IVY TECH COMMUNITY COLLEGE
Elkhart County Campus
SCHOOL OF HEALTH SCIENCES

PROGRAM
STUDENT HANDBOOK
ACADEMIC YEAR
2022 - 2023

IVY TECH COMMUNITY COLLEGE
SCHOOL OF HEALTH SCIENCES
MEDICAL ASSISTING PROGRAM
STUDENT HANDBOOK

Non-Discrimination and Equal Opportunity Policy

Ivy Tech Community College provides open admission, degree credit programs, courses and community service offerings, and student support services for all protected classes – race, religion, color, sex, ethnicity, national origin, physical and mental disability, age, marital status, sexual orientation, gender identity, gender expression, veteran or military status.   The College also provides opportunities to students on the same non-discriminatory opportunity basis. Persons who believe they may have been discriminated against should contact the campus affirmative action officer, Human Resources Administrator, or Vice Chancellor for Student Affairs. Ivy Tech Community College of Indiana is an accredited, equal opportunity/ affirmative action institution. For more information review the Student Equal Opportunity, Harassment, and Non-discrimination Policy and Procedures at https://docs.google.com/document/d/1_tEgc3NcKFTkromsQBpvOHFzzWZiJgRHhrU1nwsAR4g/preview.

Booklet Disclaimer

This Medical Assisting 2022/2023 handbook is intended to supply accurate information to the reader. The imbedded links take the reader directly to the Ivy Tech policy for further clarification. The College reserves the right to change the Program and course requirements; however, every effort will be made to inform students of any program changes. This handbook and its provisions are not in any way a contract.

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Introduction

This handbook introduces you to the Medical Assisting program. It provides beneficial program information that is essential for students to know. It is expected students will read the entire handbook, ask for clarification when needed, and refer to it as needed, or directed, while a student of the program.

Accrediting Organizations

The College is accredited by the Higher Learning Commission.

The Higher Learning Commission
230 South LaSalle St., Suite 7-500
Chicago, IL 60604
800-621-7440 or 312-263-0456
https://www.hlcommission.org/

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

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

Program Philosophy

The faculty strives to provide a positive, challenging, and supportive environment in which students are able to develop the skills necessary to succeed as medical assistants. Medical Assisting faculty believe that the learning process is a shared responsibility between the faculty and student.   The faculty lays the foundation for learning and the student exhibits the study habits and attitude conducive to learning.

The Medical Assisting faculty is committed to providing students with a broad base of knowledge utilizing the most current technology and facilities available. In keeping with this philosophy, faculty members continually seek opportunities for professional development, certifications, and internships. In addition to providing students with the necessary clinical and administrative skills, emphasis is placed on the importance of treating all patients with compassion, empathy and tolerance.

College General Education Outcomes

Upon completion of the program, the graduate will be able to:
1. Demonstrate critical and creative thinking.
2. Recognize and understand cultural and individual differences, in terms of both contemporary and historical perspectives.
3. Recognize and understand social, political, civic, and environmental responsibilities relative to our society.
4. Apply basic scientific concepts in a variety of settings
5. Exhibit quantitative literacy.
6. Communicate effectively in written and oral forms.
7. Apply ethical reasoning.
8. Demonstrate the acquisition and use of information.

Terminal Program Objectives

Upon completion of the program, the graduate will be able to:

1. Participate as a member of the health care team by giving complete and loyal support and working in close harmony with other health care team members.

2. Protect the health of the patient and coworkers by carefully following Standard Precautions Guidelines and OSHA mandates.

3. Hold in strict confidence all things seen or heard in the facility pertaining to patients and other team members by carefully following HIPAA standards and guidelines.

4. Employ effective communication techniques in interacting appropriately with patients, their support persons, and members of the health care delivery system.

5. Demonstrate professional conduct which reflects favorably on the educational institution and the employer.

6. Participate in patient care within the medical assistant scope of training.

7. Apply to sit for the certification exam in pursuit of earning the CMA (AAMA) credential.

8. Demonstrate competent psychomotor and affective domain performance of all administrative and clinical skills.

9. Achieve cognitive, psychomotor, and affective domain learning objectives as established by the Medical Assisting Education Review Board (MAERB) and upon which the educational goals of the program are founded.

Terminal Program Outcome Statements

All students completing the capstone course (MEAS 260 – Medical Assisting Externship) will sit for the national certification examination given by the AAMA.

All students enrolled in this course are required to take the CMA (AAMA) certification exam no sooner than 30 days prior to, and no later than the end, of the course.   The application fee is paid as a consumable fee at the beginning of the course. Because this exam is a required activity, failure to take the exam will result in the student not passing the course.

Facilities

Teaching Facilities
All facilities and resources of the Ivy Tech Community College are available to Medical Assisting students. Students are encouraged to use support services available, as well as on-line. Instructional support services include among others: tutoring and learning centers, the Ivy Tech Virtual Library, campus libraries, and use of Ivy Learn to enhance course delivery.

Clinical/Externship Facilities
The clinical/externship experience is an integral part of the educational experience for all Medical Assisting students. The Program has affiliation agreements within each regional service area. For more information on clinical affiliates, please contact the Medical Assisting Program Chair. The externship is required for program completion. Each Medical Assisting student is required to complete 200 unpaid hours.

Student Support Services

https://www.ivytech.edu/enrollmentcenter/

Advising
Ivy Tech Community College uses an Academic/Faculty advisor system. On admission, each degree student is assigned both an Academic and a Faculty Program advisor whose purposes are to:
● Assist the student in course selection and program planning.
● Guide the student in meeting the requirements for graduation as prescribed by the College.

- Ensure that appropriate technical and general education courses are included in the chosen course of study.
- Students may meet with their advisors during a designated registration session as or as needed during each semester.

For more information, go to https://www.ivytech.edu/advising/.

Health Services

For students registered in credit courses, the College provides accident insurance in a designated amount for injuries sustained while participating in College-sponsored activities. The activity must take place on College premises or on any premises designated by the College. Students are also covered while traveling to and from College-sponsored activities as a member of a group under College supervision. It is the student's responsibility to report injuries or accidents occurring on campus promptly to the instructor or to the Office of Student Affairs so that proper medical treatment may be administered. If the College officials deem necessary, emergency medical services may be requested. If a student has a seizure or black out while on campus emergency medical services will be notified. Ivy Tech Community College does not provide on-campus medical or mental health services. Medical and mental health services are available at local hospitals and clinics.

Career Development Services

The Office of Career Development Services is available to help you in a number of ways:
- Employment Referral
- Resume/Cover Letter Assistance
- Career Assessment
- Job Shadowing
- Labor Market Information
- Practice Interviews
- Occupational Reports
- Community Employer Portfolios
- Work-Study Positions
- Co-op Education Opportunities

For more information, go to https://www.ivytech.edu/career-development/

Housing

Ivy Tech Community College is a commuter college and does not operate residence halls. However, the Office of Student Affairs may be able to respond to questions concerning housing in the community. Ivy Tech accepts no responsibility for locating, approving, or supervising local student housing.

Transportation

- o All necessary transportation to clinical experience is the student's responsibility and is not provided by the school. Students are expected to comply with parking designations. Handicapped parking spaces and visitors' areas are reserved for those purposes, and vehicles improperly parked in those areas may be ticketed or towed at the owner's expense. **The College does not guarantee transportation to, from or during any clinical experience.**

- The College is not responsible for injury or loss resulting from transportation to, from, or during any clinical experience.
- Student assumes all risks in connection with ride-alongs or transportation to, from, or during any clinical experience.
- The College does not perform nor can it ensure a motor vehicle record check of third-party drivers of clinical affiliates.
- A student who wants to make a complaint or report driver issues should do promptly by reporting to their instructor.
  - The instructor or program leadership should ensure that action is taken (such as reporting to the clinical educator/affiliate contact and assisting the student to identify alternate transportation means), ensuring no retaliation, so that the student can continue the clinical experience.

Disability Support Services (DSS)

Students pursuing the Medical Assisting Program must be capable of fulfilling the Essential Functions of Medical Assisting Program Students included in the Admission, Progression and Graduation Policies section of this booklet. Reasonable accommodations for persons with disabilities will be made to ensure access to academic programs, services, and employment in accordance with section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. College programs and facilities are designed to be accessible to students with disabilities. Each campus has designated parking and special restroom facilities for these students. DSS will also aid students with disabilities with career planning, financial aid, and placement. The College staff works with the Department of Vocational Rehabilitation and other service agencies to assist students with disabilities through available local community resources.

It is the student's responsibility to contact the campus DSS representative to request accommodations; any information shared will be kept confidential unless the student authorizes release and exchange of specified information. Requests for accommodations and documentation of disability must be received one month prior to enrollment for the next academic term. Additional time may be required for some requests. Every effort will be made to provide reasonable accommodations in a timely manner.

Students who request accommodations are expected to participate in an intake interview with DSS if requesting specific services, academic adjustments or other accommodations for a disability. Prospective students should schedule an intake interview prior to attempting any part of the admission process if accommodations will be required for the information session, academic assessment, completing forms or scheduling classes. The intake process, including intake interview and documentation on file, should be completed at least **one month prior to the need for accommodations**. Documentation of the disability must be on file with the DSS office prior to services being provided. Late requests may delay accommodations. In accordance with the above procedure, federal guidelines and respect for individual privacy, no action will be taken without a specific request.

Please refer to the College's **Documentation Guidelines** below and the **DSS' Policies and Procedures Manual** for specific information on requesting reasonable accommodations.

All students are expected to meet entry requirements. Essential elements of courses and programs and licensing requirements relevant to a program curriculum cannot be waived, although they may be

reasonably accommodated. Please refer to the regional contact information at the back of this handbook. If you will require assistance during an emergency evacuation, notify your instructor on the first day of class in order to be prepared for emergencies. Look for evacuation procedures posted in your classroom.

Financial Information

http://www.ivytech.edu/financial-aid/contacts.html

Tuition and Fees

Tuition and fees are set by the State Board of Trustees and are subject to change. Expenses will include tuition, fees, books, uniforms, and other materials/equipment for use in the clinical area. At the time of participation in any certification pathway, the Medical Assisting student will incur expense associated with obtaining the required physical examination, immunizations, tuberculosis testing, and Healthcare Provider CPR certification (American Heart Association or American Red Cross), criminal background check and drug screen. Students should also anticipate costs associated with applying for certification upon completion of the Medical Assisting Program.

Financial Aid

Ivy Tech Community College offers various types of financial aid to students who need assistance to continue their education. Students are encouraged to carefully survey the available financial aid options. Students must be accepted for admission to the College in an eligible program to receive financial aid. For additional information on financial programs administered through the College, please make an appointment to see a financial aid advisor.

Financial Obligation

The Business Office is responsible for the collection of any outstanding obligations to the College. A person with an outstanding account will be denied certain College services. For example, official transcripts may not be obtained, registration forms will not be processed, and diplomas will not be issued.

Liability Statement

Professional liability insurance coverage is provided to all students enrolled in clinical/externship courses within the Medical Assisting Program. The limits of liability for the Institutional Professional Liability coverage are $1,000,000 for each medical incident and $3,000,000 aggregate. This coverage extends to clinical/externship experience at an institution other than the College when it is a part of the College training program. Each student may obtain additional individual liability insurance.

Student Accident Insurance

For students registered in credit courses, the College provides no-fault accident insurance in a designated amount of $3,000 for injuries sustained while participating in College-sponsored activities, on College premises or any premises designated by the College (i.e. clinical site). Injuries which are not deemed accidents but rather arise from an underlying sickness or health condition are generally not covered.

Examples of covered accidents include, but are not limited to, the following: · Cutting a finger while chopping an onion in culinary arts class · Getting a fleck of metal in the eye while welding in auto body repair class · Twisting an ankle while lifting a patient in nursing class · Exposure to bloodborne / airborne pathogen (i.e. needle stick sustained at clinical)

 In the case of a pathogen exposure, source patient testing is covered under this policy. A source patient utilizing this insurance will need to complete the claim form in the same manner as the student.

This accident insurance is **excess insurance**, meaning all other valid and collectible medical insurance must be utilized prior to the consideration of this insurance. It is not intended to replace insurance coverage students may already have, rather, it is intended to fill in the gaps (pay for deductibles, co-pays or other eligible expenses) of a primary medical insurance policy up to the accident policy limit. Students should review their own coverage. In the absence of other insurance, this insurance becomes primary. Coverage is provided at no cost to the student. The offering and use of this insurance **do not** represent an acceptance of liability from the College.

Once the maximum policy benefit of $3,000 is reached, the student is fully responsible for payment of medical bills. Filing a claim does not guarantee acceptance and payment of a claim. The master insurance policy issued to Ivy Tech is on file at the Systems Office. The description of the hazards insured, benefits and exclusions are controlled by the master policy. Students with questions may contact their campus student accident gatekeeper.

Withdrawals and Refunds

Withdrawal Policy
http://www.ivytech.edu/registrar/3432.html
From the end of the 100% refund period to the end of the week marking the completion of 75% of the course, a student may withdraw from a course online using Campus Connect or by filing a change of enrollment form at the Registrar's Office. Withdrawal from a course (with a grade of "W") will display on the student's transcript, however, the withdrawal does not affect the student's GPA in any way. Withdrawal is complete when the necessary forms have been submitted to the Office of the Registrar. Records of students withdrawing from courses indicate a "W" status rather than a grade when the withdrawal process is completed. A student who ceases to attend class after the last day to withdraw will receive a grade commensurate with course requirements.

Note: Withdrawing from class may affect or cancel financial assistance. Students receiving financial assistance should check with the financial aid office before withdrawing from a course or course. Withdrawing from a course counts as an "attempt" in terms of repeating the course. A student may only register for a course 2 times. A third registration requires extenuating circumstances.

Refund policy
In order to receive a 100% refund of tuition and fees, students must drop the course by dates posted at http://www.ivytech.edu/registrar/3435.html. The last day to drop with a refund is determined by the length of the course and the first day the class meets. No refunds will be given for drops or withdrawals after the posted dates. If the student withdraws from all of his/her classes during the 100% refund period, the

technology fee will be refunded. If the student is enrolled in any classes beyond the 100% refund period, the technology fee will not be refunded.

Please refer to the Student Handbook for a full description of withdrawal and refund procedures: https://www.ivytech.edu/studenthandbook/.

Progression/Readmission/Stop Outs

College Progression and Readmission Policy
Please refer to the College catalog for policies related to academic standards and readmission following dismissal from the College for violations of rules of conduct and/or failure to meet and maintain academic standards. Students enrolled in the Medical Assisting Program must be in good academic standing according to College policy.

Progression in the Medical Assisting Program
Students are expected to progress each semester. Students who withdraw or do not successfully complete with a minimum grade of "D" all prerequisite courses to a course with a clinical/externship component will not be eligible to progress to enrollment in the clinical/externship course. Should there be any term of non-enrollment in the required sequence of courses, including failure to progress, the student will be required to demonstrate retained competency in the course objectives of any required prerequisite course(s) before continuing in the required sequence of courses.

Demonstrated retained competency is typically satisfied by obtaining a repeat passing score on final exams, comprehensive laboratory exams, and skill check-offs. Students unable to demonstrate retained competency of any required prerequisite courses will be required to satisfy the requirements of an individually developed remediation plan as a condition of enrollment in any clinical/externship course in which patient safety is contingent upon retained knowledge.

Stop Outs
In any term the student is not enrolled in any required programmatic courses, the student is considered a "stop-out." Should the student later wish to re-enroll in programmatic courses, the student will be required to later request re-enrollment, within any maximum timeframe for completion guidelines as required by accrediting agencies. If no maximum timeframe is required for completion by an accrediting agency, the student must request to re-enroll in the program within one calendar year from the end of the last semester in which the student completed programmatic courses. Requests will be considered based on available cohort space at the time of the student submission. In the event of a curricular change to courses with MAERB required content during a stop-out, student is responsible for new curricular requirements upon return regardless of previous course completions. This also holds true for general education courses.

Credit for Prior Learning
Ivy Tech Community College proposes to acknowledge the prior learning experiences of both current and prospective students by awarding credit for appropriate prior learning. Such prior experience could include but is not limited to the following: workplace learning, military experiences and training, college-level credit from other institutions, nationally recognized testing, certifications, and community service.

Transferring

The College encourages articulation between programs offered at each campus and similar programs offered at secondary or post-secondary levels. Please refer to the College catalog or see the Registrar for specific information or questions related to transfer of general education credits. The College will accept in transfer any course appearing in the Indiana Core Transfer Library (CTL). For credit-bearing courses not appearing on the CTL, recommendations for transfer and applicability of credit are made by the appropriate academic faculty within that discipline. Credits to be considered for transfer must have been earned at a post-secondary institution accredited by a regional accrediting agency, and the student must have earned a grade of "C-" or better in the course(s) involved.

Graduation

Certification requirements for students seeking a degree include:
- Successful completion of all courses within program certification requirements at a minimum cumulative grade point average of 2.00.
- Successful completion of the required number of credits.
- Completion of at least 15-degree credits as a regular student at Ivy Tech, and not through test-out or other means of advanced placement.
- Satisfaction of all financial obligations due the College.
- Satisfaction of program accreditation standards that may have additional requirements.

Global Studies Certificate

Global Learning Close to Home
Many U.S. businesses are expanding their operations into different areas of the world, so you are very likely to interact with people from other countries and cultures on the job. A Global Learning Certificate may be just what you are looking for!

Ivy Tech faculty members have worked together to redesign curriculum for some of Ivy Tech's business, education, humanities, healthcare, technology and life science courses. These areas are some of Indiana's biggest high-growth sectors of the economy and areas where you need to be able to think critically and in terms of global perspectives and competencies. With the Global Learning Certificate, you can apply your knowledge in your own community, throughout the state of Indiana, and around the world!

This certificate will teach you about thriving in a global workforce and how to succeed in a diverse society, which are skills valued in today's competitive job market. You will also have the opportunities for exposure to different cultures through supplemental education experiences, such as studying abroad or taking part in international activities on your campus. A Global Studies Certificate will increase your knowledge and awareness of the world and will make you more marketable in finding a job.

Program Requirements for the Global Studies Certificate:
- **Global Studies Orientation** - meeting to discuss the benefits, and requirements of the certificate
- **Global Studies Electives** - 15 credits of global-module courses, many of which are already within the two-year curriculum

- **Global/International Resume** - outlining global experiences and letters of reference
- **Global Studies Capstone Experience** - completion of an international project, research, competition, community service, service learning, or travel study experiences
- **Global Immersion** - participation in global, cultural, or diversity related activities which may include attending conferences/workshops, completion of the **U.S. Institute of Peace Certification**, becoming a member of a professional or community group, and maybe even an international travel experience. Talk to your advisor for more information about your options!
- For more information contact your campus Global Studies Coordinator or see the Global Learning webpage**:** http://www.ivytech.edu/global-learning/

Attendance

College Policy
Students are expected to attend class meetings, or other activities assigned as a part of a course of instruction, on a regular basis. Instructors are responsible for maintaining attendance records. A statement regarding expectations for class attendance is included in the College catalog. Instructors will also identify attendance expectations in the individual course syllabi.

Students should confer with instructors in advance if absences are anticipated. If the option for making up work exists (for anticipated or unexpected absences), the student is responsible for consulting with instructors immediately upon return in order to make necessary arrangements. Instructors will utilize Ivy Advising to notify the student and the student's advisor of an attendance concern. This notification will provide a process of follow-up with the student to intervene with a potential obstacle for successful completion of the course.

Classroom and Lab Attendance Policy
Students are expected to attend all lecture and lab sessions. Attendance is necessary to maximize student-learning opportunities. Students who are absent are responsible for missed material. Attendance will be kept for the purpose of financial aid qualification. Specific expectations will be found in each course syllabus.

Externship/Clinical Attendance Policy
Externship courses require the presence of the student for evaluation of having met course objectives, as such course objectives cannot be accomplished or evaluated outside the externship setting. Additionally, certification eligibility generally requires completion of a specific number of contact hours in an externship assignment. Furthermore, it may not be possible to provide make up for externship experiences. Therefore, regular attendance is mandatory for successful externship course completion. The externship courses in the Medical Assisting program are MEAS 260. The total number of hours required at the student's assigned externship site is 200 and this is an unpaid experience.

Attendance issues will be reflected in the final professional behavior evaluation grade.

Tardiness to externship experiences jeopardizes continuity of client care. Tardy is defined as not arriving at the designated assignment at the assigned start time, or leaving before the assigned time ends.

Externship faculty have the authority to exclude a student from an externship session. The reasons for such exclusion include, but are not limited to, tardiness greater than 30 minutes, a student's lack of preparation for the experience, student illness, impairment of the student to perform safely, or failure of a student to follow affiliating agency, Medical Assisting Program, and/or College policies. A student will not be given credit towards the required externship hours if they are excluded, or in any manner removed, from an externship site.

Students must remain at the externship site until dismissed by the instructor or externship site supervisor. Leaving the externship site early will be counted in the student's total absence time.

Students are not allowed to leave and then return to externship without expressed permission from the Director of Clinical Education (DCE) and the externship site.

Externship hours may be made up on a limited basis with approval from the DCE and externship site manager.

Students are responsible for tracking their own absences/tardiness times on the attendance sheet provided by the DCE and/or the MEAS 260 instructor at the beginning of the externship experience. This attendance sheet must be submitted to the DCE and MEAS 260 instructor on a weekly basis for verification.

Pregnancy does not preclude participation in the program. This is a decision between the student and her physician. Students must discuss potential hazards in the healthcare environment with their physicians. Pregnant students are discouraged from taking externship courses during the semester of their due date as externship attendance policies are not waived.

Students who develop illnesses or conditions involving limited activity must provide a physician's written statement that they are physically and mentally capable of undertaking the Essential Functions of Medical Assisting Students as outlined in this handbook. Students will not be permitted to participate in externship without this written physician's statement.

Title IX Statement

Sexual Harassment and Assault

Ivy Tech Community College is committed to providing all members of the College community with a learning and work environment free from sexual harassment and assault. Ivy Tech students have options for getting help if they have experienced sexual assault, relationship violence, sexual harassment or stalking. This information can be found at https://www.ivytech.edu/prevent-sexual-violence/index.html.

If students write or speak about having survived sexual violence, including rape, sexual assault, dating violence, domestic violence, or stalking, federal law and Ivy Tech policies require that instructors share

this information with the Campus Title IX Coordinator. The Campus Title IX Coordinator will contact students to let them know about accommodations and support services at the College and in the community as well as options for holding accountable the person who harmed them. When contacted, students are not required to speak with the Campus Title IX Coordinator.

If students do not want the Title IX Coordinator notified, instead of disclosing this information to their instructor, students can speak confidentially with certain individuals at the College or in the community. A list of these individuals can be found at https://www.ivytech.edu/prevent-sexual-violence/index.html under Confidential Employees and/or Community Resources.

Students Experiencing Pregnancy, Childbirth, or Related Conditions

Ivy Tech Community College is committed to creating and maintaining a community where all individuals enjoy freedom from discrimination, including discrimination on the basis of sex, as mandated by Title IX of the Education Amendments of 1972 (Title IX). Sex discrimination, which can include discrimination based on pregnancy, marital status, or parental status, is prohibited and illegal in admissions, educational programs and activities, hiring, leave policies, employment policies, and health insurance coverage.

Under the Department of Education's (DOE) Title IX regulations, an institution that receives federal funding "shall not discriminate against any student or exclude any student from its education program or activity, including any class or extracurricular activity, on the basis of such student's pregnancy, childbirth, false pregnancy, termination of pregnancy, or recovery therefrom." According to the DOE, appropriate treatment of a pregnant student includes granting the student leave "for so long a period of time as is deemed medically necessary by the student's physician," and then effectively reinstating the student to the same status as was held when the leave began. For more information visit: https://www.ivytech.edu/files/5.15_Students_Experiencing_Pregnancy_Childbirth_and_Related_Conditions.pdf

Student Complaint Procedures

The College strives to provide the best possible service to all students in every aspect of their academic career. However, we recognize that problems sometimes occur.

Complaints Against Members of the College Faculty or Staff:

When a student believes he/she has a legitimate general complaint against the college, faculty or staff, he/she should make an appointment with that individual to discuss the matter. This process must be initiated within fourteen (14) calendar days of the incident.

The student and the college, faculty, or staff should make every effort to resolve the issue. It is expected that most, if not all, misunderstandings can be resolved at this level.

If the issue is not resolved, the student can express his/her complaint in writing to the individual's supervisor, if the issue is not resolved to the student's satisfaction the student may submit his/her complaint, in writing, to the Regional Chief Student Affairs Officer or designee.

The Regional Chief Student Affairs Officer or designee will attempt to resolve the complaint or determine a course of action, if appropriate. If the student disagrees with the outcome of his or her complaint, then he/she may submit his/her complaint in writing to the Chancellor. The Chancellor will review and attempt to resolve the complaint and determine the next course of action. The resolution enacted by the Chancellor is final.

Student Rights and Responsibilities

[Code of Student Rights and Responsibilities](#)

The student appeal process provides the College an appropriate mechanism to deal with violations of student rules of conduct and conversely allows a student with a disagreement to appeal against a College employee's decision affecting that student. The College encourages students to resolve their complaints informally. The informal appeal procedures are designed to accomplish a quick resolution that is most expeditious and effective. Whenever the informal process does not result in a satisfactory resolution, the College formal appeal procedure is also available.

In addition, the grade appeal process provides a mechanism for review when a student believes the final grade he or she received in a course is inaccurate. As with the student appeal process, this procedure encourages students to first attempt to resolve the appeal informally, beginning with the faculty member who issued the course grade.

The reputation of the College and the College community depends in large part upon the behavior and academic achievement of its students. Students enrolled at the College are expected to conduct themselves in a mature, dignified, and honorable manner. While enrolled at the College, students are subject to College jurisdiction. The College reserves the right to take disciplinary action against any student whose conduct, in the opinion of College representatives, is not in the best interests of the student, other students, or the College. Students who are disciplined should expect to find their sanctions enforced at all Ivy Tech campuses. All students are expected to abide by the College rules of conduct. Please refer to the [Code of Student Rights and Responsibilities](#). Expectations for student behavior in clinical settings are governed by clinical agency affiliation agreements and College policy.

Guidelines for Professional Conduct
Purpose

Safety and security is a top priority, especially in environments where direct, simulated, and/or indirect patient care is provided. It is essential that students in the School of Health Sciences recognize and comply with the many guidelines for professional conduct (which include safety-specific guidelines) that govern behaviors and decisions. Students must ensure that patients assigned to them receive appropriate attention and care in a timely fashion. These principles are reinforced in the Ivy Tech Code of Student Rights and Responsibilities, and the Health Sciences program specific Student Handbook.

The student must comply with the Code of Student Rights and Responsibilities as established by the College, in addition to providing quality, safe, non-discriminatory, legal (scope of practice) and ethical patient care, while demonstrating a high level of professional conduct. Clinical and/or related health care agency affiliates have the right to prohibit students from participating in clinical experiences based on unsafe patient care and unprofessional behavior, whether intentional or unintentional. Non-compliance with College policies, professional Health Sciences standards, clinical agency/affiliate policies and procedures, professional guidelines and expectations during college-related Health Sciences activities/events and simulation activities, and the Guidelines for Professional Conduct listed below will be reported to the appropriate individuals and subsequent disciplinary action may be taken. Issues of non-compliance may impact the students' ability to progress in a Health Sciences program, lead to failure of a course, and/or result in dismissal from programs in the School of Health Sciences.

The Guidelines for Professional Conduct are divided into three main groups, which are outlined below. General actions are listed at the end of each category. Please discuss any questions you may regarding these and any other policies or guidelines with your Health Sciences faculty.

Disclosure of confidential patient information, clinical facilities (including clinical locations), staff and provider information, and any related information and experiences is **STRICTLY PROHIBITED.** Information disclosed through email, any form of social media, verbally, or via texting may be considered a HIPAA violation and carry penalties up to $1.5 million (https://www.ama.assn.org/search?search=HIPAA). Please refer to the Social Networking Guidelines for more information (Social Networking, Cell Phone and Class Recording Guidelines).

Group I

This Category Addresses Major Compliance Issues and Appropriate Measures for Patient Care in an Educational Setting.

The following points are critical to the successful training and employment of health care professionals and should be followed from the onset of training and referenced as models for behavior to be continued throughout one's career:

1. The student will adhere to state and federal confidentiality laws, including but not limited to Health Insurance Portability and Accountability Act of 1996 **(**HIPAA) and clinical affiliate confidentiality policies and procedures. The student will maintain confidentiality about all aspects of the clinical experience: this includes confidentiality for all patients, fellow students, clinical affiliate employees, physicians, and operations of the clinical affiliating agency. If a situation arises requiring disclosure of information by law, the student must seek out guidance from the clinical faculty member.
    a) The student will only discuss confidential information in secure and appropriate locations and with those individuals who have a need/right to know.
    b) The student will not remove or photocopy any part of the patient or clinical records.
    c) The student will not use any patient identifiers, as defined by HIPAA, in written assignments.
    d) The student will destroy any notes that were taken to provide care for the patient according to the clinical affiliate policy and will not carry those notes outside of the clinical.
    e) The student is expected to follow guidelines in the School of Health Sciences Student program specific Handbook with regard to social media, cell phones, email or other electronic media.
    f) The student will not discuss any patient, clinical experience with patients, or clinical site on social media. Postings on social media sites are not considered private nor are they ever truly deleted, regardless of privacy settings.
    g) Students are prohibited from taking photos or videos of patients or their health record on personal electronic devices, even if the patient or hospital staff gives you permission to do so.
    h) The student will not access HIPAA protected information for patients/families not directly related to assigned patient care unless authorized by the clinical faculty, preceptor, or clinical agency staff.

2. The student will ensure that any communication of patient information is performed in a timely, accurate and truthful manner. Falsification of any component of the written, electronic, or oral patient record is prohibited.

3. The student will exhibit behaviors that respect the dignity and rights of the patient regardless of socioeconomic status, sexual orientation, race, religion, age, disability, marital status, gender, cultural practices or beliefs, or nature of the health problem.

4.   The student must provide for patient safety at all times, including, but not limited to adherence to Standard Precaution Guidelines, safety rules and regulations, use of safety equipment and following written protocol for all diagnostic procedures and policies in the clinical setting.

5.   The student will not abandon or neglect patients requiring health care.

6.   The student will not leave the assigned clinical unit during assigned clinical hours without permission and without providing for safe patient hand-off.

7.   The student will not perform any technique or procedure, including administration of medication, for which they are not approved and/or are unprepared by their formal Ivy Tech Community College School of Health Sciences education and experience. In some instances, **AND with faculty and/or preceptor approval,** students may be allowed to perform techniques or procedures with other licensed personnel. All clinical practice policies are subject to campus and/or statewide affiliation agreements.

8.   The student will refrain from knowingly withholding action or information that creates unnecessary risk to the patient, self, or others including facility staff, peers, or faculty.

Actions Related to Non-Compliance with Group I Expectations:

Because Group I expectations cannot be compromised, non-compliance is a serious matter. Students are encouraged to address any related questions prior to the start of the term, or on any given day that a question arises, by seeking counsel of faculty.

Actions:

- If non-compliance in **any** of the Group I areas is identified, the student will be required to meet with the faculty member to discuss the non-compliance issue, a written/electronic status report will be prepared, and further disciplinary action may be taken depending on the outcomes of the investigation and in compliance with the clinical evaluation tool.
    - o Following a meeting with respective Health Sciences faculty, the student will be required to meet with the Program/Department Chair and/or their designee to discuss the case.
    - o If after investigating the case/situation, a non-compliance with any Group I offenses is identified and validated the Program/Department Chair and/or designee will review the situation and determine any appropriate action(s) to be taken by the School of Health Sciences and the College.
    - o Pending the outcome(s) and final recommendation(s), the student may be prohibited from engaging in patient care or participating in clinical activities until approved to do so by the Health Sciences Dean.
- If allowed to continue in the clinical course, the student may be required to complete remediation as prescribed by the Program/Department Chair and/or designee prior to enrolling in any future Health Sciences clinical courses.

- Recommended actions, depending on severity of the infraction, may include:
  - continued enrollment in the clinical course with no additional requirements;
  - continued enrollment in the clinical course with additional remediation requirements based on final outcomes and recommendations, which may also include an appropriate reduction in the clinical grade as determined by the clinical evaluation tool;
  - administrative withdrawal and failure of the clinical course; or,
  - dismissal from the Health Sciences program based on final recommendations from the Program/Department Chair, Health Sciences Dean, Vice Chancellor for Academic Affairs, and/or the Vice Chancellor for Student Affairs, and/or the campus Chancellor.
    - In the event a student is dismissed from one Health Sciences program, he/she may not apply for admission to any other Health Sciences program in their home campus or at any other Ivy Tech Community College campus or location for a period determined by the final outcomes and recommendations of college administrators and in compliance with the Health Sciences program specific Student Handbook.
- Further disciplinary and/or legal action may be recommended according to College policy.
- Students have the right to appeal any final decisions to the Health Sciences Dean.

Group II

This Category Relates to General Protocol and Guidelines:

1. The student is expected to follow program guidelines regarding the attendance policy and notification of intended absence.

2. The student **must comply** with **ALL** rules, regulations, and policies of the occupational area and/or clinical agency/affiliate.

3. The student must refrain from smoking or using other tobacco products (including vapor or e-cigarettes) while in uniform, at clinical sites, or during school related events.

4. The student will not accept gratuities from patients; this includes both monetary and non-monetary gifts.

Actions Related to Non-Compliance with Group II Expectations:

The above five items reflect appropriate responses as related to professional protocol and guidelines that are expected while in the student role and once employed in a healthcare field.

Action:

- Any behavior not meeting the expectations listed above will result in a meeting with respective Health Sciences faculty member and a written/electronic status report for the first incident which may impact the clinical grade as determined by the clinical evaluation tool.
- The student will be asked to acknowledge receipt of the warning, and should take the initiative to review what is expected and modify behavior accordingly.
- In the event that any subsequent infraction(s) occur(s) involving one of the Group II expectations and/or a previous infraction of a Group I expectation, the student will be required to meet with the faculty member   to discuss the non-compliance issue and a second written/electronic status report or other documentation will be prepared.
- Based on the number and severity of the non-compliance actions, the student may be required to meet with the Program/Department Chair   and/or designee. If following review of the case by the Health Sciences Dean and/or designee, additional disciplinary actions are recommended:
    - Program/Department Chair   and/or designee will discuss the outcomes of the investigation with the Health Sciences Dean, Vice Chancellor for Academic Affairs, and/or the Vice Chancellor for Student Affairs regarding action(s) to be taken by the School of Health Sciences and the College.
    - Pending the outcome(s) and final recommendation(s), the student may be prohibited from engaging in patient care or participating in clinical activities until approved to do so by the Program/Department Chair and/or Health Sciences Dean.
    - If allowed to continue in the clinical course, the student may be required to complete remediation as prescribed by the Program/Department Chair, Health Sciences Dean and/or their designee prior to enrolling in any future Health Sciences clinical course.
- Recommended actions, depending on severity of the infraction, may include (but are not limited to):
    - continued enrollment in the clinical course with no additional requirements;
    - continued enrollment in the clinical course with additional remediation requirements based on final outcomes and recommendations, which may also include an appropriate reduction in the clinical grade as determined by the clinical evaluation tool;
    - administrative withdrawal and failure of the clinical course; or,
    - dismissal from the Health Sciences program based on recommendations from the Program/Department Chair, Health Sciences Dean or designee, Vice Chancellor for Academic Affairs, and/or the Vice Chancellor for Student Affairs, and/or the campus Chancellor.
        - In the event a student is dismissed from one Health Sciences program, he/she may not apply for admission to any other Health Sciences program at their home campus or any other Ivy Tech Community College campus or location for a period determined by the final outcomes and recommendations of college administrators and in compliance with the Health Sciences Student Handbook.
- Further disciplinary and/or legal action may be recommended according to College policy.
- Students have the right to appeal to the Health Sciences Dean or designee.

Group III

This Category Is Specific to Medication Administration:

Note: Administration of medication without faculty and/or preceptor approval is addressed in Group I and will be subject to the ACTIONS described for that Group.

1. A potential medication error that is prevented by the clinical faculty and/or preceptor, designated clinical facility staff or the electronic medication administration system, will still be considered a medication error on the part of the student.

2. The student will ensure that medications are administered on time and in accordance with patient's plan of care.

3. The student will follow correct medication procedures as summarized in the "Six Rights of Medication Administration" listed below:

    SIX RIGHTS

    Right Patient

    Right Medication

    Right Dose

    Right Time/Date

    Right Route

    Right Documentation

4. The student will be prepared to verbalize knowledge of medication uses, side effects, adverse reactions, interactions with other patient medications, and the relationship to the patient and one or more diagnosis.

5. The student will calculate proper medication dosage or safe dosage in the clinical learning environments.

6. The student will report any medication error to their Ivy Tech clinical faculty member and/or preceptor, and clinical facility staff immediately in order that appropriate action may be taken to care for the involved patient and so that appropriate clinical agency policies are followed.

Actions Related to Non-Compliance with Group III Expectations:

Medications errors are a leading cause of patient injury and must be taken seriously. Consistent with current practice guidelines, the School of Health Sciences supports the initial stance of conducting a root-cause analysis to help prevent future errors. In the event of an error, the student will be expected to meet with the faculty member to determine strategies to prevent further medication incidents. Repeated errors constitute a failure to demonstrate competence and safety in this important component of patient care and will be subject to actions that will impact the student's status in the program.

Action:

- Every medication error will be documented on a written/electronic student status report. The student is expected to participate as requested in any root-cause analysis to identify reasons for the medication error and strategies to prevent further errors.
- The student will be expected to meet with the faculty and/or preceptor and acknowledge receipt of any feedback provided, review appropriate procedures, address any related questions with the faculty and/or preceptor, and initiate precautionary measures to prevent the error from reoccurring.
- In the event that there are three (3) or more documented student status forms for medication-related errors, **occurring at any point throughout the student's enrollment in the program**, a written/electronic status report will be prepared by the faculty member and the student will be required to meet with the Program/Department Chair and/or designee.
- In cases of medication-related errors in which repeated errors or errors significant enough to endanger patient lives occurs or affect patient safety occur, the student will be required to meet with the Program/Department Chair and/or designee. If following review of the case by the Health Sciences Dean and/or designee, additional disciplinary actions are recommended:
    o The Health Sciences Dean and/or designee will discuss the outcomes of the investigation with the Vice Chancellor for Academic Affairs, and/or the Vice Chancellor for Student Affairs regarding action(s) to be taken by the School of Health Sciences and the College.
    o Pending the outcome(s) and final recommendation(s), the student may be prohibited from engaging in patient care or participating in clinical activities until approved to do so by the Program/Department Chair and/or Health Sciences Dean.
    o If allowed to continue in the clinical course, the student may be required to complete remediation as prescribed by the Program/Department Chair and/or Health Sciences Dean and/or their designee prior to enrolling in any future Health Sciences clinical course.
- Recommended actions, depending on severity of the infraction, may include (but are not limited to):
    o continued enrollment in the clinical course with no additional requirements;

- o continued enrollment in the clinical course with additional remediation requirements based on final outcomes and recommendations, which may also include an appropriate reduction in the clinical grade as determined by the clinical evaluation tool;
- o administrative withdrawal and failure of the clinical course; or,
- o dismissal from the Health Sciences program based on recommendations from the Program/Department Chair, Health Sciences Dean or designee, Vice Chancellor for Academic Affairs, and/or the Vice Chancellor for Student Affairs, and/or the campus Chancellor.
    - ▪ In the event a student is dismissed from one Health Sciences program, he/she may not apply for admission to any other Health Sciences program in their home campus or at any other Ivy Tech Community College campus or location for a period determined by the final outcomes and recommendations of college administrators and in compliance with the Health Sciences Student Handbook.
- Further disciplinary and/or legal action may be recommended according to College policy.
- Students have the right to appeal any final decisions to the Health Sciences Dean or designee.

Social Networking Guidelines

Social media are powerful communication tools that can have a significant impact on the reputations of those who use them. This includes not only individuals but the organizations they represent. You must be mindful that anything you post on a social media site may be seen by anyone. Therefore, inappropriate postings about other students, faculty, college policies, action or decisions ***could be the basis for disciplinary action including termination from the program***. Furthermore, the discussion of patient information through any of these venues is a **violation of patient confidentiality and HIPAA**. You have rights afforded by state and federal law, but be aware that *not everything* you say or post online is protected. False, defamatory, harassing or intimidating postings are *not protected free speech.*

The College recognizes many students chose to participate on social networking sites. Students are reminded to use caution when posting on sites. Future employers and supervisors may have access to these internet pages, comments and photographs which may be perceived as derogatory thus impacting employment opportunities. Students are reminded **NOT** to post photographs from clinical and laboratory settings as this is considered a breach of confidentiality. Comments that may be construed as negative/derogatory concerning the College and/or clinical site experiences, operations or patients may negatively impact student status and any reference to these is strictly prohibited.

Professional Attire

The Medical Assisting program Elkhart County Campus, has a program uniform required of all students taking courses bearing the MEAS prefix. The official uniform is navy blue scrubs (top and bottom). There is an optional blue scrub jacket that matches our uniform.

Academic Honesty Statement

The College is committed to academic integrity in all its practices. The faculty value intellectual integrity and a high standard of academic conduct. Activities that violate academic integrity undermine the quality and diminish the value of educational achievement. Cheating on papers, tests or other academic works is a violation of College rules. No student shall engage in behavior that, in the judgment of the instructor of the class, may be construed as cheating. This may include, but is not limited to, plagiarism or other forms of academic dishonesty such as the acquisition without permission of tests or other academic materials and/or distribution of these materials and other academic work. This includes students who aid and abet as well as those who attempt such behavior.

Grading Practices

The Medical Assisting Program (statewide) will use the following grading scale:

93-100	A
85-92	B
79-84	C
75-78	D
0 – 74	F

Evaluation of Student Learning

Methods of Evaluation in Courses

Each course syllabus in the Medical Assisting Program provides an overview of the assigned activities and exams designed to evaluate student learning in the cognitive, psychomotor, and affective learning domains. The methods used for this evaluation may vary from course to course.

Technical Outcomes Assessment

The primary purpose of technical outcomes assessment is to determine the Ivy Tech graduates' mastery of the professional knowledge, comprehension, and skills required for the field the students are preparing to enter. Technical outcomes assessment also provides statewide curriculum committees with necessary information regarding the currency of the curriculum and effectiveness of student learning.

The Medical Assisting AAS and TC program both utilize the American Association of Medical Assistants CMA/AAMA certification exam as their technical outcomes assessment.

Certification/Licensure

It is strongly encouraged that students complete CMA (AAMA) certification examination for which they are eligible following successful completion of either the Medical Assisting AAS and the TC programs. As part of the MEAS 260 Medical Assisting Externship course objectives, students are required to take the exam. The exam does not have to be passed to complete the course and graduate but it does have to be attempted. The program does have a 98%-99% (approximately) pass rate for the exam.

Ivy Tech cannot guarantee any student will pass a certification exam. Your success will be determined by several factors beyond the instruction you are given in the classroom, including your test-taking skills, your willingness to study outside of class, and your satisfactory completion of appropriate practice exams. Certification exam questions are drawn from databases of hundreds of possible questions; therefore, a thorough understanding of the subject matter is required.

Professional certification signifies a level of expertise in your field. It gives you, and your employer, confidence in your job skills. Additionally, it is a professional credential that is recognized in all 50 states without the need for reciprocity. Students are encouraged to access the American Association of Medical Assistants website at www.aama-ntl.org to learn more about the benefits of this highly-regarded, professional credential.

Student Requirements Associated with Clinical Affiliation Agreements

Student clinical/externship experiences are arranged by program faculty and affiliation agreements obtained with clinical affiliating agencies. These agreements outline the responsibilities and privileges of both parties. In an off-campus setting, it is the policy of the College that faculty and students shall conform to all policies of the affiliating agency, including drug screening, criminal background checks, physical examination, immunization records, tuberculosis screening, and certification in basic life support.

Criminal Background Checks and Drug Screening:

Purpose

Requiring criminal background checks and drug screenings ensures students meet the same standards as healthcare facility employees. This will also provide consistency for Ivy Tech School of Health Sciences and School of Nursing programs. Healthcare facilities are obligated to document that any individual authorized to provide such care does not have a criminal history of mistreatment, neglect, violence, defrauding the public, or otherwise taking advantage of another person and has no record of illegal use of pharmaceuticals or use of any illegal substances.

Organizational Scope or Audience

This policy applies to all students who will have direct patient contact within a healthcare facility or laboratory, or other setting where healthcare is provided, as well as students who do not have direct patient contact but engage in practice-based learning within a setting where healthcare is provided.

Definitions

Drug Screening: Technical analysis of a biological specimen - for example urine, hair, blood, sweat, or oral fluid / saliva - to determine the presence or absence of specified parent drugs or their metabolites.

Clinical and Practice-based learning: Any course of study in which the student may be assigned to a healthcare or practice laboratory setting to meet course objectives. This includes, but is not limited to, assignment in any setting where a student provides direct patient care or patient care services, has direct contact with patients or their families in an observational role, has access to patients' health records, or is performing invasive healthcare procedures in a campus laboratory setting.

Policy

Completion of a criminal background check and drug screening are required for admission and/or clinical placement in most School of Health Sciences and all Nursing programs. The criminal background check and drug screening may be done either before enrollment in the professional/technical core courses or just prior to the first day of clinical or externship as specified by the Health and Nursing program. Additional criminal background checks and/or drug screenings will be required in Health and Nursing programs for students enrolled in clinical courses more than 12 months. Convictions are reported to the clinical sites. Criminal charges (a criminal complaint filed in court by a prosecutor) may be reported based on facility request. Any convictions or criminal charges filed against the student prior to or during their enrollment in the Health and Nursing programs may result in a failure to be approved for required clinical placement assignments and may result in inability to progress through or gradate from the programs.

Students who are enrolled in courses for credit or non-credit, but who are not in a degree-seeking program, may be exempt from the drug testing and background check requirements in this policy. These non-degree seeking students may have different or separate requirements for drug testing and/or criminal history background checks.

Students who are not continuously enrolled in a program until completion may be required to complete additional checks upon re-entry to a program or admission to a different program in the School of Health Sciences or School of Nursing. Clinical sites or the College may request additional background checks or drug screenings at their discretion.

Students who are denied clinical placement or who are withdrawn from enrollment in a clinical course due to clinical site refusal to accept students with positive findings on criminal background checks or drug screenings, may reapply to the same or different School of Health Sciences or School of Nursing program the next semester, but will need to comply with additional criminal background checks or drug screenings as required. College program admission and progression policies will apply. If a student is denied placement for clinical at one site, up to two more attempts will be made to place the student at other clinical sites if other sites are available.

Procedure

The student is responsible for completing the online processes and other required paperwork, paying for the criminal background check and drug screening, working with the company providing the criminal background check and drug screening for any follow-up information or testing that may be required, and

monitoring the results of the criminal background check and drug screening. By participating in the required criminal background check and drug screening, students are giving the College permission to release information as needed to the clinical affiliates. The College will provide clinical sites an assurance that background checks and drug screenings will be completed for every student.

The student will initiate the required background check and drug screening with the company of the College's choice by the due date designated by the program. Students who refuse to comply with the background check and drug screening will not be eligible to enroll in clinical courses, and therefore will not be eligible to enroll, progress, and/or graduate from the program.

Based on the clinical site requirements, the background check will include the following elements (additional elements may be added if required by the clinical site):
1. County, state, and federal criminal record searches of all places of principal residences for the past 7 years (or since age 18, if less than 25 years old). Records will be verified against all known names and addresses as revealed on the social security report.
2. National criminal history database that includes 50-state sex offender and Office of Foreign Assets Control (OFAC) List of Specially Designated Nationals (SDN).
3. Office of Inspector General (OIG)/ General Services Administration (GSA) Sanction Reports, United States Treasury, applicable state exclusion list
4. Social security verification and residency report
5. Maiden name and alias report

The drug screening will include the following elements (additional elements may be added if required by the clinical site) Note: examples of common names for drugs or illegal substances are listed in parentheses.
● Marijuana (cannabis, weed, hemp)
● Cocaine (coke, snow, blow)
● Opiates (morphine, codeine)
● Amphetamines and methamphetamines (Ritalin, Ecstasy, speed, meth)
● Phencyclidine (PCP, angel dust)
● Propoxyphene (Darvon)
● Barbiturates (Valium, Librium)
● Methadone (oxycodone, hydrocodone, Vicodin)
● Benzodiazepines (Versed, Dalmane, Restoril, Xanax)
● Methaqualone (Quaalude, Sopor)

The student will have access to findings of the criminal background check and drug screening, via the results posted on the secure web site, as required by the Fair Credit and Reporting Act. The student has both the responsibility and the right to challenge any information in the findings that the student believes to be erroneous with the company providing the background check and drug screening. The student is responsible to present documentation of any clarification of the findings to the College, and the College may share that documentation with the clinical site(s).

The student may reapply to the same program or another program in the School of Health Sciences or the School of Nursing the next semester. The student will need to complete the criminal background test again if s/he is readmitted. College program admission and progression policies will apply.

Disclaimers

- Completion of a criminal background check and drug screening for a Health Sciences or Nursing program does not ensure admission to or continued enrollment in any program.
- Completion of a criminal background check and drug screening for a Health Sciences or Nursing program does not ensure eligibility for licensure, credentialing, or future employment. Additional criminal background checks and/or drug screenings may be required for licensure, credentialing, or employment.
- Clinical affiliates can establish more stringent standards for criminal background checks and/or drug screenings than those required by the College, and students will be required to meet those standards.
- Clinical affiliates can conduct additional background checks and drug screenings (including random drug screenings during clinical) at their discretion.
- Completion of background checks and/or drug screenings from other vendors, such as those required by current employers of the students, may not be used in lieu of the College requirements.
- If a student is found to be ineligible for clinical placement at any time during the program, the student will be withdrawn from the clinical course and any corequisite courses pending resolution of the situation.

Protection of Confidential Information from the Background Checks and Drug Screenings

Information obtained from the result of student background checks and drug screenings will be treated as confidential information, and protected from unauthorized access. Authorization to view the results will be limited to individuals who make clinical assignments and designated individuals at clinical sites requesting the information for students placed at the sites. Release of the results of criminal background checks and drug screenings to clinical sites is given for the purpose of clinical placement. In the event that a student is prevented from enrolling in and/or completing a clinical course or courses due to the results of the drug screen and/or criminal history background check, a copy of the results and a memorandum summarizing the rationale and action(s) taken at that time will be securely maintained by School of Health Sciences or School of Nursing in accordance with program policy.

Procedures for Determining Eligibility for Externship Placement

Eligibility for Externship Experiences with Affiliating Clinical Agencies

Eligibility for Clinical Experiences with Affiliating Clinical Agencies Clinical sites have the right to refuse any student for clinical placement. Policy at clinical sites may vary in whether or not students with particular positive findings on the background check will be allowed to attend clinical. In the event there are positive findings on any portion of the criminal background check, a primary clinical site will be notified and requested to make a decision on whether or not the student will be allowed to complete a rotation at the site, in light of the specific positive findings on the criminal background check. If the clinical site will not allow the student to participate in clinical at that site, the program chair will contact up to two additional clinical sites offering the same type of clinical experience, if available, to attempt to place the student. If these attempts do not result in a clinical site placement for the student, the student will be notified that s/he may not enroll in clinical courses and any co-requisite courses. In most cases, this will

mean that the student will not be able to progress in the program, and will therefore not be able to complete the courses required for graduation.

Eligibility for Clinical Experiences in Campus-Based Clinical Services

Certain School of Health Sciences and School of Nursing programs, including but not limited to Dental Assisting, Dental Hygiene, and Therapeutic Massage, may offer services to the general public and/or Ivy Tech students and employees in campus-based laboratories or clinics. In these courses, the Criminal Background Check and Drug Screen results will be reviewed by the Program Chair, and a determination will be made on whether or not each student is able to participate in the patient care activities based on the results. Any recommendation by the Program Chair to not allow a student to participate in patient care activities based

Positive Drug Screen

Students with any positive result on the drug screen, and not otherwise cleared by the testing company after retesting and/or testing company medical officer review, shall not participate in campus-based direct care activities, including accessing patient health information, providing any type of direct patient care, or assisting another healthcare worker with patient care.

Criminal Background Check

Students with any criminal conviction or guilty pleas for the following shall not participate in campus-based patient care activities, including accessing patient health information, providing any type of direct patient care, or assisting another healthcare worker with patient care:

1. Rape
2. Criminal deviate conduct
3. Exploitation of an endangered adult or a child
4. Failure to report battery, neglect, or exploitation of an endangered adult or a child
5. Theft, if the person's conviction for theft occurred less than ten (10) years before the date of submission by the person of an application for the criminal background check for the purposes of entering or completing an educational program at Ivy Tech Community College
6. Conviction of any crime which requires registration with any state or national Sexual Offender Registry
7. Aggravated murder
8. Murder
9. Voluntary manslaughter
10. Felonious assault
11. Kidnapping
12. Sexual Battery
13. Aggravated arson
14. Aggravated robbery
15. Aggravated burglary
16. Any misdemeanor or felony drug law conviction

Physical Examination and Health Records

A physical examination is required not more than one year prior to beginning your externship in order to identify health status and accommodation needs (see Appendix). The student's healthcare provider must complete a physical assessment to determine if the student is capable of undertaking the Essential Functions of Medical Assisting Students (included on the following pages). Records of current immunization status and tuberculosis screening are required by affiliating clinical institutions and the Indiana State Department of Health. Submission of the health records containing dates of the Hepatitis B vaccination series occurs prior to the start of the first clinical course. Students will be required to keep immunizations and tuberculosis screening current and to provide the School of Health Sciences with updated health records as necessary throughout their enrollment in the program.

Essential Functions
Qualified applicants are expected to meet all admission criteria and matriculating students are expected to meet all progression criteria, as well as these essential functions. **Students with documented need for accommodations are to meet with the campus Disabilities Support Services Representative at the beginning of each semester**. Essential Functions are listed on the Health Form (see Appendix)

Standard Precautions

According to the Universal Precautions Rule 410 IAC 1-4-7.1: *"Covered individuals, including health care workers, whose professional, employment, training, or volunteer activities or duties are performed at or on behalf of a facility, must complete the training programs which the facility is required to have employees attend under the Indiana occupational safety and health administration's blood borne pathogens standards (as found in 29 CFR 1910.1030). Approved programs under this rule shall be as follows: (A) A blood borne pathogen training session provided by a facility or employer under the Indiana occupational safety and health administration's blood borne pathogens standards (as found in 29 CFR 1910.1030)."* This training must include instruction in the "Universal Precautions" procedures adopted by the Indiana State Department of Health. Because students in the Medical Assisting Program may have direct contact with blood or other body fluids, the Program is required to provide annual training in Universal Precautions to comply with agency affiliation agreements.

Caring for patients with communicable diseases and opportunistic parasites increases the possibility of student susceptibility for acquiring these infections/infestations. All students who are enrolled in clinical or laboratory courses accept responsibility for consistent and correct use of Universal Standard Precautions at all times.

Bloodborne and Airborne Pathogens Exposure Protocol

What are Bloodborne Pathogens
Bloodborne pathogens are infection microorganisms in human blood that can cause disease. These pathogens include, but are not limited to, hepatitis B (HBV), hepatitis C (HCV) and human immunodeficiency virus (HIV). Exposures may occur through needle sticks or cuts from other sharp instruments contaminated with an infected patient's blood or through contact of the eye, nose, mouth, or skin with a patient's blood.

What to Do When a Bloodborne Pathogen Exposure Occurs

If you experience a contaminated needle stick or sharps cut, or are exposed to the blood or other body fluid of a patient during the course of your work, immediately follow these steps:

- Wash needle sticks and cuts with soap and water
- Flush splashes to the nose, mouth, or skin with water
- Irrigate eyes with clean water, saline, or sterile irrigates
- Report the incident to your Ivy Tech instructor and clinical supervisor
- Source testing of blood to determine infections disease status is preferred whenever possible where consent has been obtained. When exposure occurs at a clinical facility, you should follow that facility's policy as they will handle notice and consent with the source. When an exposure occurs at an Ivy Tech facility, the instructor should advise the source following an incident and ask if the source will consent to testing a medical provider of his or her choosing.

For clean needle/sharp sticks, wash the affected area with soap and water. You do not need to seek medical care unless there is a visible injury which requires attention. Report the incident to your Ivy Tech instructor and clinical supervisor.

Where to Seek Treatment

- You may seek treatment at the clinical site (if equipped and willing), or an urgent care facility, emergency room, or physician office for assessment, diagnoses, and treatment. It remains your responsibility to obtain the initial appointment and any follow-ups ordered with a healthcare provider of your choice. If an incident occurs in an Ivy Tech classroom, lab or facility, an instructor cannot provide evaluation, diagnostic test or treatment beyond first aid and emergency assistance.
- Time of day and facility capability may impact where you seek treatment. The key is to know your options before an accident, and then, obtain an evaluation and treatment as soon as possible from a healthcare provider of your choosing.
- Report the incident to your Ivy Tech instructor and submit a <u>Student Accident Report</u> promptly.

What Happens Next?

A health care provider will provide an evaluation, diagnostic testing (if necessary), and treatment (if necessary). Diagnostic testing may include testing the source of the exposure, with his or her consent, and baseline testing of the exposed person. Testing for HIV, HBV, and HCV is typically included, along with other blood tests or diagnostic examination the health care provider recommends. If post-exposure prophylaxis (PEP) is indicated, efficacy is time sensitive. The first does should be givens as soon as possible. Optimal time to start PEP is within hours of the exposure, rather than days.

Will I need follow –up testing? This direction will come from the healthcare provider. Follow-up will depend upon the testing outcome of the sources person. It is important for your health that you understand and comply with the provider's follow-up testing and recommendations.

What are Airborne Pathogens?

Airborne Pathogens are infectious microorganisms which can be transmitted through air and could cause disease. The discharged microbes may remain suspended in the air on dust particles, respiratory and water droplets.

Tuberculosis, or TB is an airborne pathogen of concern. TB is spread through the air from one person to another. The bacteria are put into the air when a person with TB disease of the lungs or through coughs, sneezes, speaks, or sings. People nearby may breathe in these bacteria and become infected.

What to do When an Airborne Pathogen Exposure Occurs

If you think you have been exposed to an airborne pathogen without appropriate Personal Protective Equipment (PPE), you should immediately contact your Ivy Tech instructor and clinical supervisor and seek testing at an urgent care clinic, emergency room, or physician office. Be prepared to tell the doctor or nurse when you were exposed to the airborne pathogen, what type of exposure you think occurred (contaminated air with or without respiratory tract droplets, mucus, or blood), and if the source patient of the contamination is being tested for airborne pathogens.

Confidentiality

As part of their affiliation with clinical agencies, students are required to comply with Federal Health Insurance Portability and Accountability Act of 1996 (HIPAA) regulations, state regulations, and facility policies with regard to privacy of patient information.

All information, which is learned about a patient, is considered to be confidential information. Confidential information may NOT be discussed in any public place – such as the student lounge, the halls of the hospital or school, hospital cafeteria or any similar public place. This includes all social media formats.

Written information, such as care plans, healthcare provider's notes, growth and development papers, etc. pertaining to a patient, or any written information must be guarded as confidential. Any written information should never contain any of the patient's name or other identifying information.

DO NOT DISCUSS PATIENT INFORMATION OR CLINICAL EXPERIENCES in public places or on social media formats even if the patient is not referred to by name. Confidentiality of patients, staff, faculty and students is to be maintained at all times.

Photocopying of any patient records or removal of patient records from the clinical facility is expressly forbidden. Photography of any patient or clinical situation is strictly prohibited.
Violations of privacy regulations/policies may result in immediate dismissal from the program as outline in Guidelines for Professional Conduct, as well as civil and criminal penalties.

College/Program Costs

College/Program Costs Item	Cost
Tuition*	To see all tuition rates please follow the following link: http://www.ivytech.edu/tuition/
Fees and other expenses	To see all rates please follow the following link: http://www.ivytech.edu/tuition/
Books	Variable based on course
Uniforms and other supplies	Variable based on course
Physical Exam & Immunizations	Variable based on provider
BLS/CPR Certification (American Red Cross or American Heart Association)	Variable based on provider
Background Check & Drug Screen	$100-$125
Certification Examination Fees	$125.00 is included in the fees for MEAS 260 – Medical Assisting Externship

Tuition and fees subject to change without prior notification

To see all tuition rates please follow the following link: http://www.ivytech.edu/tuition/

COLLEGEWIDE CURRICULUM OF RECORD
SCHOOL OF HEALTH SCIENCES
Medical Assisting Program
Technical Certificate
PROGRAM INTERESTED CODE: HLCO
PROGRAM CODE: MEAS
2022-2023

OTHER INSTITUTIONAL REQUIREMENTS

IVYT112	Student Success in Healthcare	1	
^MEAS260	Medical Assisting Externship	5	
	REQUIREMENT TOTAL:		6

PROGRAM SPECIFIC CORE

HLHS101	Medical Terminology	3	
APHY 101	Anatomy and Physiology I	3	
APHY 102	Anatomy and Physiology II	3	
MEAS109	The Professional Medical Assistant	3	
MEAS110	Introduction to Clinical Practice	3	
MEAS137	Outpatient Insurance and Basic Coding	3	
MEAS209	Electronic Administrative Practices	3	
MEAS218	Pharmacology	3	
MEAS219	Medical Assisting Laboratory Techniques	3	
MEAS238	Clinical I	3	
MEAS239	Clinical II	3	
	REQUIREMENT TOTAL:		33

TOTAL CREDITS:		39

College wide Curriculum of Record

COLLEGEWIDE CURRICULUM OF RECORD
SCHOOL OF HEALTH SCIENCES
Medical Assisting Program
Associate of Applied Science
PROGRAM INTERESTED CODE: HLCO
PROGRAM CODE: MEAS
2022-2023

GENERAL EDUCATION TRANSFER CORE

APHY 101	Anatomy and Physiology I	3
APHY 102	Anatomy and Physiology II	3
ENGL 111	English Composition	3
MATH 123	Quantitative Reasoning or higher	3
	Select one of the following:	
COMM 101	Fundamentals of Public Speaking	3
COMM 102	Introduction to Interpersonal Communication	
	Select one of the following courses:	
XXXX XXX	Social/Behavioral Science Elective	3
XXXX XXX	Humanities and/or Foreign Language Elective	
	REQUIREMENT TOTAL:	18

OTHER INSTITUTIONAL REQUIREMENTS

	IVYT 112	Student Success in Healthcare	1
^	MEAS 260	Medical Assisting Externship	5
	REQUIREMENT TOTAL:		6

PROGRAM SPECIFIC CORE

HLHS101	Medical Terminology	3
MEAS 109	The Professional Medical Assistant	3
MEAS 110	Introduction to Clinical Practice	3
MEAS 137	Outpatient Insurance and Basic Coding	3
MEAS 209	Electronic Administrative Practices	3
MEAS 218	Pharmacology	3
MEAS 219	Medical Assisting Laboratory Techniques	3
MEAS 238	Clinical I	3
MEAS 239	Clinical II	3
MEAS 242	Disease Conditions	3
	REQUIREMENT TOTAL:	30

STATEWIDE ELECTIVE

XXXX XXX	Statewide Medical Assisting Electives	6
	REQUIREMENT TOTAL:	6

TOTAL CREDITS: 60

Other Program Specific Information

Program Contacts

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