

Certified Medical Assistant Program Handbook

Lincoln Trail College
Robinson, Illinois



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SECTION I—PROGRAM OVERVIEW

Greetings

Welcome to the Medical Assistant Program at Lincoln Trail College (LTC)! Faculty and staff wish you well in pursuit of your educational endeavor to become a well-qualified Medical Assistant.

It is very important that you familiarize yourself with this handbook, the District Catalog, and the LTC Student Handbook (available from the LTC webpage). These documents contain important information regarding resources, services, and policies. The Program will assess student comprehension of these documents. Please note that adjustments to these documents may occur at any time due to changes in national, state, or district standards or policies.

Medical Assistant Program

The LTC Medical Assistant Program prepares students to perform clerical duties and to assist in the clinical situations normally associated with medical offices, clinics, dental offices, hospitals, and other health related settings. Responsibilities may include scheduling appointments, preparing and maintaining permanent records, arranging hospital admissions, typing reports, processing health insurance forms, ordering supplies, and keeping financial records, preparing patients for examinations, taking vital signs, assisting with first aid, and collecting and processing specimens, among others. The Program offers both Certificate (39 credit hours) and Degree (71 credit hours) options.

Partnerships

LTC partners with the following institutions to provide internship opportunities for Medical Assistant students: AP&S Clinic, Lathrop and Associates, Lawrenceville Community Health Care Center, Paris Community Medical Center, Sarah Bush Lincoln Healthcare, Springhill Medical Center, Jasper County Health Department, Effingham OB/GYN, and the office of Dr. Rachel Winters. Other partnerships may be established.

Philosophy

Faculty believe in the necessity of quality education in the Medical Assistant Program as practitioners are integral members of the health care community and client outcomes are dependent on accurate diagnostics. Medical Assistants are members of the physician's services and of the greater health care community. Medical Assistants are capable of providing services at in-patient and out-patient facilities, medical records departments, billing and insurance departments, front and back office settings, labs, and coding services. Education is the process by which Medical Assistant majors are provided learning experiences to develop the abilities necessary for this practice. The faculty support the concept of education mobility and encourage students to further their professional growth as opportunities within the allied health field are available and appropriate.

Mission

The mission of the Medical Assistant Program is to provide quality education in Medical Assisting that affords qualified persons the opportunity to develop the knowledge and skills necessary to successfully test and secure certification as a Certified Medical Assistant.

Goals

LTC's Medical Assistant Program's goals are:

1. To provide the education and training necessary for students to become competent and ethical, entry-level medical assistants.
2. To provide a thorough knowledge of the theory, skills and procedures relevant to the practice of medical assisting.
3. To provide an environment that helps students develop self-awareness and the communication skills necessary for appropriate interactions with physicians, clients, medical staff, members of the health care community, and the public.
4. To provide a climate of respect for the diversity of persons and ideas, wherein students feel free to discuss social issues.
5. To provide knowledge of the role of the medical assistant within the greater health care community.
6. To provide an environment that is conducive to learning and personal growth.
7. To provide a stimulus for inquiry and a commitment to continued learning.

Educational Outcomes

Upon the completion of the Medical Assistant program the student will skillfully demonstrate the following entry level competencies:

1. The various standards of the health care delivery system.
2. Infection control and safety, and HIPAA guidelines and practices
3. Integration of basic knowledge of anatomy and physiology, terminology, and processes as they relate to patient diagnostic testing.
4. Recognition of the importance of accurate documentation in the overall patient care system.
5. Appropriate and professional communication when interacting with physicians, patients, and other members of the health care profession.
6. Understanding of the Clinical Laboratory Improvement Act (CLIA) and Occupational Safety and Health Administration (OSHA) guidelines.
7. The necessity of continuing education and learning as a function of growth and maintenance of competence.
8. Patient preparation for physician visits including the collection of vital signs, EKG assessment, blood draws, and patient medical history collection and recording.
9. Injections as directed by a physician.

Curriculum

Program Requirements

Required courses are designed to build skills for clerical and clinical aspects of Medical Assisting. The student will be able to perform the following duties: schedule appointments,

prepare and maintain records, arrange hospital admissions, type reports, process health insurance forms, order supplies, maintain financial records, prepare patients for examinations, collect patient vitals, assist with first aid, and collect and process specimens.

Students must successfully complete the following classes with a cumulative grade point average of 2.0 or better to qualify for internships. Students may not be allowed to enroll in HEA 2298 (Internship) if all requirement deadlines are not met by the assigned time, including 100% of all skills completed. Students will not be approved to sit for certification testing until/unless all programming requirements have been met. The most up-to-date curricular requirements for the Medical Assistant program may be found on the LTC webpage www.iecc.edu/ltc/.

Required Courses:

- BOC 2210, Office Seminar I
- BOC 2260, Medical Front Office
- HEA 1225, Introduction to Medical Terminology OR HIM 1207, CEMRS Medical Terminology
- HEA 2267, Intro to ICD-10-CM
- MTH 1203, Technical Mathematics
- SPE 1111, Interpersonal Communications
- HEA 1208, Clinical Procedures
- HEA 1210, Medical Assist Pharmacology
- LSC 2265, Medical Assisting Anatomy
- ENG 1111, Composition I OR ENG 1201, Communications
- PHI 2141, Ethics in the Medical Community
- PSY 1101, General Psychology I
- HEA 2298 Internship

The program recommends that you contact an advisor before enrolling in any degree, certificate, or transfer program to ensure all requirements are met including total hours associated with transfer courses.

SECTION II—BEHAVIOR EXPECTATIONS AND STUDENT RESPONSIBILITIES

Behavioral Expectations & Conduct

AAMA Code of Ethics

The Code of Ethics of the American Association of Medical Assistants (AAMA), available at www.aama-ntl.org, shall set forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of Medical Assisting, and include the following expectations:

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

AAMA Creed

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

Student Conduct

The process of becoming an effective member of the health care profession involves attaining competency in knowledge, skills, and behavior. Medical Assistant students are evaluated through testing, oral and written assignments, clinical observations, interaction in class, and internship performance. A shared process of student self-assessment and faculty assessment is considered, including input from peer skills partners, other faculty and clinical instructors, and supervisors at clinical internship sites.

Confidentiality

Confidentiality of Client Information

Medical Assistant students are ethically and professionally obligated to hold client information in confidence; students are expected to maintain the same high standards, along with HIPAA guidelines and procedures. The student must act to protect client confidentiality in all situations. Incidents or information related to clients will be discussed

with the instructor and/or clinical supervisor in appropriate surroundings only. The student will not discuss these issues with other clients, friends, family, or in public places.

Confidentiality of Records

All students' program records will be secured and treated as confidential. A student may make a formal request to inspect his or her personal record, and access will be provided as specified by the Family Educational Rights and Privacy Act (FERPA) and explained in appendix "C" of the District Catalog. Violation may result in expulsion from the Program. Any HIPAA violation WILL result in IMMEDIATE dismissal from the course and possible administrative withdrawal from the program.

Confidentiality of Classroom Discussions

When an individual chooses to share personal information in the classroom, it must go no further than the classroom setting. Students must keep in confidence all personal information divulged by classmates, instructors, and staff until and unless the individual grants permission for personal information to be revealed. Program graduates are expected to continue to maintain the confidentiality of information shared while they were students at the college. Any student viewing another student's skills chart will be considered in violation of FERPA and treated as such.

Responsibilities

Critical Areas of Concern

Critical areas of concern include any actions or inactions on the part of the student that increase the risk of, or exposure to, loss, harm, death or injury of the client or others. Such actions or inactions will result in the immediate removal of the student from the internship assignment, followed by a faculty review and possible dismissal from the Medical Assistant Program. Students being considered for dismissal will be notified in writing of such action and will have a meeting with program faculty and administration. The student has the right to appeal as specified in the IECC Student Complaint Policy explained in the District Catalog.

Critical concerns include, but are not limited to, the following:

1. theft from clients, or others;
2. the unauthorized removal of supplies or other property from the college or internship site;
3. alteration, falsification or destruction of any client records;
4. refusal to perform assignment or follow directions of the instructor or supervisor;
5. reporting to clinical experience while under the influence of alcohol and/or controlled substances, drugs, or having possession of same on person or property;
6. willful conduct which could endanger clients or others;
7. making false, vicious, or malicious statements concerning the college or internship site or its services;
8. use of abusive, threatening, sexually inappropriate, or profane language, gestures, or displays of any kind (clothing, tattoos, etc.);
9. willful, deliberate, violation of or disregard for the college or internship site's safety and security, or its rules and policies;

10. solicitation of gifts or gratuities from clients, their significant others or vendors;
11. neglect or incompetence either in quantity or quality of work, including attendance problems;
12. breach of confidentiality including HIPAA violations;
13. evidence of disregard or disrespect of others rights; and
14. harassment of any kind, including that based on gender, sexual orientation, race, color, religion, national origin, ethnicity, veteran status, or disability.

Psychiatric or Psychological Examination Guidelines

Students who may for any reason appear to be unsafe in clinical or who may compromise client safety in internship settings may be required to submit to a psychiatric or psychological examination. Should such examination be required, it will be at the student's expense. Should the student refuse to submit to such examination, he or she will be removed from the Medical Assistant Program and documentation detailing the situation will be placed in the student's file.

Substance Abuse

The Medical Assistant Program adheres to the established Illinois Eastern Community Colleges, District 529, Substance Abuse Policy, as described in the District Catalog.

Procedures for Substance Abuse Impacting Clinical and Internship Experiences:

1. Any student who during a clinical experience is suspected of drug or alcohol use will not be allowed to continue the clinical experience.
2. The instructor or supervisor will seek college or clinical site personnel to validate the student behavior and/or odor of alcohol or any controlled substance.
3. If the personnel concur that the student may be under the influence of drugs or alcohol, the student will be immediately removed from the clinical experience.
4. The instructor will notify the college Dean as soon as possible following the incident.
5. The student will receive no credit for the clinical experience.
6. The student will be required to have an evaluation by a substance abuse specialist and follow the subsequently recommended care plan, at the student's expense.
7. The instructor and the Dean will make a decision regarding the student's possible continuation in the Medical Assistant Program following, and with consideration of, the professional diagnosis.

Inappropriate drug use will be defined as, "Impaired ability to function safely in the clinical experience." Prescribed medication may be used as long as judgment or coordination is not impaired.

Participations

Medical Assistant students are required to demonstrate competency in specific procedures. Every effort will be made for each student to complete these competencies during the regularly scheduled class period. If the competencies are not met, the student will receive an incomplete until competencies are obtained or until it is identified that the student cannot meet the required objectives, at which point the student will receive a failing grade. In situations where competencies are not met due to poor attendance, no incomplete grade will be given. Students missing more than three days may be administratively

dropped from the Program. A sign-in sheet must be completed each time students participate in clinical setting in order for the required hours to be counted.

The responsibility of meeting competency requirements rests with each student. Each student is expected to participate in all course discussions, exercises, and assignments. Lack of active participation will result in a lower course grade.

Equipment and Practice Areas

All students are required to assist with maintenance of equipment and practice areas. Students are to use equipment and supplies according to product guidelines and as directed by the instructor. Abuse or neglect of equipment, supplies, and instructional resources will not be tolerated. Students are to set up, take down, and store equipment properly after each use. These behaviors are also expected during clinical experiences and demonstrations. All equipment removed from cabinets must be tracked on proper inventory sheets. Anyone who does not return checked out items will be held responsible for equipment and may be charged for its replacement.

Hygiene and Hand Washing

High standards of personal hygiene are required. Students are required to wash their hands before and after performing procedures (whether on a classmate or client), after using the toilet, and after sneezing, blowing, or wiping their noses.

Standard Precautions

All students are expected to utilize standard precautions in all contact with others throughout the Medical Assistant Program. Students are expected to follow the protocols for standard precautions and other barrier precautions as necessary.

Peer Respect

Students are expected to respect the opinions of others during classroom discussions. Engaging in personal conversations when others are speaking is disruptive to the entire class and will not be condoned. Students violating this requirement will receive a verbal warning, and upon the second offense, will be asked to leave class. If this occurs, the student will be noted as "absent" for the class period.

Electronic Devices Policy

The Medical Assistant Program's policy is that pagers, cell phones, music technology, and all other electronic devices should be turned off and put away in your backpack or purse while in class, unless emergency arrangements are made with the professor prior to the beginning of class. In case of an emergency, people need to contact the school switchboard at (618) 544-8657. If your pager, cell phone, music technology, or other electronic devices are found to be on in a class, the following disciplinary action may be taken at the discretion of the instructor:

1. First violation – You will receive a warning in that class
2. Second violation – You will be removed from the class and receive an unexcused absence for that day
3. Third violation – You will be administratively withdrawn from the class

Internship and Clinical Experiences

The purpose of internship and clinical experience is to provide students the opportunity to apply their knowledge and skills while receiving guidance, support and instruction from professionals. The student internship is one of the strongest and most valuable components of the Medical Assistant Program. The student internship assists students in making the transition from student to professional by providing real experiences in a medical environment. These experiences in professional settings provide the opportunity for students to implement the procedures learned in classroom and clinical settings to treat actual patients.

In clinical settings, students are required to demonstrate the integration of skills, knowledge, techniques, and professionalism taught in the classroom and campus clinical settings. Student performance in the clinical setting is evaluated, and successful completion is necessary for maintaining satisfactory academic progress. Students missing more than three days may be administratively dropped from the Program. A sign in sheet must be completed each time a student participates in clinical setting in order for the required hours to be counted to continue on to internship.

The instructor will assign students to summer semester internship sites during the second half of the spring semester. Once assigned, it becomes the student's responsibility to coordinate scheduled hours with the affiliate agency. Upon confirmation of the schedule, each student must notify the instructor of the agreed upon internship work days and times. Should a schedule adjustment become necessary (illness, etc.), the student will immediately notify the instructor of the change. Every attempt will be made to place students for Summer Internship.

Student "Dress Code"

Student apparel and grooming must be professional and conform to health, sanitation, and safety standards established for the Medical Assistant profession. Failure to comply with the dress code may result in any combination of the following: a conference with the instructor/supervisor, a lowering of the course grade, dismissal from the clinical/classroom area, dismissal from the course, and dismissal from the program.

Personal hygiene and personal presentation guidelines (as described below) are required of students in all Medical Assistant courses. The uniform requirements apply to students enrolled in HEA 1208 Clinical Procedures and the HEA 2298 Internship experience. These guidelines are considered the minimum expectations. Faculty discretion and agency policy in the case of internships will always prevail over these guidelines.

Requirements:

- Personal Hygiene
 - Bathed, groomed hair/mustache/beard, brushed teeth
 - Free of offensive odors including body odor, bad breath, and cigarette smoke on person or clothes
 - Free from other scents including perfume/cologne, essential oils, scented deodorants, and scented cosmetics (due to possible client allergies or sensitivities)

- Fingernails shall be shorter than the end of the finger, clean and neatly manicured (clear polish is allowed)
- Personal Presentation
 - Cosmetics shall be modest
 - Artificial nails are unacceptable
 - Smoking, chewing gum or tobacco is unacceptable
 - Ornamental body piercing (excluding earrings) is unacceptable
 - Acceptable jewelry includes a watch, one pair of earrings, and two rings (i.e. wedding band and engagement ring)
 - Elaborate hair ornamentation is unacceptable (due to potential injury to students, clients, or damage to equipment)
 - All offensive tattoos must be covered
 - Hair shall be pulled back from the face and arranged off the collar
- Non-Clinical Uniform
 - Clothing shall be clean and free of stains and wrinkles
 - Clothing shall fit appropriately; overly tight or loose clothing is unacceptable
 - Pant legs shall be no longer than the heel of the shoe
 - Appropriate undergarments are necessary
- Clinical Uniform
 - Plain or printed scrub tops and khaki scrub pants shall be clean and free of stains and wrinkles
 - Clothing shall fit appropriately; overly tight or loose clothing is unacceptable
 - Pant legs shall be no longer than the heel of the shoe
 - Appropriate undergarments are necessary
 - Clean, white leather shoes with non-skid soles
 - Lincoln Trail College Medical Assistant identification badge

Attendance

Attendance and participation are an important part of a student's educational experience. In order for students to acquire all information and practice experiences for success, it is imperative that they attend all classroom and clinical periods assigned. It is also expected that students arrive for class prior to the identified start time and remain present and engaged for the entire class. Consistent attendance is required to demonstrate adequate performance. Excessive absences, tardiness, lack of participation, and/or late assignment submission due to absence will result in a lower final grade, failure of the course, or administrative withdrawal from the course. Students who miss more than three days may be subject to removal from the program.

Students are responsible for signing the attendance sheet at the beginning of each session of clinical practice. Students arriving late, will not be allowed to sign the sheet, and must meet with the instructor outside of class time to discuss their late arrival. Unsigned or missing attendance sheets will be counted as absences for the student. Computer attendance is kept.

If absence is unavoidable, the student is expected to notify the instructor in advance, as would be expected in an employment setting. Absences constituting greater than 9% of a theory class will result in reduced final course grade; one letter grade reduction for each

day of absence over the 9% mark. Clinical absences are detrimental to the demonstration of student satisfactory performance of required skills and therefore will be weighted more heavily regarding expectations of attendance. Students absent from three sessions of HEA 1208 Clinical Procedures class may be administratively withdrawn from the course by the instructor unless extenuating circumstances are approved. Clinical and lab experiences must be completed during regularly scheduled class periods. Lab times will be set and it is the student's responsibility to attend at those time. Special considerations may be made at the discretion of the instructor. Instructors are not "on call" to accommodate students' lab times.

Instructors will approve student absences due to field trips or other activities sanctioned by the college. Arrangements for make-up work due to approved college activity-related absence (class field trip, athletic participation, etc.) must be arranged prior to the class absence. Make-up for work missed due to illness or other type of absence will be determined at the discretion of the instructor.

Tardiness

The student is expected to be on time and prepared to attend all lecture, clinical, and internship periods. Once the door is closed at the beginning of each lecture and clinical course, attendance will be taken. Students who arrive late or leave early will accumulate absence time toward the minimums stated above. If a student has more than two tardies they will be credited with one class absence.

Students who arrive late or leave early must speak with the instructor for an accurate attendance record to be maintained. Students who are absent at the time attendance is taken will remain noted as "absent" until meeting with the instructor to discuss the problem. Students leaving class early may also be identified as "absent" unless approved by the instructor. Students are not to interrupt class for such explanations, but should meet with the instructor immediately following class, or as soon as possible outside of class time.

SECTION III—PROGRAM REQUIREMENTS and RELATED EXPENSES

Medical Assistant Program Requirements

Admission Requirements

Although there are no reading or mathematics course requirements associated with the Medical Assistant program, all majors are required to verify academic competency within these areas through placement testing. Students with scores below college level begin remediation during their first semester as a major in the Medical Assistant Program and, must successfully complete all remedial requirements as noted below.

Reading

Students must successfully complete REM 0402 Remedial Reading II with a “C” or better, or receive comparable reading placement test scores (Accuplacer) prior to beginning majors' courses.

English

Students must successfully complete REM 0411 Remedial English II with a “C” or better, or receive comparable English placement test scores (Accuplacer) prior to beginning majors' courses.

Mathematics

Students must successfully complete REM 0420 Basic Mathematics with a “C” or better, or receive comparable mathematics placement test scores (Accuplacer) prior to registering for HEA 1210.

Program Specific Expenses

Students will incur and be responsible for costs associated with the applicable fees set by Illinois Eastern Community Colleges, as well as expenses from outside entities. A complete list of fees and expenses is available at the Health Careers Office and online at www.iecc.edu/health. Student fees and modifications are approximate and are subject to change.

Supplies and Equipment

To be provided by the student:

- Plain or printed scrub top and khaki scrub pants (Internship only) *
- White uniform shoes w/non-skid soles*
- Stethoscope & Blood Pressure Cuff*
- Watch with second hand*

*indicates availability for purchase from the LTC Bookstore

Textbooks

Students are expected to purchase the required resource materials (textbooks, software, etc.) for each course, all of which is available in the LTC Bookstore. Other references may be suggested to enhance the student's knowledge base and to begin building a reference library for the student upon graduation.

CPR and First Aid Certification

The Medical Assistant Program requires all students to have current American Red Cross (ARC) or AHA Healthcare Provider Cardiopulmonary Resuscitation (CPR) and First Aid certification. CPR, AED, and First Aid are offered in the Clinical Procedure class during the second semester. Professional ethics require Medical Assistants to maintain certification credentials in CPR, AED, and First Aid.

Physical Examination and Immunizations

By midterm of the second semester, students must submit a completed Physical Examination Form (see appendix) and a completed New Applicant Immunization Record

which includes documentation of immunizations and a two-step TB test. Protective immunizations and TB testing are updated annually and/or as needed and the results maintained in the student file. Information from the physical and immunization record shall be made available to internship personnel upon request of the agency. Changes in health status, such as surgery, illness, injury, or pregnancy should be reported to the instructor.

Health Insurance

LTC recommends that all Medical Assistant students carry their own personal health insurance. Each student is responsible for his/her own health care costs including costs related to incidents occurring in the campus lab or clinical agencies. Students should immediately report to their instructor or clinical supervisor any health-related incidents, or exposures.

Liability Insurance

Each student must carry a Professional – Personal Liability Insurance Policy. The fees for this policy will be paid at registration.

Background Checks

Criminal Check

All students accepted into the Medical Assistant program must complete a criminal background check prior to placement in an internship. This is a standardized district process and is conducted at the student's expense (approximately \$30). The completed form and payment (noted in the "fees" section) must be received within the first week of the spring semester, or as otherwise directed by the instructor. The cost of the criminal background check will include a search of all names the student has held (i.e. married and maiden name), a county criminal search, an Illinois criminal record search, a search of the National Sex Offender Registry, a search of the Fraud and Abuse Control System (FACIS), as well as a fingerprint check.

Although there are no national guidelines which would automatically disqualify a student from internship acceptance, each affiliate agency may determine the acceptance or rejection of a student with certain criminal convictions. Additionally, Illinois law states that certain criminal convictions, including both felonies and misdemeanors, prohibit individuals from attaining positions in "direct care" settings. Students whose criminal background check results in a finding, will be required to meet with the instructor and/or other college administrators to discuss the report and subsequent actions.

For the internship placement to proceed, the student must approve disclosure of the findings to the identified affiliate agency for internship. Acceptance for internship placement rests with the affiliate agency, and rejection of the student due to background check findings does not require any further explanation by the agency. Should a student's internship be rejected, it is not the responsibility of LTC to secure any further clinical placement. Students who do not approve disclosure of background check findings will not be placed for internship and, consequently, will not graduate from the LTC Medical Assistant program.

Students with criminal convictions, who enroll in the Medical Assistant Program, do so understanding that they may NOT be accepted by an affiliate agency for their internship

experience. Students also acknowledge that without the successful completion of the internship experience, they will be unable to complete and graduate from the LTC Medical Assistant Program.

Drug Screening Test

Students will be required to complete a 10-panel drug-screening test based upon affiliate agency policies, prior to beginning their internship experience. Some agencies will conduct the test themselves at no cost to the student, while others may include a fee. Any costs incurred for this testing are the responsibility of the student. If a positive drug screen result is obtained, the student may be dismissed from internship by the affiliate internship agency, may be withdrawn from the internship course by the college, and may be removed from the Medical Assistant program.

Standard Precautions

Latex Allergy Precautions

Latex allergy is a serious threat to health care workers as well as clients. Allergic reactions to latex may be mild, such as skin disturbances, to severe reactions resulting in death. A systemic reaction may occur even with trivial exposure to latex and may result in cardiopulmonary arrest within minutes.

Students should become knowledgeable of latex allergy causes and potential signs and symptoms and should immediately report to the instructor (or internship supervisor) actual, or suspected, latex allergic responses. Latex-free gloves are used in the Medical Assistant program and may be obtained from the course instructor if they are not provided at the internship site.

Blood Borne Pathogen Exposure Protocol

Medical Assistant students must report any exposure or suspected exposure to blood borne pathogens immediately to the Medical Assistant instructor and in the case of internship, the Clinical Supervisor.

In the event of classroom exposure, the course instructor and student will complete an incident report and the student will be required to seek medical attention. Exposure during internship must be reported to the internship supervisor immediately as well as the instructor (within 24 hours of the occurrence). Exposed interns must follow the protocol of the affiliate agency, as well as the college. The cost of any medical services required as follow-up to exposure or suspected exposure remain the responsibility of the student.

SECTION IV—PROGRESSION, GRADUATION, AND OTHER ISSUES

Assignments, Exams, and Quizzes

Deadlines

Assignments are due on the date and time as indicated by the instructor in order to receive full credit. Each day an assignment is late, it will be reduced by one letter grade; therefore, after four days the assignment will no longer hold any point value.

Exams will be distributed promptly when class is scheduled to begin, and students will be allowed the entire class period to complete the exam. Students who arrive late will not be given extra time for exam completion. If an exam is missed, the student must contact the instructor regarding the possibility of make-up within four days. Excluding mid-terms and final exams, students may make-up one test per class, per semester. Patterns of absence with regard to testing will be noted and the instructor has the right to refuse the student a make-up exam. It is at the instructor's discretion to provide an alternative examination in such instances. Alternate tests may include the provision of an oral examination rather than a written exam.

Quizzes are not available for make-up. Students arriving late or who are absent on quiz day, will receive a zero score.

Grading Scale

The following grading scale is used for assigning grades in Medical Assistant Program core courses:

- A = 90 – 100
- B = 80 – 89.99
- C = 70 – 79.99
- D = 60 – 69.99
- F < 60

Retention

Students must receive a cumulative grade point average of 2.0 or better and a satisfactory laboratory evaluation for successful completion of the Certificate program. If a student earns a grade point average of less than 2.0 in the program and/or an unsatisfactory laboratory evaluation, the student will not be allowed to continue in the program. Students wishing to reapply to the program must do so within one year or risk repeating all curricular requirements and will be enrolled in courses based upon space availability.

Anecdotal Counseling

Students whose performance is in question or unsatisfactory in any way will receive anecdotal counseling. Anecdotal counseling forms are used by instructors in the Medical Assistant program to aid students in successful completion of program requirements. This form may be utilized in instances where student behavior does not meet expectations such as for poor attendance, disregard to confidentiality, etc. Both the student and instructor

sign the document and it is retained in the student's file. Students who receive two such sessions for the same performance issue, or three sessions overall, will receive a reduction of one letter grade for the course in question. A new form will be filled out at each session, signed and dated by both student and instructor.

Withdrawal/Exit from the Program

Withdrawal Initiated by Student

If a student withdraws from a Medical Assistant course or decides not to continue in the program, the student must follow college withdrawal policies and complete appropriate college forms. Students will meet with appropriate student services staff to complete the withdrawal procedure. Students who desire readmission to the program will be required to meet the same application requirements as other applicants.

Withdrawal Initiated by the College

The College may initiate withdrawal of a student from the Medical Assistant Program in the following cases:

- student earns less than a 2.0 grade point average.
- student performance places others in physical or emotional jeopardy (see critical guidelines and student conduct) or;
- student fails to meet academic, ethical, professional, and/or legal standards of practice for the Medical Assistant program.

Program Dismissal, Withdrawal, and Reapplication

When a student is dismissed or administratively dropped from the program, the written notice will state whether the student may petition to be readmitted to the program, and how much time must elapse before readmission will be considered. There may also be conditions the student will be required to meet before a readmission will be considered. If the student applies for readmission to the program, and if the student is readmitted, a determination will be made at that time concerning course and program requirements the student must fulfill or repeat. If the student withdraws, the student can apply for readmission. If application for readmission occurs more than two years from the last completed medical assistant course, the student may be required to repeat previously completed courses.

Graduation

Criteria

To successfully graduate from the Medical Assistant Program, the student must complete all required courses with a minimum cumulative GPA of 2.0 and possess current CPR/First Aid Certification.

Commencement Ceremony

Medical Assistant students who are within two courses of completing the certification requirements listed above are eligible to attend the spring commencement ceremony prior to actually graduating from the program.

Pinning Ceremony

Students who have successfully completed all program requirements are eligible to attend the annual pinning ceremony. Students who have any remaining program requirements to fulfill will be required to wait until all requirements have been successfully completed before participating in the pinning ceremony.

Certification Exams

Upon completion of the Certificate or Degree options, students may take the Medical Assistant (CCMA) or Medical Administrative Assistant (CMAA) exams through the National Healthcareer Association (NHA) or the American Medical Technologists (AMT) exam to become certified CMAs. Students are also be eligible to sit for the Certified Phlebotomy Technician and Certified EKG Technician tests through NHA. LTC administers the certification exams.

Students meeting the following qualifications are eligible to sit for the Certified Medical Administrative Assistant Exam, Certified Clinical Medical Assistant Exam, Certified Phlebotomy Technician Exam, and Certified EKG Technicians Exam:

- At least 18 years old
- Exhibit good moral character
- High school graduate or GED completer
- LTC Medical Assistant program completer

Examination content includes competencies in the following areas:

- Medical Assisting Foundations
- Basic Clinical Medical Office
- Medical Office Clerical
- Medical Records
- Insurance Processing/Coding/Billing
- Financial Management
- Information Processing
- Medical Office Management

Student Rights/Policies

Student Complaint Policy

The Medical Assistant program recognizes the need to resolve valid complaints in a fair, impartial and timely manner and thus follows the established grievance procedure to review and/or resolve causes of dissatisfaction in an orderly and systematic manner. The Student Complaint Policy is found in the District Catalog, the LTC Student Handbook, and on the IECC website (www.iecc.edu).

Other Student Related Policies

The Sexual Harassment Policy and the Privacy of Student Information policies are found in the Student Conduct and Rights section of the District Catalog. This information may be accessed in the appendices of the print catalog, or from the District webpage (www.iecc.edu).

Internship (prior to)

Each student will complete the following tasks prior to starting internships.

- Handbook forms read, signed and returned.
- Background checks must be completed.
- Two Step TB, if applicable.
- Any additional required information (UTD Immunizations, Physical, and CPR) must be completed.
- Proof of current Flu vaccine.
- Attendance/Participation Rubric Form.

Internship (during)

Each student is responsible for the following during the internship experience.

- It is the student's responsibility to meet all required Internship hours (170 Hours)
- It is the student's responsibility to complete required weekly logs with submission
- If the student is unhappy with the Internship site or is let go from the facility, it is the student's responsibility to secure another site upon approval

SECTION V—FORMS

LINCOLN TRAIL COLLEGE
Medical Assistant Program

AGREEMENT OF CONFIDENTIALITY

I agree to hold in confidence any incidents and/or information regarding clients, classmates, and instructors.

Student Signature

Date

Instructor Initials

After this form has been signed and dated, it is placed in the student's program file.

LINCOLN TRAIL COLLEGE
Medical Assistant Program

RELEASE OF LIABILITY

Medical Assistant students should immediately report to their clinical supervisor any exposure or suspected exposure to blood borne pathogens or hazardous products, or any injury sustained in the clinical agency. In the event of an incident, students are required to follow the written protocol of the institution in which they are performing their clinical work. The student is responsible for physician, laboratory and treatment costs for services rendered by a clinical facility and for any continuing costs related to the incident.

It is recommended that all Medical Assistant students carry their own personal health insurance. Each student is responsible for his/her own health care costs including costs related to incidents occurring in the clinical agencies.

I, _____, hereby release Lincoln Trail College and clinical agencies from any and all medical expenses or liability claims that may arise in relation to clinical experiences.

Student Signature

Date

After this statement has been signed and dated, it is placed in the student's program file.

LINCOLN TRAIL COLLEGE
Medical Assistant Program

RELEASE OF LIABILITY FOR CLINICAL PRACTICE

I _____, hereby release Illinois Eastern Community Colleges and any representatives thereof from any and all liability claims that may arise in relation to any laboratory procedure which interrupts the integrity of the skin or any EKG performed.

To the best of my knowledge I do not now have nor have I ever had any condition which may be communicated through blood, blood products, or bodily fluids.

I give my consent for a classmate to practice venipuncture and skin punctures and EKGs on me under the supervision of a Medical Assistant instructor.

Student Signature

Date

TO BE COMPLETED PRIOR TO LABORATORY PRACTICE OF VENIPUNCTURES AND SKIN PUNCTURES AND EKG PRACTICE. AFTER SIGNED AND DATED, IS PLACED IN THE STUDENT'S PROGRAM FILE.

LINCOLN TRAIL COLLEGE
Medical Assistant Program

RELEASE of LIABILITY for EKG PRACTICE

I, (please print name) _____,
hereby release Illinois Eastern Community Colleges and any representatives
thereof from any and all liability claims that may arise in relation to any EKG
procedures. Students will conduct themselves in a very professional manner and
all procedures are to be kept confidential.

I give my consent for a classmate to practice performing EKG's on me under the
supervision of the Medical Assistant Instructor.

Student Signature

Date

TO BE COMPLETED PRIOR TO LAB PRACTICE OF EKG'S. AFTER IT HAS BEEN SIGNED
AND DATED, THIS FORM IS PLACED IN THE STUDENT'S PROGRAM FILE.

LINCOLN TRAIL COLLEGE
Medical Assistant Program

LEARNING CONTRACT

STUDENT NAME: _____ DATE: _____

INSTRUCTOR NAME: _____ DATE: _____

The Medical Assistant Program provides support and direction to assist capable students in completing course requirements and making satisfactory progress in the program. The intention of this Learning Contract is to clarify what the student must do to pass a course and/or meet specific requirements related to the student's performance and compliance with college and program policy.

This Learning Contract addresses concerns about the student's performance and progress as follows: (specify concern(s) and program standards)

Absences:

Homework:

Participation:

Written Tests:

Skills Tests:

Conduct:

Other:

Student Signature

Date

Instructor Signature

Date

LINCOLN TRAIL COLLEGE
Medical Assistant Program

RESULTS RELEASE OF CRIMINAL BACKGROUND CHECK

I, (please print) _____, Student ID#
_____ - _____ - _____, understand that a copy of my criminal
background check may be required by affiliating agencies in which I may have
clinical experiences. I give Illinois Eastern Community Colleges' representatives
permission to release the results of my criminal background check to affiliating
agencies upon request. I understand that an unsatisfactory criminal
background check may result in negation of my acceptance or continuation in
clinical experiences and/or administrative withdrawal from the LTC Medical
Assistant Program.

Student Signature

Date

LINCOLN TRAIL COLLEGE
Medical Assistant Program

STUDENT RELEASE FORM

I have read the Medical Assistant Student Handbook in its entirety. I acknowledge and understand the policies printed in the handbook and agree to abide by them.

I acknowledge and understand some information in this publication may become outdated due to changes in Board of Trustees Policy, state law, and Medical Assistant program guidelines. In such instances current board policy, state law, and Medical Assistant program guidelines will prevail.

The date of fulfillment for turning in this form will be designated by the Medical Assistant Instructor. I understand that there will be a quiz on the Handbook material and I acknowledge that any violation(s) may result in a lowered grade or even expulsion from the program.

Student Signature

Date

After this form has been signed and dated, it is placed in the student's program file.

LINCOLN TRAIL COLLEGE
Health Careers Programs

NEW APPLICANT IMMUNIZATION RECORD FORM
Certificate of Compliance with Immunization Requirements

THE FOLLOWING RULES WILL APPLY:

1. All dates must include MONTH, DAY, AND YEAR.
2. PART I must be completed and signed by a health care provider.* The High School Immunization record may be used by the health care provider in completing this form.
3. Part II must be signed and dated by the student.
4. ALL LABORATORY EVIDENCE OF IMMUNITY MUST BE ACCOMPANIED BY A COPY OF THE LABORATORY REPORT.
5. History of disease is NOT acceptable as proof of immunity.
6. All live virus vaccines must have been given on or after first birthday.
7. If you do not have proof of two (2) MMR's, proof of immunity by titer must be provided or (a) 2 doses of Rubeola, (b) 1 dose of Mumps, and (c) 1 dose of Rubella
8. Hepatitis B series: The 3-injection series must be started prior to beginning Clinical Procedures classes, and completed during the school year. The student is responsible for completing the series on time.
9. Proof of two doses of varicella (chickenpox) immunization (at least 4 weeks apart) or immunity to varicella by titer must be provided. History of disease is NOT acceptable as proof of immunity.
10. Proof of a Td or Tdap within the last 10 years must be provided. It is recommended by the CDC that if you have never received a Tdap, you receive a one-time Tdap booster in place of the Td booster.
11. Two-step TB test: All students must have proof of a two-step TB test. If you have documented proof that you had a two-step PPD test in the past and one-step PPD EACH YEAR thereafter, you do not have to have a new two-step. If you have ever had a positive PPD test, you need to have a chest x-ray on admission and not a PPD. After the initial chest x-ray a statement from your healthcare provider documenting evidence of absence of symptoms for TB will be required annually.
12. Only the following exemptions will be accepted and statements must accompany this record:
 - a. MEDICAL CONTRAINDICATIONS - A written, signed and dated statement from a physician stating the specific vaccine or vaccines contraindicated and duration of the medical condition that contraindicates the vaccine(s).
 - b. PREGNANCY OR SUSPECTED PREGNANCY - A signed statement from a physician stating the student is pregnant or pregnancy is suspected.
 - c. All exemptions, statements, and forms must be completed by the specified date and provided to the administrative assistant in nursing.

*Physician licensed to practice medicine in all of its branches (M.D. or D.O.), local health authority, Registered Nurse employed by a school, college, or university, Department Recognized Vaccine Provider, or Nurse Practitioner.

LINCOLN TRAIL COLLEGE HEALTH CAREERS PROGRAMS

NEW APPLICANT IMMUNIZATION RECORD

Immunizations and Tests Required by State Law/Clinical Facilities

Student Name: _____ DOB _____

Part I - To be completed by Health Care provider(s).

MMR (Combined Measles, Mumps, Rubella)		OR
Date #1 _____ Date #2 _____ Combined MMR Vaccine is vaccine of choice if recipients are likely to be susceptible.		
Measles (Rubeola):		
A. Two doses of measles vaccine on or after their first birthday and at least 30 days apart OR	Date #1 _____ Date #2 _____	
B. Serologic test (titer) positive for measles antibody Attach Lab Report ** See Note	Date _____	
Mumps:		
A. One dose of mumps vaccine on or after their first birthday OR	Date _____	
B. Serologic test (titer) positive for mumps antibody. Attach Lab Report **See Note	Date _____ Result: _____	
Rubella:		
A. One dose of Rubella vaccine on or after their first birthday OR	Date: _____	
B. Serologic test (titer) positive for Rubella antibody Attach Lab Report ** See Note	Date _____ Result: _____	
Hepatitis B must show proof of:		
A. Three doses of vaccine administered over a period of 6 months. Initial vaccine followed by a dose at 1 month & 6 months. OR	Date #1 _____ Date #2 _____ Date #3 _____	
B. Serologic test (titer) positive for Hepatitis B antibody Attach Lab Report ** See Note	Date _____ Result _____	
Varicella must show proof of:		

A. Two doses Varicella vaccine administered at least 4 weeks apart OR	Date #1 _____ Date #2 _____
B. Serologic test (titer) positive for Varicella antibody Attach Lab Report **See Note	Date _____ Result _____

****If any serologic antibody test (titer) is negative a vaccine is required.**

Diphtheria, Pertussis, & Tetanus (DPT)	Date #1 _____ Date #2 _____ Date #3 _____ Date #4 _____
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Diphtheria, Tetanus (Td) OR Tetanus, Diphtheria, acellular Pertussis (Tdap) One dose within past 10 years	Tdap Date: _____ OR Td Date: _____
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TB must show proof of:	
A. 2-Step Tuberculosis Test OR	Date given #1 _____ Date given #2 _____ Date Read _____ Date Read _____ Results _____ mm Results _____ mm _____ Initials _____ Initials
B. Verification of annual tuberculosis testing with proof of initial 2-step	Date _____ Result _____

Health Care Provider Verification of Immunizations Given and/or Reviewed:			
Printed Name/Title		Printed Name/Title	
Agency		Agency	
Signature	Date	Signature	Date

Part II - To be completed by Student

I authorize LTC to release this Immunization Record to affiliating health care agencies.

 Student Signature Date

Part III – To be completed by Health Careers Programs Department Head

Comments:

Signature: _____ Reviewed: _____
 Health Careers Programs Department Head Date

LINCOLN TRAIL COLLEGE
Health Careers Programs

CANDIDATE HEALTH EXAMINATION

Name: _____
Last First M.I.

Address: _____
City State Zip Telephone Number

DOB: _____ Gender: _____

PHYSICAL EXAM

Height: _____ Weight: _____ Allergies: _____

Are the following systems Within Normal Limits?

Vision: Right:	Yes _____ No _____	Hearing: Right:	Yes _____ No _____
Left:	Yes _____ No _____	Left:	Yes _____ No _____
Nose & Throat:	Yes _____ No _____	Gastro Intestinal:	Yes _____ No _____
Skin:	Yes _____ No _____	Musculoskeletal:	Yes _____ No _____
Cardiac:	Yes _____ No _____	Neurological System:	Yes _____ No _____
Circulatory:	Yes _____ No _____	Respiratory System:	Yes _____ No _____
Endocrine:	Yes _____ No _____		

THE CANDIDATE CAN LIFT 50 POUNDS: Yes _____ No _____
IS THE CANDIDATE PREGNANT: Yes _____ No _____

Explanation of anything above that is listed as NOT WITHIN NORMAL LIMITS: _____

CURRENT CHRONIC OR ACUTE MEDICAL CONDITION(S): _____

CURRENT PRESCRIBED MEDICATION(S): _____

I HEREBY CERTIFY that I have examined the above individual and find (him/her) free of disease of a communicable nature and (he/she) is emotionally and physically able to participate in a Health Careers Program.

*Primary Care Provider Signature P.C.P. Name (printed) Date

Address City State Zip

*This examination must be completed by a PCP licensed to practice: MD, DO, APN or PA.

IECC does not discriminate against applicants on the basis of race, color, religion, gender, age, disability, national origin or veteran status.

LINCOLN TRAIL COLLEGE
Health Careers Program

Certified Medical Assistant Checklist (Pre-Internship)

Item Due	Due Date	Date Received
Agreement of Confidentiality		
Release of Liability		
Release of Liability for Clinical Practice		
Release of Liability for EKG Practice		
Learning Contract		
Student Release Form		
CPR Card		
Drug Screen- 10 panel		
Results of release of Criminal Background Check		
Background Check		
Flu Vaccine		
Physical		
Up To Date Immunizations		
Two Step TB		
Media Release		
Release of Information		
Attendance/Participation		

Cleared to begin Internship: Yes _____ No _____ Date: _____

LINCOLN TRAIL COLLEGE
Health Careers Program
Final Hours for CMA Internship Log

Name:		
Agency:		
Week	Dates	Hours
Week 1		
Week 2		
Week 3		
Week 4		
Week 5		
Week 6		
Week 7		
Week 8		
Week 9		
Week 10		
Week 11		
Week 12		
Week 13		
Week 14		
Week 15		
Week 16		

Student Signature Date

Preceptor Signature Date

By signing the above you acknowledge that 170 hours of Internship have satisfactorily been completed.