

**IVY TECH COMMUNITY COLLEGE  
SOUTHEAST REGION  
Lawrenceburg and Batesville  
SCHOOL OF HEALTH SCIENCE  
MEDICAL ASSISTING PROGRAM**



**STUDENT HANDBOOK**

**ACADEMIC YEAR  
2019-2020**

**IVY TECH COMMUNITY COLLEGE – SOUTHEAST**  
**Lawrenceburg and Batesville**  
**SCHOOL OF HEALTH SCIENCE**  
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**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 persons regardless of race, color, creed, national origin, religion, gender, sexual orientation, physical or mental disability, age or veteran 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.

**BOOKLET DISCLAIMER**

This handbook is intended to supply accurate information to the reader. 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 between an applicant and the College.

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**Introduction**

This handbook introduces you to the Medical Assisting Program at Ivy Tech Community College.

**Accrediting Organizations**

The College is accredited by the Higher Learning Commission of the North Central Association of Colleges and Schools. The Medical Assisting Generalist Technical Certificate is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) upon the recommendation of the Medical Assisting Education Review Board (MAERB).

Higher Learning Commission of the North Central Association of Colleges and Schools  
230south LaSalle Street, Suite 7-500  
Chicago, IL 60604  
Phone: 800-621-7440  
[www.ncahlc.org](http://www.ncahlc.org)

Commission on the Accreditation of Allied Health Education Programs (CAAHEP)  
25400 US Highway 19 N., Suite 158  
Clearwater, FL 33763  
Phone: (727) 210-2350  
[www.caahep.org](http://www.caahep.org)

Medical Assisting Education Review Board (MAERB)  
20 N Wacker Drive, Suite 1575  
Chicago, IL 60606  
Phone: (800) 228-2262  
[www.maerb.org](http://www.maerb.org)

**PHILOSOPHY**

It is the mission and intent of the Medical Assisting faculty to view the educationally qualified student as a person who has received specified general, administrative, and clinical training that allows them to function as a productive and valuable member of the health care team in an ambulatory healthcare facility. Faculty defines education as a teaching/learning process whereby the assimilation of appropriate knowledge, skills, and judgment produce a graduate who is a credit to his/her profession, as well as one who successfully completes the CMA (AAMA) certification examination, which attest to the level of competency attained. Consistent with the philosophy of Ivy Tech Community College, faculty accepts the responsibility for effective teaching of students through a realistic correlation of foundational knowledge with real-world (on-site) experiences. Furthermore, faculty feels that application of knowledge and skills in realistic situations is necessary in order for the students to become an integral supporting link in the environment of professional health care practice. The graduate contributes to the well-being of the patient by demonstrating professional competency while assisting in the care of the patient.

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**PROGRAM GOALS**

1. Prepare competent entry-level medical assistants in the Cognitive (knowledge), Psychomotor (skills), and Affective (behavior) learning domains.
2. Prepare graduates for a career in an ambulatory healthcare setting that requires a multi-skilled, ethical health professional, performing both administrative and clinical tasks within their scope of practice according to the state of Indiana.

**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 practice.
7. Apply and sit for the certification exam in pursuit of earning the CMA (AAMA) credential before completion of MEAS 260 Medical Assisting Externship.
8. Demonstrate 100% of the cognitive, psychomotor, and affective competencies for all administrative and clinical skills as established by the program.
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.

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**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. Communicate effectively in written, oral and symbolic forms.
6. Exhibit quantitative literacy.
7. Apply ethical reasoning.
8. Demonstrate the acquisition and use of information.

**PROCEDURE Assessment Instruments Used:** To address the measurement of student outcomes in the area of general education, at the system-wide level, the College uses Collegiate Assessment of Academic Proficiency (CAAP) as its primary method to assess students' academic achievement in general education. The CAAP instrument is used to measure selected general education outcomes in writing, mathematics, critical thinking and scientific inquiry. The remaining general education outcomes that are not measured by CAAP are measured indirectly using selected questions from the Community College Survey of Student Engagement (CCSSE). CAAP Administration: All degree-seeking students are required to take the CAAP assessment during their capstone course. It is NOT required of students seeking a certificate, technical certificate, or courses only. Students may apply for a waiver under extenuating circumstances such as the following: student resides outside all Ivy Tech assessment centers' service area; the student is physically incapable of taking the exam during the testing period AND does not have another opportunity prior to graduation; or student took the exam in another class within the last two years. The chief academic officer or designee will approve or disapprove the waiver. The CAAP fee will be refunded to students with an approved waiver and to certificate, technical certificate and courses only students. A common, four-week period is identified during the fall, spring and summer terms, during which the modules are administered. Four of the six available modules are being used: writing skills, mathematics, critical thinking and scientific inquiry. A rotation schedule is used to ensure that each region will administer two modules in one year, followed by two different modules the following year. For example, each year, one-half of the regions will be administering mathematics and writing modules while the other half are administering critical thinking and scientific inquiry modules. CAAP test administrators at each campus order test materials and ensure their security according to ACT contract. Tests are returned to ACT at the end of the one-month testing period. Once results are returned from ACT, the CAAP test administrators forward the individual student results to the students. Students scoring above the national mean are forwarded a certificate of achievement.

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**TEACHING FACILITIES**

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

**EXTERNSHIP FACILITIES**

The externship experience is an integral part of the educational experience for all students pursuing a career in health care. The Medical Assisting program has formal affiliation agreements within the regional service area. Facilities are selected based upon their willingness and ability to provide students with a variety of medical assisting experiences in the administrative and clinical areas and are not compensated for services provided as part of the practicum. They will provide onsite supervision to the students by individuals who have knowledge of the Medical Assisting Profession. The professional code of conduct for students is outlined in the externship packet and should be read thoroughly to ensure compliance.

**Advising**

Ivy Tech Community College uses a faculty advisor system. On admission, each degree student is assigned to a Medical Assisting Faculty Advisor, whose purpose is to:

- Assist the student in course selection and program planning.
- Guide and mentor 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 program.
- Students must meet with the program advisor during a designated registration session as needed during each semester.

**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.

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## **Career and Employment Services**

The Office of Career and Employment Services is available to help you in a number of ways:

- \* Employment Referral
- \* Career Assessment
- \* Labor Market Information
- \* Occupational Reports
- \* Work-Study Positions
- \* Resume/Cover Letter Assistance
- \* Job Shadowing
- \* Practice Interviews
- \* Community Employer Portfolios
- \* Co-op Education Opportunities

## **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**

All necessary transportation to campus and/or to an assigned externship 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.

## **Disability Services**

Students admitted to the Medical Assisting program must be capable of fulfilling the Essential Functions included in this handbook. 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. Support services also will 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 Disability Services 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 Disability Services 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 Disability Services office prior to services being



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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.

If you would like more information about the Disabled Student Development program at Ivy Tech Community College, please contact the Disabilities Support office at the main campus. 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.

If you would like more information about the Disabled Student Development program at Ivy Tech Community College, please contact the Lawrenceburg campus Disabilities Support officer, Ann Stenger [astenger2@ivytech.edu](mailto:astenger2@ivytech.edu) or in person at the Lawrenceburg library. 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.

If you will require assistance during an emergency evacuation, notify your instructor immediately. Look for evacuation procedures posted in your classroom.

### **Financial Information**

<http://www.ivytech.edu/financialaid/>

#### **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, certification exam, uniforms, and other materials/equipment for use in the clinical/externship/internship area. Students accepted for admission to the Medical Assisting program will incur expenses associated with obtaining the require physical examination, immunizations, tuberculosis testing, criminal background check, drug screening, and Professional Rescuer (CPR)/Healthcare Provider certification.

#### **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.

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### **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.

The College will also maintain Commercial General Liability insurance. The limits of such insurance will be in the amount of \$1,000,000 per claim and \$2,000,000 per year, with limits of at least \$500,000 for property damage.

#### **U.S. Immigration and Nationality Act**

The Indiana Public Licensing Agency (IPLA) has recently taken a position that may preclude visa holding or otherwise undocumented students from sitting for certification/licensure within Indiana. Students should seek their own legal counsel in these matters.

The expectations U.S. Immigration and Nationality Act are found in the Federal Regulation 8 of the U.S.C.; Section 1641:

Federal Regulation: 8 U.S.C. Section 1641: The U.S. Immigration and Nationality Act 2018 Amendment

#### **(A) IN GENERAL**

Except as otherwise provided in this chapter, the terms used in this chapter have the same meaning given such terms in section 101(a) of the Immigration and Nationality Act [8 U.S.C. 1101(a)].

(b) Qualified alien: For purposes of this chapter, the term “qualified alien” means an alien who, at the time the alien applies for, receives, or attempts to receive a Federal public benefit, is—

(1) an alien who is lawfully admitted for permanent residence under the Immigration and Nationality Act [8 U.S.C. 1101 et seq.],

(2) an alien who is granted asylum under section 208 of such Act [8 U.S.C. 1158], (3) a refugee who is admitted to the United States under section 207 of such Act [8 U.S.C. 1157], (4) an alien who is paroled into the United States under section 212(d)(5) of such Act [8 U.S.C. 1182(d)(5)] for a period of at least 1 year,

(5) an alien whose deportation is being withheld under section 243(h) of such Act [8 U.S.C. 1253] (as in effect immediately before the effective date of section 307 of division C of Public Law 104–208) or section 241(b)(3) of such Act [8 U.S.C. 1231(b)(3)] (as amended by section 305(a) of division C of Public Law 104–208),

(6) an alien who is granted conditional entry pursuant to section 203(a)(7) of such Act [8 U.S.C. 1153(a)(7)] as in effect prior to April 1, 1980; [1] or

(7) an alien who is a Cuban and Haitian entrant (as defined in section 501(e) of the Refugee Education Assistance Act of 1980).

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**MEDICAL ASSISTING ADMISSION PROCESS FLOW CHART**  
**STEP ONE: Admission to the College**

Contact the Admissions Department for college admission requirements.



**STEP TWO: Complete an Academic Plan**

**ADVISING:** <https://www.ivytech.edu/advising/> or To Schedule Call: (812) 537-4010 Ext. 4502, (800) 715-1058 Ext. 4502. To find your advisor's name, log in to Campus Connect and click the *Student Information* link in the *My Ivy Tech area*, then select the current semester. You can then look up your advisor's contact information in our Whitepages. As a full-time student working toward an Associate Degree, our advisors will work with you to develop an academic plan that allows you to complete your degree in time. For some students this may mean taking 15 credit hours a semester.



**STEP THREE: Schedule Courses**

**ACCEPTANCE:** It is important for you to remain on task and schedule course in sequence. Be sure to register early and pay attention to registration deadlines so that you do not get out of sequence. During the second semester courses, students will need to schedule an appointment with the program chair to verify the academic plan and discuss the last semester scheduling.



**STEP FOUR: Meet with Program Chair**

**MANDATORY** Student will meet with their assigned MEAS Program Chair to register for the final semester courses and review academic plan during registration period.

**PRE-REQUISITES: Complete pre-requisite requirements.**

- Any academic skills advancement courses identified by your Accuplacer testing.
- Program course pre-requisites.
  - ✓ Math Readiness (MATH 023 or 080)
  - ✓ English Readiness (ENGL 093)
  - ✓ Student Success Elective (IVYT 112) – Not a pre-requisite, Required for TC or AAS completion

**ADVISING:** To set up an appointment to meet with your MEAS advisor, students should call Amber Clements at (812) 537-4010 ext 5243 for scheduling appointments.

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## **Attendance**

### ***College***

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 are of the belief college students are to be held accountable for knowing when classes/activities are missed a sufficient number of times to jeopardize successful course completion. While not mandatory, most instructors, if not all, will usually notify a student, at least once, to alert them to their current status.

### ***Medical Assisting Classroom, Lab, and Externship***

#### **Classroom and Lab Attendance Policy**

Students are expected to attend **all** lecture and lab sessions; including open 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. Any student who misses three lab sessions will be at risk of receiving a failing grade (“F”) and will have to repeat that sequence.

#### **Externship/Practicum Attendance Policy**

Externship/Practicum 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 is MEAS 260. The total number of hours required at the student’s assigned externship site is 200.

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

Tardiness to externship/practicum 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/practicum faculty have the authority to exclude a student from an externship/practicum session. The reasons for such exclusion include, but are not limited to, tardiness greater than 30 minutes, “no call/no show”, a student’s lack of preparation for the experience, unprofessional conduct, 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/practicum hours if they are excluded, or in any manner

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removed, from an externship/practicum site.

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

Students are not allowed to leave and then return to externship/practicum without expressed permission from the Externship/practicum Coordinator and the externship/practicum site.

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

Students are responsible for tracking their own absences/tardiness times on the attendance sheet provided by the Externship/practicum Coordinator (PC) at the beginning of the externship/practicum experience. This attendance sheet must be submitted to the PC 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/practicum courses during the semester of their due date as externship/practicum 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/practicum without this written physician's statement.

**No person shall attend externship who is not currently approved and enrolled in the courses and passed 100% Psychomotor and Affective Competencies in the Clinical Skills Course.**

## **Withdrawals and Refunds**

Student withdrawal (W) is a status referring to voluntary student withdrawal beginning at the start of the third week of the course for a 16-week semester up to the end of the week marking the completion of 75 percent of the course. It is the student's responsibility to withdraw from a course(s). A student may withdraw from a course by filing a change of enrollment form at the Registrar's Office. The College will refund students' fees, with the exception of any late registration fee, on the following schedule for a 16 week semester.

From Registration to the end of the 10<sup>th</sup> day of the semester 100% Refund, Day 11 or later of semester 0% Refund. Consult course syllabus for deadline dates.

Please refer to the Student Handbook for a full description of withdrawal and refund procedures:  
<http://wwwcc.ivytech.edu/ccgeneral/2011-StudentHandbook-Statewide-Aug2011revised.pdf>

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## **Competency**

**Students must demonstrate all (100%) competencies within each course. Students will be allowed two attempts to achieve this. After failure to demonstrate proficiency on the 2nd attempt, the student will be given a remediation plan. Students who fail to achieve an 85% or higher proficiency of the competency after remediation, will fail the related course.**

Students are only allowed to utilize a “third attempt” on two competencies, per course. If a student needs a “third attempt” on more than two competencies, this will result in failure to demonstrate competence. If a student fails to demonstrate “competence”, the student will be asked to meet with the instructor of the course and the MEAS Program Chair for a conference to determine whether the student should continue in the course with remediation or result in failure of the course, rendering a need for a repeat of the course if determined the student is eligible to repeat the course.

“Achievement of the competencies” means that each student has successfully achieved 100% of the MAERB Core Curriculum psychomotor and affective competencies taught within that course. There should be a statement in the grading policy informing students that, in order to earn a passing grade in the course, the student must successfully complete all of the psychomotor and affective competencies in the course.

## **Clinical Practice**

Students enrolled in clinical or laboratory courses may not practice skills without the presence of an instructor in the clinical area.

## **Externship Agreement**

A student who is requested, by an authorized representative of the clinical site not to return to that site due to unacceptable behavior or performance may fail that related course. An interview with Program Chair and Externship/practicum coordinator will be conducted to determine the outcome for the student.

## **Progression and Readmission**

### ***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 School of Health Science Programs must be in good academic standing according to College policy.

<http://ivytech.edu/schools/course-catalog.html>

### ***Progression in the Medical Assisting Technical Certificate Program***

Students are expected to progress each semester in the Medical Assisting program sequence as determined by the Program Chair. Students who withdraw or do not successfully complete with a

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minimum grade of “D” all prerequisite courses to the externship courses will not be eligible to progress to enrollment in the 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 pre-requisite 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 pre-requisite courses will be required to satisfy the requirements of an individually developed remediation plan as a condition of enrollment in any externship course in which patient safety is contingent upon retained knowledge. Enrollment in externship courses is, in part, dependent upon available externship sites.

### **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. Please contact the Medical Assisting Program Chair to discuss credit eligibility for prior learning. Due to the MAERB Competency rule, students will have to demonstrate/provide proof of 100% psychomotor and affective competencies to be receive credit for any MEAS courses.

### **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 at your home campus for specific information or questions related to transfer of general education credits. Progression into externship courses in a certification pathway within another region of the Ivy Tech Community College system is dependent upon available cohort space. Please contact the Medical Assisting Program Chair to determine externship availability.

### **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. Required to pass 100% psychomotor and affective competencies and 75% cognitive objectives for all MEAS courses. Student must take the CMA exam prior to completion of MEAS 260 Externship course.

## **Student Rights and Responsibilities**

The College’s Code of Student Rights and Responsibilities can be accessed on the Campus Connect

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portal on the Ivy Tech website [www.ivytech.edu](http://www.ivytech.edu). On Campus Connect, the link to the Code can be found under the Student Services section.

The College's Student Handbook is also available on the Campus Connect portal. Students are strongly encouraged to read and familiarize themselves with both of these documents.

### **Student Grievance Process**

The student grievance 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 grieve against a College employee's decision affecting that student. The College encourages students to resolve their complaints informally. The informal grievance 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 grievance 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 grievance process, this procedure encourages students to first attempt to resolve the appeal informally, beginning with the faculty member who issued the course grade.

Please refer to the College Catalog for a full description of grievance and grade appeal procedures: <http://ivytech.edu/schools/course-catalog.html>

### **College Rules – Student Disciplinary System/Student Code of Conduct**

All Ivy Tech students are expected to abide by the College rules of conduct. Students are subject to College jurisdiction while enrolled at Ivy Tech. The College reserves the right to take disciplinary action against any student whose conduct, in the opinion of Ivy Tech representatives, is not in the best interests of the student, other students, or the College. A full description of the student disciplinary system may be found in the College Catalog: <http://ivytech.edu/schools/course-catalog.html>

## **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 nursing students 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. The Ivy Tech Code of Student Rights and Responsibilities, and the Medical Assisting Student Handbook. In addition, the Ivy Tech School of Health Science curricula incorporate the Quality and Safety Education for Medical Assistants (QSEMA) competencies to prepare future graduates with the knowledge, skills, and attitudes (KSA's) necessary to continuously improve the quality and safety of patient care.

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



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unsafe patient care and unprofessional behavior, whether intentional or unintentional. Non-compliance with College policies, professional nursing standards, clinical agency/affiliate policies and procedures, professional guidelines and expectations during college-related Health Science 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 the nursing program, lead to failure of a course, and/or result in dismissal from the Medical Assisting program.

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 nursing 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 (<http://www.ama-assn.org/ama/pub/physician-resources/solutions-managing-your-practice/coding-billing-insurance/hipaahealth-insurance-portability-accountability-act/hipaa-violations-enforcement.page>). Please refer to the Social Networking Guidelines for more information ([Social Networking](#), [Cell Phone](#) and [Class Recording Guidelines](#)).

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**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 must comply with Indiana State laws both on campus and at off-campus locations. This includes, but is not limited to interactions with patients and their families, faculty, peers and personnel of affiliating agencies.
2. The student must refrain from consuming, being under the influence of, or possessing intoxicating beverages or unauthorized prescription or non-prescription drugs on College property or at the clinical sites. If suspected of being under the influence in the clinical area, the student must submit to a serum and/or urine test at the student's expense. Results of the tests must be released to the College. Refusal to comply would result in removal from the clinical area and possible recommendation for dismissal pending a conference with faculty regarding professional conduct expectations.
3. 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 Nursing Student 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.
4. The student will follow College policy regarding disruptive behavior, sexual harassment and discrimination activities and will exhibit appropriate physical, verbal, and nonverbal behavior towards patients, families, personnel in cooperating agencies, peers, and faculty.

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5. 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.
6. 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.
7. 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.
8. The student will not abandon or neglect patients requiring health care.
9. The student will not leave the assigned clinical unit during assigned clinical hours without permission and without providing for safe patient hand-off.
10. The student will not perform any technique or procedure, including administration of medication, for which you are not approved and/or are unprepared by your formal Ivy Tech Community College School of Health Science 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.
11. The student will guard against theft, abuse, misuse, or destruction of personal property, College property or property located on the College property or clinical site.
12. The student will not possess firearms or other weapons, dangerous chemicals, or any explosives or explosive devices on College property or at any College-sponsored activity held elsewhere, including clinical sites.
13. The student will not cheat, aid cheating, plagiarize or be involved with other acts of academic dishonesty on papers, tests, or other academic works including clinical assignments and must remain in compliance comply with the College Academic Honesty statement found in the Code of Student Rights and Responsibilities on Campus Connect. Falsification or data misrepresentation in any form, whether directly or indirectly related to patient care or classroom experiences is prohibited.
14. 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.
15. The student will refrain from unprofessional or inappropriate behavior within a clinical experience, including lewd, indecent, obscene, inappropriate, disorderly conduct, and/or actions/behaviors noncompliant with professional or accreditation standards; or a violation of clinical or other affiliated site expectations or guidelines; or violations of federal or state laws.
16. 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

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staff.

17. The student is prohibited from the use of violence against any person of any mental, physical, written, or verbal abuse that threatens, is perceived as threatening or endangers the health, safety, and wellness or promotes hatred or prejudice towards others.

***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.
  - Following a meeting with the Medical Assisting faculty, the student will be required to meet with the Health Science Dean and/or their designee to discuss the case.
  - If after investigating the case/situation, a non-compliance with any Group I offenses is identified and validated the Health Science Dean and/or designee will review the situation with the Associate Vice President for Health Science Education, the Vice Chancellor for Academic Affairs, and/or the Vice Chancellor for Student Affairs and determine any appropriate action(s) to be taken by the School of Health Science 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 Health Science Dean.
- If allowed to continue in the clinical course, the student may be required to complete remediation as prescribed by the Health Science Dean and/or designee prior to enrolling in any future Medical Assisting clinical/externship/practicum courses.
- Recommended actions, depending on severity of the infraction, may include:
  - continued enrollment in the clinical/externship/practicum course with no additional requirements;
  - continued enrollment in the clinical/externship/practicum course with additional remediation requirements based on final outcomes and recommendations, which may also include an appropriate reduction in the clinical/externship/practicum grade as determined by the clinical evaluation tool;
  - administrative withdrawal and failure of the clinical/externship/practicum course; or,
  - dismissal from the Medical Assisting program based on final recommendations from the Associate Vice President for Health Science Education, Vice Chancellor for Academic Affairs, and/or the Vice Chancellor for Student Affairs, and/or the regional Chancellor.
    - In the event a student is dismissed from one Medical Assisting program, he/she may not apply for admission to any other Medical Assisting program in their home region or at any other Ivy Tech Community College campus or location for a period determined by the final outcomes and recommendations of college

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administrators and in compliance with the Medical Assisting Student Handbook.

- Further disciplinary and/or legal action may be recommended according to College policy.
- Students have the right to appeal any final decisions in accordance with the Code of Student Rights and Responsibilities located at: <https://www.ivytech.edu/files/Code-of-Student-Rights-Responsibilities.pdf>

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**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 solicit, vend or distribute literature, written or printed material in any clinical setting without proper authorization.
5. 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 health care field.*

**Action:**

- Any behavior not meeting the expectations listed above will result in a meeting with the Medical Assisting 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 and/or Health Science dean 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 Health Science Dean and/or designee. If following review of the case by the Health Science Dean and/or designee, additional disciplinary actions are recommended:
  - The Health Science 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 Science 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 Medical Assisting Dean.
  - If allowed to continue in the clinical/externship/practicum course, the student may be required to complete remediation as prescribed by the Health Science Dean and/or their designee prior to enrolling in any future Medical Assisting clinical/externship/practicum course.

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- Recommended actions, depending on severity of the infraction, may include (but are not limited to):
  - continued enrollment in the clinical/externship/practicum course with no additional requirements;
  - continued enrollment in the clinical/externship/practicum course with additional remediation requirements based on final outcomes and recommendations, which may also include an appropriate reduction in the clinical/externship/practicum grade as determined by the clinical/externship/practicum evaluation tool;
  - administrative withdrawal and failure of the clinical/externship/practicum course; or,
  - dismissal from the Medical Assisting program based on recommendations from the Associate Vice President for Medical Assisting Education, Vice Chancellor for Academic Affairs, and/or the Vice Chancellor for Student Affairs, and/or the regional Chancellor.
    - In the event a student is dismissed from one Medical Assisting program, he/she may not apply for admission to any other Medical Assisting program in their home region 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 Medical Assisting Student Handbook.
- Further disciplinary and/or legal action may be recommended according to College policy.
- Students have the right to appeal any final decisions in accordance with the Code of Student Rights and Responsibilities located at: <https://www.ivytech.edu/files/Code-of-Student-Rights-Responsibilities.pdf>

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**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/externship/practicum faculty and/or preceptor, designated 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/externship/practicum learning environments.
6. The student will report any medication error to their Ivy Tech clinical/externship/practicum faculty member and/or preceptor, and clinical agency 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 Science 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:**



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- 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 Health Science Dean 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 Health Science Dean and/or designee. If following review of the case by the Health Science Dean and/or designee, additional disciplinary actions are recommended:
  - The Health Science 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 Science 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 Health Science Dean.
  - If allowed to continue in the clinical/externship/practicum course, the student may be required to complete remediation as prescribed by the Health Science Dean and/or their designee prior to enrolling in any future Medical Assisting clinical/externship/practicum course.
- Recommended actions, depending on severity of the infraction, may include (but are not limited to):
  - continued enrollment in the clinical/externship/practicum course with no additional requirements;
  - continued enrollment in the clinical/externship/practicum course with additional remediation requirements based on final outcomes and recommendations, which may also include an appropriate reduction in the clinical/externship/practicum grade as determined by the clinical/externship/practicum evaluation tool;
  - administrative withdrawal and failure of the clinical/externship/practicum course; or,
  - dismissal from the nursing program based on recommendations from the Associate Vice President for Health Science Education, Vice Chancellor for Academic Affairs, and/or the Vice Chancellor for Student Affairs, and/or the regional Chancellor.
    - In the event a student is dismissed from one Medical Assisting program, he/she may not apply for admission to any other nursing program in their home region 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 Medical Assisting Student Handbook.
- Further disciplinary and/or legal action may be recommended according to College policy.
- Students have the right to appeal any final decisions in accordance with the Code of Student Rights and Responsibilities located at: <https://www.ivytech.edu/files/Code-of-Student-Rights-Responsibilities.pdf>

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**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 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.

**General Education Outcomes Assessment**

Graduates' skills in several general education areas are assessed to determine whether they meet the learning outcomes defined for general education and whether their performance with respect to these outcomes has improved during their period of enrollment at the College.

The College uses the Collegiate Assessment of Academic Proficiency (CAAP) exam to identify skills in Math, English, Scientific Inquiry and Critical Thinking. CAAP is used at many colleges around the country. Each Medical Assisting Technical Certificate graduate will take two of the four modules possible. Tests will be given in the capstone course (MEAS 260). Capstone courses represent the culminating experiences in the student's program.

The College places a strong emphasis on student learning outcomes as a focus for planning and institutional improvement. Students will receive a copy of their CAAP scores; in addition, students who score at or above the national mean will receive a "certificate of achievement" for each module. Certificates of achievement may be useful to a student in building their resume or portfolio.

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\*MEAS 260 Clinical Externship has been designated as the capstone course in the Medical Assisting program. As such, the Technical Certificate students are required to take the CAAP exam.

### **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 Technical Certificate program utilizes the American Association of Medical Assistants CMA/AAMA certification exam as their technical outcomes assessment.

#### **Certification**

In the state of Indiana, certification is not required for medical assistants. However, it is highly recommend that students complete CMA (AAMA) certification examination for which they are eligible within 30 day of completion of the Medical Assisting Technical Certificate program. Students are required as a part of the MEAS 260 Medical Assisting Administrative and Clinical Externship course objectives to complete and submit the application to take the exam prior to graduation.

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](http://www.aama-ntl.org) to learn more about the benefits of this highly-regarded, professional credential.

*Positive findings on a criminal background check may impact an individual's ability to obtain certification or to gain employment.*

### **Student Requirements Associated with Externship Affiliation Agreements**

Student externship experiences are arranged by program faculty and affiliation agreements obtained with 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.

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### **Criminal Background Checks and Drug Screening**

This is a statewide College policy that applies to all students enrolled in course/programs in the School of Health Science and School of Nursing.

#### **Purpose**

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

#### **Organizational Scope**

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

#### **Definitions**

*Clinical:* This term is used to also designate externship(s)/practicum(s).

*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.

*Practice-based learning:* as applicable to this policy, 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**

Criminal background checks and drug screenings will be required for all currently enrolled clinical students and newly admitted students in School of Health Sciences and School of Nursing programs. Completion of a criminal background check and drug screening are required for admission and/or clinical placement in Health and Nursing programs. The criminal background check and drug screening may be done either before enrollment in the professional courses or just prior to the first day of clinical or externship as specified by the program. Additional criminal background checks and/or drug screenings will be required in programs for students enrolled in clinical courses more than 12 months as background checks must be within 90 days of the start date of on-site learning experiences.

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. Further, additional or different requirements may apply to students in any program for which rules or regulations external to College policy exist.

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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, the College, and clinical sites will have access to the secure web-based results.

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.

The background check will include the following elements (additional elements may be added if required by the clinical site):

- 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.
- National criminal history database that includes 50-state sex offender and Office of Foreign Assets Control (OFAC) List of Specially Designated Nationals (SDN).
- Office of Inspector General (OIG)/ General Services Administration (GSA) Sanction Reports, United States Treasury, applicable state exclusion list
- Social security verification and residency report
- 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)

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- 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 co-requisite 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 printed copy of the results and a

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memorandum summarizing the rationale and action(s) taken at that time will be maintained in a secure (locked file cabinet) School of Health Sciences and School of Nursing file for seven (7) years.

## **Procedures for Determining Eligibility for Clinical Placement**

### **1. 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. Ineligibility must be documented.

### **2. Eligibility for Clinical Experiences in Campus-Based Clinical Services**

Certain School of Health Sciences and School of Nursing programs, including 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 on the results of the Criminal Background Check or Drug Screen results will be reviewed and approved by the appropriate School of Health Sciences or School of Nursing Deans and the Vice Chancellor for Academic Affairs.

#### **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 health care 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 health care worker with patient care:

1. Rape
2. Criminal deviate conduct
3. Exploitation of an endangered adult or a child

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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

Ineligibility must be documented and will be kept in the student file at their home campus.

***Physical Examination and Health Records***

A physical examination is required prior to beginning externship course(s) in order to identify health status and accommodation needs. The student's health care 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 externship institutions and the Indiana State Department of Health. Students will be required to keep immunizations and tuberculosis screening current and to provide the School of Health Sciences, Medical Assisting Program, with updated health records as necessary throughout their enrollment in the program.

**Physical Examination and Health Records**

A physical examination is required prior to enrollment in the program to identify health status and accommodation needs. The student's health care provider must complete a physical assessment to determine if the student is capable of undertaking the Essential Functions of School of Health Science Students (included on the following pages). Records of current immunization status and tuberculosis screening are required by affiliating externship institutions and the Indiana State Department of Health. Submission of the health records occurs after the student is selected for admission into the Medical Assisting program, but prior to the start of the MEAS 260 Externship course. In addition to health records submitted at the time of admission to the School of School of Health Sciences, 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.



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**Ivy Tech Community College of Indiana**  
**Frank L. Hilton, M.D., School of Nursing and School of Health Sciences**  
**Vaccination and Physical Examination Form**

**Instructions:**

- This completed and signed form, including any additional documentation must be submitted at **least four (4) weeks prior** to starting any clinical course.
- Required documentation includes immunity status, tuberculosis screening, physical examination and validation of student’s ability to perform the **Essential Functions of Nursing/Health Sciences Students**.
  - The health care provider must complete **and sign all sections as indicated**.
- It is the student’s responsibility to ensure that the form is complete and signed in all required areas prior to submission to the nursing program.

**THIS SECTION TO BE COMPLETED BY THE STUDENT**

Student Name: \_\_\_\_\_ Student ID: C \_\_\_\_\_ Date of Birth \_\_\_/\_\_\_/\_\_\_

Address: \_\_\_\_\_

Phone: Home \_\_\_ - \_\_\_ - \_\_\_ Work \_\_\_ - \_\_\_ - \_\_\_ Cell \_\_\_ - \_\_\_ - \_\_\_

Email: \_\_\_\_\_

- I understand that the information on this form or the form itself may be given to clinical affiliate sites as required for institutional accreditation.
- Qualified applicants to the School of Nursing/School of Health Sciences are expected to meet all admission criteria as well as the Essential Functions of Nursing/Health Sciences Students. Students with documented need for accommodations are to meet with the campus Disabilities Support Services Representative.
- By signing this agreement, I affirm that I meet all requirements listed below and I do not have any physical or mental limitations which would prevent me from performing the essential functions described below.

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<b>Name of Student (PRINT)</b>	<b>Student Signature</b>	<b>Date</b>
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**SECTION I: IMMUNITY STATUS**

- Documentation of immunity requires proof of immunization or serologic evidence of immunity.
  - If the initial titer is negative, vaccination according to CDC guidelines is required.
- **If the student declines one or more the following vaccinations, a *Student Vaccination Declination Form* must be completed and signed by the student and health care provider. Forms are available from the Nursing or Health Science Office.**

	Date of Vaccination(s)	Date of Titer(s) Showing Immunity if No Vaccination	If Titer Negative for Immunity, Date of Vaccination(s)
Hepatitis B #1			
Hepatitis B #2 (1 mo. following #1)			
Hepatitis B #3 (5 mo. following #2)			
Influenza (1 dose annually)		N/A	
Measles (2 doses, <b>at least</b> 4 weeks apart)	MMR 1: 2:		MMR 1: 2:
Mumps (2 doses, <b>at least</b> 4 weeks apart)			
Rubella (1 dose)			
Varicella (2 doses, <b>at least</b> 4 weeks apart)	1: 2:		1: 2:
Tetanus, Diphtheria, & Pertussis (Tdap) – (1 dose)		<b>Date of Titer(s) Below</b>	
Tetanus (Td) Booster (every 10 years after Tdap)		<b>Date of Titer(s) Below</b>	
Tetanus	<b>Date of Vaccination above</b>		
Diphtheria	<b>Date of Vaccination above</b>		
Pertussis	<b>Date of Vaccination above</b>		

**SECTION II: TUBERCULOSIS SCREENING**

- Tuberculin skin testing (TST) or other TB testing by Quantiferon TB Gold blood, T-Spot, or Xpert MTB/RIF Assay is **required**.

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- A chest x-ray is required if any test results are positive, or if the student has written documentation of a prior positive Tuberculin Skin Test or treatment for TB disease.

**TUBERCULIN SKIN (MANTOUX) TEST:**

- For students **with** a documented negative tuberculin skin test within the preceding 12 months, the last annual results may be recorded for first test and the current test must be recorded for second test. Students will be required to show proof of the original Mantoux.
- For students **without** a documented negative tuberculin skin test in the preceding 12 months, baseline tuberculin skin testing must employ a two-step method, with the second test repeated in 1-3 weeks.
- The tuberculin skin testing should be completed no earlier than 90 days prior to the first day of clinical.\*

**\*Exception: the second-step Tuberculin skin test for students in the XXX program may be given no earlier than 30 days prior to the first day of clinical.**

**FIRST TEST:**

Date given: \_\_\_/\_\_\_/\_\_\_ time: \_\_\_ Date Read: \_\_\_/\_\_\_/\_\_\_ time: \_\_\_ Results: \_\_\_ mm  
 Negative       Positive (chest x-ray required)

**PROVIDER PRINTED NAME:** \_\_\_\_\_

**PROVIDER SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**SECOND TEST:**

Date given: \_\_\_/\_\_\_/\_\_\_ time: \_\_\_ Date Read: \_\_\_/\_\_\_/\_\_\_ time: \_\_\_ Results: \_\_\_ mm  
 Negative       Positive (chest x-ray required)

**PROVIDER PRINTED NAME:** \_\_\_\_\_

**PROVIDER SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**CHEST X-RAY: (Required if Tuberculin skin test (Mantoux), Quantiferon TB Gold (QFT-GIT), T-Spot, or Xpert MTB/RIF Assay test is POSITIVE)**

Date of chest x-ray: \_\_\_/\_\_\_/\_\_\_       Normal       Abnormal

**PROVIDER PRINTED NAME:** \_\_\_\_\_

**PROVIDER SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

(References: [http://www.cdc.gov/tb/publications/factsheets/pdf/xpertmtb-rifassayfactsheet\\_final.pdf](http://www.cdc.gov/tb/publications/factsheets/pdf/xpertmtb-rifassayfactsheet_final.pdf);  
<http://www.cdc.gov/tb/topic/testing/default.htm>)

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**SECTION III: PHYSICAL EXAMINATION & ESSENTIAL FUNCTIONS OF NURSING/HEALTH SCIENCES STUDENTS**

Qualified applicants to the School of Nursing/School of Health Sciences are expected to meet all admission criteria as well as the Essential Functions for Nursing/Health Sciences Students.

*Note: Students with disabilities requiring accommodations must meet with the College Disabilities Support staff.*

**In addition to the *Essential Functions* listed below, students are expected to provide proof of the following items while enrolled in the SHS program which may include, but are not limited to:**

- annual flu shots;
- all required immunizations including Hepatitis B series;
- annual TB skin testing (Mantoux) or other documentation for positive tests per CDC guidelines; (<http://www.cdc.gov/tb/publications/factsheets/default.htm>)

Frequency: O = Occasionally (1-33%) F = Frequently (34-66%) C = Constantly (67-100%)

<b>Function</b>	<b>Program-Specific Examples</b>	<b>Frequency</b>	<b>Specify Accommodations</b>	<b>Health Care Provider Initials</b>
<b>GROSS MOTOR SKILLS</b>	Move within confined spaces Maintain balance while sitting and standing Reach above shoulders and below waist(e.g., IV poles, plug electrical appliance into wall outlets)	C		
<b>FINE MOTOR SKILLS</b>	Manipulate small objects with fingers (e.g., IV tubing, pencil, manipulate a syringe, eye dropper, write with pen or pencil) Key/type (e.g., use a computer) Twist (e.g., turn objects/knobs using hands)	C		
<b>PHYSICAL ENDURANCE</b>	Prolonged standing (e.g., at client side during surgical or therapeutic procedure) Sustain repetitive movements (e.g., CPR) Maintain physical tolerance (e.g., work entire shift)	C		
<b>PHYSICAL STRENGTH</b>	Push, pull, support and lift 50 pounds (e.g., position clients, ambulate client, pick up a child, transfer client) Move light object weighing up to 10 pounds (e.g., IV poles) Move heavy objects (transfer, transport, assist falling patients to ground) Defend self against combative client. Carry equipment/supplies	C		

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<b>Function</b>	<b>Program-Specific Examples</b>	<b>Frequency</b>	<b>Specify Accommodations</b>	<b>Health Care Provider Initials</b>
	Use upper body strength (e.g., perform CPR, physically restrain a client) Squeeze with hands (e.g., operate fire extinguisher)			
<b>MOBILITY</b>	Twist and bend Stoop/squat Move quickly (e.g., response to an emergency) Climb (e.g., ladders/stools/stairs) Walk	C		
<b>AUDITORY</b>	Hear normal speaking level sounds (e.g., person-to-person report) Hear faint voices Hear faint body sounds (e.g., blood pressure sounds, assess placement of tubes) Hear in situations when not able to see lips (e.g., when masks are used) Hear auditory alarms (e.g., monitors, timers, fire alarms, call bells)	C		

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**Student Name:** \_\_\_\_\_

<b>VISUAL</b>	<p>See objects up to 20 inches away (e.g., information on a computer screen, skin conditions)          See objects up to 20 feet away (e.g., client in a room)          See object more than 20 feet away (e.g., client at end of hall)          Use depth perception          Use peripheral vision          Distinguish color (e.g., specimens, lab reagents, color codes on supplies, charts, bed)          Distinguish color intensity (e.g., flushed skin, skin paleness)</p>	C		
<b>TACTILE</b>	<p>Feel vibrations (e.g., palpate pulses)          Detect temperature (e.g., skin solutions)          Feel differences in surface characteristics, sizes and shapes (e.g., skin turgor, rashes, palpate vein, identify body landmarks)          Detect environment temperature (e.g., check for drafts)</p>	C		
<b>OLFACTORY</b>	<p>Detect odors from client and environment (e.g., foul smelling drainage, alcohol breath, lab chemicals/reagents)          Detect smoke, gases or noxious smells etc.)</p>	C		
<b>COMMUNICATION</b>	<p>Engage in verbal, two-way communication, in English, with others of a variety of social, emotional, cultural and intellectual backgrounds (e.g., client interaction in person and via telephone, physician orders, co-workers)          Discern and interpret nonverbal communication</p>	C		
<b>EMOTIONAL STABILITY</b>	<p>Establish therapeutic boundaries          Adapt to changing environment/stress/crisis          Focus attention on task          Monitor own emotions          Handle strong emotions (e.g., grief)</p>	C		

Note: Students with disabilities requiring accommodations must meet with the College Disabilities Support staff.

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I have reviewed the student’s immunity status documentation and verified this information to be accurate, including initiation of immunization series.

**Yes**  **No**

I have reviewed results of TB screening and verify that the student is free of active tuberculosis.

**Yes**  **No**

I have reviewed the Essential Functions for Nursing/Health Sciences requirements with the student, and based on my assessment and the medical history and information provided by the patient, I have not identified any physical or mental limitations which would prevent the student from performing the essential functions described above.

**Yes**  **No**

**PROVIDER PRINTED NAME/CREDENTIALS:** \_\_\_\_\_  
(MD, DO, NP, PA)

**PROVIDER SIGNATURE:** \_\_\_\_\_

**PROVIDER PHONE:** \_\_\_\_ - \_\_\_\_ - \_\_\_\_      **DATE:** \_\_\_\_\_

*Note: Students with disabilities requiring accommodations must meet with the College Disabilities Support staff.*

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**Universal Standard Precautions**

According to the Universal Standards Rule 410 IAC 1-4 under Public Law 123-1988: "An employer shall provide training and the necessary equipment to each employee and student trainee who has duties that require the employee to have direct contact with blood or body fluids in the scope of the employee's employment." This training must include instruction in the procedures "Universal Standards" 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 training in Universal Standards 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 externship or laboratory courses accept responsibility for consistent and correct use of Universal Standard Precautions at all times.

**Confidentiality**

As part of their affiliation with externship agencies, students enrolled in externship courses are required to comply with Federal 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.

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

DO NOT DISCUSS EXTERNSHIP EXPERIENCES in any public place. Confidentiality of patients, staff, faculty and students is to be maintained at all times. Patient information or externship situations should never be discussed in public places or on social networking sites even if the patient is not referred to by name.

Photocopying of any patient records or removal of patient records from the externship facility is expressly forbidden.

Photography of any patient or externship 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.**

**Social Networking (for example Facebook and Twitter) and Cell Phone Guidelines:**

Students shall not use online social networking to harass, threaten or discriminate against other students,

Revised by Monica Bolton



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faculty, staff or any member of the public.

Text, photos, e-mails or videos that are demeaning or insulting to others may not be used/posted.

Personal information about students, faculty, staff or externship sites may not be shared on networking sites without written permission from all parties involved.

Computers and cell phones are not to be used during class or externship time for social networking, texting, e-mailing or other recreational use.

Students should be aware that information posted on these sites that violates the Guidelines for Professional Conduct outline in this handbook, may result in disciplinary action up to and including expulsion from the program. Furthermore, such violations can place the student at risk for civil and criminal penalties.

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**Medical Assisting Program Curriculum of Record**

<b>Technical Certificate (3 Semesters) – 33 Credit Hours</b>			
<b>First Semester--Prerequisites</b>			
IVYT	112	Life Skill Elective	1-3
HLHS	101	Medical Terminology	3
MEAS	109	The Professional Medical Assistant	3
MEAS	110	Intro to Clinical Practice	3
MEAS	137	Medical Insurance and Basic Coding with Computer Application	3
<b>Second Semester</b>			
MEAS	218	Pharmacology	3
MEAS	219	Medical Assisting Laboratory Techniques	3
◆ MEAS	238	Clinical I	3
◆ MEAS	239	Clinical II	3
MEAS	209	Electronic Administrative Practices	3
<b>Third Semester</b>			
♥ MEAS	260	Medical Assisting Administrative Clinical Externship 1. Capstone Course	5
<b>Associate of Applied Science (4-5 semesters) – 60 Credit Hours</b>			
TRANSFER – University of Southern Indiana			
<b>Fourth Semester</b>			
ENG	111	English	3
HUM	XXX	Humanities Course	3
MATH	123	Quantitative Reasoning Elective	3
MEAS	242	Disease Conditions	3
APHY	101	Anatomy & Physiology 1	3
APHY	102	Anatomy & Physiology 2	3
XXXX	XXX	Elective Choice	3
COMM	101	Fundamentals of Public Speaking (or)	3
COMM	102	Intro to Interpersonal Communications	3
XXXX	XXX	Elective Choice	
<b>Technical Electives – Choose (2) from the list below</b>			
CINS	101	Introduction to Microcomputers	3
CARD	205	Introduction to Electrocardiography	3
CARD	206	Advanced Electrocardiograph Technique	3
HLHS	105	Medical Law & Ethics	3
HLHS	106	Health Care Support Certifications	3
HLHS	100	Introduction to Health Careers	3
HLHS	111	Health and Wellness for Life	3
HLHS	118	Diversity in Health Care	3

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HLHS	211	Nutrition	3
MEAS	203	Advanced Insurance Coding	3
MEAS	204	Advanced Insurance Claims	3
MEAS	215	Advanced Medical Terminology	3
MEAS	221	Seminar I	1
MEAS	227	Medical Office Management	3
MEAS	240	Advanced Clinical Procedures	3
MEAS	272	Spanish for Healthcare Providers	3
MEAS	274	Nutrition and Disease	3
MEAS	275	Sign Language for Health Care I	3
MEAS	276	Sign Language for Health Care II	3
MEAS	299	CMA Comprehensive Review	3
PHLB	212	Phlebotomy	3
APHY	201	Advance Human Physiology	4
BIOL	201	General Microbiology	4
BIOL	211	Microbiology I	3
CHEM	101	Introductory Chemistry I	3
CHEM	111	Chemistry I	4
♦ Enroll in courses concurrently    ♥ Enroll in courses concurrently    • Capstone Course			

**Entrance into the Medical Assisting Program requires that students be college ready. A student will be college ready after s/he has met the criteria for Accuplacer scores and all Skills Advancement courses.**

***FOR MORE TRANSFER INFORMATION GO TO [www.transferin.net](http://www.transferin.net).***

**Educational Curriculum/Competencies**

See **Appendix A** of this handbook for a document titled “Appendix B: Core Curriculum for Medical Assistants”. This document is prepared by the Medical Assisting Education Review Board (MAERB), and the Medical Assisting program incorporates the knowledge base, skills, and behavior competencies into the curriculum.

**Course Descriptions**

Official college-wide Course Outlines of Record (COR) are available on the College Web site. In addition to course number, title, credit and contact hours, the COR includes the prerequisite and co-requisite requirements, the catalog description, major learning objectives, and a topics list.

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**MA PROGRAM COURSE CONTACT HOURS**

**Lecture:** 1 credit = 1 contact hr   **Lab:** 1 credit = 2 contact hrs   **Externship:** 1 credit = 5 contact hrs

Course No.	Course Name	Credits	Total Semester Contact Hours		
			Lecture	Lab	Clinical/ Externship
APHY 101	Anatomy & Physiology I	3	32	32	0
APHY 102	Anatomy & Physiology II	3	32	32	0
COMM 101 Or COMM 102	Fundamentals of Public Speaking Or Introduction to Interpersonal Communications	3	48	0	0
ENGL 111	English Composition	3	48	0	0
XXXX XXX	Humanities/Social & Science Behavioral	3	48	0	0
HLHS 101	Medical Terminology	3	48	0	0
IVYT 112	Student Success Elective	1	16	0	0
MEAS 109	The Professional Medical Assistant	3	48	0	0
MEAS 110	Introduction to Clinical Practice	3	32	32	0
MEAS 137	Medical Insurance and Basic Coding	3	32	32	0
MEAS 209	Electronic Administrative Practices	3	32	32	0
MEAS 218	Pharmacology	3	48	0	0
MEAS 219	Medical Assisting Laboratory Techniques	3	16	48	0
MEAS 238	Clinical I	3	32	32	0
MEAS 239	Clinical II	3	32	32	0
MEAS 260	Medical Assisting Administrative & Clinical Externship	5	40	0	200

## HEALTH CAREERS – DEPARTMENT OF LABOR

According to the U.S. Department of Labor, individuals enrolled in health care career programs can anticipate solid growth in health care related field across a broad spectrum of professions. The table below provides information across several health care fields. Take note of the information directly related to the medical assisting profession (shaded cell).

Profession	Minimum Education	Anticipated Median Salary - INDIANA (2009)	Projected Growth 2008-2018
Electrocardiography Technician	Certificate	\$20.61/Hour \$42,900/Year	More than 20% (High Growth)
Pharmacy Technician	Certificate	12.85/Hour \$26,700/Year	More than 20% (High Growth)
Emergency Medical Technician (EMT)	Certificate	\$10.85/Hour \$22,600/Year	Approx. 7% - 13% (Average Growth)
Paramedic Science	Associate's Degree	\$13.72/Hour \$28,500/Year	
Certified Nursing Assistant (CNA)	Certificate	\$11.17/Hour \$23,200/Year	Approx. 14% - 19% (Faster than Average Growth)
Qualified Medication Aid (QMA)	Certificate	\$12.99/Hour \$27,000/Year	Approx. 14% - 19% (Faster than Average Growth)
Massage Therapists	Certificate	\$15.39/Hour \$32,000/Year	Approx. 14% - 19% (Faster than Average Growth)
Phlebotomist	Certificate	\$12.55/Hour \$26,100/Year	Approx. 14% - 19% (Faster than Average Growth)
Registered Nurse (RN)	Associate's Degree	\$27.12/Hour \$56,400/Year	More than 20% (High Growth)
Licensed Practical Nurse (LPN)	Certificate	\$17.99/Hour \$37,400/Year	More than 20% (High Growth)
Imaging Science / Radiologic Technologist	Associate's Degree	\$24.18/Hour \$50,300/Year	Approx. 14%-19% (Faster than Average Growth)
Dental Assistant	Technical Certificate	\$16.18/Hour \$33,700/Year	More than 20% (High Growth)
Dental Hygiene	Associate's Degree	\$31.65/Hour \$65,800/Year	More than 20% (High Growth)
Health Information Technologist	Associate's Degree	\$15.52/Hour \$32,300/Year	More than 20% (High Growth)
<b>Medical Assistant (2015)</b>	<b>Technical Certificate</b>	<b>\$14.71/Hour \$30,590/Year</b>	<b>More than 14% or higher (Much Faster than Average)</b>
Medical Laboratory Technician	Associate's Degree	\$17.75/Hour \$36,900/Year	Approx. 7% - 13% (Average Growth)
Physical Therapy Assistant	Associate's Degree	\$24.25/Hour \$50,400/Year	More than 20% (High Growth)
Respiratory Care Technologist	Certificate	\$23.77/Hour \$49,400/Year	More than 20% (High Growth)
Surgical Technologist	Associate's Degree	\$18.72/Hour \$38,900/Year	More than 20% (High Growth)

Note: Data obtain from the U.S. Department of Labor. For the most recent information, visit: [www.onetonline.org](http://www.onetonline.org)  
Pay ranges vary based upon location, including but not limited to state and city.

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**Dosage Calculation Competency Exam Policy**

Calculating medication dosages accurately are necessary competencies in the Medical Assisting Program. There will be a medication calculation exam in the following classes. Below are the guidelines for this policy.

**MEAS 218:** The proficiency criteria for this level are set at 85%; the student will have three attempts to meet this criteria. If the student does not pass the dosage calculation competency with an 85% by the third attempt, the student will receive a failing grade for MEAS 218.

**MEAS 260:** The proficiency criteria for this level are set at 85%; the student will have three attempts to meet this criteria. If the student does not pass the dosage calculation competency with an 85% by the third attempt, the student will receive a failing grade for MEAS 260. Students may not attend their externship site until the proficiency criteria has been met. The student must pass this competency by the end of the first week of this class.

Students are allowed to use non-programmable calculators for the dosage calculation competency and are expected to show their work for each problem (calculator available in college bookstore).

**Capstone Course**

MEAS 260 is the Capstone Course in the Medical Assisting, Associate of Applied Science (TC) Program. Students are enrolled in the MEAS 260 course by approval of the Program Chair. The total number of hours students are required to spend at their assigned externship site is 200. Students *receive no compensation* for their externship hours.

**E-mail**

Each student has an Ivy Tech e-mail address via the Campus Connect college portal. Since departments and instructors will be communicating with students via their college e-mail account, it is important that students can access the account without difficulty. Student use of their Ivy Tech e-mail is mandatory. Students who do not use their accounts will miss information from Medical Assisting faculty and the College that is vital to their success. Official College notices and helpful information will be provided to students through their Ivy Tech e-mail. Ivy Tech will use College e-mail to notify students of changes in their accounts, in their courses, and in College policies and procedures. Students are responsible for the information and notices that are sent to them via their assigned e-mail accounts. It is highly recommend that students set their web browser to Campus Connect and check their account every day.

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**ASSOCIATE OF APPLIED SCIENCE DEGREE IN MEDICAL ASSISTING**

The Evansville campus also offers an Associate of Applied Science degree (AAS) in Medical Assisting. The AAS degree currently requires a total of 60 credits, consisting of an additional 15 credits above the required 45 for the Technical Certificate program. The additional credits required includes: COMM 101 or COMM 201, a MATH 1XX course; MEAS 242 Disease Conditions, and two additional courses selected from a previously determined list of program elective courses. Students who are interested in completing the AAS degree should make an appointment with their Medical Assisting Faculty Advisor to develop an academic plan.

Students do not have to complete the AAS degree in order to apply to take the CMA (AAMA) certification exam; only successful completion of the Technical Certificate program is required to apply to take the exam.

**Uniform Policy**

Students are required to be in uniform for all technical, clinical and laboratory classes, beginning the first day of class. This includes all MEAS course titles. **Any student not in uniform will be warned once and not be admitted to class the second time.** Students should understand that they are representing the college when in uniform so discretion is advised.

**Proper uniform includes:**

The following items must be obtained from Ivy Tech Book Store:

**Medical Assisting Students**

**Female**

**2-Pairs Royal Blue Scrub Pants**  
**2 – Royal Blue/Peacock Scrub Shirts**  
**1 – White Lab Coat #7535**

**Male**

**2 – Pairs Royal Blue Scrub Pants**  
**2 – Royal Blue Scrub Shirts**  
**1 – White Lab Coat #7535**

**The following items must be obtained from Ivy Tech Community College of Indiana:**  
1-Student Identification Card and badge buddy (Can be obtained from Admissions during the first week of class.)

**Ivy Tech Community College respects dress codes based on cultural and/or religious beliefs.**

**Student(s) needing special request should contact the instructor and/or Program Chair.**

**Students are required to be in full uniform (including ALL miscellaneous dress code guidelines) for all lab classes, field trips, health fairs, clinical (lecture & lab), and externships. Barrier precautions will be used in the laboratory class based on anticipated exposure.**

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**Medical Assisting PROPER full uniform and professional appearance includes:**

- Royal blue scrub pants —MUST always be pressed
- Blue/Peacock scrub shirt—MUST always be pressed
- Lab coat—MUST always be pressed
- White or flesh-colored undergarments—NO bikini style
- Regular hose (white-optional) – plain, or clean white socks above ankle
- White or black shoes kept clean with clean shoe laces (closed toe, back)—NO clogs, NO canvas or mesh
- Student name tag and badge
- Hair – clean and tied back away from the face and off the collar per OSHA standards
- Fingernails – short and clean (1/4 inch recommended)—NO artificial nails/ tips, ONLY clear polish (clinical students only)
- Personal stethoscope
- Personal blood pressure cuff (clinical students only)
- Watch with second hand—NO digitals (clinical students only)
- Calculator (clinical students only)

**Comfort in the classroom:**

- If you are typically cold in the classroom, you can wear a long-sleeve white/flesh colored shirt under the uniform shirt.
- Coats or jackets over the uniform are NOT permitted.
- Bulky sweaters or sweatshirts on or under the uniform shirt are NOT permitted.

**Personal Grooming – Applies to ALL students**

- Non-oily clean hair, neatly arranged or tied back hair (off the face and collar)
- Washed face with light make-up
- Personal hygiene that includes regular bathing
- Use of deodorant products
- Regular brushing of teeth
- Fragrance free (NO perfumes or strong scented body lotions)

**Not Permitted:**

- Jewelry except one pair tiny earrings (no hoops), exception for 1 wedding ring
- Visible body jewelry (nose, eyelid, exposed skin)
- Visible tattoos or body art (All tattoos MUST be completely covered with a form fitting long sleeve)
- Bracelets; Necklaces
- No rips and tears on the hem of pants; pants should reach the shoe, but not touch the floor
- Do not roll down the waist of your pants/ skirt to make them appear “low rise”
- Colored or striped gym shoes or clogs
- No long fingernails, nail jewelry, or acrylic nails
- Coats or jackets over the uniform shirt
- Bulky sweaters or sweatshirts on or under the uniform shirt
- Canvas tennis shoes or tennis shoes with athletic stripes or styles, or mesh
- Fragrances



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**Professional Conduct**

The following list is considered the minimum for professional conduct in all MEAS courses. This includes externship sites and off-campus excursions.

- Maintain a dignified, courteous and professional attitude and manner at all times.
- Demonstrate behavior that reflects integrity, supports objectivity, displays a positive attitude, and fosters trust in the profession and health care in general.
- Establish good rapport with classmates, instructors, staff, medical personnel at externship site and patients.
- Foul and offensive graphic language is prohibited.
- Refrain from divulging confidential information regarding any patient or family.
- Provide care without discrimination on any basis, with respect for the rights and dignity of all individuals.
- Be accountable for all personal actions. Concealing mistakes is a grievous matter.
- Be directly responsible to the instructor when in the clinical area and recognize professional limitations.
- Report unsafe practice or conditions to instructor/ externship site coordinator immediately.
- Request permission from instructor/ externship site coordinator before leaving assigned area or entering an unassigned area.
- Contact instructor/externship/practicum site coordinator or Program Chair if:
  - Any unusual situations, accidents, or medication errors occur. Anyone is likely to make a mistake at some time or another. In most instances, it can be remedied (if known immediately). Delay might prove fatal.
  - The student sustains any needle stick or other potential exposure to blood or body fluid of a client. The student is responsible for follow-up care.
  - The student has an uncertainty about the condition of any patient in their care.
- Refrain from eating, drinking and gum chewing while caring for patients or participating in lab activities.
- Smoking in uniform is strongly discouraged.
- Refrain from the use, possession, or distribution of alcoholic beverages and drugs on campus. This extends to student assignments at externship sites. Persons appearing on campus or at externship while under the influence of alcoholic beverages, narcotics, and other dangerous drugs, except as expressly permitted by law, will be subject to disciplinary and/ or legal action.
- Cell phones and pagers are prohibited while in class and at externship sites.
- At all times be considerate to your classmates and your instructor.
- No food or beverage is allowed in Medical Assisting Clinical or Lab classes.
- If you make a mess of any kind, please clean up after yourself.
- Come to class on time and be ready to actively participate.
- Talking with classmates during class is disturbing and discourteous to everyone. Refrain from “private” conversations in a MEAS course or lab. This is a distraction to the instructor and other students.
- Remember that faculty will dismiss; do not prepare to leave early. Leaving early should be discussed with the instructor in advance.

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**AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS (AAMA)**

Students have an opportunity to join the AAMA. Applications will be available during the first semester of the program. Applications can be found online at <http://www.aama-ntl.org/>.

**MEA Delta**

All students entering MEAS 109 The Professional Medical Assistant and/ or MEAS 110 Introduction to Clinical Practice may volunteer and become a member of the organization before their admittance to clinical courses, if they so choose.

The AAMA (American Association of Medical Assistants) is a professional certifying organization that promotes the professional identity and stature of the medical assisting profession. The AAMA has three levels: national, state and local.

The state level is known as ISMA (Indiana Society of Medical Assistants).

The MEA Delta Organization is a student group that acts as an extension of the local chapter. This student group is designed for students who are planning a career in medical assisting. Student groups provide opportunities to exchange information with members of the medical community, to explore various career opportunities, to develop leadership skills, to render community service and to interact with Certified Medical Assistants.

If you have any questions regarding the student organization known as MEA Delta Organization, please do not hesitate to contact Monica Bolton @ [mbolton12@ivytech.edu](mailto:mbolton12@ivytech.edu) the faculty advisor.

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**Estimated Costs for the Medical Assisting Program**

<b>Item</b>	<b>MEAS Program</b>
<b>Tuition</b>	<b>In state: \$145.01/credit hour as of Fall 2019</b>
	<b>Out of State face to face: \$283.69/credit hour Out of State Online Class: \$170.06/credit hour</b>
<b>Technology Fee</b>	<b>\$75.00 per semester (additional \$20 per credit hour for hybrid)</b>
<b>Lab Pack</b>	<b>EST \$120.00 Variable based on course</b>
<b>Books</b>	<b>EST 1500.00 Variable based on course</b>
<b>Physical Exam &amp; Immunizations</b>	<b>Variable based on Provider</b>
<b>CPR Certification</b>	<b>\$10 If taken in conjunction with HLHS course, included in the cost of tuition</b>
<b>Background Check &amp; Drug Screen Certified Background Check</b>	<b>EST \$99.90</b>
<b>Uniforms and Other Supplies</b>	<b>EST \$300.00</b>
<b>Capstone Fee</b>	<b>\$20.00</b>
<b>Certification Exam</b>	<b>Included in the cost of tuition</b>
<b>TB Validation Fee</b>	<b>EST \$30.00</b>
<b>Graduation Expenses (Cap &amp; Gown)</b>	<b>EST \$75.00</b>

Note: All costs are estimated and subject to change without notice.

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## **Externship/Practicum Guidelines**

### **Program Description**

The Externship/Practicum is an integral part of the Medical Assistant curriculum at Ivy Tech Community College of Indiana. This program provides the student with on-the-job experience in selected physicians' offices and health care facilities. During an externship/practicum, the student will perform many of the duties of a Medical Assistant and will earn credit for this work.

During this program, the student participates in a balanced practicum in both administrative and clinical work under the supervision and evaluation of qualified medical personnel and the general supervision and evaluation of the school staff.

Along with providing practical experience that complements classroom studies, the externship program enables the student to gain a better perspective of self, career development, interests, and potential.

### **Basic Requirements**

After successfully completing all requirements for the academic phase of the Medical Assistant Program, the student shall fulfill the following basic requirements to complete the Externship Program:

- Complete the contracted hours at the assigned externship site;
- Have a review and rotation sequence of practical experience, including an opportunity to perform, under supervision, various clinical and administrative procedures;
- Submit a weekly report in a timely method to the Medical Assistant externship instructor or coordinator;
- Assure that the Medical Assistant externship instructor or coordinator receives written evaluations of the student from the externship office at least twice during the externship period—at midpoint and the end of the rotation, on the assigned dates;
- Submit a final report of the externship experience;
- Complete all other assignments;
- Successfully complete both the administrative and clinical components of the externship program; and any student who is requested, by an authorized representative of the clinical/externship/internship site not to return to that site due to unacceptable behavior or performance, will receive an 'F' for the course.

### **Role of the Externship/Practicum Coordinator**

The Medical Assisting Externship Coordinator must work effectively with students and the cooperating facilities to help promote a successful externship experience. The Coordinator is responsible for assuring that the activities assigned to students in the clinical setting are educational and include an opportunity to perform various clinical and administrative procedures under supervision. The practicum coordinator must:

- 1) select and approve appropriate practicum sites.
- 2) provide orientation for the on-site supervisors.
- 3) provide oversight of the practicum experience.
- 4) ensure appropriate and sufficient evaluation of student achievement in the practicum experience.

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## **Practicum**

- a) An unpaid, supervised practicum of at least 160 contact hours in an ambulatory healthcare setting, demonstrating the knowledge, skills, and behaviors of the MAERB Core Curriculum in performing clinical and administrative duties, must be completed prior to graduation.
  
- b) On-site supervision of the student must be provided by an individual who has knowledge of the medical assisting profession.

*The program should ensure that the practicum experience and instruction of students are meaningful and parallel in content and concept with the material presented in lecture and laboratory sessions. Sites should afford each student a variety of experiences.*

*The program should ensure that all applicable cognitive objectives and psychomotor and affective competencies be achieved prior to the start of any practicum.*

## ***Placement***

1. Make definite arrangements to ensure an externship for each student.
2. Acquaint the supervising physician and staff with their responsibilities and with the extent of the students' training.
3. Visit each externship facility to ascertain the appropriateness of the setting.

## ***Externship/Practicum***

1. Visit the facility to observe the student's progress and deal with any problems.
2. Review weekly student reports.
3. Receive evaluations from externship office and counsel students concerning their progress.

## ***Follow-Up***

1. Interview each student and share the overall evaluation.
2. Conduct the final seminar.
3. Assign final grade to student based on participation, reports, and evaluations.

## **Role of the Externship Site Medical Personnel**

The physician(s) in the externship office must be cognizant of the responsibilities toward the education of the medical assisting extern and be willing to devote time assuring that the student receives a broad exposure to all facets of the practice.

A competent medical assistant or other competent staff member must be capable of guiding, evaluating, and supervising the student in training within the office. The Medical Assistant externship instructor or coordinator should be concerned with the student in terms of performance of personal adjustment. Please keep in mind that the student has "entry-level" skills and, with additional practice at the externship facility, should become more proficient.

All employees must be aware that their humane and considerate treatment of patients sets an example for student attitudes and behaviors.

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***Placement***

1. Agrees to participate in the externship program.
2. Cooperates with the program externship instructor or coordinator prior to the placement of the students.
3. Interviews the prospective student, if required by the facility.

***Externship/Practicum***

1. Directs, observes, and evaluates students.
2. Teaches new skills to the student.
3. Receives a visit from the externship instructor or coordinator, who will observe and review the student's performance.

***Follow-Up***

1. Write mid and final evaluation of student's performance.
2. Affirm interest in future participation.

***Compensation***

1. The medical assistant student will not receive any pay for this period of externship. This is a learning experience for the student and is as important as the time spent in the classroom. No student will be placed in an office in lieu of regular office help, but is there to learn by observing and to practice under supervision.

**Role of the Medical Assisting Externship Student**

The student has a responsibility to devote time, effort, and ability to ensure that the externship is a learning experience which leads to professional competence and excellence. This requires initiative, responsibility, and an eagerness to accept and learn from self-evaluation and the evaluations of others.

***Placement***

1. Take the initiative in making contact with the prospective facility once assigned.
2. Interview with potential supervising medical personnel.
3. Ensure appropriate paperwork and forms are turned in in a timely fashion.

***Externship/Practicum***

1. Work the contracted hours at the designated facilities.
2. Submit weekly and final reports and other completed assignments in a timely manner.
3. Assure that the Program receives written evaluations of the student from the externship office.

***Follow-Up***

1. Evaluation of externship/practicum experience.
2. The medical assistant student will report/discuss externship experiences with the Externship Coordinator.

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**GUIDELINES FOR A SUCCESSFUL EXTERNSHIP/Practicum**

1. **Always** be punctual.
2. **Never** ask to leave early.
3. If you are uncertain about doing a procedure, ask the staff to review the procedure before doing it on your own.
4. If you are unsure of anything, ask the staff or the physician. Never ask questions in front of the patient.
5. It is better to ask questions and be sure, than make a mistake.
6. Staff members know that you are at the facility in an entry-level position. They are expecting you to inquire about many things.
7. Do your best to cooperate and to help achieve harmony at the externship site and other rotations.
8. **Keep busy!** There is always something to do in a physician's office.
9. Never address the Doctor by his first name.

**Remember:**

**You are constantly being evaluated** on your externship and that your final grade will reflect any infractions of the regulations.

Be aware that every affiliation has a copy of the school's regulations and is under contract to the College.

**It will be necessary at times for your instructor to adjust class times for scheduled Guest lecturers, health fairs, or clinics. It is expected that you will adjust your schedules accordingly.**

**Most Important:**

Your first reference for future employment will be from your externship/practicum facility. It is also possible to be hired at the externship/practicum facility in which you have been placed; it is very important that you do your best, as your future will depend on your successful completion of the Externship Program.

**Specifics of the Medical Assistant Externship/practicum Program**

1. Upon successful completion of all academic requirements, each student will be placed on an externship for 16 hours during the week, for a total of 200 hours in the semester.
2. The Program externship/practicum instructor or coordinator is responsible for evaluating and approving the extern facility.
3. The Program externship/practicum instructor or coordinator will make arrangements to ensure an appropriate externship for each student.
4. Once placed, no change in placement is permitted without the express approval of the Medical Assistant externship/practicum instructor or coordinator. Request for change may be initiated by the supervising medical personnel, based on the student's performance and personal adjustment. A change of externship facilities may be based on the adequacy of the externship/practicum experience at selected facility. This change will be made at the discretion of the Medical Assistant externship/practicum instructor or coordinator.
5. Students are required to submit weekly reports of their daily experiences. These reports will be submitted in class.

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6. The supervising medical personnel will write weekly evaluations of the student's total performance.
7. The Medical Assisting Externship/practicum Coordinator has the final responsibility for evaluation of the student's total performance.
8. Students will arrange a personal interview with the Medical Assistant Externship/practicum Coordinator for an evaluation of their externship experiences.
9. Failure of the student to comply with these requirements may jeopardize their success in the Medical Assistant Program.

### **Attitude**

1. The student's personal life, academic life, and/or any personal problems associated with the above should never be discussed during the externship/practicum assignment.
2. Be polite, pleasant, and helpful during each rotation. The staff members are giving up their valuable time to instruct you during their working day. Learn everything you can and return the time by working every minute of the day.

### **Telephone Calls**

1. Personal telephone calls are not permitted at the externship/practicum site.
2. Only emergency telephone calls may be received at the externship/practicum site. Those emergency calls should be brief.
3. No cell phones or pagers are allowed at the site unless special permission granted from instructor due to special circumstances.

### **Visitors**

Under NO circumstances are visitors allowed at the externship/practicum site.

### **Patient Confidentiality**

1. All information must be closely guarded.
2. Never discuss patient information outside the office.
3. Never talk about a patient with other people close by.
4. Never acknowledge a patient outside of the office unless they acknowledge you first. Never discuss their health outside of the office.
5. Under no circumstances may you divulge patient information to family, friends, or acquaintances, even if the patient is a member of your family.
6. All students must sign the Confidentiality Statement.

### **X-Rays**

Under NO circumstances is a medical assistant authorized to take x-rays.

### **Grade Infractions**

The following infractions will cause a loss of grade **or** possible dismissal from the Externship



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Program:

1. Not wearing the Ivy Tech Medical Assisting Program uniform;
2. Dirty uniform or shoes;
3. Failure to wear a name tag;
4. Not notifying the school or externship site of an absence, tardy, or dismissal;
5. Failure to notify the school of a change in the externship site's office hours;
6. A supervisor severely reprimanding a student for any reason;
7. Infraction from rules in student handbook;
8. Loss of externship/practicum facility renewal because of poor performance or other problems, and/or
9. Extern/practicum site asked to have student removed.

### **Grading Criteria**

Academic credit will be granted on the basis of satisfactory performance determined by

1. Attendance and punctuality at externship site/ classroom;
2. Professional competence of performance;
3. Appearance;
4. Facility's evaluations;
5. Externship/practicum report;
6. Completion of assignments; and
7. Successful fulfillment of all requirements of the program.

### **Standard Precautions**

If you are doing clinical procedures that involve body fluids, you must follow **STANDARD PRECAUTIONS** at all times...in the classroom, externship/practicum, or at any job.

### **Student Handbook Rules**

All behavior rules found in the student handbook are also applicable for externship.

### **Change of Externship/practicum Office Hours**

Occasionally, an externship/practicum site will reschedule their hours because the staff is attending a seminar, the physician is closing the office because of a death in the family, etc. Rescheduling may also occur due to student illness. If the student for some reason must change scheduled hours, the Externship Coordinator **must** be informed.

### **Transportation**

All transportation to externship sites and off campus field trips, etc. is the sole responsibility of the student.

### **Externship Site Problem/Issue**

Any student experiencing a problem/issue at their externship site must call the Externship Coordinator immediately. Most problems can be solved, but only if your instructor is aware of the situation.

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**Ancillary Notes**

Each externship site will be visited a minimum of twice during the semester by the Externship Coordinator or another authorized individual. The visit is for observation of the student and discussion with the site coordinator to determine the performance of the student.

After the evaluations are reviewed by the instructor, the results will be shared with each student individually.

All students on externship will need to have a current Mantoux TB test.

If a student is asked to be removed from a site for misconduct, etc., the student will automatically fail externship/practicum.

All missed externship/practicum time must be made up and the PC notified.

Students will receive no financial remuneration for hours scheduled as externship/practicum experience.

Students are not used to act in the capacity of unsupervised employees as replacements for employees who are absent from work due to vacation, illness, etc.

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**APPENDIX A**

“Appendix B: Core Curriculum for Medical Assistants”

*The following document was prepared by the Medical Assisting Education Review Board (MAERB) and has been copied from the MAERB’s website.*

**Appendix A  
Core Curriculum for Medical Assistants  
Medical Assisting Education Review Board (MAERB)  
2015 Curriculum Plan**

Medical assistants graduating from programs accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) will demonstrate critical thinking based on knowledge of academic subject matter required for competence in the profession. They will incorporate the cognitive knowledge in performance of the psychomotor and affective domains in their practice as medical assistants in providing patient care.

<b>FOUNDATIONS FOR CLINICAL PRACTICE</b>
<b>Content Area I-IV</b>
<b>Content Area I: Anatomy &amp; Physiology</b>
<b>Cognitive (Knowledge)</b>
<b>I. C Anatomy &amp; Physiology</b>
1. Describe structural organization of the human body
2. Identify body systems
3. Describe: <ul style="list-style-type: none"> <li>a. body planes</li> <li>b. directional terms</li> <li>c. quadrants</li> <li>d. body cavities</li> </ul>
4. List major organs in each body system
5. Identify the anatomical location of major organs in each body system
6. Compare structure and function of the human body across the life span
7. Describe the normal function of each body system
8. Identify common pathology related to each body system including: <ul style="list-style-type: none"> <li>a. signs</li> <li>b. symptoms</li> <li>c. etiology</li> </ul>
9. Analyze pathology for each body system including: <ul style="list-style-type: none"> <li>a. diagnostic measures</li> <li>b. treatment modalities</li> </ul>
10. Identify CLIA waived tests associated with common diseases

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11. Identify the classifications of medications including: <ol style="list-style-type: none"> <li>a. indications for use</li> <li>b. desired effects</li> <li>c. side effects</li> <li>d. adverse reactions</li> </ol>
12. Identify quality assurance practices in healthcare
13. List principles and steps of professional /provider CPR
14. Describe basic principles or first aid as they pertain to the ambulatory healthcare setting
<b>Psychomotor (Skills)</b>
<b>I.P Anatomy &amp; Physiology</b>
1. Measure and record: <ol style="list-style-type: none"> <li>a. Blood pressure</li> <li>b. Temperature</li> <li>c. Pulse</li> <li>d. Respirations</li> <li>e. Height</li> <li>f. Weight</li> <li>g. Length (infant)</li> <li>h. Head circumference</li> <li>i. Pulse oximetry</li> </ol>
2. Perform: <ol style="list-style-type: none"> <li>a. Electrocardiography</li> <li>b. Venipuncture</li> <li>c. Capillary puncture</li> <li>d. Pulmonary function</li> </ol>
3. Perform patient screening using established protocols
4. Verify the rules of medication administration: <ol style="list-style-type: none"> <li>a. right patient</li> <li>b. right medication</li> <li>c. right dose</li> <li>d. right route</li> <li>e. right time</li> <li>f. right documentation</li> </ol>
5. Select proper sites for administering parenteral medication
6. Administer oral medications
7. Administer parenteral (excluding IV) medications
8. Instruct and prepare a patient for a procedure or a treatment
9. Assist provider with a patient exam
10. Perform a quality control measure
11. Obtain specimens and perform: <ol style="list-style-type: none"> <li>a. CLIA waived hematology test</li> <li>b. CLIA waived chemistry test</li> <li>c. CLIA waived urinalysis</li> <li>d. CLIA waived immunology test</li> </ol>

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e. CLIA waived microbiology test
12. Produce up-to-date documentation of provider/professional level CPR
13. Perform first aid procedures for <ul style="list-style-type: none"> <li>a. bleeding</li> <li>b. diabetic coma or insulin chock</li> <li>c. fractures</li> <li>d. seizures</li> <li>e. shock</li> <li>f. syncope</li> </ul>
<b>Affective (Behavior)</b>
<b>I.A Anatomy &amp; Physiology</b>
1. Incorporate critical thinking skills when performing patient assessment
2. Incorporate critical thinking skills when performing patient care
3. Show awareness of a patient’s concerns related to the procedure being performed
<b>Content Area II: Applied Mathematics</b>
<b>Cognitive (Knowledge)</b>
<b>II.C Applied Mathematics</b>
1. Demonstrate knowledge of basic math computations
2. Apply mathematical computations to solve equations
3. Define basic units of measurement in: <ul style="list-style-type: none"> <li>a. the metric system</li> <li>b. the household system</li> </ul>
4. Convert among measurement systems
5. Identify abbreviations and symbols used in calculating medication dosages
6. Analyze healthcare results as reported in: <ul style="list-style-type: none"> <li>a. graphs</li> <li>b. tables</li> </ul>
<b>Psychomotor (Skills)</b>
<b>II.P Applied Mathematics</b>
1. Calculate proper dosages of medication for administration
2. Differentiate between normal and abnormal test results
3. Maintain lab test results using flow sheets
4. Document on a growth chart
<b>Affective (Behavior)</b>
<b>II.A Applied Mathematics</b>
1. Reassure a patient of the accuracy of the test results
<b>Content Area III: Infection Control</b>
<b>Cognitive (Knowledge)</b>
<b>III.C Infection Control</b>
1. List major types of infectious agents
2. Describe the infection cycle including: <ul style="list-style-type: none"> <li>a. the infectious agent</li> <li>b. reservoir</li> <li>c. susceptible host</li> <li>d. means of transmission</li> <li>e. portals of entry</li> <li>f. portals of exit</li> </ul>

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3. Define the following as practiced within an ambulatory care setting: a. medical asepsis b. surgical asepsis
4. Identify methods of controlling the growth of microorganisms
5. Define the principles of standard precautions
6. Define personal protective equipment (PPE) for: a. All body fluids, secretions and excretions b. Blood c. Non intact skin d. Mucous membranes
7. Identify Centers for Disease Control (CDC) regulations that impact healthcare practices
<b>Psychomotor (Skills)</b>
<b>III.P Infection Control</b>
1. Participate in bloodborne pathogen training
2. Select appropriate barrier/personal protective equipment (PPE)
3. Perform handwashing
4. Prepare items for autoclaving
5. Perform sterilization procedures
6. Prepare a sterile field
7. Perform within a sterile field
8. Perform wound care
9. Perform dressing change
10. Demonstrate proper disposal of biohazardous material a. sharps b. regulated wastes
<b>Affective (Behavior)</b>
<b>III.A Infection Control</b>
1. Recognize the implications for failure to comply with Center for Disease Control (CDC) regulations in healthcare settings
<b>Content Area IV: Nutrition</b>
<b>Cognitive (Knowledge)</b>
<b>IV.C Nutrition</b>
1. Describe dietary nutrients including: a. carbohydrates b. fat c. protein d. minerals e. electrolytes f. vitamins g. fiber h. water
2. Define the function of dietary supplements
3. Identify the special dietary needs for: a. Weight control b. Diabetes

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<ul style="list-style-type: none"> <li>c. Cardiovascular disease</li> <li>d. Hypertension</li> <li>e. Cancer</li> <li>f. Lactose sensitivity</li> <li>g. Gluten-free</li> <li>h. Food allergies</li> </ul>
<b>Psychomotor (Skills)</b>
<b>IV.P Nutrition</b>
1. Instruct a patient according to patient’s special dietary needs
<b>Affective (Behavior)</b>
<b>IV.A Nutrition</b>
1. Show awareness of patient’s concerns regarding a dietary change
<b>APPLIED COMMUNICATIONS</b>
<b>Content Area V</b>
<b>Cognitive (Knowledge)</b>
<b>V.C Concepts of Effective Communication</b>
1. Identify styles and types of verbal communication
2. Identify types of nonverbal communication
3. Recognize barriers to communication
4. Identify techniques for overcoming communication barriers
5. Recognize the elements of oral communication using a sender-receiver process
6. Define coaching a patient as it relates to: <ul style="list-style-type: none"> <li>a. Health maintenance</li> <li>b. Disease prevention</li> <li>c. Compliance with treatment plan</li> <li>d. Community resources</li> <li>e. Adaptations relevant to individual patient needs</li> </ul>
7. Recognize elements of fundamental writing skills
8. Discuss applications of electronic technology in professional communication
9. Identify medical terms labeling the word parts
10. Define medical terms and abbreviations related to all body systems
11. Define the principles of self-boundaries
12. Define the patient navigator
13. Describe the role of the medical assistant as a patient navigator
14. Relate the following behaviors to professional communication: <ul style="list-style-type: none"> <li>a. Assertive</li> <li>b. Aggressive</li> <li>c. Passive</li> </ul>
15. Differentiate between adaptive and non-adaptive coping mechanisms
16. Differentiate between subjective and objective information
17. Discuss the theories of: <ul style="list-style-type: none"> <li>a. Maslow</li> <li>b. Erikson</li> <li>c. Kubler-Ross</li> </ul>
18. Discuss examples of diversity: <ul style="list-style-type: none"> <li>a. Cultural</li> </ul>



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<ul style="list-style-type: none"> <li>b. Social</li> <li>c. Ethnic</li> </ul>
<b>Psychomotor (Skills)</b>
<b>V.P Concepts of Effective Communication</b>
1. Use feedback techniques to obtain patient information including: <ul style="list-style-type: none"> <li>a. Reflection</li> <li>b. Restatement</li> <li>c. Clarification</li> </ul>
2. Respond to nonverbal communication
3. Use medical terminology correctly and pronounced accurately to communicate information to providers and patients
4. Coach patients regarding: <ul style="list-style-type: none"> <li>a. Office policies</li> <li>b. Health maintenance</li> <li>c. Disease prevention</li> <li>d. Treatment plan</li> </ul>
5. Coach patients appropriately considering: <ul style="list-style-type: none"> <li>a. Cultural diversity</li> <li>b. Development life stage</li> <li>c. Communication barriers</li> </ul>
6. Demonstrate professional telephone techniques
7. Document telephone messages accurately
8. Compose professional correspondence utilizing electronic technology
9. Develop a current list of community resources related to patients' healthcare needs
10. Facilitate referrals to community resources in the role of a patient navigator
11. Report relevant information concisely and accurately
<b>Affective (Behavior)</b>
<b>V.A Concepts of Effective Communication</b>
1. Demonstrate: <ul style="list-style-type: none"> <li>a. Empathy</li> <li>b. Active listening</li> <li>c. Nonverbal communication</li> </ul>
2. Demonstrate the principles of self-boundaries
3. Demonstrate respect for individual diversity including: <ul style="list-style-type: none"> <li>a. Gender</li> <li>b. Race</li> <li>c. Religion</li> <li>d. Age</li> <li>e. Economic status</li> <li>f. Appearance</li> </ul>
4. Explain to a patient the rationale for performance of a procedure
<b>MEDICAL BUSINESS PRACTICES</b>
<b>Content Areas VI-IX</b>
<b>Content Area VI: Administrative Functions</b>
<b>Cognitive (Knowledge)</b>
<b>VI.C Administrative Functions</b>

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1. Identify different types of appointment scheduling methods
2. Identify advantages and disadvantages of the following appointment systems: a. Manual b. Electronic
3. Identify critical information required for scheduling patient procedures
4. Define types of information contained in a patient's medical record
5. Identify methods of organizing the patient's medical record based on: a. Problem-oriented medical record (POMR) b. Source-oriented medical record (SOMR)
6. Identify equipment and supplies needed for medical records in order to: a. Create b. Maintain c. Store
7. Describe filing indexing rules
8. Differentiate between electronic medical records (EMR) and a practice management system
9. Explain the purpose of routine maintenance of administrative and clinical equipment
10. List steps involved in completing an inventory
11. Explain the importance of data back-up
12. Explain meaningful use as it applies to EMR
<b>Psychomotor (Skills)</b>
<b>VI.P Administrative Functions</b>
1. Manage appointment schedule using established priorities
2. Schedule a patient procedures
3. Create a patient's medical record
4. Organize a patient's medical record
5. File patient medical records
6. Utilize an EMR
7. Input patient date utilizing a practice management system
8. Perform routine maintenance of administrative or clinical equipment
9. Perform an inventory with documentation
<b>Affective (Behavior)</b>
<b>VI.A Administrative Functions</b>
1. Display sensitivity when managing appointments
<b>Content Area VII: Basic Practice Finances</b>
<b>Cognitive (Knowledge)</b>
<b>VII.C Basic Practice Finances</b>
1. Define the following bookkeeping terms: a. Charges b. Payments c. Accounts receivable d. Accounts payable e. Adjustments
2. Describe banking procedures as related to the ambulatory care setting
3. Identify precautions for accepting the following: a. Cash b. Check c. Credit card

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d. Debit card
4. Describe types of adjustments made to patient accounts including: a. Non-sufficient funds (NSF) check b. Collection agency transaction c. Credit balance d. Third party
5. Identify types of information contained in the patient's billing record
6. Explain patient financial obligations for services rendered
<b>Psychomotor (Skills)</b>
<b>VII.P Basic Practice Finances</b>
1. Perform accounts receivable procedures to patient accounts including posting: a. Charges b. Payments c. Adjustments
2. Prepare a bank deposit
3. Obtain accurate patient billing information
4. Inform a patient of financial obligations for services rendered
<b>Affective (Behavior)</b>
<b>VII.A Basic Practice Finances</b>
1. Demonstrate professionalism when discussing patient's billing record
2. Display sensitivity when requesting payment for services rendered
<b>Content Area VIII: Third Party Reimbursement</b>
<b>Cognitive (Knowledge Base)</b>
<b>VIII.C Third Party Reimbursement</b>
1. Identify: a. Types of third party plans b. Information required to file a third party claim c. The steps for filing a third party claim
2. Outline managed care requirements for patient referral
3. Describe processes for: a. Verification for eligibility for services b. Precertification c. Preauthorization
4. Define a patient-centered medical home (PCMH)
5. Differentiate between fraud and abuse
<b>Psychomotor (Skills)</b>
<b>VIII.P Third Party Reimbursement</b>
1. Interpret information on an insurance card
2. Verify eligibility for services including documentation
3. Obtain precertification or preauthorization including documentation
4. Complete an insurance claim form
<b>Affective (Behavior)</b>
<b>VIII.A Third Party Reimbursement</b>
1. Interact professionally with third party representatives
2. Display tactful behavior when communicating with medical providers regarding third party requirements
3. Show sensitivity when communicating with patients regarding third party requirements

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<b>Content Area IX: Procedural and Diagnostic Coding</b>
<b>Cognitive (Knowledge)</b>
<b>IX.C Procedural and Diagnostic Coding</b>
1. Describe how to use the most current procedural coding system
2. Describe how to use the most current diagnostic coding classification system
3. Describe how to use the most current HCPCS level II coding system
4. Discuss the effects of: <ul style="list-style-type: none"> <li>a. Upcoding</li> <li>b. Downcoding</li> </ul>
5. Define medical necessity as it applies to procedural and diagnostic coding
<b>Psychomotor (Skills)</b>
<b>IX.P Procedural and Diagnostic Coding</b>
1. Perform procedural coding
2. Perform diagnostic coding
3. Utilize medical necessity guidelines
<b>Affective (Behavior)</b>
<b>IX.A Procedural and Diagnostic Coding</b>
1. Utilize tactful communication skills with medical providers to ensure accurate code selection
<b>MEDICAL LAW AND ETHICS</b>
<b>Content Areas X-XI</b>
<b>Content Area X: Legal Implications</b>
<b>Cognitive (Knowledge)</b>
<b>X.C Legal Implications</b>
1. Differentiate between scope of practice and standards of care for medical assistants
2. Compare and contrast provider and medical assistant roles in terms of standard of care
3. Describe components of the Health Insurance Portability & Accountability Act (HIPPA)
4. Summarize the Patient Bill of Rights
5. Discuss licensure and certification as they apply to healthcare providers
6. Compare criminal and civil law they apply to the practicing medical assistant
7. Define: <ul style="list-style-type: none"> <li>a. Negligence</li> <li>b. Malpractice</li> <li>c. Statute of Limitations</li> <li>d. Good Samaritan Act(s)</li> <li>e. Uniform Anatomical Gift Act</li> <li>f. Living will/Advanced directives</li> <li>g. Medical durable power of attorney</li> <li>h. Patient Self Determination Act (PSDA)</li> <li>i. Risk Management</li> </ul>
8. Describe the following types of insurance: <ul style="list-style-type: none"> <li>a. Liability</li> <li>b. Professional (malpractice)</li> <li>c. Personal injury</li> </ul>
9. List and discuss legal and illegal applicant interview questions
10. Identify: <ul style="list-style-type: none"> <li>a. Health Information Technology for Economic and Clinical (HITECH)</li> <li>b. Genetic Information Nondiscrimination Act of 2008 (GINA)</li> </ul>

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c. Americans with Disabilities Act Amendments Act (ADAAA)
11. Describe the process in compliance reporting: a. Unsafe activities b. Errors in patient care c. Conflicts of interest d. Incident reports
12. Describe compliance with public health statutes: a. Communicable diseases b. Abuse, neglect, and exploitation c. Wounds of violence
13. Define the following medical legal terms: a. Informed consent b. Implied consent c. Expressed consent d. Patient incompetence e. Emancipated minor f. Mature minor g. Subpoena duces tecum h. Respondent superior i. Res ipsa loquitor j. Locum tenens k. Defendant-plaintiff l. Deposition m. Arbitration-mediation n. Good Samaritan laws
<b>Psychomotor (Skills)</b>
<b>X.P Legal Implications</b>
1. Locate a state’s legal scope of practice for medical assistants
2. Apply HIPAA rules in regard to: a. Privacy b. Release of information
3. Document patient care accurately in the medical record
4. Apply the Patient’s Bill of Rights as it relates to: a. Choice of treatment b. Consent for treatment c. Refusal of treatment
5. Perform compliance reporting based on public health statutes
6. Report an illegal activity in the healthcare setting following proper protocol
7. Complete an incident report related to an error in patient care
<b>Affective (Behavior)</b>
<b>X.A Legal Implications</b>
1. Demonstrate sensitivity to patient rights
2. Protect the integrity of the medical record
<b>Content Area XI: Ethical Considerations</b>
<b>Cognitive (Knowledge)</b>
<b>XI.C Ethical Considerations</b>
1. Define:

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<ul style="list-style-type: none"> <li>a. Ethics</li> <li>b. morals</li> </ul>
2. Differentiate between personal and professional ethics
3. Identify the effect of personal morals on professional performance
<b>Psychomotor (Skills)</b>
<b>XI.P Psychomotor</b>
1. Develop a plan for separation of personal and professional ethics
2. Demonstrate appropriate response(s) to ethical issues
<b>Affective (Behavior)</b>
<b>XI.A Ethical Considerations</b>
1. Recognize the impact personal ethics and morals have on the delivery of healthcare
<b>SAFETY AND EMERGENCY PRACTICES</b>
<b>Content Area XII</b>
<b>Cognitive (Knowledge)</b>
<b>XII.C Protective Practices</b>
1. Identify: <ul style="list-style-type: none"> <li>a. Safety signs</li> <li>b. Symbols</li> <li>c. Labels</li> </ul>
2. Identify safety techniques that can be used in responding to accidental exposure to: <ul style="list-style-type: none"> <li>a. Blood</li> <li>b. Other body fluids</li> <li>c. Needle sticks</li> <li>d. Chemicals</li> </ul>
3. Discuss fire safety issues in an ambulatory healthcare environment
4. Describe fundamental principles for evacuation of a healthcare setting
5. Describe the purpose of Safety Data Sheets (SDS) in a healthcare setting
6. Discuss protocols for disposal of biological chemical materials
7. Identify principles of: <ul style="list-style-type: none"> <li>a. Body mechanics</li> <li>b. Ergonomics</li> </ul>
8. Identify critical elements of an emergency plan for response to a natural disaster or other emergency
<b>Psychomotor (Skills)</b>
<b>XII.P Protective Practices</b>
1. Comply with: <ul style="list-style-type: none"> <li>a. Safety signs</li> <li>b. Symbols</li> <li>c. Labels</li> </ul>
2. Demonstrate proper use of: <ul style="list-style-type: none"> <li>a. Eyewash equipment</li> <li>b. Fire extinguishers</li> <li>c. Sharps disposal containers</li> </ul>
3. Use proper body mechanics
4. Participate in a mock exposure event with documentation of specific steps
5. Evaluate the work environment to identify unsafe working conditions
<b>Affective (Behavior)</b>
<b>XII.A Protective Practices</b>

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1. Recognize the physical and emotional effects on persons involved in an emergency situation
2. Demonstrate self-awareness in responding to an emergency situation

**APPENDIX B**

**American Association of Medical Assistants Code of Ethics\***

The Code of Ethics of the American Association of Medical Assistants shall set forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting.

Members of AAMA dedicated to the conscientious pursuit of their profession, and thus desiring to merit the high regard of the entire medical profession and the respect of the general public which they serve, do pledge themselves to strive always to:

- A. Render service with full respect for the dignity of humanity;
- B. Respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information;
- C. Uphold the honor and high principles of the profession and accept its disciplines;
- D. Seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues;
- E. Participate in additional service activities aimed toward improving the health and well-being of the community.

*\*Copied from the AAMA website at [www.aama-ntl.org](http://www.aama-ntl.org)*

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**APPENDIX C**

**American Association of Medical Assistants Creed**

I believe in the principles and purposes of the profession of medical assisting.

I endeavor to be more effective.

I aspire to render greater service.

I protect the confidence entrusted to me.

I am dedicated to the care and well-being of all people.

I am loyal to my employer.

I am true to the ethics of my profession.

I am strengthened by compassion, courage, and faith.

*\*Copied from the AAMA website at [www.aama-ntl.org](http://www.aama-ntl.org)*



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# **SIGNATURE PAGES**

Student Name \_\_\_\_\_

Date of Program Entry \_\_\_\_\_

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**CONFIDENTIALITY OF INFORMATION  
IVY TECH COMMUNITY COLLEGE SCHOOL OF HEALTH SCIENCES**

Students are required to comply with Federal HIPAA regulations, state regulations, and facility policies with regard to privacy of patient information.

All information that you learn 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, practice nurse’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 any other identifying information.

Confidentiality extends to any and all operations of the clinical/externship/internship affiliating agency. **DO NOT DISCUSS ANY HOSPITAL EXPERIENCES** in any public place, whether or not you refer to patient information. This includes discussion of clinical/externship/internship experiences in any social media format.

Photocopying of any client records or removal of client records from the clinical/externship/internship facility is expressly forbidden.

I hereby acknowledge that I have received instruction related to Federal HIPAA regulations and patient confidentiality. I agree to comply with all Federal HIPAA regulations, state regulations, and facility policies with regard to privacy of patient information. I understand that violations of privacy regulations/policies may result in immediate dismissal from the program, as well as civil and criminal penalties.

\_\_\_\_\_  
Student’s Printed Name

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

\_\_\_\_\_  
Date

**IVY TECH COMMUNITY COLLEGE – SOUTHEAST  
Lawrenceburg and Batesville  
SCHOOL OF HEALTH SCIENCE  
MEDICAL ASSISTING PROGRAM  
STUDENT HANDBOOK**

**STUDENT VERIFICATION OF TRAINING IN UNIVERSAL AND STANDARD  
PRECAUTIONS  
IVY TECH COMMUNITY COLLEGE SCHOOL OF HEALTH SCIENCES**

According to the Universal Standards Rule 410 IAC 1-4 under Public Law 123-1988: "An employer shall provide training and the necessary equipment to each employee and student trainee who has duties that require the employee to have direct contact with blood or body fluids in the scope of the employee's employment." This training must include instruction in the procedures "Universal Standards" adopted by the Indiana State Board of Health. Because School of Health Science students may have direct contact with blood or other body fluids, the School of Health Science Program is required to provide annual training in Universal Standards. This form will be retained in the School of Health Sciences office as documentation of training in Universal/Standard Precautions.

I realize that instruction requires that I safely and accurately perform invasive procedures such as injections/drawing blood/starting intravenous fluids during the laboratory and clinical/externship/internship components of my program. I recognize the importance of practice under faculty supervision in the learning laboratory as well as in the clinical/externship/internship environment. Likewise, I am aware of the dangers inherent with giving and receiving injections. I acknowledge the need for 100% use of Universal and Standard Precautions and sterile technique when performing parenteral procedures.

Therefore, my signature below verifies that I have had training and instruction on Universal and Standard Precautions and that I accept responsibility for consistent application of Universal and Standard Precautions, consistent application of sterile techniques, handling syringes and other sharp equipment only as instructed, and practicing injections in the lab setting only under the supervision of faculty.

\_\_\_\_\_  
Student's Printed Name

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

\_\_\_\_\_  
Date

Further, I accept responsibility for allowing classmates in my program, under faculty supervision in the learning laboratory, to practice parenteral procedures on me. I understand that this is not a mandatory requirement.

\_\_\_\_\_  
Student's Printed Name

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

\_\_\_\_\_  
Date

**IVY TECH COMMUNITY COLLEGE – SOUTHEAST  
Lawrenceburg and Batesville  
SCHOOL OF HEALTH SCIENCE  
MEDICAL ASSISTING PROGRAM  
STUDENT HANDBOOK**

**IVY TECH COMMUNITY COLLEGE  
SCHOOL OF HEALTH SCIENCES PROGRAMS**

**PERMISSION TO DISCLOSE PERSONAL, CONFIDENTIAL INFORMATION**

I do hereby grant permission to authorized persons in Ivy Tech Community College, including Medical Assisting Program faculty, to comply with requests for information for evaluative purposes by others acting on my behalf in such matters as: the ATI Comprehensive Assessment and Remediation Program, employment references, admission to other colleges, and/or securing financial aid, scholarships, honors, or awards.

I understand and agree that enrollment in the Medical Assisting program requires my participation in clinical/externship/internship educational activities at certain health care provider locations, including but not limited to ambulatory care centers, specialty clinics, and other health clinics. I further understand that such clinical/externship/internship locations require proof of immunity to certain infectious illness, tuberculosis screening, and documentation that I am capable of performing essential School of Health Science functions, criminal background checks, and drug screening. Consequently, I hereby authorize Ivy Tech Community College to disclose such personal protected information that it may possess, whether provided directly by myself or my personal health care provider, to such clinical/externship/internship locations as may be necessary for my participation in said health care related instructional program.

I further authorize acquisition of performance data from the agency that employs me as a licensed nurse. I understand that this data will be used by the school for curriculum evaluation and will be kept confidential.

Finally, I understand that this authorization extends indefinitely and may be revoked at any time by providing written and signed notice to Ivy Tech Community College. I understand that refusal to authorize release of this information may result in my inability to participate in clinical/externship/internship experiences and may result in withdrawal from the Medical Assisting Program.

\_\_\_\_\_  
Student's Printed Name

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

\_\_\_\_\_  
Date

**IVY TECH COMMUNITY COLLEGE – SOUTHEAST  
Lawrenceburg and Batesville  
SCHOOL OF HEALTH SCIENCE  
MEDICAL ASSISTING PROGRAM  
STUDENT HANDBOOK**

**ACKNOWLEDGEMENT OF RECEIPT OF HANDBOOK  
IVY TECH COMMUNITY COLLEGE SCHOOL OF HEALTH SCIENCES**

PRINTED NAME: \_\_\_\_\_

CURRENT ADDRESS: \_\_\_\_\_

CURRENT PHONE NUMBER: \_\_\_\_\_

STUDENT IDENTIFICATION NUMBER: C \_\_\_\_\_

DATE OF PROGRAM ENTRY: \_\_\_\_\_

I HAVE RECEIVED A COPY OF THE SCHOOL OF HEALTH SCIENCE MEDICAL ASSISTING PROGRAM STUDENT HANDBOOK, INCLUDING EXTERNSHIP GUIDELINES AND HAVE BEEN GIVEN AN OPPORTUNITY TO ASK QUESTIONS RELATED TO THE CONTENTS.

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

\_\_\_\_\_  
Date

Email address: \_\_\_\_\_@ivytech.edu