
2. Attempting activities without appropriate orientation or theoretical preparation or appropriate supervision.
3. Inconsistent clinical performance that may or does place the client/patient in danger
4. Failure or refusal to comply with direction from health care professionals which may or does result in harm to others.
5. Behaviors demonstrating unstable mental, physical, or emotional health which may or does have a negative impact on the wellbeing of others.
6. Violation of the Clark College Policy on Substance Abuse.

Procedure for Removal of Student from Practicum Site for Unsafe or Unethical Behavior

1. When a student has demonstrated unsafe or unethical behavior in the clinical area, the following actions will occur:
 - a) The student is expected cooperate with the request to leave the practicum site immediately, without arguing or drawing other students/clinical site staff into discussion.
 - b) The faculty member will contact student as soon as possible after the student has left the practicum site, to schedule a meeting at a mutually agreeable time.
 - c) The faculty member will explain the violation to the student and request the student to leave the practicum site immediately, assuring the student of the opportunity to discuss the situation with faculty at a subsequent meeting set up for that purpose.
 - d) At the meeting, faculty will review, with the student, the explanation of the concerning behavior or action that occurred at the practicum site. The student will, in the meeting, have an opportunity to provide an explanation of the stipulated unsafe/unethical behavior, if the student so desires. This explanation may be provided verbally, in writing, or both. In many cases, two faculty members/instructors may be present at this meeting. The student may also be accompanied by a support person of the student's choice.
 - e) The student will remain off the practicum site until the meeting with faculty to discuss the situation has occurred, and the student has been given permission to return to the practicum site.
 - f) Plans of correction may include additional, specific task completion by the student. Examples include, but are not limited to additional practice time, additional student testing or evaluation, additional research, reading, or attendance at educational sessions, possible referral of student to campus and/or community resources, or 1:1 discussion with faculty. Plans of correction will be focused on student success in resolving identified barriers/concerns and, hopefully, return to the practicum site.
 - g) Student will not be given permission to return to the practicum site until the instructor determines that satisfactory resolution or correction of the contributing causes to the situation have been achieved.

Procedure for Action to be taken in the Event of a Second Incidence of Unethical or Unsafe Behavior

If, after the corrective action process it is determined that satisfactory resolution of the contributing causes of the situation has not been achieved, the student will be removed from the Medical Assisting program.

The student will be given a Petition for Readmission and will be informed of the process for appealing the decision.

Appeal Process: If the student who fails a course due to unsafe or unethical performance wishes to appeal the faculty's decision, the student must schedule an appointment with the Medical Assistant Director to discuss why he/she believed the charge or decision-making process was flawed. The Director will meet with the student in a timely manner and render a decision as quickly as feasible. In seeking a formal appeal, the student must submit in writing their concerns to the Dean of Business and Health Sciences after using the chain of command (i.e. first the Instructor, the Medical Assistant Director, if needed the Dean of Business and Health Sciences). The decision of the Dean of Business and Health Sciences is final.

Note: In serious cases, when a student's behavior demonstrates markedly disregard for patient safety or is especially unethical, the Medical Assisting Director will be consulted, and appropriate consequences will be determined. In such situations, the student may not only fail the course, but he/she could be dismissed from the Medical Assisting program with no possibility of readmission. The only route of appeal open to students in such a situation would be to submit, in **writing**, an appeal to the Dean of Business & Health Sciences.

Policy on Student Substance Use/Abuse in Clinical Area

Clark College Medical Assisting program recognizes that use of alcohol, illegal drugs, or misuse of prescription and nonprescription drugs by students is a potential problem for academic and clinical performance and patient safety. In conjunction with our clinical partners, we are committed to maintaining a drug and alcohol-free patient care environment.

Students whose behaviors suggest use of alcohol, marijuana, drugs or medications (including those taken with valid prescriptions for legitimate medical purposes) which impair or limit the ability to practice medical assisting safely are subject to removal from the clinical area and practicum sites and possible dismissal from the Medical Assisting program.

Please review the Clark College Student Code of Conduct regarding drug and alcohol use: http://www.clark.edu/clark-and-community/about/policies-procedures/student_code.php

Drug testing may be required of students at the following times:

- a. Prior to beginning the medical assisting program
- b. Prior to re-entering the program after a withdrawal from the program for any reason
- c. If there is reasonable cause to believe a student is under the influence of alcohol or other drugs
- d. If further testing is required by a clinical partner

Student conduct in clinical areas, related to drug/alcohol/illegal chemicals: (Evidence of any of the following prohibited behaviors will result in disciplinary action and may include dismissal from the program.)

1. Reporting to a practicum site or session with the odor of alcohol or illegal chemicals on the breath/person.
2. Possessing any illegal narcotics, hallucinogen, stimulant, sedative, or similar drug while on clinical time.
3. Failure to follow the clinical facility's/site's policies and procedures for administering controlled substances.
4. Removing any drug from the clinical site for any reason.

All students have a responsibility to notify their instructor(s) if they are taking medications that may affect their performance, to protect the welfare of patients, students, instructors, Clark College, and Affiliated clinical facilities/partners.

All students have an ethical responsibility to report other students who are suspected substance abusers. This may be done by contact instructors or the Medical Assisting Director and may be done anonymously.

Procedure for handling students with questionable behavior in clinical area or practicum site:

Patient safety demands that if a student is demonstrating questionable judgment in the clinical area or practicum site, the student will be removed expeditiously.
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The cause of the questionable behavior will be investigated, and appropriate disciplinary action will be pursued, as follows:

- a. If the faculty determines that the clinical performance is adversely affected by *legitimately prescribed medication*, the student will be considered ill for make-up purposes.
- b. If there is reasonable cause to believe that the student's performance is affected by alcohol, controlled substances, or unauthorized prescription drugs, disciplinary action will be undertaken within the Medical Assisting Department. The chain of command will be utilized: Instructor, Medical Assisting Director, Dean of Business and Health Sciences, if needed.
- c. Based on the instructor's observations, instructions for Reasonable Suspicion Testing will be followed.
- d. The student will be barred from attendance at clinical, lab, and classroom sessions until the test results have been received by the Medical Assisting Department. Then, appropriate action will be taken, depending upon the results. Consequences could include immediate dismissal from the program.
- e. Any student dismissed from the program for substance use may apply for readmission with evidence of having successfully completed a treatment program through an approved provider. Other aspects of the readmission process will be handled under the

standard procedures for readmission.

**Policy on Violence/Incivility-Verbal, Physical, Psychological
(This policy applies in all college-related settings, not merely in**

clinical.) The College is committed to maintaining an environment that is free from all acts or threats of violence perpetrated by or against employees, students, or members of the public. The Student Code of Conduct definition of prohibited student conduct http://www.clark.edu/clark-and-community/about/policies-procedures/student_code.php includes the following actions that might be committed while on college property or while conducting College business at other locations. These are subject to a range of disciplinary actions:

Assault, physical abuse, verbal abuse, threats, intimidation, harassment, bullying, stalking, or other conduct which harms, threatens, or is reasonably perceived as threatening the health or safety of another person or another person's property.

Violent action on college property or facilities, or while on college business, will not be tolerated or ignored. Individuals who engage in violent or threatening behavior may be:

- a. Removed from the premises
- b. Subject to disciplinary action, up to and including dismissal or expulsion and/or
- c. Subject to arrest and criminal prosecution

APPLICABILITY

This policy applies to:

- a. All levels and areas of college operations and programs
- b. Students
- c. Faculty
- d. Staff
- e. Visitors, volunteers, and all other personnel.

RESPONSIBILITIES

All Employees, students, and visitors:

- a. Must refrain from violence or the threat of violence.
- b. Are encouraged to seek assistance to resolve personal issues that may lead to violence.
- c. Report the offending individual/situation to the Medical Assisting Director/Dean of Business and Health Sciences.
- d. If the offending individual is a student, once the immediate threat is over, report the offending student to the Behavioral Intervention and Threat Assessment Team for follow up at the Clark College level. Guidelines can be found at <https://catalog.clark.edu/college-information/behavioral-intervention-threat-assessment-bitat/>

DEFINING VIOLENCE

Violence is defined as any physical assault, threatening, or intimidating behavior, or verbal abuse occurring in the workplace or classroom setting. Workplace/classroom violence may involve, but is not limited to:

- a. A violent, threatening, or intimidating act by any individual who has no legitimate relationship to the workplace/classroom and enters it to commit a criminal act.
- b. A violent, threatening, or intimidating act by an individual who is the recipient (or object) of a college service provided by the affected workplace/classroom or the victim. This could include but is not limited to a current or former client, student, or customer.
- c. A violent, threatening, or intimidating act by an individual who has some employment-related involvement with the college.

EXAMPLES

Some examples of workplace/classroom violence include:

- a. Verbal threats to inflict bodily harm, including vague or covert threats.
- b. Verbal harassment, abusive or offensive language, or gestures towards supervisors, fellow employees, students, or the public.
- c. Disorderly conduct, such as shouting, throwing, or pushing objects, punching walls, and slamming doors.
- d. False or malicious statements made against coworkers, supervisors, or others.

PROCEDURES

Any employee, student, or visitor who perceives an immediate threat of bodily harm should:

- a. Contact Security immediately – Clark College campus security **360.992.2133**, **in classroom phone, dial 2133**, or call **911**.
- b. Disengage and evacuate oneself and others from the area.
- c. Isolate the threatening individual if it is safe to do so.
- d. Notify the supervisor as soon as possible.
- e. Do whatever is reasonable to keep other employees, students, or visitors from harm.

PROGRAM RE-ADMISSION POLICY & PROCESS

PROGRAM RE-ADMISSION POLICIES

A student may be readmitted **one time only**. The readmission process is for students requesting readmission to repeat any portion of the Medical Assisting Program (or restart the program). These policies also include dismissal for unsafe or unethical behavior, as well as program exit due to personal or medical reasons.

PETITION FOR PROGRAM RE-ADMISSION

Readmission to the Medical Assisting Program is not automatic and is subject to space availability. A student who has withdrawn or been dismissed from the program may petition the department for program readmission in accordance with program policies. A petition is a formal, typed letter and must include the information outlined below. Such petitions will be reviewed by the Medical Assisting Program Retention Committee. This petition must be submitted to the Program Director at least 1 quarter prior to the start of the academic quarter the student wishes to return to.

Steps in the readmission process are as follows:

1. Write a formal, typed letter of petition for readmission addressed to the Medical Assisting Retention Committee. Required petition components are:
 - a. Thought and sincerity expressed within the written petition.
 - b. Insight into the reason(s) for academic, clinical, or personal difficulty.
 - c. A comprehensive plan for academic success. In your plan include your goals, specific steps to reach each goal, obstacles to reaching your goals, and a plan for overcoming each obstacle.
 - d. Petition should be typed with no spelling or grammatical errors.
2. A written and verbal decision regarding readmission will be provided to the student within 30 business days (not including school breaks). Any decision to re-admit is contingent upon space available and the student must sign a learning contract.
3. If the student has any concerns regarding the process or outcome, an appeal may be made to the Dean of Business and Health Sciences. This process follows the same process for academic appeals.

CERTIFICATION

Students must pass one of the following national certification examinations to obtain licensing in Washington State and to work in any other state. Washington is one of two states that requires clinical licensing. If the student successfully completes our accredited program and passes one of the national certification exams, they are employable in all states.

EXAMINATION:

Successfully pass one of the following examinations within five years prior to submission of initial Department of Health (DOH) license application for Medical Assistant – Certified licensure:

- Certified Medical Assistant Examination through the American Association of Medical Assistants (AAMA)
- Registered Medical Assistant Certification Examination through American Medical Technologists (AMT)
- Clinical Medical Assistant Certification Examination through the National Health Career Association (NHA)
- National Certified Medical Assistant Examination through the National Center for Competency Testing (NCCT)
- Clinical Medical Assistant Certification Examination through the American Medical Certification Association (AMCA)

Attestation of Receipt Medical Assisting Handbook

I, _____ have received, read and
Please Print Full Name

understand the information in the Medical Assisting Handbook.

Please sign and date below, and turn in to the Director of Medical

Assisting.

Student Signature

Date