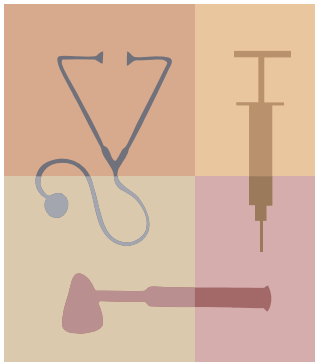


# **NORTH SHORE COMMUNITY COLLEGE**



## ***MEDICAL ASSISTING PROGRAM***

### ***STUDENT MANUAL***

***2009 - 2010***



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# **MEDICAL ASSISTING PROGRAM AT NORTH SHORE COMMUNITY COLLEGE**

## **WELCOME CLASS OF 2010!**

*Welcome to the Medical Assisting Certificate Program! You have chosen a wonderful and rewarding profession.*

*The purpose of this manual is an introduction to the Medical Assisting Program, its policies and procedures. In addition to reviewing this manual for the application requirement, we expect you to use this resource during your time as a student in the program. For a complete listing and description of College policies and procedures, please refer to North Shore Community College's Catalog and the Student's Right's and Responsibilities Handbook. Students are responsible for adhering to the policies and procedures of North Shore Community College and the Medical Assisting Program.*

*I am also available to help you with any questions or concerns and look forward to meeting with each of you. My schedule is posted outside my office, DH 223A, as well as on our Medical Assisting bulletin board outside DH116. If you have a conflict with my schedule, let me know and we will set up an appointment.*

*I look forward to another great year!*

***Mariann Splaine Henry, AS  
Program Coordinator  
(978) 762-4179  
msplaine@northshore.edu  
Office: DH223A***

# **MEDICAL ASSISTING**

## **CERTIFICATE PROGRAM INFORMATION**

# **NORTH SHORE COMMUNITY COLLEGE**

## **MISSION STATEMENT**

North Shore Community College is a source of hope and opportunity and a regional leader for social and economic change. Blending tradition and innovation, liberal arts and career preparation, intellectual development and cultural and personal growth, we foster a diverse and caring community of learners where all are welcome and each is challenged. We offer lifelong education responsive to changing community needs, a global economy, evolving technology and the shifting roles faced by individuals and institutions. Our greatest contribution to the Commonwealth is the success and achievement of our students.

The college has established specific goals to fulfill the institution's mission. These are found in the College Catalog and our web site at [www.northshore.edu](http://www.northshore.edu) .

## **VISION STATEMENT**

North Shore Community College will be a catalyst for personal, community and regional change through education, training and civic engagement. The College will serve as a beacon of hope and opportunity for an increasingly diverse student body and be a respected, full partner with other public and private organizations seeking better lives for North Shore residents and a vibrant future for the region.

# **NORTH SHORE COMMUNITY COLLEGE DIVISION OF HEALTH PROFESSIONS**

## **MISSION STATEMENT**

The Division of Health Professions contributes to the mission of the College and its Strategic Plan while meeting needs and expectations of the general public, interested candidates and the health care community by providing:

- Health related career degrees, certificates and courses
- Focused liberal arts degree options
- Specialized continuing education to enhance competencies of health care employees and to contribute to re-certification of licensed health care professionals
- Pathways to facilitate transition to the Division offerings (e.g. preparatory, Tech Prep, advanced placement)

The Division fosters life long education recognizing continually shifting roles of health care providers.

# **NORTH SHORE COMMUNITY COLLEGE MEDICAL ASSISTING PROGRAM**

## **MISSION STATEMENT**

The Medical Assistant Program (Program) is rooted in the historical perspective that medical assistants are specifically educated to assist the physician in the medical office/ambulatory care setting; and that the evolution of medical assisting is intertwined with the history of physicianship. Today, medical assisting is a well-established profession. The modern medical assistant is a multi-skilled person capable of performing administrative and clinical tasks. In keeping with the tradition of the medical assisting profession, the Medical Assisting Program is a comprehensive, outcome based, one-year curriculum designed to guide the participant through a process of professional development and personal growth.

Consistent with the Standards and Guidelines for the Accreditation of Educational Programs in Medical Assisting adopted by the American Association of Medical Assistants, Medical Assisting Education Review Board and the Commission on Accreditation of Allied Health Education Programs and with an understanding of the importance of multi-skilling, the Program faculty balance theory, practical application and self-assessment in the teaching of the clinical and administrative competencies. Medical assisting knowledge and technical skills are acquired through

a wide range of learning domains. Additionally, critical thinking and problem solving are advanced through the learning experience. The Program has as its primary goal to prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills) and affective (behavior) learning domains.

## **PROGRAM GOALS**

The primary goal of the Medical Assisting Program is to prepare competent entry-level Medical Assistants in the cognitive (knowledge), psychomotor (skills) and affective (behavior) learning domains. Graduates will demonstrate critical thinking based on knowledge of academic subject matter required for competence in the profession.

As well as:

- Provide appropriate learning opportunities to facilitate the acquisition of the knowledge and technical skills necessary to function as a competent, entry-level Medical Assistant
- Endeavor to instill a sense of medical ethics
- Encourage a sense of commitment to continued professional development
- Provide each student with the minimum requirements necessary for eligibility for the CMA(AAMA) National Examination
- Students will incorporate the cognitive knowledge in performance of the psychomotor and affective domains in their practice as medical assistants in providing patient care and
  1. apply critical thinking skills in performing patient assessment and care
  2. use language/verbal skills that enable patient's understanding
  3. demonstrate respect for diversity in approaching patients and families
  4. verify ordered doses/dosages prior to administration
  5. distinguish normal and abnormal test results
  6. display sensitivity to patient rights and feelings in collecting specimens
  7. explain the rationale for performance of a procedure to the patient
  8. show awareness of patients' concerns regarding their perceptions related to the procedure being performed
- Students will incorporate cognitive knowledge in performance of psychomotor and affective domains in their practice as medical assistants in communicating effectively, both orally and in writing and
  1. demonstrate empathy in communicating with patients, family and staff
  2. apply active listening skills
  3. use appropriate body language and other nonverbal skills in communicating with patients, family and staff
  4. demonstrate awareness of the territorial boundaries of the person with whom communicating
  5. demonstrate sensitivity appropriate to the message being delivered
  6. demonstrate awareness of how an individual's personal appearance affects anticipated responses

7. Demonstrate recognition of the patient's level of understanding in communications
8. Analyze communications in providing appropriate responses/ feedback
9. Recognize and protect personal boundaries in communicating with others
- 10 Demonstrate respect for individual diversity, incorporating awareness of one's own biases in areas including gender, race, religion, age and economic status

Students will incorporate cognitive knowledge in performance of psychomotor and affective domains in their practice as medical assistants in the performance of medical business practice and:

- 1.1 Consider staff needs and limitations in establishment of a filing system
2. Implement time management principles to
  - maintain effective office function
3. Demonstrate sensitivity and professionalism in handling accounts receivable activities with clients
4. 1. Demonstrate assertive communication with managed care and/or insurance providers
5. Demonstrate sensitivity in communicating with both providers and patients
6. Communicate in language the patient can understand regarding managed care and insurance plans
7. Work with physician to achieve the maximum reimbursement

Students will incorporate cognitive knowledge in performance of psychomotor and affective domains in their practice as medical assistants in providing patient care in accordance with regulations, policies, laws and patient rights and:

1. 1. Demonstrate sensitivity to patient rights
2. Demonstrate awareness of the consequences of not working within the legal scope of practice
3. Recognize the importance of local, state and federal legislation and regulations in the practice setting
4. Apply ethical behaviors, including honesty/integrity in performance of medical assisting practice
5. Examine the impact personal ethics and morals may have on the individual's practice
6. Demonstrate awareness of diversity in providing patient care

Students will incorporate cognitive knowledge in performance of psychomotor and affective domains in their practice as medical assistants, applying quality control measures in following health and safety policies and procedures to prevent illness and injury and:

1. Recognize the effects of stress on all persons involved in emergency situations
2. Demonstrate self awareness in responding to emergency situations

## **MEDICAL ASSISTING DEFINITION**

Medical assistants are multi-skilled health professionals specifically educated to work in ambulatory settings performing administrative and clinical duties. The practice of medical assisting directly influences the public's health and well-being, and requires mastery of a complex body of knowledge and specialized skills requiring both formal education and practical experience that serve as standards for entry level into the profession.

This accredited one-year certificate program provides classroom/laboratory instruction and practicum experience that prepares students for employment as an entry level Medical Assistant. Graduates are eligible and it is recommended to sit for the CMA(AAMA) Certification/Recertification Examination.

## **PROGRAM ACCREDITATION**

The North Shore Community College Medical Assisting program is accredited by the Commission on Accreditation of Allied Health Education Programs ([www.caahep.org](http://www.caahep.org)) upon recommendation of the Medical Assisting Education Review Board (MAERB).

Commission on Accreditation of Allied Health Education Program  
1361 Park Street  
Clearwater, FL 33756  
727-210-2350

Following our April 2004 on-site review, CAAHEP awarded our Medical Assisting Program continuing accreditation recognizing our program's substantial compliance with the nationally established accreditation standards. The next comprehensive evaluation of the program, including an on-site review, is scheduled to occur in Spring 2014.

## **CREDENTIALING INFORMATION**

Graduates of the Program are eligible to sit for the CMA(AAMA)Certification/Recertification Examination\*. The AAMA administers this national exam for qualified candidates to earn the credential of Certified Medical Assistant, CMA (AAMA). There is no mandated state licensure requirement to practice as a Medical Assistant in Massachusetts. Therefore, gaining the CMA (AAMA) credential is voluntary. However, graduates of this program are strongly encouraged to take this exam. Earning the CMA (AAMA) credential is a means by which you can express your knowledge and professionalism to employers and the public. Program Faculty will distribute information pertaining to this exam. It is highly recommended that you visit the web site of the AAMA. The AAMA's web site is a valuable resource that provides information about the medical assisting profession, [www.aama-ntl.org](http://www.aama-ntl.org).

- Please note that the AAMA has established policies regarding the denial of eligibility for the CMA credential or for the discipline of a CMA. For further details, please see Appendix A of this manual for the AAMA's Disciplinary Standards and Procedures for CMAs.

## **ADMISSIONS REQUIREMENTS**

Please refer to the most current application packet. This can be found on our website, [www.northshore.edu](http://www.northshore.edu).

## **ACCADEMIC STANDING POLICY**

Please refer to the North Shore Community College Catalog for college policy.

## **WITHDRAWAL FROM MEDICAL ASSISTING PROGRAM**

### Course Withdrawal

A student may officially withdraw from any course before the twelfth week of the semester and receive a "W" grade. **A student should see his/her instructor and program coordinator for advisement prior to withdrawing from any course.** Failure to officially withdraw may result in an "F" grade. Any withdrawal or failure may affect academic standing and financial aid. Withdrawal from any course in the Medical Assisting program of study sheet will result in an interruption of a student's curriculum sequence which then requires re-admission. Please refer to the Re-Admission Policy and process for the Medical Assisting Program in this manual.

### Program Withdrawal.

A student may withdraw from the Medical Assisting Program at any time. It is in the best interest of the student to consult with his/her instructor, academic advisor and program coordinator concerning withdrawal.

**A letter or e-mail containing reasons why the decision to withdraw was made must be addressed to the program coordinator and the Dean of Enrollment and Student Records.** It is then the student's responsibility to officially withdraw from all registered MAC courses. Withdrawal from courses can be conducted online through your pipeline account or you can be assisted by the Student and Enrollment Services staff.

## **READMISSION POLICY**

The following students must apply for readmission prior to registration in any given semester: students who have not been matriculated and enrolled in the College within the previous five years; students who have graduated from the College; and students in the Medical Assisting Program who have interrupted their sequence of professional courses with a course withdrawal, course failure and/or semester stop out. These students must meet current Program and College admission requirements. Readmission to the Medical Assisting Program is not automatically guaranteed. Students are permitted only one readmission to the program on a space available basis with approval by the Program Coordinator.

North Shore Community College  
Medical Assisting Program

Readmission Policy  
Medical Assisting Program Process and Procedures

Formal readmission to the Medical Assisting Program is required for any matriculated student who has interrupted his/her sequence of courses as designed in the program of study by any of the following:

1. course failure
2. course withdrawal
3. semester stop out

The formal readmission process and procedures **require the student to initiate and complete all of the following steps:**

1. Set up an initial meeting with the instructor and program coordinator within ten (10) days of course withdrawal and/or failure and within one (1) month of the end of the stop out semester.
2. Submit a detailed letter to the program coordinator addressing specific changes to be made to enhance academic success within ten (10) days of initial meeting.
3. Participate in a follow-up meeting with the program coordinator within ten (10) days of receipt of letter to discuss the determination of readmission status and conditions of continued enrollment.
4. Complete and submit the Medical Assisting Program Readmission Form to Enrollment Services.

In accordance with the college's readmission policy, all matriculated students have **one (1)** opportunity to be readmitted to the Medical Assisting Program. Readmission will be based on academic and clinical performance, personal circumstances, documented plan for future success and space availability. Students who are readmitted, must meet current program requirements including:

1. updated health forms
2. proof of professional liability insurance
3. current CPR certificate

Revised 2009 - 2010

North Shore Community College  
Medical Assisting Program

Readmission Form

I, \_\_\_\_\_, have interrupted my sequence of  
courses with a : ( please circle )

- Course withdrawal
- Course failure
- Semester stop out

I have engaged in the readmission process as defined by the Medical Assisting Program and  
acknowledge the following decision: (please circle)

- Readmission granted- Final opportunity to continue in the Medical Assisting Program
- Readmission denied- Unable to continue in the Medical Assisting Program. Program  
code will be changed to “unspecified” which may impact financial aid status. Students  
are advised to consult financial aid counselor.

Student Signature: \_\_\_\_\_

Student ID Number: \_\_\_\_\_

Date: \_\_\_\_\_

Medical Assisting Program Coordinator's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## HEALTH REQUIREMENTS

Students must be able to perform the essential **tasks** of the program with or without reasonable accommodation. A complete list of these tasks can be found in this manual. These essential **functions** and required immunization documentation for the College and any supplemental documentation required by the Health Professions Division are part of your admission packet. The Division of Health Professions Health Evaluation Packet must be returned by the date noted on page one (1).

Should your Physician check, **The physical condition of this student is such that the student's health will be endangered by immunization**, the physician must sign an authorization to allow you to participate in your laboratory and clinical experiences. All immunization must be documented prior to your externship.

A copy of the Technical Standards for Medical Assisting is included in this manual.

**\*Applicants who are offered admission must document their ability to perform all essential tasks with or without reasonable accommodation in order to begin the professional courses. A list of those essential tasks is listed below. For those applicants offered admission, you will be asked to self certify by signing the Technical Standards which are included in the Health Forms.**

# NORTH·SHORE COMMUNITY COLLEGE

## Technical Standards for the Medical Assistant Program

**To the Applicant:** As you review these technical standards, please consider your physical ability and behavioral characteristics. These are the minimum requirements for practicing Medical Assistants. Are you able to perform the following physical actions listed with the expected level of performance? Are you able to be responsible for the behavioral standards? Please review carefully the general job description as you evaluate your ability.

**General Job Description:** Assist the physician with the examination, treatment, and education of the patient in the office or clinic setting. Perform administrative and clinical duties necessary to the daily operations of the medical office or clinic.

**\*Performance Level: O = occasionally 50-74%; F = frequently 75-89%; C = constantly 90-100%**

PHYSICAL STANDARDS		Expected Level of Performance
		Freq*
LIFT:	patients, equipment - up to 100 lbs.	F
CARRY:	equipment, objects - up to 25 lbs.	F
KNEEL:	to perform CPR; assist patients who fall; to retrieve items from a storage cabinet	O
STOOP/BEND/TWIST:	to position the examination table, perform transfers	F
BALANCE:	safely maintain while assisting patients in ambulation and transfer	C
CROUCH	To locate and plug in equipment	O
REACH:	to adjust equipment; to guard patient; to reach supplies	C
HANDLE	Equipment such as syringes, BP cuffs	C
DEXTERITY:	manipulate and fine-tune knobs, dials, blood pressure cuffs, tools, equipment, instruments, scales, phlebotomy, injection instruments, prepare and use equipment while maintaining sterile technique and keyboard 35 wpm	C
PUSH/PULL:	wheelchairs, stretchers, patients	C
WALK:	a distance of at least 2 miles during a normal work day	C
STAND:	for periods of at least 2 hours	C
WEAR:	personal protective equipment (PPE) as needed and gloves for extended periods of time	F
<b>TACTILE STANDARDS</b>		
PALPATE:	pulses, muscle contractions, bony landmarks, swelling, skin texture	C
DIFFERENTIATE:	between temperature and pressure variations	F
<b>VISUAL STANDARDS</b>		

READ:	accurately; numbers, letters, cursive writing in fine and other print in varying light levels in English	F
READ:	accurately; numbers, letters, cursive writing in fine and other print in varying light levels in English	F
DETECT:	changes in skin color, patient's facial expressions, swelling, atrophy, forms of non-verbal communication (gestures)	F
OBSERVE:	patient and environment in order to assess the patient's condition or needs from a distance of 20 feet	C
SEE	BP manometer, small print on vials, syringes, dials and gauges	C
<b>COMMUNICATION STANDARDS</b>		
SPEAK:	in English language in clear, concise manner, to communicate with patients, families, health care providers, community	C
RESPOND:	to patient with communication disorders (aphasia, hearing loss), or those who use ESL	O
COMPREHEND:	oral and written language, including health care terminology in order to communicate with patients, families, health care providers, and community	C
WRITE:	in English, clearly, legibly, for charting and computer input	C
<b>AUDITORY STANDARDS</b>		
HEAR:	blood pressure sounds through a stethoscope, breath sounds, patient distress sounds, machine timer bells and alarms; verbal directions from supervisor from a distance of 20 feet; verbal requests from patients, physicians, etc.	C
<b>MENTAL/COGNITIVE STANDARDS</b>		
Function safely, effectively, and calmly under stressful situations.		F
Remain alert to surroundings, potential emergencies, respond to patient situations, i.e. falls, pain, change in physical status		F
Integrate information, and make decisions based on pertinent data, in a collaborative manner.		C
Interact effectively and appropriately with patients, families, supervisors, and co-workers of the same or different cultures with respect, politeness, tact, collaboration, teamwork, discretion.		C
Communicates an understanding of basic principles of supervision, ethics, and confidentiality.		C
Displays basic interpersonal skills necessary to interact in situations requiring close, personal contact.		C
Maintain personal hygiene consistent with close personal contact associated with client care		C
Display attitudes/actions consistent with the ethical standards of the profession.		C
Maintain composure while managing/prioritizing multiple tasks simultaneously.		C
Prioritize multiple tasks		C

**\*Performance Level: O = occasionally 50-74%; F = frequently 75-89%; C = constantly 90-100%**

**MEDICAL ASSISTING PROGRAM  
CURRICULUM, POLICIES AND STANDARDS**

## **Program of study sheet**

## MEDICAL ASSISTING PROGRAM COURSES

- MAC142 \*** **Medical Assisting Clinical and Lab Procedures.....3 credits**  
Pre: Communications and Math Proficiency  
Provides a foundation of clinical skills necessary to function as an entry-level medical assistant in a variety of health specialties. Examples of topics include: the medical history; vital measurements; documentation; assisting with exams, special procedures, and office surgery; infection control; diagnostic lab tests, ECG and phlebotomy; nutrition and patient education.  
This course is offered Fall Semester only
- MAC144 \*** **Medical Assisting Field Placement.....4 credits**  
Pre: BIO108 , OFT116 and MAC142  
Co: OFT219, PHI120, ALH146, and  
This course is the clinical connection for principles learned in Medical Assisting Clinical Procedures and Medical Office Procedures. It serves as a vehicle for the application of the clinical /office procedures introduced in the classroom/demonstration laboratory. Seminars allow for discussing and sharing clinical experiences based on journal presentations, and preparing students for employment through workshops on topics such as: health care law/ethics, business communications, resume preparation and interviewing skills. (176 hours of field placement experience and 12 hours of seminar per semester).  
*\* Note: CPR, Professional Liability Insurance and Division of Health Professions Health Evaluation Packet to be completed prior to Field Placement.*  
This course is offered Winter/Spring Semester only.
- MAC146\*** **Advanced Medical Assistant Procedures..... 3 credits**  
Pre: ALH142  
This course responds to the rapidly expanding clinical and administrative responsibilities of the medical assistant in the managed care environment. It is designed to expand the basic knowledge and skills in the areas of office emergencies, telephone triage, medical specialties, surgical procedures and applied insurance coding. Basic pharmacological principles and drug classifications will be covered, with an emphasis on commonly prescribed medications in the ambulatory healthcare setting.”  
This course is offered Winter/Spring Semester only.
- ALH156** **Interpersonal Skills for Health Professions .....1 credit**  
Pre: Communications Proficiency  
This course is designed to enhance the performance of a health care student in a professional, helping relationship within the health care delivery system. Topics include: communication skills, psychological theory, personality theory, stages of human development and professionalism.  
This course is offered Winter/Spring Semester only.

- BIO108      The Body in Health and Disease.....3 credits**  
 Pre: Communications Proficiency  
 A study of the interrelationships of anatomy, physiology, and pathology with chemical and microbiological consideration for students in the health care field. Primarily for mental health technicians, medical secretaries, and public environmental health officers. (3 hours of lecture per week)
- CMP101      Composition 1.....3 credits**  
 Pre: Placement Exam Score  
 Emphasis is on developing skills of writing, reading, analytical thinking and research.  
 Students are introduced to thought-provoking ideas in readings from a variety of disciplines and learn to organize material, analyze ideas and produce clear writing.
- OFT101\*      Keyboarding 1: Introduction.....3 credits**  
 Pre: Communications Proficiency  
 Introduces keyboarding techniques and skill development as well as basic formatting of documents using word processing software. Keyboarding speed should be developed to a minimum of 35 wpm. Computer assignments outside of class are required.
- OFT116\*      Medical Terminology.....3 credits**  
 Pre: Communications Proficiency  
 Designed to instruct the student in the most common word roots, prefixes, and suffixes in medical terminology. Emphasis is on spelling, word drills, pronunciation exercises, and definition of words. The student develops a broad medical vocabulary used by professionals in medicine and allied health fields. In addition, the course offers lectures, discussion, and films of current medical subjects.
- OFT219\*      Medical Office Procedures.....3 credits**  
 Pre: Communications Proficiency, OFT101    Co: OFT116  
 A survey of the administrative aspects of the medical office. Includes appointment scheduling, insurance, medical ethics and law, medical records, billing, and related professional activities. Machine transcription of medical documents is also incorporated. Emphasis is placed on high standards of ethics to the patient and the medical profession.
- PHI120      Medical Ethics.....3 credits**  
 Recent developments in the bio-medical fields have lead to considerable moral perplexity about the rights and duties of patients, health professionals, research subjects and researchers. This course presents a brief introduction to ethical theory and a set of diverse, carefully selected readings (pro and con) on some of the most contemporary issues in bioethics. Some of the issues that will be analyzed and discussed are: abortion and infanticide, the problems of birth

defects, euthanasia, psycho-surgery, behavior and genetic control, and the claim to health care.

This course is offered Winter/Spring Semester only.

**\* Students must pass these courses with a C- (70) or better to continue in the program.**

### **ACADEMIC ADVISEMENT**

Each student is assigned to the Medical Assisting Program Coordinator as their academic advisor. If a student has been assigned to a non-faculty advisor, please bring this to the attention of the Program Coordinator.

The role of the academic advisor in the advising process is to:

- ◆ counsel you on course selection.
- ◆ make referrals for you to appropriate student services.
- ◆ develop and suggest a program that is advisable for you to follow; i.e., advising on the number of credits that you will be able to handle, taking into account your other responsibilities with job, family, etc.

The role of the student in the advising process is to:

- ◆ seek the counsel of your advisor during Early Registration and otherwise as needed.
- ◆ access available student services as necessary.
- ◆ make reasonable and realistic choices regarding your academic career that take into consideration other life responsibilities which will affect your academic performance.

### **APPLICATION TO GRADUATE**

In order for a student to graduate, a graduation application form must be completed and submitted to Enrollment Services. The academic advisor will remind students to submit this form at the appropriate time; however, it is ultimately the student's responsibility to ensure that the form is submitted to Enrollment Services by the stated deadline. After receiving the completed form, Enrollment Services will review the record and respond to the student as to whether all courses required for graduation have been completed. Refer to the NSCC Academic Calendar for the deadline to file the application to graduate. A diploma or certificate will not be printed or be available unless this application is filed.

## **PROFESSIONAL BEHAVIOR STANDARDS**

### **ACADEMIC COMPONENT**

The student is expected to assume RESPONSIBILITY for the academic learning process by:

- ◆ Attending class and arriving on time.
- ◆ Bringing necessary and appropriate materials to class in preparation for classroom participation.
- ◆ Turning off all external communication and entertainment devices
- ◆ Actively listening and paying close attention to the material being presented during class. Do not allow anyone or anything to divert your attention from the task at hand.
- ◆ Completing required and missed assignments to be submitted at the beginning of class.
- ◆ Do not work on other class assignments during scheduled class time.
- ◆ Organize non-classroom learning time for effectiveness and efficiency. Do not wait until the last minute to study or complete work.
- ◆ Understanding course syllabi, course requirements and course guidelines.
- ◆ Properly maintaining classrooms and laboratory areas and returning supplies and equipment to designated areas.
- ◆ Seek help when needed

The student will DEMONSTRATE INTEREST in the academic process by:

- ◆ Seeking and utilizing suggestions and constructive criticism from faculty.
- ◆ Participating in class discussions and interactions.
- ◆ Responding to the needs of peers and faculty.
- ◆ Using class time to work in groups, reading assigned material, and discussing information with peers and faculty.
- ◆ Collaborating with students, faculty and other professionals appropriately.

## **PROGRAM POLICY REGARDING CLASSROOM ATTENDANCE AND PROMPTNESS**

Absenteeism and tardiness affect a student's ability to participate in the learning process.

Although each syllabus for each course will state the attendance policy, the following is the Medical Assisting Program's policy. It is expected that this policy be followed at the very minimum as a guideline and in addition to the attendance policy that is stated in the course syllabus:

### **Attendance and promptness are mandatory.**

1. All students are expected to attend all classes. However, should a student need to miss a class, the student is expected to provide notice to the instructor. The student should provide advanced notice to the instructor whenever possible or telephone the instructor the morning of the class if advanced notice is not possible. If calling the morning of the class, the call should be prior to the scheduled start time, but no later than the regularly scheduled end of class. Please refer to the syllabus for each course to determine what affect absenteeism may have on your grade.\*
2. All students are expected to arrive for all classes on time. Should a student arrive late for class, the student is expected to enter the classroom in the least disruptive manner possible. Please refer to the syllabus for each course to determine what affect tardiness may have on your grade.
  - If a student's attendance/ tardiness record is significant enough to disrupt the learning process, the instructor will notify the Program Coordinator. The Program Coordinator will then meet with the student to discuss the issue.
  - **If absent or tardy, it is the responsibility of the student to obtain all missed material. Make-up work will be at the discretion of the instructor.**
  - For absences due to religious beliefs or Jury Duty, students should confer with the Instructor and/or Program Coordinator prior to the absence.

\* If serious and extenuating circumstances interfere with attendance, the student should consult with the Instructor and Program Coordinator. Such circumstances, will be considered on a case by-case basis at the discretion of the Program Coordinator.

### **COURSE OBJECTIVES, ASSIGNMENTS AND PROCEDURES**

Each student will be provided with a course syllabus at the beginning of the course. The syllabus will provide the student with the course description, goals/objectives, required assignments, attendance policy, tardy policy, grading policy and an outline of topics to be presented. Students are responsible for assignments that are to be completed prior to classroom lecture and discussion.

## **EXPECTATIONS FOR PARTICIPATION IN LAB COURSES (MAC142 & MAC146)**

You will learn many clinical procedures in these courses that are part of a medical assistant's scope of practice. For each course, students will receive a list of procedures for which they are required to demonstrate competency in performing. In lab, you will be expected to participate in practicing the performance of these procedures on each other.\* This is in preparation for performing these procedures on patients in the practicum setting. Students will be asked to remove as much clothing as is necessary to perform the procedure (appropriate draping will be practiced for privacy, as in the clinical setting). Appropriate clothing should be worn to lab to make this process easier (e.g. wear a short sleeve shirt when practicing blood pressures). **Standard Precautions are to be utilized at all times.**

**\* Please note:** Although students will be expected to perform invasive procedures to a clinical competency (on a person, not just a mannequin) before they graduate, students are not required to participate in invasive procedures during lab. For the purpose of grading in lab, the procedure can be performed on a mannequin so the student's grade will not be affected. If a student declines participation in an invasive procedure during lab, then he/she must perform the procedure to a clinical competency during the practicum experience under the direct supervision of the clinical preceptor (or his/her designee). Please read Appendix B, North Shore Community College's Policy for Invasive Lab Policy in its entirety for full details regarding participation in invasive procedures during lab.

## **DISCIPLINARY POLICY AND PROCEDURES**

If a student fails to adhere to the established standards and policies of the Instructors, Program and/or College, the following will occur:

- ◆ Upon a first occurrence the student will receive a verbal warning from the Instructor and / or Program Coordinator, and a counseling form will be completed for the student's file.
- ◆ Upon a second occurrence the student will receive a written warning from the Instructor, and/or Program Coordinator with specific goals and deadlines set forth for the student. The student must satisfactorily meet the specific goals and deadlines outlined in the warning. The student will be considered on probation until all goals and deadlines are met. This may result in suspension from practicum until the outlined goals and deadlines are met. The written warning will be included in the student's file.
- ◆ A student's failure to meet outlined goals and deadlines will result in the following: dismissal from a professional course, dismissal from practicum, and/or ultimately dismissal from the Program. The dismissed student will be required to withdraw or he/she may risk failure.

## CLINICAL STANDARDS AND POLICIES (MAC144)

This section of the manual is an overview of the standards and policies pertaining to the practicum experience. The Program Coordinator will distribute a complete practicum packet fully detailing the standards and policies during the mandatory orientation session for practicum placement:

- Students are required to complete a minimum of 176 hours of unpaid internship experience in a physician's office or medical clinic. Attendance and promptness are mandatory. The 176 hours must be completed regardless of absences. Any missed time must be made up at the convenience of the clinic.
- Standard Precautions are to be practiced at all times during practicum.
- As a point of information, a pregnant student is reminded of the many contaminants present in the clinical area that could adversely affect a fetus. It is advisable for the student to contact her obstetrician once the pregnancy has been confirmed, to ensure that there are no medical concerns or limitations.
- If a student has a communicable disease, he/she must inform the Program Coordinator prior to entering the clinical facility. If necessary, the student will be referred to his/her physician. Students restricted from the clinical may not return until cleared by their physician and documentation provided to the program coordinator.
- In the event of injury or episodic illness, a student shall be responsible for payment of health care services provided by the facility.
- A student shall, for all purposes, be deemed independent contractors and not employees of the facility, but nevertheless shall abide by all applicable facility policies and procedures.
- Students are required to participate in the College's professional liability insurance plan. No student will be allowed to participate in practicum without an active policy.
- No student will be allowed to participate in practicum unless they have submitted all required Health, Immunization and CPR documentation.
- Students must adhere to the Medical Assisting Program's dress code when in practicum. However, in cases where the students are assigned to hospitals or community agencies that have their own specific uniform code, their policy supersedes ours and must be adhered to by the students.

**PLEASE NOTE: The clinical facility may terminate the participation of the practicum placement of any student if the facility deems that the health status, performance, or other actions of the student is detrimental to patient care. This may result in suspension and/or failure of practicum, at the discretion of the Program Coordinator upon review of the circumstances.**

**NORTH SHORE COMMUNITY COLLEGE  
HEALTH PROFESSIONS  
CLINICAL ATTENDANCE POLICY**

1. If mandatory college closing (classes cancelled) is required prior to the start of scheduled clinical/fieldwork, the student will not be required to attend clinical/fieldwork for the duration of the cancellation.
2. If mandatory college closing ( classes cancelled )during the day/evening, after the student has arrived at clinical/fieldwork site, the student is required to complete assigned procedures prior to leaving the site. The student must ensure patient safety is not compromised and documentation is completed.
3. If mandatory college closing (classes cancelled) is required, the student may have to make up hours/time in order to fulfill program requirements (per program policy)
4. If classes are not cancelled, but there is questionable weather, the students will use their own discretion as to their ability to travel safely to and from clinical/fieldwork site. Should the student decide that travel is not prudent, they are to follow the program's policy regarding absence from clinical/fieldwork
5. Students may attend clinical on holidays that are not typically observed by health care agencies (i.e. March 17, June 17, and College professional day) at the program's discretion.
6. Student's may access the College adverse weather/emergency closings by:
  - Calling the college adverse weather hotline at 978-762-4200
  - Accessing the College website [www.northshore.edu](http://www.northshore.edu)
  - Local television and radio stations
  -

This policy should be communicated to all clinical affiliates and to all students.

Revised 5/2009

**Appendix A**  
**AAMA's Disciplinary Standards and Procedures for**  
**CMA's.**

## **Disciplinary Standards & Procedures for CMAs**

- I. Grounds for denial of eligibility for the Certified Medical Assistant (CMA) credential, or for discipline of Certified Medical Assistants (CMAs)**
- A. Obtaining or attempting to obtain certification, or recertification of the CMA credential, by fraud or deception.
  - B. Knowingly assisting another to obtain or attempt to obtain certification or recertification by fraud or deception.
  - C. Misstatement of material fact or failure to make a statement of material fact in application for certification or recertification.
  - D. Falsifying information required for admission to the Certification Examination, impersonating another examinee, or falsifying education or credentials.
  - E. Copying answers, permitting another to copy answers, or providing or receiving unauthorized advice about examination content during the Certification Examination.
  - F. Unauthorized possession or distribution of examination materials, including copying and reproducing examination questions and problems.
  - G. Found guilty of a felony, or pleaded guilty to a felony. However, effective March 2, 2000, the Certifying Board may grant a waiver based upon mitigating circumstances, which may include, but need not be limited to the following:
    - 1. The age at which the crime was committed
    - 2. The circumstances surrounding the crime
    - 3. The nature of the crime committed
    - 4. The length of time since the conviction
    - 5. The individual's criminal history since the conviction
    - 6. The individual's current employment references
    - 7. The individual's character references
    - 8. Other evidence demonstrating the ability of the individual to perform the professional responsibilities competently, and evidence that the individual does not pose a threat to the health or safety of patients
  - H. Violation of any laws relating to medical assisting practice.
  - I. The possession, use, or distribution of controlled substances or drugs in any way other than for legitimate or therapeutic purposes, or the addiction to or diversion of controlled substances or drugs (including alcohol), the violation of any drug law, or prescribing controlled substances for oneself.
  - J. Violation of any policies, procedures, and regulations of the American Association of Medical Assistants Certifying Board, including regulations governing the use of the CMA credential.
  - K. Violation of the American Association of Medical Assistants' Code of Ethics.
  - L. Failure to cooperate reasonably with the investigation of a disciplinary matter.

**II. Procedures for adjudicating alleged violations of Standards**

- A. The Certified Medical Assistant (CMA) or applicant for the CMA credential shall be informed in writing of the basis for denial of eligibility for the CMA credential, or for discipline of the Certified Medical Assistant.
- B. The CMA or applicant shall be given the opportunity to submit written evidence regarding the alleged violations.
- C. The CMA or applicant shall be given the opportunity to appeal the decision of the Certifying Board to an appeals panel established by the Certifying Board.

**III. Possible sanctions**

- A. Denial of eligibility for the Certification Examination
- B. Scores invalidated, scores withheld, or scores recalled
- C. Probation
- D. Reprimand
- E. Temporary revocation of the Certified Medical Assistant (CMA) credential
- F. Permanent revocation of the CMA credential

**Appendix B**  
**North Shore Community College's Policy for Invasive**  
**Lab Procedure, Verification Form, and Exposure**  
**Waiver Form**

## NORTH SHORE COMMUNITY COLLEGE

### Policy for Invasive Lab Procedures

#### Recommendations:

It is highly recommended that students complete the Hepatitis B Vaccination series prior to participation in any invasive lab procedures. \*

#### Requirements:

Any person participating in an invasive lab procedure must have completed the following items **PRIOR** to his/her participation in lab:

- Instructional training on Infection Control Procedures, Personal Protective Equipment, Standard Precautions, and Transmission-Based Precautions for airborne, droplet and contact. \*
- North Shore Community College's Exposure Waiver Form must be signed and submitted to the Program Director. \*
- 

**The following procedures must be strictly adhered to during the performance of any invasive Lab procedure:**

- 1) Standard Precautions are to be practiced at all times.\*
- 2) All procedures involving blood or other potentially infectious materials shall be performed to minimize splashing, spraying, spattering, and generation of droplets.
- 3) NEVER RE-CAP CONTAMINATED SHARPS.
- 4) Contaminated sharps must be discarded immediately in the containers that are provided in Lab. These containers are to be kept upright. **DO NOT OVERFILL**. If a container is filled, do not use it. Discard any contaminated sharps in another container. Notify the Instructor or Program Director about the filled sharps container.
- 5) Any contaminated Vacutainers must be disposed of in the sharps containers provided in the Lab.
- 6) Potentially infectious materials (non-sharps) must be disposed of in the biohazard bags provided in Lab.
- 7) Specimens of blood or other potentially infectious materials shall be placed in containers that prevent leakage during collection, handling, processing, transport, and disposal.
- 8) Mouth pipetting, suctioning of blood or other potentially infectious material, is prohibited.
- 9) In the event of a needlestick injury, students must notify the instructor immediately. The following protocol is to be followed:
  - Step 1:** Provide Immediate care to the exposure site
    - Wash wounds and skin with soap and water
    - Flush mucous membranes with water

**Step 2:** Seek immediate medical care to evaluate risk of exposure

- either with your PCP or the nearest hospital emergency/urgent care unit

**Step 3:** Complete and submit an Exposure Incident Report

- this must be submitted to the Program Coordinator within 24 hours of the injury.
- Should the instructor(s) incur a needlestick injury, the instructor(s) must follow the same protocol as well as North Shore Community College's established policy for an On-the-Job injury.

10) Direct supervision by the instructor is required for all invasive procedures performed on a student's self or willing lab partner. Direct supervision is defined as the instructor standing within five feet of the procedure being performed, having a direct line of sight to the procedure being performed, and monitoring that procedure until its completion, including the proper disposal of any contaminated sharps. No individual should be within five feet of the procedure being performed, other than the instructor, the student performing the procedure, and any willing lab partner on which the procedure is being performed. Students shall not perform any invasive procedures unless the instructor is available for direct supervision as previously defined.

11) Indirect supervision by the instructor is required for the practice of any invasive procedures on mannequins. Indirect supervision is defined as the instructor being present in the lab during the performance of the procedure, as well being available for questions, demonstration, and/or monitoring if necessary. No more than 1 pair of lab partners are to be assigned to a mannequin at one time and within a lab pair, only one partner is to be practicing at a time. No individual should be within five feet of the procedure being practiced on the mannequin, other than the instructor, the student performing the procedure, and/or that student's lab partner. Students shall not practice any invasive procedures on mannequins unless the instructor is available for indirect supervision as previously defined.

12) Smoking, applying cosmetics or lip balm and handling contact lenses is prohibited in Lab.

13) No food or drink are to be consumed or stored anywhere in the Lab.

**\* Students who willingly participate in invasive lab procedures will not be required to share their health and immunization status for the purposes of such participation. Thus, willing participation in invasive lab procedures will be conducted without the knowledge of participants' health or immunization status. As in clinical practice, Standard Precautions should be utilized at all times.**

Reference: OSHA Regulations and Guidelines: A Guide for Health Care Providers, Delmar Publishers, Copyright 2000.

**North Shore Community College  
Policy for Invasive Lab Procedures  
Verification Form**

**I, \_\_\_\_\_, have read North Shore Community College's (NSCC) Policy for Invasive Lab Procedures in its entirety. I am fully aware that my participation in any invasive procedures performed on myself or a willing lab partner is completely voluntary. Additionally, I acknowledge that willing participation in invasive lab procedures will be conducted without the knowledge of participants' health or immunization status. As in clinical practice, Standard Precautions should be utilized at all times. Furthermore, all of my questions have been answered and I fully understand NSCC's Policy for Invasive Lab Procedures.**

Signature of Student: \_\_\_\_\_

Date: \_\_\_\_\_

Signature of Witness: \_\_\_\_\_

Date: \_\_\_\_\_

Signature of Faculty/Staff: \_\_\_\_\_

Date: \_\_\_\_\_

**North Shore Community College  
Exposure Waiver Form**

I, \_\_\_\_\_, a student in the  
\_\_\_\_\_ Program/Course, acknowledge that  
I have successfully completed the training in Hepatitis B, Bloodborne Pathogens, and Standard  
Precautions. I further acknowledge that the risk of exposure to blood or other potentially  
infectious materials through activities involving practicing on a human laboratory partner (e.g.  
phlebotomy) have been explained fully by the instructor. Furthermore, I acknowledge that the  
risk of other complications that can arise from participating in practicing on a human laboratory  
partner, such as infection, as well as vascular, tissue, or nerve injury, has been fully explained by  
the instructor. I am aware of the risk, however, I wish to voluntarily participate in the  
aforementioned activities in order to refine my skills. I am participating of my own free will,  
without encouragement from the instructor. Also, I understand that the College will not be  
responsible for the cost of my medical care should an exposure incident and/or injury occur.

Procedure to be performed: \_\_\_\_\_

Signature of student: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Witness: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Faculty Member: \_\_\_\_\_ Date: \_\_\_\_\_

**Appendix C**  
**Medical Assisting Program's Counseling and Warning**  
**Forms**

**NORTH SHORE COMMUNITY COLLEGE  
MEDICAL ASSISTING PROGRAM  
COUNSELING FORM**

This form serves as documentation of a counseling meeting with

\_\_\_\_\_ held on \_\_\_\_\_

His/her performance/status in the course \_\_\_\_\_ is not consistent with successful completion of this component of the Medical Assisting Program.

**Area(s) of concern discussed:**

ACADEMIC COMPONENT:

CLINICAL COMPONENT:

**Seek assistance from:**

\_\_\_ Member of the Faculty \_\_\_ Student Support Services \_\_\_ Division Chairman  
\_\_\_ Financial Aid \_\_\_ Program Director \_\_\_ Other \_\_\_

Program Coordinator/Instructor: \_\_\_\_\_ Date:

I have read and received a copy of the above regarding my status in the Medical Assisting Program.

Student: \_\_\_\_\_ Date:

# NORTH SHORE COMMUNITY COLLEGE

Medical Assisting Program

## ACADEMIC/CLINICAL WARNING FORM

\_\_\_\_\_ is hereby placed on warning for unsatisfactory academic/clinical performance (as documented below and/or on the Counseling Form). This could interfere with the successful completion of course requirements and/or the Program if the student does not meet the specific goals and deadlines.

Program Coordinator or Instructor: \_\_\_\_\_ Date:

Student: \_\_\_\_\_ Date:

**STUDENT AGREEMENT OF RESPONSIBILITY FOR  
STUDENT MANUAL**

It is the responsibility of each student to read the Medical Assisting Program Student Manual. Failure to read the information contained in the Manual is not considered an excuse for non-compliance or lack of understanding.

The Medical Assisting Program may change policies or revise information deemed necessary due to institutional and program circumstances.

Students will receive an addendum for the handbook whenever policies or information is changed during the academic year.

***I have read, understand, and agree to comply with all policies stated in the Medical Assistant Program Student Manual.***

Student Signature: \_\_\_\_\_

Name (print): \_\_\_\_\_

Date: \_\_\_\_\_