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.
Table of Contents

Introduction .................................................................................................................................................. 4
Accrediting Organizations & Philosophy ................................................................................................. 4
Program Goals & Terminal Program Objectives ....................................................................................... 5
College General Education Outcomes & Program Goals ........................................................................ 6
Teaching Facilities .................................................................................................................................... 7
Terminal Program Objectives .................................................................................................................. 7
Clinical/Externship/Internship Facilities .................................................................................................. 7
Student Support Services .......................................................................................................................... 7
Financial Information ................................................................................................................................. 9
Liability Statement .................................................................................................................................... 100
Medical Assisting Two-Step Admission Process ..................................................................................... 111
MEDICAL ASSISTING ADMISSION PROCESS FLOW CHART ......................................................... 111
  Progression and Readmission .................................................................................................................. 116
  Transferring .......................................................................................................................................... 17
  Graduation ............................................................................................................................................. 177
Student Rights and Responsibilities .......................................................................................................... 18
Student Disciplinary System/Student Code of Conduct ......................................................................... 19
  College Rules ....................................................................................................................................... 19
  Guidelines for Professional Conduct in Clinical/Externship/Internship Settings .................. 20
Guidelines for Professional Conduct (Effective August, 2012) .............................................................. 20
Academic Honesty Statement ................................................................................................................... 26
Grading Practices ..................................................................................................................................... 26
Evaluation of Student Learning ................................................................................................................ 27
  General Education Outcomes Assessment ............................................................................................ 27
  Technical Outcomes Assessment ........................................................................................................... 27
Student Requirements Associated with Clinical/Externship/Internship Affiliation Agreements .......... 28
  Criminal Background Checks and Drug Screening ............................................................................... 28
  Physical Examination and Health Records ............................................................................................ 344
Essential Functions of Medical Assisting Students ................................................................................. 344
  Universal Standard Precautions .......................................................................................................... 36
  Confidentiality ....................................................................................................................................... 377
Medical Assisting Program Curriculum of Record .................................................................................. 388
MA Program Conduct Hours .................................................................................................................... 40
Dosage Calculation Competency Exam Policy ......................................................................................... 42
Uniform Policy & Professionalism Guidelines .......................................................................................... 43
S.M.A.R.T Club .......................................................................................................................................... 46
Estimated Costs for the Medical Assisting Program .............................................................................. 477
Externship Guidelines ............................................................................................................................... 48
Introduction

This packet 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
Phone: (312)263-0456

Commission on the Accreditation of Allied Health Education Programs (CAAHEP)
1361 Park St
Clearwater, FL 33756
Phone: (727) 210-2350
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

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.

**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 health professional, performing both administrative and clinical tasks within their scope of training.

**TERMINAL PROGRAM OBJECTIVES**

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

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

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

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

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

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

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

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

8. Demonstrate competent psychomotor and affective domain performance of all administrative and clinical skills.
9. Achieve cognitive, psychomotor, and affective domain learning objectives as established by the Medical Assisting Education Review Board (MAERB) and upon which the educational goals of the program are founded.

**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.
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 the home campus, as well as on-line. Instructional support services include among others: tutoring and learning centers, the Ivy Tech Virtual Library, campus libraries, and use of 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 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 opportunities in the administrative and clinical areas.

STUDENT SUPPORT SERVICES

http://www.ivytech.edu/student-services/

Advising

Ivy Tech Community College uses a faculty advisor system. On admission, each degree student is assigned to the Medical Assisting Program Chair for advising, whose purpose is to:

- Assist the student in course selection and program planning.
- Guide the student in meeting the requirements for graduation as prescribed by the College.
- Ensure that appropriate technical and general education courses are included in the 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.

**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 booklet. Reasonable accommodations for persons with disabilities will be made to ensure access to academic programs, services, and employment in accordance with section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. College programs and facilities are designed to be accessible to students with disabilities. Each campus has designated parking and special restroom facilities for these students. 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 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 Evansville campus Disabilities Support officer, Cyndi Cates. Ms. Cates contact information: 812-429-1386 ccatess@ivytech.edu. 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.

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.
Admission, Progression, and Graduation Policies

Medical Assisting Two-Step Admission Process

MEDICAL ASSISTING ADMISSION PROCESS FLOW CHART

**STEP ONE: Admission to the College**

Contact the Admissions Department for college admission requirements.

**STEP TWO: Admission to the Program**

**ADVISING:** Must meet with the Student Affairs advisor. To make an appointment call (812) 492-0336.

**PRE-REQUISITES:** Complete pre-requisite requirements.
- Any academic skills advancement courses identified by your COMPASS test.
- Program course pre-requisites.
  - HLHS 101 Medical Terminology
  - ENGL 111 English Composition I
  - APHY 101 Anatomy & Physiology I
  - Humanstic & Artistic Ways of Knowing Elective or Social & Behavioral Ways of Knowing Elective
  - IVY 1XXX - Not a pre-requisite but highly recommended

**PROGRAM APPLICATION:** Submit a program application prior to the established deadline date. Contact your advisor for information on how to obtain an application packet and application deadline.
Medical Assisting Program Admission Application Instructions

1. Complete the application process for admissions to Ivy Tech Community College of Indiana. For information, contact the office of Admissions.

2. Complete all of the First Semester Prerequisites for Medical Assisting Technical Certificate.

3. Complete all of the Second Semester classes for the Medical Assisting Technical Certificate or will have completed by the start of the Third Semester.

4. Submit the Medical Assisting Application form along with a copy of your unofficial transcript by the deadline to Administrative Assistant in Room 216. (Fall Semester February 1st & Spring Semester September 1st.)

If the application date falls on a Saturday or Sunday, the application will be due the Monday immediately following the application date listed.

It is your responsibility to ensure both Medical Assisting application form and the unofficial transcript are submitted by the deadline. Pieces of information will NOT be accepted. The Admissions Committee for the Medical Assisting Program will review this application only after both pieces are submitted.

Do not contact the Medical Assisting Faculty or Health Sciences Administrative Assistant offices to inquire about the status of your application after the deadline. You will receive written notification through the mail of your status on the dates listed below.

Acceptance into the Medical Assisting Program will be based on a “highest” points basis and there is no “cut-off” that is pre-set for each incoming class. The number of students accepted into the program is based on the number of externship sites anticipated to be available in the coming year.

<table>
<thead>
<tr>
<th>Start of MEAS Program</th>
<th>Application Deadline</th>
<th>Official Verification of Grades from unofficial transcript and Medical Assisting Application</th>
<th>Letters Sent on or before</th>
</tr>
</thead>
<tbody>
<tr>
<td>FALL</td>
<td>February 1st</td>
<td>March 1st</td>
<td>April 1st</td>
</tr>
<tr>
<td>SPRING</td>
<td>September 1st</td>
<td>October 1st</td>
<td>November 1st</td>
</tr>
</tbody>
</table>
Applications may be dropped off or mailed to: Evansville – Region 12
Ivy Tech Community College
Medical Assisting Program
3501N. First Avenue Room 216
Evansville, IN 47710

MEDICAL ASSISTING APPLICATION
APPLICATION DEADLINE: Fall Semester February 1st
Spring Semester September 1st

Last Name: ___________________________ First Name: ___________________________
Middle Name: _______________________ Maiden: ____________________________
Banner ID C0 _______________________ Address: _______________________________

City: _________________________________ State: ______________ Zip: ______________
Home Phone: _________________________ Cell Phone: ___________________________
Email Address: _______________________

Please attach your Ivy Tech Community College unofficial transcript. All prerequisites MUST be completed.

Prerequisites Needed: Grade
ENGL 111 English Composition I _______
HLHS 101 Medical Terminology _______
APHY 101 Anatomy & Physiology I _______
Humanistic & Artistic Ways of Knowing Elective & _______
Behavioral Ways of Knowing Elective _______

Applicant Signature ___________________________ Date: ____________

For Office Use Only!
Date Received: ______________________
Applicant Response: Accept: __________ Decline __________ Year __________
**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.

**Externship Attendance Policy**

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

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

Tardiness to externship experiences jeopardizes continuity of client care. Tardy is defined as not arriving at the designated assignment at the assigned start time, or leaving before the assigned time ends.
Externship faculty have the authority to exclude a student from an externship session. The reasons for such exclusion include, but are not limited to, tardiness greater than 30 minutes, a student’s lack of preparation for the experience, 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 hours if they are excluded, or in any manner removed, from an externship site.

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

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

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

Students are responsible for tracking their own absences/tardiness times on the attendance sheet provided by the Externship Coordinator (EC) at the beginning of the externship experience. This attendance sheet must be submitted to the EC on a weekly basis for verification.

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

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

No person shall attend externship who is not currently approved and enrolled in the courses.

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 10th day of the semester 100% Refund
Day 11 or later of semester 0% Refund


**Competency**

Students must demonstrate all competencies within each course to an 85% accuracy or higher. 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.

**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 will fail that related course.

**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](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 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.

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.

**Student Rights and Responsibilities**

The College’s Code of Student Rights and Responsibilities can be accessed on the Campus Connect portal on the Ivy Tech website 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
Student Disciplinary System/Student Code of Conduct

College Rules

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 in Clinical/Externship/Internship Settings

Expectations for student behavior in clinical/externship/internship settings are governed by agency affiliation agreements and health care ethical codes of conduct. These guidelines are consistent with Ivy Tech Community College policies for student conduct and are subject to the Student Disciplinary System as described in the College Catalog: http://ivytech.edu/schools/course-catalog.html
**Guidelines for Campus/Externship Professional Conduct**

**PURPOSE:** Whether a student is in the classroom, lab, or externship, it is expected the student will conduct themselves in a manner befitting a healthcare professional. The attributes and expectations of a medical assistant professional are discussed throughout the curriculum. In certain courses, evaluation of the student’s professionalism is a part of the final course grade. Students will receive additional information regarding the Program’s expectations of professionalism, specifically, while on campus, in certain courses where they can be demonstrated, modeled and mentored by course instructors.

Additionally, the Program Chair and instructors believe strongly in students and graduates associating themselves with a professional organization committed to the medical assisting profession. One such organization is the American Association of Medical Assistants (AAMA). Refer to Appendices B and C to read the AAMA’s code of ethics and the medical assistant creed; both of which further illustrate and support the importance of professionalism.

The information presented here to students, is to ensure students recognize the many guidelines for professional conduct that must govern their behavior and decisions, when engaged in any aspect of patient care. Even as a student in training, you must ensure that patients assigned to you receive appropriate attention and care. It must be provided in a timely fashion. Additionally, it must be in accordance with professional standards for students and respectful of the confidentiality of information provided to you as a part of your externship experience.

Although you may consider yourself to be in a learning mode, patient lives are at stake. Their safety and security is a top priority. Additionally, the quality and reputation of the College rests upon the performance of our students. Read the following with great care, and count on it to serve as your guide. Realize that if these guidelines are not followed, continued participation in the training may be jeopardized. Our ultimate goal is to help you succeed. Faculty members are here to assist you, and they count on you to take these responsibilities seriously. If you have questions related to any of this information, please discuss them with the Program Chair.

As a student, you are held accountable for the rights and responsibilities as established in the Ivy Tech Student Handbook as well as practices of safe, professional and ethical conduct as outlined in this document. Record of incidences will be maintained by the Program Chair and will have a collective effect until the point of graduation.

Externship affiliating agencies have the right to prohibit students from participating in externship experiences based on unprofessional behavior. If a student is excluded from
participating in learning experiences at an externship site, the student may not be able to complete course and program requirements, resulting in a failing grade for the course and possible removal from the program.

Expectations of professional conduct into two groups, which are outlined on the following pages. All are critical. Follow-up actions for non-compliance reflect courses of action that would be similar for a professional in a work setting. These actions are listed at the end of each category.

GROUP I

THIS CATEGORY ADDRESSES MAJOR COMPLIANCE ISSUES AND APPROPRIATE MEASURES FOR PATIENT CARE IN A HEALTH SETTING.
The following thirteen 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. You must comply with Indiana State law both on campus and at off-campus locations. This includes, but is not limited to interactions with clients, patients and their families, faculty, peers and personnel of affiliating agencies.

2. You 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 externship sites. If suspected of being under the influence in the clinical area, you must submit to a serum and/or urine test at your own expense. Results of the tests must be released to the College. Refusal to comply would result in removal from the externship area and possible recommendation for dismissal pending a conference with the Program Chair regarding professional conduct expectations.

3. You will adhere to state and federal confidentiality laws, including but not limited to HIPAA and externship affiliate confidentiality policies and procedures. You will maintain confidentiality about all aspects of the externship experience; this includes confidentiality for all patients, fellow students, externship affiliate employees, physicians, and operations of the affiliating agency. If there is a situation that arises that requires disclosure of information by law, you must seek out guidance from the Medical Assisting Program Chair before proceeding with that disclosure.
   a) You will only discuss confidential information in secure and appropriate locations and with those individuals who have a need/right to know.
   b) You will not remove or photocopy any part of the patient/client or
clinical records.
c) You will not use any patient identifiers, as defined by HIPAA, in written assignments.
d) You will destroy any notes you have taken to enable you to provide care for your patient according to the affiliate policy and will not carry those notes outside of the agency if they contain any patient identifiers.
e) You are expected to follow guidelines in this Student Handbook, and in every course syllabi with regard to social media, cell phones, email or other electronic media.

4. You will follow guidelines regarding disruptive behavior, sexual harassment and discrimination activities and will exhibit appropriate physical, verbal, and nonverbal behavior towards patients, families, or personnel in cooperating agencies.

5. You will not falsify any component of the written or oral patient/client record.

6. You will exhibit behaviors that respect the dignity and rights of the patient/client regardless of socioeconomic status, personal attributes, or nature of health problem.

7. You 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 externship setting.

8. You will not abandon or neglect patients/clients requiring health care.

9. You will not leave the assigned externship site during assigned hours without permission and without providing for safe patient hand-off.

10. You will not perform any technique or procedure for which you are unprepared by education or experience and/or without externship site supervisor, or their designee, approval.

11. You will guard against theft, abuse, misuse, or destruction of personal property, College property or property located on the College property or externship site.

12. You will not possess firearms and other weapons, dangerous chemicals, or any explosives or explosive device on College property or at any College-sponsored activity held elsewhere including externship sites.
13. You will not cheat on papers, tests, or other academic works including externship assignments.

**IN THE EVENT OF NON-COMPLIANCE WITH EXPECTATIONS LISTED ABOVE:**

*Because these 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 Program Chair.*

**ACTION:** If non-compliance in any of these areas becomes evident, a written status report or other documentation will be prepared and the student will be required to meet with the Program Chair and/or the Regional Dean. The Chair and/or Dean will further investigate and make a recommendation regarding action taken by the Medical Assisting Program. Recommended actions may include: continued enrollment in the externship course(s) with additional requirements stipulated and an appropriate reduction in the externship grade(s) as determined by the externship evaluation tool(s), administrative withdrawal and failure of the externship courses, a change in program status up through and including permanent removal from the program. In the event a student is permanently dismissed from one program, he/she may not be able to apply for admission to a medical assisting program at any other Ivy Tech Community College campus. In addition, further disciplinary action may be recommended according to College policy. Pending outcome of the recommendations, the student will not be permitted to engage in externship experiences until approved to do so by the Medical Assisting Program Chair. Further, if allowed to continue, the student may be required to complete remediation as prescribed by the Chair and/or Dean prior to re-enrolling in the externship courses.

**GROUP II**

**THIS CATEGORY RELATES TO GENERAL PROTOCOL AND GUIDELINES:**

1. You are expected to follow program guidelines regarding the attendance policy and notification of intended absence. You must follow rules/regulations pertaining to externship affiliate policy.

2. You must refrain from smoking or using other tobacco products in restricted areas.

3. You will not solicit, vend or distribute literature, written or printed material in the clinical setting without proper authorization.

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

**IN THE EVENT OF NON-COMPLIANCE WITH EXPECTATIONS LISTED ABOVE:**

_These four 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 would result in a written status warning report for the first incident and will impact the externship grade(s). The student would 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, a written status report or other documentation will be prepared and the student will be required to meet with the Chair and/or Regional Dean. The Chair and/or Dean will further investigate and make a recommendation regarding action taken by the Medical Assisting program. Recommended actions may include: continued enrollment in the externship course(s) with additional requirements stipulated and an appropriate reduction in the externship grade(s) as determined by the externship evaluation tool(s), administrative withdrawal and failure of the externship course(s), a change in program status up through and including permanent removal from the program. In the event a student is permanently dismissed from one program, he/she may not be able to apply for admission to a Medical Assisting program at any other Ivy Tech Community College campus. In addition, further disciplinary action may be recommended according to College policy. Pending outcome of the recommendations, the student may not be permitted to engage in patient care until approved to do so by the Medical Assisting Program Chair. Further, if allowed to continue, the student will be required to complete remediation as prescribed by the Chair and/or Dean prior to re-enrolling in any course.

**ADDITIONAL PROFESSIONAL CONDUCT EXPECTATIONS SPECIFIC TO THOSE WHO ADMINISTER MEDICATIONS:**

1. A potential medication error that is prevented by an externship site preceptor will still be considered a medication error on the part of the student.

2. You will ensure that medications are administered on time and in accordance with physician medication order.

3. You will follow correct medication procedure as summarized in the “Six Rights”
listed below:

**SIX RIGHTS**

- Right Patient
- Right Medication
- Right Dose
- Right Time/Date
- Right Route
- Right Document

4. You will be prepared to verbalize knowledge of medications and the relationship to the patient.

5. You will calculate proper medication dosage or safe dosage in an approved externship site area.

6. You will report any medication error to your externship site preceptor immediately in order that appropriate action may be taken to care for the involved patient and so that appropriate externship agency policies are followed.

**IN THE EVENT OF NON-COMPLIANCE WITH EXPECTATIONS LISTED ABOVE:**

*Medications errors are a leading cause of patient injury and must be taken seriously. Consistent with current practice guidelines, the school 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 Externship Coordinator to determine strategies to prevent future errors and will be expected to participate as requested in any root-cause analysis conducted by the externship site agency. However, repeated errors constitute a failure to demonstrate competence and safety in this important component of patient care and will be subject to actions that will impact the student’s status in the program.*

**ACTION:** Every medication error will be documented on a student status form and will impact the MEAS 258 Clinical Externship grade. The student will be expected to acknowledge receipt of this feedback, review appropriate procedures, address any related questions with faculty, and initiate precautionary measures to make certain that it does not happen again. In the event that there is more than one documented student status form for medication-related errors, occurring at any
point throughout the student’s enrollment in the program, a written status report or other documentation will be prepared and the student will be required to meet with the Chair. The Chair will further investigate and make a recommendation regarding action taken by the Medical Assisting program. Recommended actions may include: continued enrollment in the externship course with additional requirements stipulated and an appropriate reduction in the MEAS 258 Clinical Externship grade as determined by the externship evaluation tool(s), administrative withdrawal and failure of the externship courses, a change in program status up through and including permanent removal from the program. In the event a student is permanently dismissed from one program, he/she may not be able to apply for admission to a medical assisting program at any other Ivy Tech Community College campus. In addition, further disciplinary action may be recommended according to College policy. Pending outcome of the recommendations, the student will not be permitted to engage in externship experiences until approved to do so by the Medical Assisting Program Chair. Further, if allowed to continue, the student will be required to complete remediation as prescribed by the Chair prior to re-enrolling in any course and subsequent infractions will be subject to the same process as described above.

**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:

<table>
<thead>
<tr>
<th>Score Range</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>93-100</td>
<td>A</td>
</tr>
<tr>
<td>85-92</td>
<td>B</td>
</tr>
<tr>
<td>79-84</td>
<td>C</td>
</tr>
<tr>
<td>75-78</td>
<td>D</td>
</tr>
<tr>
<td>0 – 74</td>
<td>F</td>
</tr>
</tbody>
</table>
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 associate degree graduate will take two of the four modules possible. Tests will be given in the capstone course. 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.

*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 following successful 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.

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.

**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, neglect, violence, defrauding the public, or otherwise taking advantage of another person and has no record of illegal use of pharmaceuticals or use of any illegal substances.

Organizational Scope
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).

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.

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.

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)
- 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 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
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.
**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.

**Essential Functions of Medical Assisting Students**

Qualified applicants are expected to meet all admission criteria and matriculating students are expected to meet all progression criteria, as well as these essential functions. **Students with documented need for accommodations are to meet with the campus Disabilities Support Services Representative at the beginning of each semester.**

<table>
<thead>
<tr>
<th>Frequency</th>
<th>O = Occasionally (1-33%)</th>
<th>F = Frequently (34-66%)</th>
<th>C = Constantly (67-100%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Function</td>
<td>Program-Specific Examples</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

34
<table>
<thead>
<tr>
<th>Function</th>
<th>Program-Specific Examples</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>GROSS MOTOR SKILLS</td>
<td>Move within confined spaces</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Maintain balance while sitting and standing</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Reach above shoulders and below waist (e.g., IV poles, plug electrical appliance into wall outlets)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>C</td>
</tr>
<tr>
<td>FINE MOTOR SKILLS</td>
<td>Manipulate small objects with fingers (e.g., IV tubing, pencil, manipulate a syringe, eye dropper, write with pen or pencil)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Key/type (e.g., use a computer)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Twist (e.g., turn objects/knobs using hands)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>C</td>
</tr>
<tr>
<td>PHYSICAL ENDURANCE</td>
<td>Prolonged standing (e.g., at client side during surgical or therapeutic procedure)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sustain repetitive movements (e.g., CPR)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Maintain physical tolerance (e.g., work entire shift)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>C</td>
</tr>
<tr>
<td>PHYSICAL STRENGTH</td>
<td>Push, pull, support and lift 50 pounds (e.g., position clients, ambulate client, pick up a child, transfer client)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Move light object weighing up to 10 pounds (e.g., IV poles)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Move heavy objects (transfer, transport, assist falling patients to ground)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Defend self against combative client.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Carry equipment/supplies</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Use upper body strength (e.g., perform CPR, physically restrain a client)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Squeeze with hands (e.g., operate fire extinguisher)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>C</td>
</tr>
<tr>
<td>MOBILITY</td>
<td>Twist and bend</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Stoop/squat</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Move quickly (e.g., response to an emergency)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Climb (e.g., ladders/stools/stairs)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Walk</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>C</td>
</tr>
<tr>
<td>AUDITORY</td>
<td>Hear normal speaking level sounds (e.g., person-to-person report)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hear faint voices</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hear faint body sounds (e.g., blood pressure sounds, assess placement of tubes)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hear in situations when not able to see lips (e.g., when masks are used)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hear auditory alarms (e.g., monitors, timers, fire alarms, call bells)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>C</td>
</tr>
<tr>
<td>Function</td>
<td>Program-Specific Examples</td>
<td>Frequency</td>
</tr>
<tr>
<td>-------------------</td>
<td>------------------------------------------------------------------------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>VISUAL</td>
<td>See objects up to 20 inches away (e.g., information on a computer screen, skin conditions)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>See objects up to 20 feet away (e.g., client in a room)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>See object more than 20 feet away (e.g., client at end of hall)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Use depth perception</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Use peripheral vision</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Distinguish color (e.g., specimens, lab reagents, color codes on supplies, charts, bed)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Distinguish color intensity (e.g., flushed skin, skin paleness)</td>
<td>C</td>
</tr>
<tr>
<td>TACTILE</td>
<td>Feel vibrations (e.g., palpate pulses)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Detect temperature (e.g., skin solutions)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Feel differences in surface characteristics, sizes and shapes (e.g., skin turgor, rashes, palpate vein, identify body landmarks)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Detect environment temperature (e.g., check for drafts)</td>
<td>C</td>
</tr>
<tr>
<td>OLFATORY</td>
<td>Detect odors from client and environment (e.g., foul smelling drainage, alcohol breath, lab chemicals/reagents)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Detect smoke, gases or noxious smells etc.)</td>
<td>C</td>
</tr>
<tr>
<td>COMMUNICATION</td>
<td>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)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Discern and interpret nonverbal communication</td>
<td>C</td>
</tr>
<tr>
<td>EMOTIONAL STABILITY</td>
<td>Establish therapeutic boundaries</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Adapt to changing environment/stress/crisis</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Focus attention on task</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Monitor own emotions</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Handle strong emotions (e.g., grief)</td>
<td>C</td>
</tr>
</tbody>
</table>

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

**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, 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.

Medical Assisting Program Curriculum of Record

<table>
<thead>
<tr>
<th>Technical Certificate (4 Semesters) – 44-47 Credit Hours</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>First Semester--Prerequisites</strong></td>
<td></td>
</tr>
<tr>
<td>IVYT 1XX</td>
<td>Life Skill Elective</td>
</tr>
<tr>
<td>HLHS 101</td>
<td>Medical Terminology</td>
</tr>
<tr>
<td>APHY 101</td>
<td>Anatomy &amp; Physiology I</td>
</tr>
<tr>
<td>ENGL 111</td>
<td>English Composition I</td>
</tr>
<tr>
<td>XXXX XXX</td>
<td>Humanistic &amp; Artistic Ways of Knowing Elective &amp; Behavioral Ways of Knowing Elective</td>
</tr>
<tr>
<td><strong>Second Semester</strong></td>
<td></td>
</tr>
<tr>
<td>MEAS 107</td>
<td>Administrative I</td>
</tr>
<tr>
<td>MEAS 108</td>
<td>Administrative II</td>
</tr>
<tr>
<td>MEAS 137</td>
<td>Medical Insurance and Basic Coding with Computer Application</td>
</tr>
<tr>
<td>APHY 102</td>
<td>Anatomy &amp; Physiology II</td>
</tr>
<tr>
<td><strong>Third Semester</strong></td>
<td></td>
</tr>
<tr>
<td>MEAS 218</td>
<td>Pharmacology</td>
</tr>
<tr>
<td>MEAS 219</td>
<td>Medical Assisting Laboratory Techniques</td>
</tr>
<tr>
<td>♦ MEAS 238</td>
<td>Clinical I</td>
</tr>
<tr>
<td>♦ MEAS 239</td>
<td>Clinical II</td>
</tr>
<tr>
<td><strong>Fourth Semester</strong></td>
<td></td>
</tr>
<tr>
<td>♥ MEAS 260</td>
<td>Medical Assisting Administrative Clinical Externship</td>
</tr>
<tr>
<td></td>
<td>1. Capstone Course</td>
</tr>
<tr>
<td>MEAS 207</td>
<td>Integrated Medical Office Systems</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Associate of Applied Science (5 semesters) – 60-62 Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRANFER – University of Southern Indiana</td>
</tr>
</tbody>
</table>
Fifth Semester

<table>
<thead>
<tr>
<th>Course</th>
<th>Code</th>
<th>Title</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>MATH</td>
<td>1XX</td>
<td>Quantitative Reasoning Elective</td>
<td>3</td>
</tr>
<tr>
<td>MEAS</td>
<td>242</td>
<td>Disease Conditions</td>
<td>3</td>
</tr>
<tr>
<td>XXXX</td>
<td>XXX</td>
<td>Elective Choice</td>
<td>3</td>
</tr>
<tr>
<td>COMM</td>
<td>101</td>
<td>Fundamentals of Public Speaking (or)</td>
<td>3</td>
</tr>
<tr>
<td>COMM</td>
<td>102</td>
<td>Intro to Interpersonal Communications</td>
<td>3</td>
</tr>
<tr>
<td>XXXX</td>
<td>XXX</td>
<td>Elective Choice</td>
<td>3</td>
</tr>
</tbody>
</table>

Technical Electives – Choose (1) from the list below

<table>
<thead>
<tr>
<th>Course</th>
<th>Code</th>
<th>Title</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>CINS</td>
<td>101</td>
<td>Introduction to Microcomputers</td>
<td>3</td>
</tr>
<tr>
<td>HLHS</td>
<td>105</td>
<td>Medical Law &amp; Ethics</td>
<td>3</td>
</tr>
<tr>
<td>INCO</td>
<td>213</td>
<td>Advanced Insurance Coding</td>
<td>3</td>
</tr>
<tr>
<td>INCO</td>
<td>220</td>
<td>Advanced Insurance Claims</td>
<td>3</td>
</tr>
<tr>
<td>MEAS</td>
<td>102</td>
<td>First Aid and CPR</td>
<td>2</td>
</tr>
<tr>
<td>MEAS</td>
<td>215</td>
<td>Advance Medical Terminology</td>
<td>3</td>
</tr>
<tr>
<td>MEAS</td>
<td>221</td>
<td>Seminar I</td>
<td>1</td>
</tr>
<tr>
<td>MEAS</td>
<td>227</td>
<td>Medical Office Management</td>
<td>3</td>
</tr>
<tr>
<td>MEAS</td>
<td>240</td>
<td>Advanced Clinical Procedures</td>
<td>3</td>
</tr>
<tr>
<td>MEAS</td>
<td>272</td>
<td>Spanish for Healthcare Providers</td>
<td>3</td>
</tr>
<tr>
<td>MEAS</td>
<td>274</td>
<td>Nutrition and Disease</td>
<td>3</td>
</tr>
<tr>
<td>MEAS</td>
<td>275</td>
<td>Sign Language for Health Care I</td>
<td>3</td>
</tr>
<tr>
<td>MEAS</td>
<td>276</td>
<td>Sign Language for Health Care II</td>
<td>3</td>
</tr>
<tr>
<td>MEAS</td>
<td>299</td>
<td>CMA Comprehensive Review</td>
<td>3</td>
</tr>
<tr>
<td>PHLB</td>
<td>212</td>
<td>Phlebotomy</td>
<td>3</td>
</tr>
</tbody>
</table>

♦ 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 he has met the criteria for Asset/COMPASS scores and all Skills Advancement courses.

FOR MORE TRANSFER INFORMATION GO TO 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.

### MA PROGRAM COURSE CONTACT HOURS

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

<table>
<thead>
<tr>
<th>Course No.</th>
<th>Course Name</th>
<th>Credits</th>
<th>Lecture</th>
<th>Lab</th>
<th>Clinical/Externship</th>
</tr>
</thead>
<tbody>
<tr>
<td>APHY 101</td>
<td>Anatomy &amp; Physiology I</td>
<td>3</td>
<td>32</td>
<td>32</td>
<td>0</td>
</tr>
<tr>
<td>APHY 102</td>
<td>Anatomy &amp; Physiology II</td>
<td>3</td>
<td>32</td>
<td>32</td>
<td>0</td>
</tr>
<tr>
<td>COMM 101</td>
<td>Fundamentals of Public Speaking Or Introduction to Interpersonal Communications</td>
<td>3</td>
<td>48</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>COMM 102</td>
<td>Or Introduction to Interpersonal Communications</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ENGL 111</td>
<td>English Composition</td>
<td>3</td>
<td>48</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>XXXX XXX</td>
<td>Humanities/Social &amp; Science Behavioral</td>
<td>3</td>
<td>48</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>HLHS 101</td>
<td>Medical Terminology</td>
<td>3</td>
<td>48</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>IVYT 1XX</td>
<td>Student Success Elective</td>
<td>1-3</td>
<td>16-48</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>MEAS 107</td>
<td>Administrative I</td>
<td>3</td>
<td>48</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>MEAS 108</td>
<td>Administrative II</td>
<td>3</td>
<td>48</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>MEAS 137</td>
<td>Medical Insurance and Basic Coding</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>MEAS 207</td>
<td>Integrated Medical Office Systems</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>MEAS 218</td>
<td>Pharmacology</td>
<td>3</td>
<td>48</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>MEAS 219</td>
<td>Medical Assisting Laboratory Techniques</td>
<td>3</td>
<td>1</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>MEAS 238</td>
<td>Clinical I</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>MEAS 239</td>
<td>Clinical II</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>MEAS 260</td>
<td>Medical Assisting Administrative &amp; Clinical Externship</td>
<td>5</td>
<td>40</td>
<td>0</td>
<td>200</td>
</tr>
</tbody>
</table>
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).

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Electrocardiography Technician</td>
<td>Certificate</td>
<td>$20.61/Hour $42,900/Year</td>
<td>More than 20% (High Growth)</td>
</tr>
<tr>
<td>Pharmacy Technician</td>
<td>Certificate</td>
<td>12.85/Hour $26,700/Year</td>
<td>More than 20% (High Growth)</td>
</tr>
<tr>
<td>Emergency Medical Technician (EMT)</td>
<td>Certificate</td>
<td>$10.85/Hour $22,600/Year</td>
<td>Approx. 7% - 13% (Average Growth)</td>
</tr>
<tr>
<td>Paramedic Science</td>
<td>Associate’s Degree</td>
<td>$13.72/ Hour $28,500/Year</td>
<td></td>
</tr>
<tr>
<td>Certified Nursing Assistant (CNA)</td>
<td>Certificate</td>
<td>$11.17/ Hour $23,200/Year</td>
<td>Approx. 14% - 19% (Faster than Average Growth)</td>
</tr>
<tr>
<td>Qualified Medication Aid (QMA)</td>
<td>Certificate</td>
<td>$12.99/ Hour $27,000/Year</td>
<td>Approx. 14% - 19% (Faster than Average Growth)</td>
</tr>
<tr>
<td>Massage Therapists</td>
<td>Certificate</td>
<td>$15.39/ Hour $32,000/Year</td>
<td>Approx. 14% - 19% (Faster than Average Growth)</td>
</tr>
<tr>
<td>Phlebotomist</td>
<td>Certificate</td>
<td>$12.55/ Hour $26,100/Year</td>
<td>Approx. 14% - 19% (Faster than Average Growth)</td>
</tr>
<tr>
<td>Registered Nurse (RN)</td>
<td>Associate’s Degree</td>
<td>$27.12/ Hour $56,400/Year</td>
<td>More than 20% (High Growth)</td>
</tr>
<tr>
<td>Licensed Practical Nurse (LPN)</td>
<td>Certificate</td>
<td>$17.99/ Hour $37,400/Year</td>
<td>More than 20% (High Growth)</td>
</tr>
<tr>
<td>Imaging Science / Radiologic Technologist</td>
<td>Associate’s Degree</td>
<td>$24.18/ Hour $50,300/Year</td>
<td>Approx. 14%-19% (Faster than Average Growth)</td>
</tr>
<tr>
<td>Dental Assistant</td>
<td>Technical Certificate</td>
<td>$16.18/ Hour $33,700/Year</td>
<td>More than 20% (High Growth)</td>
</tr>
<tr>
<td>Dental Hygiene</td>
<td>Associate’s Degree</td>
<td>$31.65/ Hour $65,800/Year</td>
<td>More than 20% (High Growth)</td>
</tr>
<tr>
<td>Health Information Technologist</td>
<td>Associate’s Degree</td>
<td>$15.52/ Hour $32,300/Year</td>
<td>More than 20% (High Growth)</td>
</tr>
<tr>
<td>Medical Assistant</td>
<td>Technical Certificate</td>
<td>$12.99/ Hour $27,000/Year</td>
<td>More than 20% (High Growth)</td>
</tr>
<tr>
<td>Medical Laboratory Technician</td>
<td>Associate’s Degree</td>
<td>$17.75/ Hour $36,900/Year</td>
<td>Approx. 7% - 13% (Average Growth)</td>
</tr>
<tr>
<td>Physical Therapy Assistant</td>
<td>Associate’s Degree</td>
<td>$24.25/ Hour $50,400/Year</td>
<td>More than 20% (High Growth)</td>
</tr>
<tr>
<td>Respiratory Care Technologist</td>
<td>Certificate</td>
<td>$23.77/ Hour $49,400/Year</td>
<td>More than 20% (High Growth)</td>
</tr>
<tr>
<td>Surgical Technologist</td>
<td>Associate’s Degree</td>
<td>$18.72/ Hour $38,900/Year</td>
<td>More than 20% (High Growth)</td>
</tr>
</tbody>
</table>

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.
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 258. 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 (AAS) 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.
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 60-62 credits, consisting of an additional 15 credits above the required 46 for the Technical Certificate program. The additional credits required includes: ENGL 111 English Composition, 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 the Medical Assisting Program Chair 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-clinical and laboratory classes, beginning the first day of class. This includes MEAS 238, 239, and 260. Any student not in uniform will be warned once and not be admitted to class the second time.

Proper uniform includes:

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

**Medical Assisting Students – MEAS 238/239—MEAS 260**

<table>
<thead>
<tr>
<th>Female</th>
<th>Male</th>
</tr>
</thead>
<tbody>
<tr>
<td>2-Pairs Royal Blue Scrub Pants</td>
<td>2 – Pairs Royal Blue Scrub Pants</td>
</tr>
<tr>
<td>(Landau Style #7602)</td>
<td>(Landau Style #7602)</td>
</tr>
<tr>
<td>2 – Royal Blue Scrub Shirts</td>
<td>2 – Royal Blue Scrub Shirts</td>
</tr>
<tr>
<td>(Landau Style #8219)</td>
<td>(Landau Style #8219)</td>
</tr>
<tr>
<td>1 – White Lab Coat #7535</td>
<td>1 – White Lab Coat #7535</td>
</tr>
</tbody>
</table>

The following items must be obtained from Ivy Tech Community College of Indiana:

1-Student Identification Card (Can be obtained from Carter Library during the first week of class. Make sure your instructor has submitted your name to the Library first.)

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.
Medical Assisting PROPER full uniform and professional appearance includes:

- Royal blue scrub pants — MUST always be pressed
- Blue 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
- White leather shoes kept clean with clean white shoe laces (closed toe, back) — NO clogs, NO colored logos, NO canvas
- White or flesh-colored undergarments — NO bikini style
- Student name tag (available in the Carter Library after first day of respective class)
- 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
- 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 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 natural 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), engagement/wedding rings
- Visible body jewelry (nose, eyelid, exposed skin)
- Visible tattoos or body art (All tattoos MUST be completely covered with a wrap, long sleeves, or bandage)
- 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 platform 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
• Fragrances

**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 site coordinator if:
  o 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.
  o 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.
  o 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.

**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/.

**S.M.A.R.T. Club (Student Medical Assistants Reaching out Together)**

All students entering MEAS 238 Clinical I and MEAS 239 Clinical II are considered voting
members of the S.M.A.R.T. Club. Students entering MEAS 107 Admin I and/or MEAS 108
Admin II may volunteer to become a member of the S.M. A.R.T. Club 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 local level for the
Evansville region is known as FDMA (1st District Medical Assistants).

The S.M.A.R.T. Club is a student group that acts as an extension of the local chapter, 1st District.
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 S.M.A.R.T. Club, please
do not hesitate to contact either Sherry Braye at sbraye@ivytech.edu or Summer Aulich at
saulich@ivytech.edu, faculty advisors.
## Estimated Costs for the Medical Assisting Program

<table>
<thead>
<tr>
<th>Item</th>
<th>MEAS Program</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tuition</strong></td>
<td>In state: 116.15/credit hour</td>
</tr>
<tr>
<td></td>
<td>Out of State: 149.50/credit hour</td>
</tr>
<tr>
<td><strong>Technology Fee</strong></td>
<td>60.00 per semester</td>
</tr>
<tr>
<td><strong>Lab Pack</strong></td>
<td>120.00</td>
</tr>
<tr>
<td><strong>Books</strong></td>
<td>EST 2500.00 Variable based on course</td>
</tr>
<tr>
<td><strong>Physical Exam &amp; Immunizations</strong></td>
<td>Variable based on Provider</td>
</tr>
<tr>
<td><strong>CPR Certification</strong></td>
<td>Variable based on Provider</td>
</tr>
<tr>
<td><strong>Background Check &amp; Drug Screen</strong></td>
<td>115.00</td>
</tr>
<tr>
<td><strong>Uniforms and Other Supplies</strong></td>
<td>EST 300.00</td>
</tr>
<tr>
<td><strong>Capstone Fee</strong></td>
<td>20.00</td>
</tr>
<tr>
<td><strong>Certification Exam</strong></td>
<td>125.00</td>
</tr>
<tr>
<td><strong>TB Validation Fee</strong></td>
<td>5.00</td>
</tr>
<tr>
<td><strong>Graduation Expenses (Cap &amp; Gown)</strong></td>
<td>75.00</td>
</tr>
</tbody>
</table>

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

Program Description

The Externship 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, 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 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.

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

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.

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

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 should 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 even 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.
2. Interview with potential supervising medical personnel.

Externship

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

GUIDELINES FOR A SUCCESSFUL EXTERNSHIP

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 facility. It is also possible to be hired at the externship 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 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 instructor or coordinator is responsible for evaluating and approving the extern facility.
3. The Program externship 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 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 experience at selected facility. This change will be made at the discretion of the Medical Assistant externship instructor or coordinator.
5. Students are required to submit weekly reports of their daily experiences. These reports will be submitted in class.
6. The supervising medical personnel will write two (2) evaluations of the student’s total performance.
7. The Medical Assisting Externship 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 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 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 site.
2. Only emergency telephone calls may be received at the externship site. Those emergency calls should be brief.
3. No cell phones or pagers are to be on during work days.

**Visitors**

Under NO circumstances are visitors allowed at the externship 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 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 facility renewal because of poor performance or other problems, and/or
9. Extern 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 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, or at any job.

Student Handbook Rules

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

Change of Externship Office Hours

Occasionally, an externship 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 is your instructor is aware of the situation.

**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.

All missed externship time must be made up.

Students will receive no financial remuneration for hours scheduled as externship 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.
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)
2008 Curriculum Plan

Foundations for Clinical Practice
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.

<table>
<thead>
<tr>
<th>I.C Cognitive (Knowledge Base)</th>
<th>I.P Psychomotor (Skills)</th>
<th>I.A Affective (Behavior)</th>
</tr>
</thead>
<tbody>
<tr>
<td>I. Anatomy &amp; Physiology</td>
<td>I. Anatomy &amp; Physiology</td>
<td>I. Anatomy &amp; Physiology</td>
</tr>
<tr>
<td>1. Describe structural</td>
<td>1. Obtain vital signs</td>
<td>1. Apply critical</td>
</tr>
<tr>
<td>organization of the</td>
<td>2. Perform venipuncture</td>
<td>thinking skills in</td>
</tr>
<tr>
<td>human body</td>
<td>3. Perform capillary</td>
<td>performing patient</td>
</tr>
<tr>
<td>2. Identify body systems</td>
<td>puncture</td>
<td>assessment and care</td>
</tr>
<tr>
<td>3. Describe body planes,</td>
<td>4. Perform pulmonary</td>
<td>2. Use</td>
</tr>
<tr>
<td>2. Identify body systems</td>
<td>function testing</td>
<td>language/verbal skills</td>
</tr>
<tr>
<td>4. List major organs in each</td>
<td>5. Perform electrocardiography</td>
<td></td>
</tr>
<tr>
<td>body system</td>
<td>6. Perform patient</td>
<td>enable patients’</td>
</tr>
<tr>
<td>5. Describe the normal</td>
<td>screening using established</td>
<td>understanding</td>
</tr>
<tr>
<td>function of each body system</td>
<td>protocols</td>
<td></td>
</tr>
<tr>
<td>6. Identify common</td>
<td>7. Select proper sites for</td>
<td>3. Demonstrate</td>
</tr>
<tr>
<td>pathology related to each</td>
<td>administering parenteral</td>
<td>respect for diversity in</td>
</tr>
<tr>
<td>body system</td>
<td>medication</td>
<td>approaching patients and</td>
</tr>
<tr>
<td>7. Analyze pathology as it</td>
<td>8. Administer oral</td>
<td>families</td>
</tr>
<tr>
<td>relates to the interaction of</td>
<td>medications</td>
<td></td>
</tr>
<tr>
<td>body systems</td>
<td>9. Administer parenteral</td>
<td></td>
</tr>
<tr>
<td>8. Discuss implications for</td>
<td>(excluding IV) medication</td>
<td></td>
</tr>
<tr>
<td>disease and disability</td>
<td>10. Assist physician</td>
<td></td>
</tr>
<tr>
<td>when homeostasis is not</td>
<td>with patient care</td>
<td></td>
</tr>
<tr>
<td>maintained</td>
<td>11. Perform quality</td>
<td></td>
</tr>
<tr>
<td>9. Describe implications for</td>
<td>control measures</td>
<td></td>
</tr>
<tr>
<td>treatment related to</td>
<td>12. Perform CLIA</td>
<td></td>
</tr>
<tr>
<td>pathology</td>
<td>waived hematology testing</td>
<td></td>
</tr>
<tr>
<td>10. Compare body structure</td>
<td>13. Perform CLIA</td>
<td></td>
</tr>
<tr>
<td>and function of the human</td>
<td>waived chemistry testing</td>
<td></td>
</tr>
<tr>
<td>body across the life span</td>
<td>14. Perform CLIA</td>
<td></td>
</tr>
<tr>
<td>11. Identify the classifications of medications, including desired effects, side effects and adverse reactions</td>
<td>15. Perform CLIA waived urinalysis</td>
<td></td>
</tr>
<tr>
<td>12. Describe the relationship between anatomy and physiology of all body systems and medications used for</td>
<td>16. Screen test results</td>
<td></td>
</tr>
<tr>
<td>II.C Cognitive (Knowledge Base)</td>
<td>II. P Psychomotor (Skills)</td>
<td>II.A Affective (Behavior)</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>----------------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td><strong>II.</strong> Applied Mathematics</td>
<td><strong>II.</strong> Applied Mathematics</td>
<td><strong>II.</strong> Applied Mathematics</td>
</tr>
<tr>
<td>1. Demonstrate knowledge of basic math computations</td>
<td>1. Prepare proper dosages of medication for administration</td>
<td>1. Verify ordered doses/dosage prior to administration</td>
</tr>
<tr>
<td>2. Apply mathematical computations to solve equations</td>
<td>2. Maintain laboratory test results using flow sheets</td>
<td>2. Distinguish between normal and abnormal test results</td>
</tr>
<tr>
<td>3. Identify measurement systems</td>
<td>3. Maintain growth charts</td>
<td></td>
</tr>
<tr>
<td>4. Define basic units of measurement in metric, apothecary and household systems</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Convert among measurement systems</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Identify both abbreviations and symbols used in calculating medication dosages</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Analyze charts, graphs and/or tables in the interpretation of healthcare results</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>III.C Cognitive (Knowledge Base)</th>
<th>II. P Psychomotor (Skills)</th>
<th>III. A Affective (Behavior)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>III.</strong> Applied Microbiology/Infection Control</td>
<td><strong>III.</strong> Applied Microbiology/Infection Control</td>
<td><strong>III.</strong> Applied Microbiology/Infection Control</td>
</tr>
<tr>
<td>1. Describe the infection cycle, including the infectious agent, reservoir, susceptible host, means of transmission, portals of entry, and portals of exit</td>
<td>1. Participate in training on Standard Precautions</td>
<td>1. Display sensitivity to patient rights and feelings in collecting specimens</td>
</tr>
<tr>
<td>2. Define asepsis</td>
<td>2. Practice Standard Precautions</td>
<td>2. Explain the rationale for performance of a procedure to the patient</td>
</tr>
<tr>
<td>3. Discuss infection control procedures</td>
<td>3. Select appropriate barrier/personal protective equipment (PPE) for potentially infectious situations</td>
<td>3. Show awareness of patient’s concerns regarding their perceptions related to the procedure being performed</td>
</tr>
<tr>
<td>4. Identify personal safety precautions as established by the Occupational Safety and Health Administration (OSHA)</td>
<td>4. Perform hand washing</td>
<td></td>
</tr>
<tr>
<td>5. List major types of infectious agents</td>
<td>5. Prepare items for autoclaving</td>
<td></td>
</tr>
<tr>
<td>6. Compare different methods of controlling the growth of microorganisms</td>
<td>6. Perform sterilization procedures</td>
<td></td>
</tr>
<tr>
<td>7. Match types and uses of personal protective equipment (PPE)</td>
<td>7. Obtain specimens for microbiological testing</td>
<td></td>
</tr>
<tr>
<td>8. Differentiate between</td>
<td>8. Perform CLIA waived microbiology testing</td>
<td></td>
</tr>
</tbody>
</table>
9. Discuss quality control issues related to handling microbiological specimens
10. Identify disease processes that are indications for CLIA waived tests
11. Describe Standard Precautions, including:
   a. Transmission based precautions
   b. Purpose
   c. Activities regulated
12. Discuss the application of Standard Precautions with regards to:
   a. All body fluids, secretions and excretions
   b. Blood
   c. Non intact skin
   d. Mucous membranes
13. Identify the role of the Center for Disease Control (CDC) regulations in healthcare settings
Applied Communications
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 cognitive knowledge in performance of psychomotor and affective domains in their practice as medical assistants in communicating effectively, both orally and in writing.

<table>
<thead>
<tr>
<th>IV.C Cognitive (Knowledge Base)</th>
<th>IV.P Psychomotor (Skills)</th>
<th>IV.A Affective (Behavior)</th>
</tr>
</thead>
<tbody>
<tr>
<td>IV. Concepts of Effective Communication</td>
<td>IV. Concepts of Effective Communication</td>
<td>IV. Concepts of Effective Communication</td>
</tr>
<tr>
<td>1. Identify styles and types of verbal communication</td>
<td>1. Use reflection, restatement and clarification techniques to obtain a patient history</td>
<td>1. Demonstrate empathy in communicating with patients, family and staff</td>
</tr>
<tr>
<td>2. Identify nonverbal communications</td>
<td>2. Report relevant information to others succinctly and accurately</td>
<td>2. Apply active listening skills</td>
</tr>
<tr>
<td>3. Recognize communication barriers</td>
<td>3. Use medical terminology, pronouncing medical terms correctly, to communicate information, patient history, data and observations</td>
<td>3. Use appropriate body language and other nonverbal skills in communicating with patients, family and staff</td>
</tr>
<tr>
<td>4. Identify techniques for overcoming communication barriers</td>
<td>4. Explain general office policies</td>
<td>4. Demonstrate awareness of the territorial boundaries of the person with whom communicating</td>
</tr>
<tr>
<td>5. Recognize the elements of oral communication using a sender-receiver process</td>
<td>5. Instruct patients according to their needs to promote health maintenance and disease prevention</td>
<td>5. Demonstrate sensitivity appropriate to the message being delivered</td>
</tr>
<tr>
<td>6. Differentiate between subjective and objective information</td>
<td>6. Prepare a patient for procedures and/or treatments</td>
<td>6. Demonstrate awareness of how an individual’s personal appearance affects anticipated response</td>
</tr>
<tr>
<td>7. Identify resources and adaptations that are required based on individual needs, i.e., culture and environment, developmental life stage, language, and physical threats to communication</td>
<td>7. Demonstrate telephone techniques</td>
<td>7. Demonstrate recognition of the patient’s level of understanding in communications</td>
</tr>
<tr>
<td>10. Diagram medical terms, labeling the word parts</td>
<td>10. Compose professional/business letters</td>
<td>10. Demonstrate respect for individual</td>
</tr>
<tr>
<td>11. Define both medical terms and abbreviations related to all body systems</td>
<td>11. Respond to nonverbal communication</td>
<td></td>
</tr>
<tr>
<td>12. Organize</td>
<td>12. Develop and maintain a current list of community resources related to patients’</td>
<td></td>
</tr>
</tbody>
</table>
technical information  
and summaries  
13. Identify the role  
of self-boundaries in the  
health care environment  
14. Recognize the role  
of patient advocacy in  
the practice of medical  
assisting  
15. Discuss the role of  
assertiveness in  
effective professional  
communication  
16. Differentiate  
between adaptive and  
non-adaptive coping  
mechanisms  

13. Advocate on  
behalf of patients  

diversity, incorporating  
awareness of one’s own  
bases in areas  
including gender, race,  
religion, age, and  
economic status  

---

**Medical Business Practices**

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 cognitive knowledge in performance of psychomotor and affective domains in their practice as medical assistants in the performance of medical business practices.

<table>
<thead>
<tr>
<th>V.C Cognitive (Knowledge Base)</th>
<th>V.P Psychomotor (Skills)</th>
<th>V.A Affective (Behavior)</th>
</tr>
</thead>
<tbody>
<tr>
<td>V. Administrative Functions</td>
<td>V. Administrative Functions</td>
<td>V. Administrative Functions</td>
</tr>
<tr>
<td>1. Discuss pros and cons of various types of appointment management systems</td>
<td>1. Manage appointment schedule, using established priorities</td>
<td>1. Consider staff needs and limitations in establishment of a filing system</td>
</tr>
<tr>
<td>2. Describe scheduling guidelines</td>
<td>2. Schedule patient admissions and/or procedures</td>
<td>2. Implement time management principles to maintain effective office function</td>
</tr>
<tr>
<td>3. Recognize office policies and protocols for handling appointments</td>
<td>3. Organize a patient’s medical record</td>
<td></td>
</tr>
<tr>
<td>4. Identify critical information required for scheduling patient admissions and/or procedures</td>
<td>4. File medical records</td>
<td></td>
</tr>
<tr>
<td>5. Identify systems for organizing medical records</td>
<td>5. Execute data management using electronic healthcare records such as the EMR</td>
<td></td>
</tr>
<tr>
<td>6. Describe various types of content maintained in a patient’s medical record</td>
<td>6. Use office hardware and software to maintain office systems</td>
<td></td>
</tr>
<tr>
<td>7. Discuss pros and cons of various filing methods</td>
<td>7. Use internet to access information related to the medical office</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8. Maintain</td>
<td></td>
</tr>
<tr>
<td>VI.C Cognitive (Knowledge Base)</td>
<td>VI.P Psychomotor (Skills)</td>
<td>VLA Affective (Behavior)</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>---------------------------</td>
<td>------------------------</td>
</tr>
<tr>
<td><strong>6. Basic Practice Finances</strong></td>
<td><strong>6. Basic Practice Finances</strong></td>
<td><strong>6. Basic Practice Finances</strong></td>
</tr>
<tr>
<td>1. Explain basic bookkeeping computations</td>
<td>1. Prepare a bank deposit</td>
<td>1. Demonstrate sensitivity and professionalism in handling accounts receivable activities with clients</td>
</tr>
<tr>
<td>2. Differentiate between bookkeeping and accounting</td>
<td>2. Perform accounts receivable procedures, including:</td>
<td></td>
</tr>
<tr>
<td>3. Describe banking procedures</td>
<td>a. Post entries on a day sheet</td>
<td></td>
</tr>
<tr>
<td>4. Discuss precautions for accepting checks</td>
<td>b. Perform billing procedures</td>
<td></td>
</tr>
<tr>
<td>5. Compare types of endorsement</td>
<td>c. Perform collection procedures</td>
<td></td>
</tr>
<tr>
<td>6. Differentiate between accounts payable and accounts receivable</td>
<td>d. Post adjustments</td>
<td></td>
</tr>
<tr>
<td>7. Compare manual and computerized bookkeeping systems used in ambulatory healthcare</td>
<td>e. Process a credit balance</td>
<td></td>
</tr>
<tr>
<td>8. Describe common periodic financial reports</td>
<td>f. Process refunds</td>
<td></td>
</tr>
<tr>
<td>9. Explain both billing and payment options</td>
<td>g. Post non-sufficient fund (NSF) checks</td>
<td></td>
</tr>
<tr>
<td>10. Identify</td>
<td>h. Post collection agency payments</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Utilize computerized office billing systems</td>
<td></td>
</tr>
</tbody>
</table>
procedures for preparing patient accounts

11. Identify procedures for collecting outstanding accounts

12. Describe the impact of both the Fair Debt Collection Act and the Federal Truth in Lending Act of 1968 as they apply to collections

13. Discuss types of adjustments that may be made to a patient’s account

<table>
<thead>
<tr>
<th>VII.C Cognitive (Knowledge Base)</th>
<th>VII.P Psychomotor (Skills)</th>
<th>VII.A Affective (Behavior)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Managed Care/Insurance</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Identify types of insurance plans</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Identify models of managed care</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Discuss workers’ compensation as it applies to patients</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Describe procedures for implementing both managed care and insurance plans</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Discuss utilization review principles</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Discuss referral process for patients in a managed care program</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Describe how guidelines are used in processing an insurance claim</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Compare processes for filing insurance claims both manually and electronically</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Describe guidelines for third-party claims</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Discuss types of procedures</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| **Managed Care/Insurance**      |                           |                           |
| 1. Apply both managed care policies and procedures |                           |                           |
| 2. Apply third party guidelines |                           |                           |
| 3. Complete insurance claim forms |                           |                           |
| 4. Obtain precertification, including documentation |                           |                           |
| 5. Obtain preauthorization, including documentation |                           |                           |
| 6. Verify eligibility for managed care services |                           |                           |

| **Managed Care/Insurance**      |                           |                           |
| 1. Demonstrate assertive communication with managed care and/or insurance providers |                           |                           |
| 2. Demonstrate sensitivity in communicating with both providers and patients |                           |                           |
| 3. Communicate in language the patient can understand regarding managed care and insurance plans |                           |                           |
11. Describe the concept of RBRVS
12. Define Diagnosis-Related Groups (DRGs)

<table>
<thead>
<tr>
<th>VIII.C Cognitive (Knowledge Base)</th>
<th>VIII.P Psychomotor (Skills)</th>
<th>VIII.A Affective (Behavior)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>VIII. Procedural and Diagnostic Coding</strong>&lt;br&gt;1. Describe how to use the most current procedural coding system&lt;br&gt;2. Define upcoding and why it should be avoided&lt;br&gt;3. Describe how to use the most current&lt;br&gt;4. Describe how to use the most current HCPCS coding</td>
<td><strong>VIII. Procedural and Diagnostic Coding</strong>&lt;br&gt;1. Perform procedural coding&lt;br&gt;2. Perform diagnostic coding</td>
<td><strong>VIII. Procedural and Diagnostic Coding</strong>&lt;br&gt;1. Work with physician to achieve the maximum reimbursement</td>
</tr>
</tbody>
</table>
### Medical Law and Ethics

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

<table>
<thead>
<tr>
<th>IX.C Cognitive (Knowledge Base)</th>
<th>IX.P Psychomotor (Skills)</th>
<th>IX.A Affective (Behavior)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Discuss legal scope of practice for medical assistants</td>
<td>1. Respond to issues of confidentiality</td>
<td>1. Demonstrate sensitivity to patient rights</td>
</tr>
<tr>
<td>2. Explore issue of confidentiality as it applies to the medical assistant</td>
<td>2. Perform within scope of practice</td>
<td>2. Demonstrate awareness of the consequences of not working within the legal scope of practice</td>
</tr>
<tr>
<td>3. Describe the implications of HIPAA for the medical assistant in various medical settings</td>
<td>3. Apply HIPAA rules in regard to privacy/release of information</td>
<td>3. Recognize the importance of local, state and federal legislation and regulations in the practice setting</td>
</tr>
<tr>
<td>4. Summarize the Patient Bill of Rights</td>
<td>4. Practice within the standard of care for a medical assistant</td>
<td></td>
</tr>
<tr>
<td>5. Discuss licensure and certification as it applies to healthcare providers</td>
<td>5. Incorporate the Patient’s Bill of Rights into personal practice and medical office policies and procedures</td>
<td></td>
</tr>
<tr>
<td>6. Describe liability, professional, personal injury, and third party insurance</td>
<td>6. Complete an incident report</td>
<td></td>
</tr>
<tr>
<td>7. Compare and contrast physician and medical assistant roles in terms of standard of care</td>
<td>7. Document accurately in the patient record</td>
<td></td>
</tr>
<tr>
<td>8. Compare criminal and civil law as it applies to the practicing medical assistant</td>
<td>8. Apply local, state and federal health care legislation and regulation appropriate to the medical assisting practice setting</td>
<td></td>
</tr>
<tr>
<td>9. Provide an example of tort law as it would apply to a medical assistant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Explain how the following impact the medical assistant’s practice and give examples</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Negligence</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Malpractice</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Statute of Limitations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Good Samaritan</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
11. Identify how the Americans with Disabilities Act (ADA) applies to the medical assisting profession
12. List and Discuss legal and illegal interview questions
13. Discuss all levels of government legislation and regulation as they apply to the medical assisting profession, including FDA and DEA regulations
14. Describe the process to follow if an error is made in patient care

<table>
<thead>
<tr>
<th>IX.C Cognitive (Knowledge Base)</th>
<th>IX.P Psychomotor (Skills)</th>
<th>IX.A Affective (Behavior)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>X. Ethical Considerations</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Differentiate between legal, ethical, and moral issues affecting healthcare</td>
<td>1. Report illegal and/or unsafe activities and behaviors that affect health, safety and welfare of others to proper authorities</td>
<td>1. Apply ethical behaviors, including honesty/integrity in performance of medical assisting practice</td>
</tr>
<tr>
<td>2. Compare personal, professional and organizational ethics</td>
<td>2. Develop a plan for separation of personal and professional ethics</td>
<td>2. Examine the impact personal ethics and morals may have on the individual’s practice</td>
</tr>
<tr>
<td>3. Discuss the role of cultural, social and ethnic diversity in ethical performance of medical assisting practice</td>
<td></td>
<td>3. Demonstrate awareness of diversity in providing patient care</td>
</tr>
<tr>
<td>4. Identify where to report illegal and/or unsafe activities and behaviors that affect health, safety and welfare of others</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Identify the effect personal ethics may have on professional performance</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Safety and Emergency Practices

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

<table>
<thead>
<tr>
<th>X.C Cognitive (Knowledge Base)</th>
<th>X.P Psychomotor (Skills)</th>
<th>X.A Affective (Behavior)</th>
</tr>
</thead>
<tbody>
<tr>
<td>XI. Protective Practices</td>
<td>XI. Protective Practices</td>
<td>XI. Protective Practices</td>
</tr>
<tr>
<td>1. Describe personal protective equipment</td>
<td>1. Comply with safety signs, symbols and labels</td>
<td>1. Recognize the effects of stress on all persons involved in emergency situations</td>
</tr>
<tr>
<td>2. Identify safety techniques that can be used to prevent accidents and maintain a safe work environment</td>
<td>2. Evaluate the work environment to identify safe vs. unsafe working conditions</td>
<td>2. Demonstrate self-awareness in responding to emergency situations</td>
</tr>
<tr>
<td>3. Describe the importance of Materials Safety Data Sheets (MSDS) in a healthcare setting</td>
<td>3. Develop a personal (patient and employee) safety plan</td>
<td></td>
</tr>
<tr>
<td>4. Identify safety signs, symbols and labels</td>
<td>4. Develop an environmental safety plan</td>
<td></td>
</tr>
<tr>
<td>5. State principles and steps of professional/provider CPR</td>
<td>5. Demonstrate proper use of the following equipment</td>
<td></td>
</tr>
<tr>
<td>6. Describe basic principles of first aid</td>
<td>a. Eyewash</td>
<td></td>
</tr>
<tr>
<td>7. Describe fundamental principles for evacuation of a healthcare setting</td>
<td>b. Fire extinguishers</td>
<td></td>
</tr>
<tr>
<td>8. Discuss fire safety issues in a healthcare environment</td>
<td>c. Sharps disposal containers</td>
<td></td>
</tr>
<tr>
<td>9. Discuss requirements for responding to hazardous material disposal</td>
<td>6. Participate in a mock environmental exposure event with documentation of steps taken</td>
<td></td>
</tr>
<tr>
<td>10. Identify principles of body mechanics and ergonomics</td>
<td>7. Explain an evacuation plan for a physician’s office</td>
<td></td>
</tr>
<tr>
<td>11. Discuss critical elements of an emergency plan for response to a natural disaster or other emergency</td>
<td>8. Demonstrate methods of fire prevention in the healthcare setting</td>
<td></td>
</tr>
<tr>
<td>12. Identify</td>
<td>9. Maintain provider/professional level CPR certification</td>
<td></td>
</tr>
<tr>
<td></td>
<td>10. Perform first aid procedures</td>
<td></td>
</tr>
<tr>
<td></td>
<td>11. Use proper body mechanics</td>
<td></td>
</tr>
<tr>
<td></td>
<td>12. Maintain a current list of community resources for emergency preparedness</td>
<td></td>
</tr>
</tbody>
</table>
13. Discuss potential role(s) of the medical assistant in emergency preparedness

emergency preparedness plans in your community
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
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*
SIGNATURE PAGES

Student Name______________________

Date of Program Entry________________
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
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
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
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