IVY TECH COMMUNITY COLLEGE
SOUTHEAST REGION
SCHOOL OF HEALTH SCIENCES

MEDICAL ASSISTING PROGRAM
LAWRENCEBURG/BATESVILLE CAMPUS
STUDENT HANDBOOK
2013-2014 ACADEMIC YEAR

IVY TECH COMMUNITY COLLEGE SOUTHEAST REGION
Lawrenceburg/Batesville Campus
SCHOOL OF HEALTH SCIENCES

MEDICAL ASSISTING PROGRAM
STUDENT HANDBOOK

NON-DISCRIMINATION AND EQUAL OPPORTUNITY POLICY

Ivy Tech Community College provides open admission, degree credit programs, courses and community service offerings, and student support services for all persons regardless of race, color, creed, national origin, religion, gender, sexual orientation, physical or mental disability, age or veteran status. The College also provides opportunities to students on the same non-discriminatory opportunity basis. Persons who believe they may have been discriminated against should contact the campus affirmative action officer, Human Resources Administrator, or Vice Chancellor for Student Affairs. Ivy Tech Community College of Indiana is an accredited, equal opportunity/affirmative action institution.

BOOKLET DISCLAIMER

This handbook is intended to supply accurate information to the reader. The College reserves the right to change the Program and course requirements; however, every effort will be made to inform students of any program changes. This handbook and its provisions are not in any way a contract between an applicant and the College.

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INTRODUCTION

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

ACCREDITING ORGANIZATIONS

The College is accredited by the Higher Learning Commission of the North Central Association of Colleges and Schools.

The Higher Learning Commission
230 South LaSalle St., Suite 7-500
Chicago, IL 60604-1413
312-263-7462
www.ncahlc.org

The Medical Assisting program is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of the Medical Assisting Education Review Board (MAERB).

Commission on Accreditation of Allied Health Education Programs
1361 Park Street
Clearwater, FL 33756
727-210-2350
www.caahep.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 pursuing the Medical Assisting program must be capable of fulfilling the Essential Functions of Medical Assisting Students included in the Admission, Progression and Graduation Policies section of this booklet. Reasonable accommodations for persons with disabilities will be made to ensure access to academic programs, services, and employment in accordance with section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. College programs and facilities are designed to be accessible to students with disabilities. The 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 Lawrenceburg campus Disabilities Support officer, Ann Stenger. Mrs. Stenger contact information: 812-537-4010, ext. 5284, astenger2@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.

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FINANCIAL INFORMATION
http://www.ivytech.edu/financialaid/

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Tuition and Fees
Tuition and fees are set by the State Board of Trustees and are subject to change. Expenses will include tuition, fees, books, uniforms, and other materials/equipment for use in the Medical Assisting program. At the time of participation, the Medical Assisting student will incur expense associated with obtaining the required physical examination, immunizations, tuberculosis testing, and Basic Life Support (CPR) certification, criminal background check and drug screen.

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 on your home campus.

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

Admission/Selection
There is no separate registration process for the Medical Assisting program. Students desiring to pursue the program must first be admitted to the College, complete the admissions assessment (Accuplacer/Compass), attend the New Student Orientation (online or in-person), and meet with the Program Chair.

Some courses in the Medical Assisting program require Program Chair approval prior to registration. The following courses currently require such approval:

MEAS 219 Medical Assisting Medical Laboratory Techniques
MEAS 238 Clinical I
MEAS 239 Clinical II
MEAS 260 Medical Assisting Administrative and Clinical Externship

Approval for registration in any of the above courses will be based on a number of factors, including, but not limited to:

- Availability of seats in a course
- Availability of externship sites
- All pre-requisite courses successfully completed
- Length of time passed between completion of pre-requisite courses and registration for course(s) requiring Program Chair approval. Length of time is an especially important factor when registration for MEAS 260 Administrative/Clinical Externship is desired by the student.

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 Clinical

Classroom and Lab Attendance Policy
Students are expected to attend all scheduled 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, 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

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

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 Medical Assisting program must be in good academic standing according to College policy.
http://ivytech.edu/schools/course-catalog.html

Progression in the Medical Assisting Technical Certificate Program

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

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STUDENT RIGHTS AND RESPONSIBILITIES

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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 at Externship Site

Expectations for student behavior in externship settings are governed by agency affiliation agreements. 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.

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GROUP II

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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 in courses with a prefix of MEAS (and HLHS):

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

EVALUATION OF STUDENT LEARNING

Methods of Evaluation in Courses

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

Student externship experiences are arranged by the Program Chair 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 Sciences 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 or Audience

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.

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 throughout the program. **Students with documented need for accommodations are to meet with the campus Disabilities Support Services Representative at the beginning of each semester.**

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

Function	Program-Specific Examples	Frequency
GROSS MOTOR SKILLS	Move within confined spaces Maintain balance while sitting and standing Reach above shoulders and below waist(e.g., IV poles, plug electrical appliance into wall outlets)	C
FINE MOTOR SKILLS	Manipulate small objects with fingers (e.g., IV tubing, pencil, manipulate a syringe, eye dropper, write with pen or pencil) Key/type (e.g., use a computer) Twist (e.g., turn objects/knobs using hands)	C
PHYSICAL ENDURANCE	Prolonged standing (e.g., at client side during surgical or therapeutic procedure) Sustain repetitive movements (e.g., CPR) Maintain physical tolerance (e.g., work entire shift)	C
PHYSICAL STRENGTH	Push, pull, support and lift 5o pounds (e.g., position clients, ambulate client, pick up a child, transfer client) Move light object weighing up to 10 pounds (e.g., IV poles) Move heavy objects (transfer, transport, assist falling patients to ground) Defend self against combative client. Carry equipment/supplies Use upper body strength (e.g., perform CPR, physically restrain a client) Squeeze with hands (e.g., operate fire extinguisher)	C
MOBILITY	Twist and bend Stoop/squat Move quickly (e.g., response to an emergency Climb (e.g., ladders/stools/stairs Walk	C
AUDITORY	Hear normal speaking level sounds (e.g., person-to-person report) Hear faint voices Hear faint body sounds (e.g., blood pressure sounds, assess placement of tubes) Hear in situations when not able to see lips (e.g., when masks are used) Hear auditory alarms (e.g., monitors, timers, fire alarms, call bells)	C

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

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

<u>*Universal Standard Precautions*</u>

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 clinical, laboratory, and externship 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 healthcare facility or school, healthcare facility cafeteria or any similar public place.

Written information, such as care plans, physician's notes, 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 clinical 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 clinical facility is expressly forbidden.

Photography of any patient or clinical situation is strictly prohibited.

Violations of privacy regulations/policies may result in immediate dismissal from the program as outline in Guidelines for Professional Conduct, as well as civil and criminal penalties.

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 any class time or while on externship 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

Technical Certificate Program – 49-51 credits
Students completing the Technical Certificate program must complete the entire sequence of courses in order to be eligible to apply for the CMA (AAMA) certification exam. *NOTE: The number of credits required for completion is based on students who are program-ready and does not include non-academic skills courses.*

General Education 10-12 Credits

ENGL 111	English Composition	3 credits
IVYT 1XX	Student Success Elective	1-3 credits
XXXX XXX	Humanities/Social & Behavioral Sciences Elective	3 credits
COMM 101	Fundamentals of Public Speaking	3 credits
OR	OR	
COMM102	Introduction to Interpersonal Communication	

Professional-Technical 3 Credits

HLHS 101	Medical Terminology	3 credits

Concentration 36 Credits

APHY 101	Anatomy & Physiology I	3 credits
APHY 102	Anatomy & Physiology II	3 credits
MEAS 107	Administrative I	3 credits
MEAS 108	Administrative II	3 credits
MEAS 137	Medical Insurance & Basic Coding	3 credits
MEAS 207	Integrated Medical Office Systems	3 credits
MEAS 218	Pharmacology	3 credits
MEAS 219	Medical Assisting Laboratory Techniques	3 credits

MEAS 238	Clinical I	3 credits
MEAS 239	Clinical II	3 credits
MEAS 260	Medical Assisting Administrative and Clinical Externship	5 credits

ASSOCIATE OF APPLIED SCIENCE DEGREE IN MEDICAL ASSISTING

The Lawrenceburg campus also offers an Associate of Applied Science degree (AAS) in Medical Assisting. The AAS degree currently requires a total of 61-63 credits, consisting of an additional 15 credits above the required 46 for the Technical Certificate program.

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.

General Education 10-12 Credits

ENGL 111	English Composition	3 credits
IVYT 1XX	Student Success Elective	1-3 credits
XXXX XXX	Humanities/Social & Behavioral Sciences Elective	3 credits
COMM 101	Fundamentals of Public Speaking	3 credits
OR	OR	
COMM102	Introduction to Interpersonal Communication	
MATH XXX	Math Elective	3 credits

Professional-Technical 3 Credits

| HLHS 101 | Medical Terminology | 3 credits |

Concentration 36 Credits

APHY 101	Anatomy & Physiology I	3 credits
APHY 102	Anatomy & Physiology II	3 credits
MEAS 107	Administrative I	3 credits
MEAS 108	Administrative II	3 credits
MEAS 137	Medical Insurance & Basic Coding	3 credits
MEAS 207	Integrated Medical Office Systems	3 credits
MEAS 218	Pharmacology	3 credits
MEAS 219	Medical Assisting Laboratory Techniques	3 credits
MEAS 238	Clinical I	3 credits
MEAS 239	Clinical II	3 credits
MEAS 242	Disease Conditions	3 credits

| MEAS 260 | Medical Assisting Administrative and Clinical Externship | 5 credits |

Electives

CINS 101	Microcomputers	3 credits
HLHS 105	Medical Law and Ethics	3 credits
INCO 213	Advanced Insurance Coding	3 credits
INCO 220	Advanced Insurance Claims Processing	3 credits
MEAS 215	Advanced Medical Terminology	3 credits
MEAS 227	Medical Office Management	3 credits
MEAS 240	Advanced Clinical Skills	3 credits
PHLB 212	Phlebotomy	3 credits
MEAS 299	CMA review	3 credits

Special Note Regarding Externship Courses

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.

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

Course No.	Course Name	Credits	Total Semester Contact Hours		
			Lecture	Lab	Clinical/ Externship
APHY 101	Anatomy & Physiology I	3	32	32	0
APHY 102	Anatomy & Physiology II	3	32	32	0

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

HEALTH CAREERS – DEPARTMENT OF LABOR

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

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

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

COLLEGE/PROGRAM COSTS

Item	Cost
Tuition	In state: 115.15/credit hour
	Out of State: 250.40/credit hour
Technology Fee	60.00 per semester
Books	Variable based on course
Lab pack, uniforms and other supplies	Variable
Physical Exam & Immunizations	Variable based on provider
CPR Certification	Variable based on provider
Background Check & Drug Screen	$111.00
CMA (AAMA) Certification Examination Fee	$125

Note: Costs are subject to change without notice.

COLLEGE/PROGRAM CONTACT INFORMATION

Medical Assisting Program Chair/Advisor:
Theresa (Teri) Disch, MBA, CMA (AAMA), LPN
Office Location: Ivy Tech Community College
                           50 Walnut Street
                           Lawrenceburg, IN 47025
                           Fifth Floor, Room #517

Phone: 812-537-4010 ext. 5234

Email: tdisch@ivytech.edu

Advising Hours: Call for current semester advising/office hours

Faculty (full-time)
Marsha Meister, MBA, LPN
Office Location: Ivy Tech Community College
                           1 Ivy Tech Blvd.
                           Batesville, IN 47060

Phone: 812-934-3954 ext. 8113

Admission to the College:
Cindy Hutcherson, Assistant Director of Admissions,   812-265-2580, ext. 4142
                                                     chutcher@ivytech.edu

To schedule an Advising Appointment with the Program Chair:
- Student must first apply to the College and receive an acceptance notification
- Complete the academic assessment (Accuplacer, ACT/SAT scores, etc.)
- Complete the New Student Orientation (face-to-face or online)
- Call one of the following ITCC staff, or any staff member in the Student Affairs office, to schedule the appointment:

Jackie Koch, Secretary	812-537-4010, ext. 5228
Margaret Stewart, VC Student Affairs	812-537-4010, ext. 5240
Judith Anderson, Assoc. VC Student Affairs	812-537-4010, ext. 5260
Holly Nichols, Assoc. Dir. of Advising	812-537-4010, ext. 5261
Kelly Eckstein, Student Affairs	812-537-4010, ext. 5238
Receptionist	812-537-4010, ext. 0

Student Success Center/Career Services:

Shakira Grubbs, Career Service Advisor	812-537-4010, ext. 5237

Financial Aid:

Richard Hill, Director of Financial Aid   812-265-2580, ext. 4156
                                                       rhill@ivytech.edu

Deborah Bowman, Financial Aid   812-537-4010ext. 5239
                                                           dbowman25@ivytech.edu

Beth Kemper, Financial Aid & Student Services   812-537-4010, ext. 5262
                                                           bkemper@ivytech.edu

APPENDICIES

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 B

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.

I.C Cognitive (Knowledge Base)	I.P Psychomotor (Skills)	I.A Affective (Behavior)
I. Anatomy & Physiology	**I. Anatomy & Physiology**	**I. Anatomy & Physiology**
1. Describe structural organization of the human body	1. Obtain vital signs	1. Apply critical thinking skills in performing patient assessment and care
2. Identify body systems	2. Perform venipuncture	2. Use language/verbal skills that enable patients' understanding
3. Describe body planes, directional terms, quadrants, and cavities	3. Perform capillary puncture	3. Demonstrate respect for diversity in approaching patients and families
4. List major organs in each body system	4. Perform pulmonary function testing	
5. Describe the normal function of each body system	5. Perform electrocardiography	
6. Identify common pathology related to each body system	6. Perform patient screening using established protocols	
7. Analyze pathology as it relates to the interaction of body systems	7. Select proper sites for administering parenteral medication	
8. Discuss implications for disease and disability when homeostasis is not maintained	8. Administer oral medications	
9. Describe implications for treatment related to pathology	9. Administer parenteral (excluding IV) medication	
10. Compare body structure and function of the human body across the life span	10. Assist physician with patient care	
11. Identify the classifications of medications, including desired effects, side effects and adverse reactions	11. Perform quality control measures	
12. Describe the relationship between anatomy and physiology of all body systems and medications used for treatment in each	12. Perform CLIA waived hematology testing	
	13. Perform CLIA waived chemistry testing	
	14. Perform CLIA waived urinalysis	
	15. Perform CLIA waived immunology testing	
	16. Screen test results	

II.C Cognitive (Knowledge Base)	II. P Psychomotor (Skills)	II.A Affective (Behavior)
II. Applied Mathematics 1. Demonstrate knowledge of basic math computations 2. Apply mathematical computations to solve equations 3. Identify measurement systems 4. Define basic units of measurement in metric, apothecary and household systems 5. Convert among measurement systems 6. Identify both abbreviations and symbols used in calculating medication dosages 7. Analyze charts, graphs and/or tables in the interpretation of healthcare results	**II. Applied Mathematics** 1. Prepare proper dosages of medication for administration 2. Maintain laboratory test results using flow sheets 3. Maintain growth charts	**II. Applied Mathematics** 1. Verify ordered doses/dosage prior to administration 2. Distinguish between normal and abnormal test results
III.C Cognitive (Knowledge Base)	**II. P Psychomotor (Skills)**	**III. A Affective (Behavior)**

III. Applied Microbiology/Infection Control
 1. Describe the infection cycle, including the infectious agent, reservoir, susceptible host, means of transmission, portals of entry, and portals of exit
 2. Define asepsis
 3. Discus infection control procedures
 4. Identify personal safety precautions as established by the Occupational Safety and Health Administration (OSHA)
 5. List major types of infectious agents
 6. Compare different methods of controlling the growth of microorganisms
 7. Match types and uses of personal protective equipment (PPE)
 8. Differentiate between medical and surgical asepsis used in ambulatory care settings, identifying when each is appropriate
 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
	III. Applied Microbiology/Infection Control
	 1. Participate in training on Standard Precautions
	 2. Practice Standard Precautions
	 3. Select appropriate barrier/personal protective equipment (PPE) for potentially infectious situations
	 4. Perform hand washing
	 5. Prepare items for autoclaving
	 6. Perform sterilization procedures
	 7. Obtain specimens for microbiological testing
	 8. Perform CLIA waived microbiology testing
		III. Applied Microbiology/Infection Control
		 1. Display sensitivity to patient rights and feelings in collecting specimens
		 2. Explain the rationale for performance of a procedure to the patient
		 3. Show awareness of patient's concerns regarding their perceptions related to the procedure being performed

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.

IV.C Cognitive (Knowledge Base)	IV.P Psychomotor (Skills)	IV.A Affective (Behavior)
IV. Concepts of Effective Communication 1. Identify styles and types of verbal communication 2. Identify nonverbal communications 3. Recognize communication barriers 4. Identify techniques for overcoming communication barriers 5. Recognize the elements of oral communication using a sender-receiver process 6. Differentiate between subjective and objective information 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 8. Recognize elements of fundamental writing skills 9. Discuss application of electronic technology 10. Diagram medical terms, labeling the word parts 11. Define both medical terms and abbreviations related to all body systems 12. Organize 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	**IV. Concepts of Effective Communication** 1. Use reflection, restatement and clarification techniques to obtain a patient history 2. Report relevant information to others succinctly and accurately 3. Use medical terminology, pronouncing medical terms correctly, to communicate information, patient history, data and observations 4. Explain general office policies 5. Instruct patients according to their needs to promote health maintenance and disease prevention 6. Prepare a patient for procedures and/or treatments 7. Demonstrate telephone techniques 8. Document patient care 9. Document patient education 10. Compose professional/business letters 11. Respond to nonverbal communication 12. Develop and maintain a current list of community resources related to patients' healthcare needs 13. Advocate on behalf of patients	**IV. Concepts of Effective Communication** 1. Demonstrate empathy in communicating with patients, family and staff 2. Apply active listening skills 3. Use appropriate body language and other nonverbal skills in communicating with patients, family and staff 4. Demonstrate awareness of the territorial boundaries of the person with whom communicating 5. Demonstrate sensitivity appropriate to the message being delivered 6. Demonstrate awareness of how an individual's personal appearance affects anticipated response 7. Demonstrate recognition of the patient's level of understanding in communications 8. Analyze communications in providing appropriate responses/feedback 9. Recognize and protect personal boundaries in communicating with others 10. Demonstrate respect for individual diversity, incorporating awareness of one's own biases in areas including gender, race, religion, age, and economic status

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.

V.C Cognitive (Knowledge Base)	V.P Psychomotor (Skills)	V.A Affective (Behavior)
V. Administrative Functions 1. Discuss pros and cons of various types of appointment management systems 2. Describe scheduling guidelines 3. Recognize office policies and protocols for handling appointments 4. Identify critical information required for scheduling patient admissions and/or procedures 5. Identify systems for organizing medical records 6. Describe various types of content maintained in a patient's medical record 7. Discuss pros and cons of various filing methods 8. Identify both equipment and supplies needed for filing medical records 9. Describe indexing rules 10. Discuss filing procedures 11. Discuss principles of using Electronic Medical Record (EMR) 12. Identify types of records common to the healthcare setting 13. Identify time management principles 14. Discuss the importance of routine maintenance of office equipment	**V. Administrative Functions** 1. Manage appointment schedule, using established priorities 2. Schedule patient admissions and/or procedures 3. Organize a patient's medical record 4. File medical records 5. Execute data management using electronic healthcare records such as the EMR 6. Use office hardware and software to maintain office systems 7. Use internet to access information related to the medical office 8. Maintain organization by filing 9. Perform routine maintenance of office equipment with documentation 10. Perform an office inventory	**V. Administrative Functions** 1. Consider staff needs and limitations in establishment of a filing system 2. Implement time management principles to maintain effective office function
VI.C Cognitive (Knowledge Base)	**VI.P Psychomotor (Skills)**	**VI.A Affective (Behavior)**

VI. Basic Practice Finances
 1. Explain basic bookkeeping computations
 2. Differentiate between bookkeeping and accounting
 3. Describe banking procedures
 4. Discuss precautions for accepting checks
	VI. Basic Practice Finances
	 1. Prepare a bank deposit
	 2. Perform accounts receivable procedures, including:
	   a. Post entries on a day sheet
	   b. Perform billing procedures
	   c. Perform collection procedures
	   d. Post adjustments
		VI. Basic Practice Finances
		 1. Demonstrate sensitivity and professionalism in handling accounts receivable activities with clients

5. Compare types of endorsement 6. Differentiate between accounts payable and accounts receivable 7. Compare manual and computerized bookkeeping systems used in ambulatory healthcare 8. Describe common periodic financial reports 9. Explain both billing and payment options 10. Identify 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	e. Process a credit balance f. Process refunds g. Post non-sufficient fund (NSF) checks h. Post collection agency payments 3. Utilize computerized office billing systems	

VII.C Cognitive (Knowledge Base)	**VII.P Psychomotor (Skills)**	**VII.A Affective (Behavior)**
VII. Managed Care/Insurance 1. Identify types of insurance plans 2. Identify models of managed care 3. Discuss workers' compensation as it applies to patients 4. Describe procedures for implementing both managed care and insurance plans 5. Discuss utilization review principles 6. Discuss referral process for patients in a managed care program 7. Describe how guidelines are used in processing an insurance claim 8. Compare processes for filing insurance claims both manually and electronically 9. Describe guidelines for third-party claims 10. Discuss types of physician fee schedules 11. Describe the concept of RBRVS 12. Define Diagnosis-Related Groups (DRGs)	**VII. 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	**VII. 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

VIII.C Cognitive (Knowledge Base)	VIII.P Psychomotor (Skills)	VIII.A Affective (Behavior)
VIII. **Procedural and Diagnostic Coding** 1. Describe how to use the most current procedural coding system 2. Define upcoding and why it should be avoided 3. Describe how to use the most current 4. Describe how to use the most current HCPCS coding	**VIII.** **Procedural and Diagnostic Coding** 1. Perform procedural coding 2. Perform diagnostic coding	**VIII.** **Procedural and Diagnostic Coding** 1. Work with physician to achieve the maximum reimbursement

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.

IX.C Cognitive (Knowledge Base)		IX.P Psychomotor (Skills)		IX.A Affective (Behavior)	

IX.	**Legal Implications**
	1. Discuss legal scope of practice for medical assistants
	2. Explore issue of confidentiality as it applies to the medical assistant
	3. Describe the implications of HIPAA for the medical assistant in various medical settings
	4. Summarize the Patient Bill of Rights
	5. Discuss licensure and certification as it applies to healthcare providers
	6. Describe liability, professional, personal injury, and third party insurance
	7. Compare and contrast physician and medical assistant roles in terms of standard of care
	8. Compare criminal and civil law as it applies to the practicing medical assistant
	9. Provide an example of tort law as it would apply to a medical assistant
	10. Explain how the following impact the medical assistant's practice and give examples
	  a. Negligence
	  b. Malpractice
	  c. Statute of Limitations
	  d. Good Samaritan Act(s)
	  e. Uniform Anatomical Gift Act
	  f. Living will/Advanced directives
	  g. Medical durable power of attorney
	11. Identify how the Americans with Disabilities Act (ADA) applies to the
		IX.	**Legal Implications**
			1. Respond to issues of confidentiality
			2. Perform within scope of practice
			3. Apply HIPAA rules in regard to privacy/release of information
			4. Practice within the standard of care for a medical assistant
			5. Incorporate the Patient's Bill of Rights into personal practice and medical office policies and procedures
			6. Complete an incident report
			7. Document accurately in the patient record
			8. Apply local, state and federal health care legislation and regulation appropriate to the medical assisting practice setting
				IX.	**Legal Implications**
					1. Demonstrate sensitivity to patient rights
					2. Demonstrate awareness of the consequences of not working within the legal scope of practice
					3. Recognize the importance of local, state and federal legislation and regulations in the practice setting

medical assisting profession 12. List and Discuss legal and illegal interview questions 13. Discuss all levels of government legislation and regulation as they apply the medical assisting practice, including FDA and DEA regulations 14. Describe the process to follow if an error is made in patient care		

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

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.

X.C Cognitive (Knowledge Base)	X.P Psychomotor (Skills)	X.A Affective (Behavior)

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

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

Students will be given a separate set of signature pages to sign so that the originals can remain attached to this handbook for future reference.

Enrollment in courses requiring Program Chair approval will not be allowed until all signature pages have been completed, and submitted to the Medical Assisting Program Chair.

Student Name: _____   ID#: C_____

Handbook Received: _____   Cohort: _____
                            Date

CONFIDENTIALITY OF INFORMATION
IVY TECH COMMUNITY COLLEGE SCHOOL OF HEALTH SCIENCES
Medical Assisting Program

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 healthcare facility or school, healthcare facility cafeteria or any similar public place. This includes all social media formats.

Written information, such as care plans, progress 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 affiliating agency. DO NOT DISCUSS ANY EXTERNSHIP EXPERIENCES in any public place, whether or not you refer to patient information. This includes discussion of experiences in any social media format.

Photocopying of any client records or removal of client records from the externship 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

ACKNOWLEDGEMENT OF CERTIFICATION ELIGIBILITY INFORMATION
IVY TECH COMMUNITY COLLEGE SCHOOL OF HEALTH SCIENCES
Medical Assisting Program

I understand that the possibility exists that a record of certain offenses may result in a graduate being denied certification. These offenses include but are not limited to being convicted of a crime or disciplinary action taken on previous licenses or certifications.

Ivy Tech Community College has informed me that if I have a record of any criminal offenses or prior actions related to certification, the American Association of Medical Assistants may choose to deny me certification, even if I satisfactorily complete Ivy Tech Community College's required curriculum.

_____
Student's Printed Name

_____   _____
Student Signature   Date

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

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 students in the Medical Assisting program may have direct contact with blood or other body fluids, the Medical Assisting program is required to provide annual training in Universal Standards. This form will be retained in the Medical Assisting program's office as documentation of training in Universal/Standard Precautions.

I realize that instruction may require that I safely and accurately perform invasive procedures such as injections/drawing blood/starting intravenous fluids during the laboratory and clinical components of my program. I recognize the importance of practice under faculty supervision in the learning laboratory as well as in the clinical 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 skills in the lab setting only under the supervision of faculty.

_____

Student's Printed Name

_____   _____

Student Signature   Date

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

_____

Student's Printed Name

_____   _____

Student Signature   Date

IVY TECH COMMUNITY COLLEGE
SCHOOL OF HEALTH SCIENCES PROGRAMS
Medical Assisting

PERMISSION TO DISCLOSE PERSONAL, CONFIDENTIAL INFORMATION

I do hereby grant permission to authorized persons in Ivy Tech Community College, including School of Health Sciences Medical Assisting Program faculty, to comply with requests for information for evaluative purposes by others acting on my behalf in such matters as: externship placement, 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 externship educational activities at certain health care provider locations, as in physician offices or other ambulatory health care facilities. I further understand that such externship locations require proof of immunity to certain infectious illness, tuberculosis screening, documentation that I am capable of performing essential 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 externship locations as may be necessary for my participation in the medical assisting program.

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 externship 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
Medical Assisting Program

PRINTED NAME:

CURRENT ADDRESS:

CURRENT PHONE NUMBER:

STUDENT IDENTIFICATION NUMBER: **C**

I HAVE RECEIVED A COPY OF THE MEDICAL ASSISTING PROGRAM STUDENT HANDBOOK AND HAVE BEEN GIVEN AN OPPORTUNITY TO ASK QUESTIONS RELATED TO THE CONTENTS.

Student Signature   Date

Email address:_____@ivytech.edu