

Welcome to the Stanly Community College Medical Assisting Program!



Medical Assisting Program Handbook
2015-2016

WELCOME

Welcome to the Stanly Community College Medical Assisting Program! The purpose of this handbook is to share information with each of you in order to allow you to better understand the Program's operation and its basic "ground rules" in an effort to minimize uncertainty or misunderstanding. It is the responsibility of each Medical Assisting student to review the handbook independently and to refer to it as needed during his/her enrollment.

All statements in the Medical Assisting Student Handbook are announcements of present Medical Assisting program's policies and are subject to change at any time. While every effort will be made to give advance notice of any change in Medical Assisting program's policies, such notice is not guaranteed nor required.

This handbook will not answer all the specific questions you may have, or those which may arise. We encourage you to contact the Program Director in Office 216-D Crutchfield Education Center should you need assistance overcoming obstacles during your course of study. Office hours will be posted on the door at the beginning of each semester.

Program Director:

Starra Herring
Office: 216-D Crutchfield Education Center
Phone: 704-991-0397
Email: srobinson7721@stanly.edu

Faculty Instructor:

Heather Whitley
Office: 216-C Crutchfield Education Center
Phone: 704-991-0130
Email: hwhitley3019@stanly.edu

Stanly Community College Purpose and Mission Statement

Stanly Community College offers a learning-centered environment that encourages student access and completion, fosters partnerships, enables life-long learning, and enhances the economic, social and cultural life of the community.

The College is committed to:

- Encouraging diversity and mutual respect that promotes excellence and a free exchange of ideas;
- Providing quality programs and instruction, through traditional and electronically delivered formats, to prepare students for a competitive, global marketplace and an evolving work force;
- Providing the foundation for students to successfully transfer to universities and pursue other educational goals;
- Providing a productive level of technological expertise;
- Supporting the economic growth and development of the community.

Board of Trustees Approved 2-21-2013

Accreditation

The Medical Assisting curriculum prepares multi-skilled health care professionals qualified to perform administrative, clinical, and laboratory procedures. Course work includes instruction in scheduling appointments, coding and processing insurance accounts, billing, collections, computer operations, assisting with examinations/treatments, performing routine laboratory procedures, electrocardiography, supervised medication administration; and ethical/legal issues associated with patient care. Employment opportunities include physicians' offices, health maintenance organizations, health departments, and hospitals. The Medical Assisting Program at Stanly Community College Diploma 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.

Accredited programs are eligible to take the American Association of Medical Assistants (AAMA) certification exam.

American Association of Medical Assisting Endowment, 20 N. Wacker Dr., Ste. 1575 Chicago, IL 60606 (312) 899-1500. (www.aama-ntl.org)

The Medical Assisting Program, at Stanly Community College is awarded a 1 + 1 program, which means that all AAS graduates also receive the Diploma and is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of Medical Assisting Education Review Board (MAERB).

The SCC Medical Assisting Diploma Program is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org). Upon the recommendation of Medical Assisting Education Review Board (MAERB). Graduates of accredited programs are eligible to take the American Association of Medical Assistants (AAMA) certification exam

CODE OF ETHICS: AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS

The Code of Ethics of AAMA shall set for the 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:

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

The Medical Assisting Creed of the AAMA sets forth medical assisting statements of belief:

- 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.

Definition of the Medical Assisting Profession:

Medical assistants are multiskilled members of the health care team who perform administrative and clinical procedures under the supervision of licensed health care providers.

Minimum Expectations

“To prepare competent entry level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.”

Program Student Learning Outcomes:

Upon successful completion of the program, the student will be able to:

1. Perform the skills of a Medical Assistant under the guidance of a supervising physician as evaluated by successfully completing a clinical practicum with a grade of 78 or above.
2. Demonstrate knowledge of medical assistant responsibilities in office management and patient care as demonstrated by a grade of 78 or above on Mock CMA Certification exam.
3. Interpret verbal and written communication relevant to safe and effective medical office and patient care practices as demonstrated by a grade of 78 or above on the exam for “Therapeutic Communication Skills” in MED 260 Clinical Practicum.
4. Comply with ethical, legal and professional guidelines as a member of a health service profession as demonstrated by successful completion on exam “Medical Law and Ethics” with a grade of 78 or above in MED 260 Clinical Practicum.
5. Use computer programs to perform office clerical skills as demonstrated by successful completion of administrative practicum with a grade of 78 or above.

Program Goals:

1. To prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.
2. Perform the skills of a Medical Assistant under the guidance of a supervising physician as evaluated by successfully completing a clinical practicum with a grade of 78 or higher.
3. Demonstrate knowledge of medical assistant responsibilities in office management and patient care as demonstrated by a grade of 78 or above on mock CMA Certification exam.
4. Interpret verbal and written communication relevant to safe and effective medical office and patient care practices as demonstrated by a grade of 78 or above on the exam for "Therapeutic Communication Skills" in MED 260 Clinical Practicum.
5. Comply with ethical, legal and professional guidelines as a member of a health service profession as demonstrated by successful completion on exam "Medical Law and Ethics" with a grade of 78 or above in MED 260 Clinical Practicum.
6. Use computer programs to perform office clerical skills as demonstrated by successful completion of administrative practicum with a grade of 78 or above.

ADMISSION PROCEDURE

The Medical Assisting application is open from October 1, 2015 until 4:00 pm May 1, 2016.

Step 1: Application

- Submit a completed application electronically for the Medical Assisting (D45400) of the fall you wish to enroll by visiting the SCC homepage, www.stanly.edu, and clicking the link “new students’ start here”. Application submissions are free of charge.
- If you wish to take general education courses for the MA program prior to admission, then an additional application must be completed as an Associate in General Education (AGE) with Medical Assisting Interest applicant for the term and year you plan to begin general education courses. Please note this does not take the place of an application for the MA program, nor is it required to be enrolled in the MA program.
- For questions on completing an application, contact the Eagle’s One Stop at 704-991-0123 or by emailing onestop@stanly.edu.

Step 2: Transcripts

- Submit to the Admissions Office an official high school transcript and official post-secondary transcripts for all institutions attended. Applicants that obtained a GED/Adult High School diploma must submit an official GED/AHS transcript *and* a high school transcript even if you did not complete high school.
- To track your transcripts for processing view your WebAdvisor. For questions related to transfer credits call the records department at 704-991-0331.

Step 3: Placement Testing OR Completion of Courses

	NC DAP	ACCUPLACER	COMPASS	ASSET	Classes/Transfer Credit
Writing	Writing and Reading Composite: 151 or higher	86	70	41	DRE 098 or ENG 111
Reading		80	81	41	
Math	7 or higher on DMA 010, 020, 030, 040	7 or higher on DMA 010, 020, 030, 040 or 55 Pre-Algebra 55 Algebra	47 Pre-Algebra 46 Algebra	41 Pre-Algebra 41 Algebra	Successful completion of DMA 010, 020, 030, 040, 050 or MAT 143

- Please note that MA applicants who fail to achieve the required minimum scores on the first attempt of the placement test may retest once during a five year period. When retesting, applicants will retest only on those sections of the test that were not successfully completed on a previous attempt. Placement test scores older than five years are not valid for admission consideration. Placement testing is free for applicants of SCC.
- It is encouraged that you prepare for this test. Practice items can be located on the SCC homepage under the testing and tutoring link of the current students tab. For questions related to how to schedule the placement test, contact the Eagle One Stop at 704-991-0123 or onestop@stanly.edu.
- SAT, ACT, or PLAN scores do not satisfy this requirement for MA program admissions.

Step 4: Maintain GPA (ongoing)

- For the applicant that has completed any college level courses taken with SCC prior to admission into the MA program, a minimum cumulative GPA of 2.0 is required.

After Acceptance into the MA Program:

Step 5: Submit to the MA Program Director a properly completed medical form (supplied by the SCC Admissions Office) **after acceptance to the program**. The medical form is to be signed by a licensed physician, physician’s assistant, or nurse practitioner and received in the MA Office at the Crutchfield Education Center by the due date specified on the applicant’s letter of acceptance.

Step 6: After acceptance to the program, submit to the MA Program Director current CPR certification for healthcare providers that is either endorsed by the American Heart Association or the American Red Cross. Current CPR certification is required throughout the student’s attendance in the MA program.

ACCEPTANCE PROCEDURE:

The Medical Assisting program accepts a maximum of 30 students for entry each fall semester. Applicants are conditionally accepted based upon their completion of steps 1, 2, 3 and 4 of the admission requirements. The applicants will be ranked in order by the date applied and by their completion of the requirements. The first 30 applicants who complete steps 1 through 4 before May 1st of the year they wish to enter the program will have a full acceptance into the Medical Assisting program pending completion of steps 5 and 6. Applicants who apply to the Medical Assisting program after the 30 seats are filled will be placed on an alternate list after completing admission requirements 1, 2, 3 and 4. If any of the applicants who have been accepted to the program should forfeit their acceptance, those applicants on the alternate list will be contacted in the order in which their names appear on the list and will be given an opportunity to enroll. If an applicant whose name appears on the alternate list is not afforded an opportunity to begin classes during the year in which he or she has made application, that applicant will need to submit another application for admission to the year following if he or she wishes to be considered for admission in the subsequent year. (Admission requirements may change from year to year for selected programs.)

Any applicant who forfeits his or her acceptance will not be guaranteed acceptance in any subsequent year. The applicant must reapply if he or she wishes to be considered for acceptance at a later date.

BACKGROUND CHECKS/DRUG SCREENING

Applicants accepted for admission to health services programs at Stanly Community College are required to complete a criminal background check, drug screening, and possibly a finger print check after notification of acceptance and prior to participation in on-site clinical practicum training which is unpaid. Based on the results of the checks, hospitals or clinical affiliates, where the student will participate in on-site training, may deny access to their facility, resulting in the student's inability to complete the clinical portion of training. **Students unable to complete the clinical portion of his or her training will be unable to progress in the program.** Students are responsible for paying all costs associated with this requirement. Clinical affiliates require all students that participate in clinical activities and patient care at their facility have a criminal record check prior to clinical rotations. This mandate is a recommendation from the Joint Commission on Accreditation of Healthcare Organizations.

To fulfill contractual agreements with clinical affiliates, all Medical Assisting students are required to submit an official criminal record check prior to participating in clinical rotations. The Medical Assisting Program Head/Director will collect and forward all reports to all clinical affiliates. Then in turn, each clinical affiliate will make their decision about granting student clinical privileges on an individual-by-individual basis. Any allegations or charges of a misdemeanor(s) or felony(s) that occur after the criminal record check has been originally submitted must be reported to the Medical Assisting Program Head/Director.

Each clinical affiliate has the right to deny student's access for clinical rotations based upon criminal record. This denial would result in the student's inability to complete the clinical course for the Medical Assisting program and subsequently, the student would not be able to progress in the Medical Assisting program.

PROGRAM INFORMATION

A. Program Length:

The Medical Assistant program consists of three (Diploma) or five (Associate Degree) semesters of study. At the end of three semesters, students who satisfactorily complete all criteria will be awarded a Diploma in Medical Assisting. Completion of five semesters earns you an Associate Degree in Applied Science, Medical Assisting.

B. Program Curricula:

DIPLOMA

Fall Semester (first year)

			Hours Per Week			Credit
Course Title			<u>Class</u>	<u>Lab</u>	<u>Clinical</u>	<u>Hours</u>
ACA	111	College Student Success	1	0	0	1
BIO	163	Basic Anatomy & Phys	4	2	0	5
CIS	110	Introduction to Computers	2	2	0	3
MED	110	Orientation to Med. Asst. (1 st 8 weeks)	1	0	0	1
MED	112	Orientation to Clinic Setting I (2 nd 8 weeks)	0	0	3	1
MED	118	Medical Law and Ethics	2	0	0	2
MED	121	Medical Terminology I (1 nd 8 weeks)	3	0	0	3
MED	122	Medical Terminology II (2 nd 8 weeks)	3	0	0	3
MED	130	Administrative Office Proc .I	<u>1</u>	<u>2</u>	<u>0</u>	<u>2</u>
Total Hours			17	6	3	21

Spring Semester (first year)

			Hours Per Week			Credit
Course Title			<u>Class</u>	<u>Lab</u>	<u>Clinical</u>	<u>Hours</u>
ENG	111	Writing and Inquiry	3	0	0	3
MED	131	Administrative Office Proc. II	1	2	0	2
MED	140	Exam Room Procedures I	3	4	0	5
MED	150	Laboratory Procedures I	3	4	0	5
MED	232	Medical Insurance Coding	1	3	0	2
OST	131	Keyboarding	1	2	0	2
PSY	150	General Psychology	<u>3</u>	<u>0</u>	<u>0</u>	<u>3</u>
Total Hours			15	15	0	22

Summer Semester (first year)

			Hours Per Week			Credit
Course Title			<u>Class</u>	<u>Lab</u>	<u>Clinical</u>	<u>Hours</u>
MED	260	MED Clinical Practicum	<u>0</u>	<u>0</u>	<u>15</u>	<u>5</u>
Total Hours			0	0	15	5

ASSOCIATE DEGREE

Fall Semester (second year)

			Hours Per Week			Credit
Course Title			<u>Class</u>	<u>Lab</u>	<u>Clinical</u>	<u>Hours</u>
BUS	151	People Skills	3	0	0	3
MAT	143	Quantitative Literacy	2	2	0	3
MED	264	Medical Assisting Overview	2	0	0	2
MED	272	Drug Therapy	<u>3</u>	<u>0</u>	<u>0</u>	<u>3</u>
Total Hours			10	2	0	11

Spring Semester (second year)

			Hours Per Week			Credit
Course Title			<u>Class</u>	<u>Lab</u>	<u>Clinical</u>	<u>Hours</u>
ENG	112	Writing and Research in the Disciplines				
OR						
ENG	114	Prof. Research & Reporting	3	0	0	3
PSY	241	Developmental Psychology	3	0	0	3
		Humanities elective	<u>3</u>	<u>0</u>	<u>0</u>	<u>3</u>
Total Hours			9	0	0	9

CERTIFICATE ADMISSION PROCEDURE

1. Submit to the Admissions Office at Stanly Community College a properly completed Application for Admission for the Certificate in Medical Assisting (C45400)
2. Submit to the SCC Admissions Office an official copy of a high school transcript showing successful completion of all requirements for graduation. A GED certificate indicating a passing score or an Adult High School diploma is acceptable in lieu of a regular high school diploma.

Medical Assisting Certificate

Fall Semester

		Course Title	<u>Class</u>	<u>Lab</u>	<u>Hours</u>
CIS	110	Introduction to Computers	2	2	3
MED	110	Orientation to MA (1 st 8 weeks)	1	0	1
MED	121	Medical Terminology I (1 st 8 weeks)	3	0	3
MED	122	Medical Terminology II (2 nd 8 weeks)	3	0	3
MED	130	Administrative Office Procedures I	<u>1</u>	<u>2</u>	<u>2</u>
		Total Hours	10	4	12

Spring Semester

		Course Title	<u>Class</u>	<u>Lab</u>	<u>Hours</u>
MED	118	Medical Law and Ethics	2	0	2
MED	131	Administrative Office Procedures II	1	2	2
MED	232	Medical Insurance Coding	<u>1</u>	<u>3</u>	<u>2</u>
		Total Hours	4	5	6

Medical Billing and Coding Certificate

Fall Semester

		Course Title	<u>Class</u>	<u>Lab</u>	<u>Hours</u>
ACA	111	College Student Success	1	0	1
BIO	163	Basic Anatomy & Phys.	4	2	5
MED	121	Medical Terminology I (1 st 8 weeks)	3	0	3
MED	122	Medical Terminology II (2 nd 8 weeks)	<u>3</u>	<u>0</u>	<u>3</u>
		Total Hours	11	2	12

Spring Semester

		Course Title	<u>Class</u>	<u>Lab</u>	<u>Hours</u>
MED	118	Medical Law and Ethics	2	0	2
MED	131	Administrative Office Procedures II	1	2	2
MED	232	Medical Insurance Coding	<u>1</u>	<u>3</u>	<u>2</u>
		Total Hours	4	5	6

Criteria for Progression

1. For the student to progress in the Medical Assisting program, a grade of “C” (78) or higher must be achieved in all courses with a prefix MED or BIO. Students earning less than a “C” in such a course will be automatically withdrawn from the Medical Assisting program.
2. Medical assisting students must obtain a passing score of 100% satisfaction on 100% of all the psychomotor and affective domain objectives (competencies) in all medical assisting program courses to progress. Students will be allowed three attempts to successfully pass a psychomotor or affective competency. A grade of pass or fail is only given. Failure to pass a psychomotor or affective competency in three attempts will result in the student failing the course resulting in dismissal from the program.

Graduation Requirements: All students are required to file an application for graduation when registering for their last class.

Applications for graduation are available from the Associate Dean of Records and Registration. Graduation applications received after the deadline are subject to be placed with the following year’s graduation group. The following requirements are established for the Associate in Arts degree, Associate in General Education, the Associate in Science degree, the Associate in Applied Science degree, the diploma, and the certificate:

1. Successfully pass all course requirements in major with an overall major grade point average of 2.00 or higher.
2. Complete an [application for graduation](#) when registering for your last class.
3. Pay a graduation fee at the time of registration for the last semester of enrollment.
4. Earn at least one-fourth of the credits required for a degree, diploma, or certificate from Stanly Community College.
5. Fulfill all financial obligations to the College.

Withdrawing from MED courses: Instructors will enforce the SCC withdrawal policy if a student (1) requests withdrawal, (2) has two consecutive weeks of absences, regardless of contact, or (3) is not meeting the requirements of the course. The student may withdraw or drop the course by the date as published in the Academic Calendar for each semester. Students will be assigned a W (Withdrawn) by the Records and Registration Office. You must maintain a minimum Grade Point Average (GPA) of 2.0 to be considered progressing satisfactorily toward graduation. If your GPA falls below 2.0, you will be placed on academic probation. Failure to meet the minimum GPA during the probation term will result in withdrawal from the program. In all instances, students will be provided with individual counseling and assistance. Students must perform satisfactorily in the clinical area and must maintain a satisfactory rating during the externship program to graduate.

Re-Entry Status:

For students who have been previously admitted to the Medical Assisting Program but did not complete the program.

(This procedure applies also to applicants transferring from other Medical Assisting programs to SCC’s program.)

1. Students desiring re-entry status for the MA program must submit an application for admission to the SCC Admissions Office and satisfy all current admission requirements for the program. Students will be permitted to re-enter the MA program no more than once. Students seeking readmission to the program must submit their application at least ninety days prior to the semester in which they intend to enroll. Those who completed at least one full semester in the MA program will re-enter the program in the term immediately following the last term in which they successfully completed a MA course.

2. Only those students whose cumulative GPA is 2.0 at the time of readmission will be considered. All core and general education courses listed in the semester(s) preceding the intended point of re-entry must be satisfactorily completed as outlined in the programs criteria for progression.

3. Before being fully accepted for re-entry status to the MA program and providing space available in the program, applicants must demonstrate a satisfactory level of competency in all Medical Assisting (MED) coursework previously completed. In order to determine the applicant's degree of competency in these courses, all applicants for re-entry status must successfully complete competency testing in all MED courses completed up to but not including their last semester of enrollment in the program. Competency testing will involve a comprehensive assessment of all MED course subject matter including skills labs and clinical components.

4. Applicants will be given one opportunity to successfully demonstrate competency after which they will either progress for re-entry status or be withdrawn from re-entry status consideration. (To insure ample time for competency testing, all applicants must contact the MA program director and arrange for testing well in advance of the semester in which they intend to re-enter. All testing and competencies should be completed prior to curriculum registration of applicable semester in which he or she desires for re-entry status.)

5. After successfully completing competency testing and provided there is space available in the program, applicants for re-entry status to the MA program will be admitted in the order in which their application was received in the admissions office.

6. Students seeking re-entry status to the MA program will be given one opportunity to successfully complete the requirements for re-entry status unless the student is denied admission due to space limitations. In the event the student is denied re-entry status due to space limitations, he or she must submit another application for re-entry status and successfully complete competency testing in order to be considered for a subsequent year.

Advanced Placement Policy: Medical Assisting course credit from curricula in which the medical assisting applicant was enrolled but did not graduate will be reviewed on an individual basis by the appropriate college officials and program director to determine placement in the program. The College recognizes and values knowledge and skills gained in many ways. In addition to completion of credits at Stanly Community College (SCC) or the transfer of credits from other approved institutions of higher education, Advanced Academic Standing Credit may be earned by any or all of the following methods: SCC Credit by Proficiency Examination. The Medical Assisting program does NOT accept credit via: experiential learning, College Level Examination Program (CLEP), Advanced Placement (AP) exams, or professional certification and service related experience.

Credit by Proficiency Examination: Students who feel they are proficient in a subject may request to take a Proficiency Examination to receive credit for a course. Students completing the exam successfully will receive a grade of "CE" on their permanent transcript to designate credit by proficiency examination. No quality points will be awarded; consequently, the GPA will not be affected. The academic standards for credit by proficiency examination will be equivalent to the academic standards for the course. Students requesting credit by proficiency examination must have an active application on file at Stanly Community College. A maximum of five (5) courses may be awarded credit by proficiency examination.

Students who fall into the categories below will not be allowed to attempt credit by proficiency examination:

1. Students who earlier attempted credit by proficiency exam for the same course
2. Students requesting credit by proficiency exam after the deadline of thirty (30) days prior the start of the term in which the intended course is offered
3. Students who previously attempted the course
4. Students who are currently attending the course
5. Students who do not meet the prerequisites for the course
6. Students who do not have evidence that would indicate a level of existing capability for challenging the subject

Students requesting credit by proficiency examination must make the request to the Enrollment Management Department at least thirty days prior to the beginning of the semester in which the course is offered. The request must be submitted using the *Credit by Proficiency Examination Request Form* (found under Student Forms at www.stanly.edu). The student must fill out the top section of

the form. Personnel in the Enrollment Management Department and the Program/Department Head will review the request to ascertain if student meets the criteria for attempting credit by proficiency examination, whether or not a proficiency examination can be offered for the course, and whether the student has successfully demonstrated a level of existing capability to challenge the subject.

If the student is not approved to take the exam, a representative from the Enrollment Management Department will notify the student of the decision.

If the student is approved to take exam, the Program/Department Head will indicate such on the Credit by Proficiency Exam Request Form and notify the student of the test date, time, and location. The Program/Department Head will notify the Business Office Controller with the student's name, Datatel ID, and the course prefix and number.

If approved, and prior to the exam, the student must remit a non-refundable payment of \$25 for each exam to the College's Business Office in Albemarle or the Crutchfield Campus. If the student wishes to pay online, s/he must first contact the Business Office at 704-991-0228. The student will receive a receipt (or notification) for payment which must be presented at the time of the exam.

At the time of the exam, the student will present with (1) a receipt showing payment for the exam and (2) a photo I.D. After the student has completed the exam, the Program/Department Head will be notified. Either the Program/Department Head or the exam administrator will enter the grade received on the CBE form, check registration status for the student, and sign the form. The completed form will be sent to the Enrollment Management Department representative who will enter the exam results in the student's record. If the student is currently registered for the course and passes the exam, the Enrollment Management Department representative will drop the student from the course.

Transfer Credit: No credit will be awarded for courses/classes taken at a non-accredited school and/or MA program.

Medical Assisting Faculty

Program Director:

The Program Director plans, implements, evaluates and coordinates clinical/externship and classroom activities for Medical Assisting students. They will teach classroom sessions, evaluate student progress, develop instructional plans, and advise students. It will be their responsibility for creating, administering, grading and maintaining records for exams, projects, activities and reports for evaluation of students in each course along with supervising and evaluating the student's performance in lab and clinical/externship situations.

Other related duties include:

- Coordinating recruitment and admission efforts.
- Advising students on a semester basis in relation to academic progress.
- Coordinates each semester's schedule with other divisions of instruction.
- Supervising program faculty.
- Establishing and maintaining a system of records as required by AAMA for accreditation.
- Participating in professional organizations, attending conferences and workshops as appropriate and maintaining professional contacts with others in similar instructional areas.
- Maintaining effective relationships with all office and community agencies concerning activities of both faculty and students functioning in clinical areas.

Faculty Instructor:

The faculty instructor implements and evaluates clinical/externship activities for Medical Assisting students. They will teach classroom sessions, evaluate student progress, develop instructional plans, and advise students. It will be their responsibility for creating, administering, grading and maintaining records for exams, projects, activities and reports for evaluation of students in each course along with supervising and evaluating the student's performance in lab and clinical situations.

Other related duties include:

- Advising students on a semester basis in relation to academic progress.
- Participating in professional organizations, attending conferences and workshops as appropriate and maintaining professional contacts with others in similar instructional areas.
- Maintaining effective relationships with all office and community agencies concerning activities of both faculty and students functioning in clinical areas.

Medical Director:

The program's medical director is a licensed practitioner in North Carolina. Their program responsibilities include serving on the Medical Assisting Advisory Board, reviewing and evaluating the entire program and accreditation issues, serving as a liaison to other physicians and staff members, providing lectures as needed, and evaluating course syllabi.

Student Code of Conduct and Grievance Procedures:

Student Code of Conduct Policy

Stanly Community College reserves the right to maintain a safe and orderly educational environment for students and staff. Therefore, when a student's behavior disrupts or threatens to disrupt the college community, appropriate disciplinary action will be taken. The purpose of this code is not to restrict student rights but to protect the rights of individuals in their academic pursuits.

Student Code of Conduct Procedures

Student Rights and Responsibility Statement:

Students at Stanly Community College are considered to be mature adults who enter classes voluntarily. By entering classes, students take upon themselves certain responsibilities and obligations that include an honest attempt at academic performance and social behavior consistent with the lawful purpose of the College. Students maintain all legal rights of citizenship while enrolled and are expected to remember that they are living in a democratic situation. The reputation of the College rests upon the shoulders of students as well as on the administration, staff, and faculty; and it is hoped that each student will maintain high standards of citizenship. The campus and College will not be a place of refuge or sanctuary for illegal or irresponsible behavior. Students, as all citizens, are subject to civil authority on and off the campus. Common courtesy and cooperation make the above suffice for a long list of rules and regulations.

Prohibited student behaviors include, but are not limited to, the following:

1. **Academic dishonesty:** taking or acquiring possession of any academic material from a college employee or fellow student without permission; receiving or giving help during tests or other assessments of learning; submitting papers, reports or assignments as originals that are not the student's own; plagiarism.
2. **Animals:** animals on campus are forbidden, including animals left in vehicles. Service animals are permitted.
3. **Theft/Unauthorized Entry:** stealing the property of another individual or of the college. Students guilty of theft may be referred for criminal prosecution as well as college disciplinary action. Unauthorized entry or presence in a college facility is prohibited and may result in criminal charges on suspicion of breaking and entering or unlawful trespass.
4. **Drugs and alcoholic beverages:** SCC prohibits the unlawful use, possession, distribution, manufacture, or dispensation of any controlled substance or alcohol while on campus, facilities leased by the College, or at college-supported functions. The complete Drug and Alcohol Policy may be found on the College's website or obtained from the Assistant Dean of Students.
5. **Inappropriate Conduct:** lewd, indecent, or offensive conduct or clothing, including public physical or verbal action or distribution of obscene or libelous material. Mental, physical, or verbal abuse of any person (employee or student) on campus or at campus-sponsored functions is prohibited.
6. **Sexual Harassment:** any act, comment, or behavior that violates the College's Unlawful Harassment/Discrimination Policy. This policy may be found on the college's website or obtained from the Assistant Dean of Students.
7. **Weapons:** possession or use of a firearm, incendiary device, explosive, or any instrument designed to inflict serious bodily injury to any person is strictly prohibited, except as otherwise specified by law. These restrictions do not apply to on-duty law enforcement personnel or those abiding by the College's Weapons on Campus Policy.

8. **Forgery:** alteration or misuse of college documents, records, or instruments of identification and/or the College's personnel signatures with intent to deceive.
9. **False information:** presenting to the College intentionally erroneous information; knowingly withholding information which may have an effect upon enrollment or status with the College, and which is legally and properly requested by the College.
10. **Damage to property:** intentionally inflicting damage to college property or to property belonging to any person working at or attending the College.
11. **Disobedience:** failing to obey the reasonable requests or directions of any college employee.
12. **Disorderly conduct:** interrupting or interfering with the academic mission of the College, or disturbing the peace of the College.
13. **Disruption:** disrupting the normal activities of the College by physically or verbally interfering with instruction, meetings, functions or activities.
14. **Public laws:** violating any local, state or federal law may lead to legal action as well as campus discipline.
15. **Internet use:** using the Internet for inappropriate or non-academic purposes, including, but not limited to, viewing sites that may be offensive to others; chat rooms; and games. Anyone using a College computer workstation and for non-educational purposes may be asked to relinquish the workstation to a user who needs it for research or to support an instructional assignment. Further information is available in the Computer and Network Use Policy.
16. **Unprofessional conduct:** some curricula have specific codes of professional conduct that require appropriate behavior, both on campus and at off campus facilities, functions or activities. Students in those curricula will be held accountable for adhering to those codes.
17. **Use of tobacco products:** Stanly Community College is a tobacco free institution. This policy applies to all college owned or leased facilities and vehicles regardless of location. For details reference the College's Smoking/Tobacco-Free Campus Policy located on the College's website or from the office of the Assistant Dean of Students.
18. **Unauthorized presence in or on college facilities during non-operational hours:** The College facilities are open for students no earlier than 7:30 a.m. on days of operation and close 15 minutes after classes conclude for the day. Students should plan accordingly.
19. **Bullying/Cyberbullying-**Intimidation, harassment, isolation and or manipulation of college employees and/or students. Such behaviors include, but are not limited to, physical, verbal, and/or electronic assault, name calling, threats, teasing, retaliation, misrepresentation, etc.
20. **Social Networking/Media-**Misuse of Social Networking or Media includes unauthorized posting of personal information of other users; posting of material that contains vulgar, obscene or indecent language or images; posting of material which defames, abuses or threatens others; posting statements or images that are bigoted, hateful, or racially offensive; discussion or posting of illegal activity or intent to commit illegal activity.
21. **False Representation/Impersonation-**Falsely representing or impersonating a Stanly Community College employee or student via written, verbal, or electronic means. This includes, but is not limited to, social networking, forms, e-mail, phone, etc.

Implementation Responsibilities:

An instructor may discipline students involved in minor infractions of the rules and regulations of the classroom, as the instructor has the authority to define proper classroom behavior. Other violations of the Student Code of Conduct will be referred to the Assistant Dean of Students for resolution.

Disciplinary Procedures:

Any instructor or staff member may use his/her discretion to warn a student against violating the Student Code of Conduct, and may temporarily remove a student from a single class or activity for the duration of that specific class or activity. The instructor or staff member taking this action will notify the Assistant Dean of Students immediately and will provide a written report of the incident to the Assistant Dean of Students within 24 hours following the incident.

In an emergency situation, the President, Vice Presidents, Dean of Students, Assistant Dean of Students, or the Director of Security are authorized to temporarily suspend any student from the college immediately.

A student charged with a violation of the Student Code of Conduct will receive a written notice of the charges and an appointment for a hearing with the Assistant Dean of Students. The student will be assigned a counselor to serve as an advocate and to provide support during the hearing process. The student will be supplied with the counselor's name and contact information. Based upon the results of the hearing, the Assistant Dean of Students may:

1. Dismiss the charges.
2. Impose a sanction consistent with the nature of the violation.
3. Refer the student to a community agency for services.

In instances in which the student cannot be reached to schedule an appointment with the Assistant Dean of Students or when the student refuses to cooperate, the Assistant Dean of Students shall send a certified letter to the student's last known address. The letter will provide the student with a list of charges, the Assistant Dean of Students' decision, and instructions governing the appeal process. In those instances when the student refuses to cooperate or does not attend the scheduled hearing with the Assistant Dean of Students, the Assistant Dean of Students' decision will be final.

Sanctions

Penalties for violating the Student Code of Conduct include, but are not limited to, the following:

1. **Reprimand:** a written communication that gives official notice to the student that subsequent offense(s) against the Student Code of Conduct may carry heavier penalties because of this infraction.
2. **Loss of privileges:** loss of access to college facilities, services or activities for a specified period of time.
3. **Restitution:** paying for damaging, misusing, destroying, or losing property belonging to the college, college personnel, or students.
4. **Loss of academic credit or grade:** Imposed by an instructor due to academic dishonesty.

Note: In those instances where the loss of academic credit or grade has the effect of removing the student from a class or curriculum, the issue will be referred to the Assistant Dean of Students for resolution and/or advisement.

5. **Temporary suspension:** exclusion from class and/or other privileges or activities as set forth in the notice until a final decision has been made concerning the alleged violation.

6. **Term Suspension:** dismissal of a student from campus and exclusion from class(es) and/or all other privileges or activities of the college for a specified period of time. Students who receive this sanction are banned from campus and must get specific written permission from the Director of Security and the Dean of Students before returning to campus.

7. **Indefinite Suspension:** dismissal of a student from campus and exclusion from class(es) and/or all other privileges or activities of the college for an indefinite period. Students who receive this sanction are banned from campus and must get written permission from the Director of Security and the Dean of Students before returning to campus.

Right to Due Process

A student accused of violating the Student Code of Conduct is guaranteed the right to due process as the matter is resolved:

1. The right to a specific written notice of the charges.
2. The right to know the names of accusers and to have a copy of all their written statements regarding the charges.
3. The right to a prompt hearing.
4. The right to have counsel present at the hearing.

(Note: If the student elects to have legal counsel present, the institution will also be represented by legal counsel)

5. The right to confront accusers and to hear all witnesses.
6. The right to present witnesses or evidence.
7. The right to remain silent to avoid self-incrimination.
8. The right to a full and complete record of the hearing.
9. The right to an appeal.

Appeals Procedure

A student who disagrees with the decision of the Assistant Dean of Students may appeal the decision to the Dean of Students. This request must be submitted in writing to the Dean of Students within three working days after receipt of the Assistant Dean of Students' initial decision.

The Dean of Students has the authority to hear from the student and the Assistant Dean of Students before ruling on the appeal, and may approve, modify, or overturn the decision of the Assistant Dean of Students. The Dean of Students will inform the student in writing of the final decision within ten working days of the receipt of the appeal. The Dean of Students' decision will be final with no further avenues for appeal.

Student Grievance Policy

Stanly Community College recognizes the importance of a prompt and efficient resolution process for both academic as well as non-academic student grievances. The primary objective is to ensure that students have the opportunity to present grievances to the College regarding a certain action or inaction by a member of the college community and that the College has a consistent way of resolving those grievances in a fair and just manner.

Student Grievance Procedures

This policy will apply to grievances that are not governed by other specific grievance procedures such as but not limited to Title IX.

Informal Resolution. Prior to taking formal action, the student is strongly encouraged, but is not required to discuss his or her grievance with the person alleged to have caused the grievance. The discussion should be held as soon as the student first becomes aware of the act or condition that is the basis of the grievance. As an alternative, the student may wish to present his or her grievance in writing to the person alleged to have caused the grievance. In either case, the person alleged to have caused the grievance must respond to the student within five (5) school days for non-academic grievances or three (3) days for final grade appeals, either verbally or in writing.

Formal Resolution. If a student decides not to present his or her grievance to the person alleged to have caused the grievance or if the student is not satisfied with the response, he or she may present the grievance in writing, by completing the Student Appeals Form, to the administrator of the department or area where the person alleged to have caused the grievance is employed. Any such written grievance must be received by the administrator no later than five (5) school days after the student first became aware of the facts which gave rise to the grievance. Final grade appeals will be subject to a three (3) school day submission period. The student will be assigned a counselor to serve as an advocate and to provide support during the grievance process. The student will be supplied with the counselor's name and contact information upon submission of the grievance. The administrator will conduct an investigation as warranted to resolve any factual disputes. Based upon the investigation, the administrator shall make a determination and submit his/her decision in writing to the student and to the person alleged to have caused the grievance within five (5) school days of receipt of the written grievance. Final grade appeals will be subject to a three (3) school day response period.

Appeal Procedure. Within three (3) school days of receipt of the administrator's decision, a student who is not satisfied with the response of the administrator after the initial review may pursue further review by submitting the original written grievance (Student Appeals Form), together with the administrator's written decision, to the Dean of Students. The Dean of Students may delegate another administrator to act on his/her behalf i.e. the Assistant Dean of Students and Career Placement). The Dean of Students may direct that further facts be gathered or that additional remedial action be taken. Within five (5) school days (5 days for final grade appeals) of receipt of the appeal, the Dean of Students shall submit his/her decision in writing to the student and to the person alleged to have caused the grievance. The written disposition shall include the reasons for the decision. The Dean of Students' decision will be final.

Time Limits. If the student fails to meet the time limits at any step the grievance is automatically considered dropped. If college personnel, at any step, fail to meet the time limits, the grievance will be automatically advanced to the next step.

Please note that the time associated with the student appeals process may hinder progression into the following semester in certain types of academic programs.

Please refer to the student grievance procedure chart on the college website [HERE](#)

Mandatory Advising: Stanly Community College recognizes the value of academic advising in student success. The College has determined the need for mandatory advising of first year students to establish a clear academic plan and develop an advisor-advisee relationship. Students are required to attend the appropriate New Student Orientation and mandatory advising sessions throughout their first year of attendance with the College.

1. All Curriculum, Occupational Educational Program Based, and College and Career Readiness (CCR) students will attend a mandatory New Student Orientation (NSO) to gather vital information for their success with their chosen studies. Students will be provided opportunities to attend monthly orientation sessions. Curriculum NSO sessions will be available online and face-to-face. Occupational Educational Program Based sessions will be face-to-face due to the hands-on nature of the program. CCR sessions will be provided face-to-face due to the need to test during the orientation.
2. During the NSO sessions students will be provided an overview of the College's requirements, academic support and career/program of study selections. The student will have an opportunity to meet his/her advisor and to schedule a one-on-one advising meeting.
3. During the Curriculum student's advising session the program advisor will assist the student with the creation of a master academic plan for the desired credential level. The plan will be entered into the College's Student Success database system allowing access for the student, advisor and appropriate college staff and faculty.
4. Throughout the student's first year, he/she will meet before registration with his/her advisor to insure his/her satisfactory progression with the master academic plan and determine the appropriate courses for the upcoming semester.
5. If the student encounters difficulties that impede his/her progress, he/she will need to meet as soon as possible with his/her advisor or with the appropriate school's counselor. During this meeting the student will receive guidance on how to address the issues and progress.
6. When the student successfully completes his/her first 30 hours of the program of study, he/she will be given permission to self-register. Should further advising assistance be needed, the student can return to their assigned advisor or receive assistance in the Eagle's One Stop.

Accident Insurance: Every SCC student is covered by accident insurance through payment of fees each semester. The insurance provides coverage for accidental bodily injuries received while on campus during those hours that classes are in session and while taking part in a school activity. Students should contact the business office for information concerning this coverage.

Campus Hours: The College facilities are open for students no earlier than 7:30 a.m. on days of operation and close 15 minutes after classes conclude for the day. Students should plan accordingly.

Class Attendance: Class attendance is an integral part of the learning process, and each student is expected to attend all classes for which he or she is registered. Students must (1) attend at least one class or (2) log in to an online class by the census date (10 percent point) and submit an academic activity. If not, the student will be dropped from the course.

Absences do not relieve the student's responsibility for meeting the requirements of the class. Students may be withdrawn by the instructor if class requirements are not being met. Any student, who is absent for a consecutive period of time regardless of contact with the instructor, will be withdrawn. College policy defines a minimum consecutive period of time as a two week period for 16-week classes and a one-week period for 8-week classes. Some classes may specify stricter attendance policies.

Out of respect for individual religious convictions, the College will allow two excused days of absences per academic year. At least two weeks prior to the planned absence, the student must submit written notice to all instructors for the term. The notice will include the specific date(s) he/she requests as a religious observance. The student will be given the opportunity to make up any class work, clinical/work based learning hours, or tests missed during the excused day(s).

If the Medical Assisting faculty believes a student's physical or mental health is interfering with the student's academic and/or clinical performance, the faculty may require the student to submit a written statement from an appropriate health care provider (i.e. physician, psychiatrist, psychologist) indicating that the student is physically and/or mentally capable of continued participation in the classroom and/or clinical settings. Upon consultation with the Dean of Health and Public Services, and review of the written statement from the health care provider, the Dean of Students will determine if the student may continue in the Medical Assisting program. The Dean of Students will notify the student in writing of the decision.

In the event that a student's behavior is not consistent with sound Medical Assisting practices and/or safety essential to Medical Assisting, the Medical Assisting instructors and/or the Dean of Health and Public Services has the authority to remove the student immediately. Students so removed will be referred to the Dean of Students for further investigation and/or possible dismissal from the Medical Assisting program.

Class Tardiness: Each student is expected to be on time for all classes for which registered. Important announcements are made at the beginning of class, in addition to homework assignments being checked or turned in and quizzes being given. Tardiness to class can be considered disruptive to the other students, as well as the instructor. Any student not in attendance up to ten minutes after the start time of the class will be considered tardy. The student who arrives ten minutes or more after the beginning of class will be marked absent. Graded assignments will be penalized 10 points if the student is tardy or absent. Pop quizzes given that are missed due to tardiness or absences will not be allowed to be made up. A zero will be given for that grade.

Classroom Rules and Dress Code: In compliance to the tobacco-free campus policy, the use of tobacco products will be prohibited. No eating or drinking will be allowed in the Medical Assisting lab and classroom or computer lab, except in designated locations. Only students registered for a specific class are allowed to attend that class session. Students are expected to exhibit a neat, tasteful appearance for classroom attendance. When in a laboratory setting you must wear scrubs and proper footwear.

College Policies: College policies are found on the SCC website at <https://www.stanly.edu/future-students/college-catalog/policies>. Students are responsible for reading and adhering to all College policies.

Computer (Technical) Requirements: Students will need and be able to use an Internet-connected computer (preferably high-speed, broadband) equipped with either Google Chrome or Mozilla Firefox internet browsers, speaker/headphones, software that can display flash-based videos (such as QuickTime), Adobe Reader to view PDF documents, and word-processing software with Microsoft Word and PowerPoint. Computer-generated written documents should be saved as Word (not Works) or Rich Text Format (rtf) documents for submission as applicable.

Consent to Release Information: The Health Insurance Portability and Accountability Act (HIPPA) is a law passed by Congress that is a detailed set of regulations created and enforced by the Federal Department of Health and Human Services. HIPPA gives patients a series of rights for their health information. The student will consent to the release of a copy of their immunizations record, TB skin test results, and CPR card to the clinical affiliates when requested. Students will also allow for verification of their social security number for identification purposes and release of criminal record check and drug screening results to clinical affiliates when requested.

Drug / Alcohol Policy: In compliance with the Federal Drug Free Workplace and Drug Free Schools and Campuses Regulations, SCC prohibits the unlawful use, possession, distribution, manufacture, or dispensation of any controlled substance or alcohol while on campus, facilities leased by the College, or at College-supported functions. Anyone violating this policy will be subject to disciplinary action under the SCC Code of Conduct and the laws of the state of North Carolina.

Any student whose behavior or appearance provides reasonable suspicion that the student is under the influence of alcohol or controlled substances, may be required to submit to drug screening (**at their expense**) by SCC Medical Assisting faculty member in consultation with the Associate Vice-President, School of Health and Public Services/Crutchfield Education Center, Executive Vice President of Educational Services, or the President of the College.

Clinical affiliates that provide clinical experience reserve the right to require testing in compliance with drug and alcohol policies of the institution. A positive result determines that a student may not be able to participate in clinical activities of the program, and subsequently dismissal from the program. Failure to comply with request will result in dismissal from the program. Again, drug testing shall be at the student's expense.

Early Alert Statement: SCC wants all students to succeed. If at any point during the semester you miss assignments, fail to attend/participate in the course, or have academic issues, you may receive what is called an Early Alert message by email or phone from one of SCC's academic coaches. An Early Alert is submitted by the instructor as an avenue to provide assistance to the student. Please respond to these messages so the coach can assist you in getting back on track.

Electronic Devices / Internet Usage:

Students are expected to seek optimal learning experiences in the classroom, laboratory, and clinical settings. Electronic devices such as cellular phones, cameras, audio/video recorders, and personal computers/tablets may be used if used properly and according to policy. Failure to comply with any of the following rules will result in dismissal from the classroom, laboratory, and clinical settings and may jeopardize current standing the program. Students will agree to comply by the following rules:

1. As a courtesy, students should ask the instructor for permission to record class lectures with only their own personal recorders.
2. Students should also seek permission to use personal computers during class and are expected to comply with all SCC technology policies.
3. Students that have been granted permission may have cellular phones in the classroom (during lecture) or laboratory settings only if set to vibrate (no audible ringtones).
4. Text messaging or emailing during class or laboratory activities will be not allowed.
5. During testing and laboratory competencies, all cellular phones shall be turned off and placed in a common area as designated by the instructor.
6. Under no circumstances should test reviews be video/audio recorded. Photographing testing documents is prohibited. All cellular phones shall be placed in a common area as designated by the instructor.
7. Personal photography is not allowed in any setting.
8. Students' cellular phones are not to be used during scheduled clinical practicum.
9. No cameras or audio/video recorders will be allowed at any patient care facility.
10. In classes where Internet access is provided, the student may use the Internet for valid, academic purposes only. The student may not use it for open access to other non-academic sites unrelated to the course.

PHYSICAL AND EMOTIONAL STANDARDS

Medical Assisting students should possess and be able to demonstrate the following:

1. **Critical thinking:** critical thinking ability sufficient for clinical judgment. For example: student must be able to identify cause-effect relationships in clinical situations' collect and analyze data to aid in problem solving: participate in the development of patient care.
2. **Interpersonal Skills:** interpersonal abilities sufficient to interact with individuals, families, groups, etc. from a variety of social, emotional, cultural and intellectual backgrounds. For example: student shall establish rapport with patients and health care team members.
3. **Communication Skills:** communication abilities sufficient for interaction with others in verbal and written form. For example: explains treatment procedures, reinforces health teaching, and documents patient care and patient responses.

4. **Mobility:** physical abilities sufficient to move from room to room and maneuver in small spaces, stand and walk for extensive periods of time. For example: frequent trips from workstation to patients' rooms, moves around in patient's rooms, work spaces and treatment areas.
5. **Motor Skills:** gross and fine motor abilities sufficient to provide safe and effective patient care. For example: calibrate and use equipment, document care, position and move patients, administer cardiopulmonary procedures, and perform skill procedures.
6. **Hearing:** auditory ability, sufficient to monitor and assess health needs. For example: hear monitor alarms, emergency signals, auscultatory sounds, and cries for help.
7. **Visual:** visual ability sufficient for observation and assessment necessary in patient care. For example: observe patient responses, specimen color.
8. **Tactile:** tactile ability sufficient for physical assessment. For example: perform palpation, functions of physical examination and/or those related to therapeutic intervention, insertions of catheters, and taking pulses.
9. **Weight-Bearing:** ability to lift and manipulate/move 45-50 pounds daily. For example: position patient, move equipment.
10. **Cognitive Abilities:** ability to be oriented to time, place, and person; organize responsibilities, and make decisions. For example: student shall assess patient complaints, provide prioritized patient care, and implement appropriate plans.

Final Grades: Final course grades are available in WebAdvisor. Students are advised to check their final grades in WebAdvisor within 48 hours after the last day of class.

Health Services / Illness and Injuries: SCC maintains no health facilities other than first aid kits. Injuries requiring more than minor first aid will be referred to local physicians. In case of illness or emergency on the college campus, the switchboard operator should be notified, who may then call a physician or ambulance service at the student's expense.

Inclement Weather Notification: The intent of the policy is to ensure the safety of Stanly Community College's students, faculty, staff, administrators and visitors during severe/hazardous weather. Stanly Community College defines severe/hazardous weather conditions as any weather condition that may endanger students, faculty, or staff while enroute to their classroom or work place. Students, faculty, and staff are required to follow the guidelines of this institutional policy:

1. The President in consultation with the Vice-President for Administrative Services/CFO will determine the classification of days as either a College Closure Day or a College Late Opening Day. In the President's absence, the Vice-President for Administrative Services/CFO will confer with the Executive Vice-President for Educational Services.
2. Announcement concerning college operation will be made as soon as possible and announced on all local broadcast stations for all day classes. In addition, announced closings/delays will be posted on the College web site, Facebook page, other applicable media, and on the switchboard. To receive email message alerts and direct phone messages, update your contact information in WebAdvisor.
3. If weather conditions become worse after an initial decision is made, an additional announcement closing school for the day will be made as soon as possible.
4. Closing or delaying the day programs does not automatically close evening classes. Announcements will be made concerning the evening classes in the afternoon through the media (See item #2).
5. When weather conditions dictate early dismissal of day or evening classes, the announcement will be made by telephone and via email as well as the normal routes of communication.
6. Commuters, particularly those commuting from outside areas, should exercise personal judgment concerning roadway conditions regardless of College announcements.
7. Curriculum class work will be made up by rescheduling the class, extra assignments, individual conferences, extended class sessions, online assignments, or other alternatives as determined by the Executive Vice President for Educational Services.
8. Clinical schedules will normally follow on campus classes for delay or closing.
9. Assignments and testing for online classes should be completed as scheduled.

Mandatory Census Date Assignment: SCC calculates and accounts for the census date for classes (web-based classes included) for FTE purposes. Students are required to submit a mandatory assignment via Moodle by the census date for each course. The instructor will notify the student of the assignment and census date. Students who have not entered the class and submitted the assignment by the census date will be denied access and dropped from the course.

Medical Release: A student with changes at any time during the length of the program in his/her medical condition from what is documented on the student medical form is required to notify the Program Director and Director of Clinical Education within 48 hours of the hospitalization or care. Changes in condition which must be communicated include, but are not limited to pregnancy, childbirth, fractures, all surgical procedures, etc. The student is to provide a medical release by the medical professional providing care in order to return to the classroom, lab, and clinical settings. All instructional areas must be addressed on the medical release form. The essential functions and performance standards noted in the program manual must be maintained in order to provide safe care to patients and to provide a safe environment for learning.

During the active dates under the care of a medical professional through the release date, access will be denied to re-enter the classroom, lab, and clinical settings, including Moodle access, unless the medical release specifies differently. Access will be restored based on the date of the release.

Immediate dismissal from the program will result if this policy is breached by the student. As determined by the Program Director and Director of Clinical Education, when the student is unable to complete course requirements, the student will be withdrawn from the course and subsequently unable to progress in the program or an incomplete grade will be issued to the student. If applicable, the student may reapply to the program using the re-entry status policy.

Netiquette Rule: Netiquette refers to "Network Etiquette." As students engage in online communications including but not limited to emails, forum discussions and chat sessions at the college, it is essential that students communicate effectively with instructor and other students. When interacting online it is easy to lose perspective that we are in-fact communicating with other human beings. In order to best minimize and hopefully avoid any miscommunications and to best ensure that communications within the college environment are both productive and successful, please be mindful of the SCC guidelines for online communication and interaction. These guidelines may be found on the college website at <https://www.stanly.edu/future-students/college-catalog/rules>.

Program Manual Acknowledgement: The student is expected to retain a copy of the Medical Assisting Program Manual for the duration of the program. The student is expected to abide by all rules and regulations. The student will be asked to sign a statement of receipt and acknowledgment.

Response and Feedback Guidelines: Medical Assisting faculty try to respond to student emails within 24 hours. Emails sent during the weekend will receive a response within 48-72 hours. To ensure timely feedback, please send all email messages through the course's Moodle email (*jmail*).

Safety Announcement: The College is very concerned about protecting our students, employees, and visitors. You can help the college to protect everyone by reporting any threats that you receive (or hear about) to your instructor, to security, or to another college official. The college is proactive in taking steps to protect anyone who has reason to believe that he/she is in danger. Also, keep your belongings in secure places and report any suspicious activities to college officials. Together, we can help our college be a safer place.

Security Alerts: All students will be notified of security alerts via a banner posted on the SCC website, SCC Student email, home phone, and cell phone. Students must update their contact information immediately after a change has occurred to insure communication is received.

Special Assistance: If you have a disability that may affect your academic performance and are seeking accommodations, it is your responsibility to inform the ADA services office. The office is located in room 119A of the Patterson Building on the Albemarle campus and 116 of the Crutchfield Building on the Locust campus. You may contact Delia Carriker at (704) 991-0161 or dcarriker9847@stanly.edu if you have any questions concerning disability services. You may also visit <https://www.stanly.edu/current-students/counseling/disability-services> to learn more about ADA services at Stanly Community College. It is important to request accommodations early enough to give the ADA services office adequate time to consider your request and recommend reasonable accommodations. Instructors will provide necessary accommodations based solely on the recommendations of the ADA services office.

Student Resources: Students will have a central area on the SCC webpage called Student Resources to get to services that students use every day. From this portal page, students will be just a click away from their email account, the library, grades, online classes, and more. The Student Resources Page will be an easy, convenient way to navigate to various college information and announcements. Students will find links to the following:

1. Student Email Accounts: All students have an SCC email account.
2. WebAdvisor: WebAdvisor is a very important resource available to students. Students are able to view grades, request a transcript of their grades, check their class schedule, etc. Students may also register for the courses online through WebAdvisor.

3. College-wide Online Help Desk: This feature is a one-stop center where your questions can be directed quickly and efficiently. Ask questions about financial aid, registration, technical support for online classes, and more. Your questions will be answered by Help Desk personnel or directed to an appropriate area of the college.

Technical Writing: Students will be expected to submit original and professional assignments. Guidelines for technical writing are available for all students. Documentation and current references should be presented as instructed.

Tutoring: Students desiring tutoring in any course should deal directly with the instructor or Medical Assisting faculty member. Free tutorial services may be provided by peer tutors, who have been trained by the College, on arranged basis through the Student Success Center.

The Student Success Center is your Academic Learning Lab and Tutoring Center. The center is a student support center available to all students to receive the extra assistance they need to be successful. The center specializes in tutoring where trained student and faculty tutors are available by appointment at no charge for students. The center serves as an academic computer lab for student use.

Students experience online tutoring with *Smarthinking* that is simple, fast and always available. Students connect to live educators from any computer that has Internet access, with no special software installation or equipment required. *Smarthinking* provides online tutoring 24 hours a day, 7 days a week enabling students to get the help they need when they need it. *Smarthinking* provides excellent help in the following areas: Essay Center; Resume or Cover Letter; Paragraph Submission; Writing; Grammar and Documentation Review; Career Writing; Live Essay Review with Audio; Research and Documentation; and Basic Math Skills. The link to access *Smarthinking* is available at the initial login of Moodle.

Use of Human Subjects Policy

The purpose of the Stanly Community College (SCC) Use of Human Subjects Policy is to protect the rights and welfare of human subjects through the review of educational practices and potential research projects. SCC encourages and supports the scholarly endeavors of its students, faculty, and staff. When such scholarly work involves the use of human subjects for training and/or data collection and analysis, the proposed educational practices and research projects will be reviewed to ensure that:

- The rights and welfare of human subjects are protected.
- Risks have been considered and minimized.
- Potential for benefit has been identified and maximized.
- All human subjects only volunteer to participate in research and/or training after being provided with legally effective informed consent.
- Any research and educational practice is conducted in an ethical manner and in compliance with established standards, including handling all private information with confidentiality.

Refer to the Use of Human Subjects policy via the SCC website for further information.

Student Government:

The Student Government Association is composed of all curriculum students who are enrolled at Stanly Community College. Members are encouraged to be active participants in student affairs and to voice opinions and thoughts through their representatives. All extra-curricular activities are coordinated through the Student Government Association and the Office of Student Development. During the spring term the president is elected. Then in the fall term the student body selects all other Student Government Association executive officers and technical and vocational senators in a campus-wide election. One representative is also elected from each campus club. An administrative advisor and faculty advisor serve to assist the Student Government Association with their activities. The Student Government Association sponsors activities that enhance student campus life. Students are involved in school affairs, with active participation on various advisory and standing committees. Organizational dues are included in "total" tuition fees.

Semester Conferences:

The student and advisor will meet mid-term and end-of-term each semester to review academic standing of the student. The student and/or advisor may also confidentially exchange concerns that may be influencing the student's performance. An "open-door" policy remains in effect for emergency situations. Referrals may be recommended at any time.

Medical Assisting Course and Practicum Information

Course Syllabi: A detailed course syllabus is made available for each student for each course in the Medical Assisting curriculum at the beginning of the respective semester. The instructor will review the syllabus with the students and the students in turn, are expected to read and acknowledge the syllabus by signing a receipt.

Online Course Modules: Components of hybrid courses are available online through Moodle. Moodle is the online course management software that you will use when taking this class through SCC. As with all software, you will have to learn to use Moodle; the more you use it, the more comfortable you will become with it. You will want to learn how to use Moodle effectively in order to take advantage of the features of the software.

Moodle is an excellent supplement tool for our courses. Students may view course content and assignments, email the instructor, post discussion forum topics, and review individual assignment and test grades. To log on to Moodle, use the URL: <http://moodle.stanly.edu> or access Moodle through the SCC homepage at <http://www.stanly.edu>. A Moodle tutorial is available. The material presented in this tutorial will help you learn how to log in to Moodle, use basic Moodle features on your course home page, and utilize popular communication tools you may find in an online course.

SCC calculates and accounts for the census date for online classes (web-assisted classes included) for FTE purposes. Students are required to submit an assignment via Moodle by the census date for each course. The instructor will notify the student of the assignment and census date. Students who have not entered the class and submitted the assignment by the census date will be denied access and dropped from the online course.

Email: Moodle has its own email system (jmail). Please do not use the instructor's external email address to submit assignments. Students must use the Moodle email system to submit assignments. It is also best to use the Moodle email system to contact the instructor for any matter related to this course.

Medical Assisting Testing Policy:

If a student fails to notify the instructor prior to a scheduled exam, a zero will be given for that exam.

Students should notify the instructor prior to start of class and arrange to take a missed exam. Anyone missing an announced or scheduled test that has given proper prior notice may be penalized 10 points when taking the make-up test. Students need to be on time for scheduled exams. Students who do not arrive on time and are considered tardy (within 15 minutes of the scheduled class start time) will not be given any additional time to complete exams. Students who arrive more than 15 minutes after the start time of the exam will not be allowed to take the exam and a zero will be given for that grade. Extenuating circumstances will be evaluated by the instructor. Examinations will be done independently. Students will neither overtly or covertly solicit information from any other student or alternate source nor give information to any other student during examination period. Students witnessing such activity are required to bring it to the attention of the examination proctor. Failure to abide by this policy will result in a zero on the examination during which the incident occurred and may result in a citation for unprofessional conduct and/or dismissal from the college.

Medical Assisting Late Work Policy: Due dates for the course assignments are indicated on the course syllabus. The instructor reserves the right to change the assignment and dates. The student will be given sufficient notice for any such changes. It is the responsibility of the student to record changes. Assignments are expected to be completed and submitted in the appropriate format by the listed due date. There will be a one week grace period to submit an assignment. The instructor will grade late submitted assignments **no later than one week** after the assignment due date for a 10 point late penalty. Due to the hybrid nature of our courses, being absent from class does not excuse you from the responsibility of completing work on time. You must contact your instructor to notify him or her of the late submission and to ensure he or she has received the assignment. The grade will be listed as a zero until the assignment is received. Your instructor may accept late work for full credit in the case of extenuating circumstances (such as hospitalization, childbirth, major accident or injury and bereavement). You should notify your instructor immediately of any extenuating circumstances that prevent you from submitting your work on time. For policy on quizzes, tests, or exams, please see the Medical Assisting testing policy.

Grading Policy:

The following percentage system for letter grade assignment will be utilized in the reporting of all MED courses:

A	=	93-100	=	Excellent
B	=	85-92	=	Good
C	=	78-84	=	Average
F	=	0-77	=	Failure NOT PASSING IN MED COURSES

**Specific grade compilation will be explained in the syllabi provided at the beginning of each semester.*

Medical assisting students must obtain a passing score of 100% satisfaction on 100% of all the psychomotor and affective domain objectives (competencies) in all medical assisting program courses to progress. Students will be allowed three attempts to successfully pass a psychomotor or affective competency. A grade of pass or fail is only given. Failure to pass a psychomotor or affective competency in three attempts will result in the student failing the course resulting in dismissal from the program.

End-of-Course Grade Appeals: If a student disputes an assigned end-of-course grade, students must following the Student Grievance Policy for filing a formal appeal.

Classrooms and Facilities:

Medical Assisting classes are held in assigned classrooms appropriate to course and number of students. You will be notified each semester during registration of the specific room assignments. The Medical Assisting laboratory/classroom are in Rooms 219/220 at the Crutchfield Education Center.

Instructional Methods:

The material will be presented in lecture/demonstration format. Audiovisual materials will be incorporated to enhance the classroom material where applicable/available. Guest lectures and field trips will be utilized whenever possible. Your Medical Assisting instructors encourage an informal, participatory atmosphere in the classroom and lab. In order to protect the rights of you, your classmates, and the instructors, the following rules will be observed:

1. Students are expected to arrive to class on time. Attendance requirements are stated in the course syllabi.
2. Smoking is not allowed. Eating is not allowed except in designated areas.
3. Intentional disruption of classroom procedure will not be permitted and any offenders may be subject to dismissal from class.
4. Instructors will not be responsible for missed classes or lost materials.
5. Students are expected to complete assignments within the allotted time.
6. Students may NOT record lectures, test reviews, etc. without prior approval by the course instructor.
7. Students may NOT use the Internet during class for open access to other non-academic sites unrelated to course.
8. Only students registered for a specific class are allowed to attend that class session.

Laboratory:

There is a great deal of expensive equipment in our labs. You will be learning how to utilize this equipment in the treatment of patients, including its care and maintenance. You are expected to always exercise care in the movement and use of this equipment. Please report a malfunction or any apparent damage immediately so repair can be initiated. Laboratory sessions will normally consist of a lecture/demonstration of a particular activity followed by the students breaking in pairs and practicing that particular skill. The student must then present a return demonstration to the instructor indicating skill proficiency. Laboratory practicals will be given periodically throughout the semester in which each student will demonstrate competency. There will be no eating, drinking, or smoking in the lab areas. Proper professional conduct is to be practiced at all times.

When in a laboratory setting you must wear scrubs and proper footwear. **Universal/Standard precautions will be in effect at all times.*

CPR and AED Certification: All students must be CPR Health Care provider and AED certified and maintain this certification throughout the program. Failure to maintain certification may jeopardize the student's ability to participate in clinical activities. CPR and AED certification will be at the student's expense.

Required Practicum Tools

Stethoscope
Watch with second hand

Ink Pens- black
SCC Photo ID badge

Ink pens- Black
Pink and/or black scrubs

Verbal Orders: Medical Assisting students will not independently accept or carry out verbal orders from providers while in the externship setting. A clinical preceptor/supervisor **MUST** be present to take, confirm, and process verbal orders.

Clinical Documentation: All required clinical documentation and assignments must be completed each semester. Documentation of clinical assignments and clinical notebooks (including clinical hours) will be kept on file (electronically) for accreditation requirements for a two-year period.

Stanly Community College Communicable Disease Policy:

Stanly Community College actively promotes the good health, safety and well-being of students and employees to such extent or degree as possible while prohibiting discrimination against persons afflicted with communicable diseases.

Communicable disease is defined as any condition which is transmitted directly or indirectly to a person from an infected person or animal through the agency of an intermediate animal, host, or vector, or through the inanimate environment. Communicable disease includes, but is not limited to: influenza; tuberculosis; conjunctivitis; infectious mononucleosis; acquired immune deficiency syndrome (AIDS), AIDS-related complex (ARC), positive HIV antibody status; hepatitis A, B, C and D; meningitis; community associated methicillin-resistant staphylococcus aureus (CA-MRSA); and sexually transmitted diseases.

1. Persons who know or who have reason to believe they are infected with a communicable disease have an obligation to conduct themselves in accordance with such knowledge in order to protect themselves and others.
2. Students and employees who have communicable diseases, whether symptomatic or not, shall be allowed regular classroom and work attendance in a non-restrictive manner as long as they are able to attend classes and/or work and do not pose a medically proven threat for transmission of the disease or condition.
3. When there is no medical justification for restricting the access of students and employees who have communicable diseases, they shall be allowed access to all college facilities and services.
4. All medical information related to the communicable diseases of students and employees shall be kept confidential and no person, group, agency, insurer, employer, or institution shall be provided any medical information without the prior, specific written consent of a student or employee unless providing such information is required by state and/or federal law.
5. The College will establish and implement a program to inform members of the college community about current information regarding communicable diseases.

Infectious Disease Policy

Because of the nature of the health care profession, students participating in lab practice and required clinical education experiences will find themselves at risk for exposure to infectious diseases. The risk cannot be completely eliminated; however, it can be minimized by education and the implementation of "Universal/Standard Precautions" on all occasions.

Standard Precautions

- Designed for the care of all patients, regardless of a known infection status.
- Use for contact with blood/body substances, non-intact skin, mucous membranes, contaminated items.
- Use for contact with blood/body substances, non-intact skin, mucous membranes, contaminated items.
- Use in all healthcare settings.
- Use for known and unknown infection sources.

Standard Precautions Include:

- Treat all blood and body fluids (not patients) as potentially infectious.
- Use proper hand hygiene procedure after contact with blood or body substances.
- Wearing appropriate personal protective equipment (PPE).
- Handle sharps carefully and dispose in sharps containers appropriately.
- Do not recap needles.
- Use approved safety sharp devices and always activate the safety mechanism.
- Eating, drinking, and applying cosmetics, smoking, or handling contact lenses are prohibited in work areas where blood exposure could occur.
- Perform procedures to minimize splashing or spraying.
- Do not store food or drink in areas where blood or body substances are present.
- Follow procedures for routine cleaning and disinfection of the environment.
- Handle soiled equipment to protect yourself, patients, and the environment from the spread of germs.
- Clean, disinfect, or sterilize reusable equipment between patients.
- Place specimens in appropriate containers during collecting, handling, processing, storing, transporting, or shipping. Use biohazard labeling.
- Remove broken glass by mechanical means such as tongs, forceps, or dustpan and brush.
- Do not reach into a container with bare hands.
- All soiled linens are considered contaminated.
- Gloves are an adjunct to, not a substitute for hand hygiene!

Gloves and safety glasses, gowns, hand washing, and masks will be used at all times when appropriate. Because of the nature of the student/client relationship, the client must also be protected from a student caregiver who may transmit infectious diseases.

The following information deals with the Medical Assisting program policy for handling infectious disease:

- I. **Immunosuppressed students or students who have active infections** will not be allowed in clinical areas. The student may be required to make up missed clinical time according to attendance policies and available time.
- II. **Exposure to blood or other body fluids.**
 1. Exposure includes percutaneous injury with a contaminated sharp object (needle, lancet, broken slide, etc.) and exposure of mucous membranes or open skin lesions to blood or body fluid of client. Immediately wash affected area with soap and water (or as directed)
 2. It will be the **student's responsibility** to advise his/her instructor and office preceptor **immediately** when an incident has occurred. The instructor will notify the Associate Vice President of Health Sciences and Public Services who will notify the Vice-President of Students and follow the policies of the clinical agency and/or the school.
 3. A Student Exposure Incident Report must be completed and filed. (Appendix iii)
 4. Student will report to appropriate (specified by site) area to start recommended treatment when indicated.

5. It is advised that all students carry health insurance, which will cover health care expenses incurred in the confidential medical evaluation/treatment measures following exposure to infectious diseases.

III. **Initial PPD (TB) testing requires a 2-step test.** An updated PPD (TB) testing is required every subsequent year. Students must provide documentation of freedom from tuberculin infection on the physical form prior to entry into the program and clinical experience. Students will also be required to present verification of current up-to-date immunization status. Failure to maintain immunizations may jeopardize the student's ability to participate in clinical activities. (Refer to Admission Health Form for questions about which vaccines/titers are required).

**PPD (TB) testing must be updated prior to practicum.*

Hepatitis B Vaccine Policy:

Faculty will provide allied health students education at orientation (beginning of Fall Semester) regarding risk of exposure to Hepatitis B during clinical experiences in allied health programs. Students are encouraged to begin and complete this series prior to practicum. At the discretion of the student's physician, and at the student's own cost, students should be evaluated for: (one of three choices is required)

1. Hepatitis B antibody titer showing immunity
2. Receive the 3 recommended doses of Hepatitis B vaccine
3. Sign a release/waiver form.

Hepatitis B Vaccine

- After completing the series of three immunizations, the Hepatitis B vaccine provides protection by building up a sufficient level of antibodies.
- The vaccine is specific to hepatitis B and is not effective against other types of hepatitis nor does it protect against the HIV or AIDS virus.
- You may want to consult your physician before taking the vaccine.
- You should not take the vaccine:
 - If you have an allergy to yeast.
 - If you are pregnant or nursing.
 - If you are planning to become pregnant within the next six months.
 - If you have had a fever, gastric symptoms, respiratory symptoms, or other signs of illness in the last 48 hours.

Clinical Placement and Transportation Policy:

The Medical Assisting Program Director will determine clinical assignments. Clinical placement is designed to expose the student to a variety of client age groups and disease processes. Students are given an opportunity to provide input before assignments are finalized and the student's prior experience, interests, and skill levels are also given consideration. Transportation to and from all classes and clinical practicum is the responsibility of each individual student. Faculty do realize the importance of carpooling with friends, but it is not always possible for clinical rotations.

Evaluation of Clinical Placement:

The student will be closely supervised at all times in the clinical setting by a preceptor and/or office manager. The practicum is a major component of the Medical Assisting program. In the third semester, approximately 35-40 hours per week will be spent in the clinical area to equal 240 clinical practicum hours. Students will be evaluated by their preceptor, office manager, and instructor. During this time the student will maintain a log to meet objectives established for this experience. Evaluation of clinical will include assessing the student's log. Students will also be required to keep a daily journal of activities performed and observed while at clinical practicum, these will be posted in discussion board daily within Moodle. The preceptor and office manager will evaluate the student on an "SCC Practicum Evaluation of Student." Form. The instructor/Practicum Coordinator will make visits to the clinical area to meet with the preceptors, conference students, and evaluate their progress. The student will also have an opportunity to evaluate the practicum site upon completing rotation.

Critical Incident:

A critical “**incident**” is the occurrence of a situation in the clinical setting in which the behavior of a student did endanger or potentially endanger the patient's or student's welfare. (Appendix IV)

Such an incident is one that could have been avoided by application of learning objectives previously covered. After the first Critical Incident, and at the discretion of the instructor, the student may be placed on Clinical Probation. A Remediation Plan will be developed jointly by the student and instructor. A second critical incident occurring during the student's plan of study may result in immediate dismissal from the program.

Clinical Probation:

A student may be placed on clinical probation for reasons which include, but are not limited to, the following:

- a. less than satisfactory clinical performance
- b. breach of confidentiality
- c. medications errors
- d. performing any procedure or giving any medication without securing appropriate supervision
- e. breach of Attendance Policies.

The student will be removed from clinical probation when he/she exhibits satisfactory clinical performance as evaluated by the instructor.

REGULATIONS/GUIDELINES FOR PRACTICUM*Appearance in the Clinical Area:*

1. It is expected that each student be neatly groomed
2. Hair neat, clean and off the collar
3. Clean shoes and socks
4. Moderation in use of cosmetics
5. Watch with second hand should be worn at all times.
6. Only wedding and engagement rings may be worn and one pair of small earrings.
7. Nails short and clean, only pale nail polish (cannot be chipped).
8. Uniforms (pink and/or black) are to be worn at practicum sites (and to and from site)
9. No chewing of gum at the practicum site.
10. SCC MA Student nametag will be visible at all times just below left shoulder.

Anyone not complying with these recommendations may be sent home to amend the deficiencies. Any tardiness or missed clinical experience, which results, will be considered unexcused.

Conduct in the Clinical Area:

1. Knock before entering closed doors in offices. Wait for permission to enter before entering. Respect all patients' privacy and confidentiality.
2. Smoking will not be allowed in the offices except in designated areas and at specified times. Breaks will be taken according to office policy.
3. Information regarding patients, staff, faculty, and fellow students is strictly confidential and must not be discussed inside or outside the office or in the presence of other patients/individuals. Any break of the rule of confidentiality may result in dismissal from the program and possible prosecution. You will be asked to sign a confidentiality statement prior to attending clinical.
4. Obscene or profane language will not be tolerated.
5. Do not use offensive body language toward others.

Practicum Attendance:

The following guidelines will be followed:

1. Students must follow agency policies while in the role of a Medical Assisting student. Failure to do so could result in the student being removed from the clinical area, thus, preventing the completion of objectives. (This includes personal and professional behavior.)
2. Students are expected to attend all practicum experiences. This includes all alternate learning experiences scheduled for clinical days in addition to all client care situations. Policies relative to clinical experiences are enforced for all alternate learning activities. Attendance and promptness are essential to satisfactory achievement of clinical objectives.
3. Faculty understands that illnesses and emergencies arise which may necessitate the student's absence from the clinical area. The only acceptable reasons for students leaving the clinical area early are personal sickness or an emergency situation. Students must obtain approval from their instructor to leave the clinical area prior to the scheduled departure time. A written medical excuse will be required for all clinical absences. (This must be given to Program Director/ Practicum Coordinator prior to returning to clinical practicum) If a student is going to be absent from clinical practicum, she/he must notify the instructor prior to the scheduled practicum time. It is the student's responsibility to call and talk with the instructor in person as well as the office manager/preceptor. If the student is unable to reach an instructor immediately, a message should be left with a staff member at the practicum site as well as on the instructor's voicemail. If a student leaves early from a clinical rotation, the student will only be counted for the hours they accumulated while in attendance during that clinical day. Any student, who works 11-7, 12-8 or any other night shift prior to a clinical day, will be asked to leave the clinical area and will be given an absence for the clinical day involved. Sleep impairment on the part of the medical assistant is a detriment to patient safety. If a student is at any time found to be unprepared as specified under performance criteria, he or she will be told by the clinical preceptor to leave the practicum site. This will constitute a clinical absence.
4. A student missing more than two days (16 hours) of the practicum may seriously jeopardize the student's clinical status. If this occurs, the student's clinical performance will be reviewed by the faculty, a written conference form (see clinical Probation form in Practicum Handbook) will be submitted, and this will result in clinical probation, unsatisfactory and may be dismissed from the program.
5. The number of clinical absences will be documented on the student's mid-term and final evaluation form and may influence employment opportunities.
6. Tardiness will not be tolerated in the clinical area. (Tardy is more than 15 minutes late to class or clinical practicum.) Repeated tardiness (more than 2) within a semester may constitute an unexcused absence and an unsatisfactory clinical performance evaluation.
7. Students shall not leave a clinical facility during which direct patient care is assigned. Such behavior may constitute abandonment and will not be tolerated by Medical Assisting faculty.
8. Students shall arrange approved lunch schedules, when applicable, with program director/practicum coordinator or preceptor/supervisor. One's failure to return to the assigned clinical area without program director/ practicum coordinator approval is subject to dismissal from the course and program.
9. Students are expected to submit written clinical assignments on time (through Moodle) and to the designated practicum coordinator/instructor. Late written clinical assignments will result in an unsatisfactory clinical practicum performance. Refer to assignment policy in MA Handbook on each course syllabi.

Confidentiality Statement

The student must maintain confidentiality regarding patients, medical records, and care provided during any clinical experience. The student is required to sign a confidentiality statement stating that he/she understands and will abide by the policy. Any break of this policy may result in dismissal from the program and possible prosecution. Confidentiality is a component of accountability and must be observed at all times. Discussions, written information, and medical record pictures concerning patients/clients must be limited to pre- and post- conferences and Medical Assisting theory classes. At no time shall a patient be discussed while at break, on the elevator, in the dining area, on campus, at home, or any other similar setting. Confidentiality cannot be over emphasized. Noncompliance is cause for dismissal from the program.

HIPPA Release Form

The Health Insurance Portability and Accountability Act (HIPAA) is a law passed by Congress that is a detailed set of regulations created and enforced by the Federal Department of Health and Human Services. HIPPA gives patients a series of rights of their health information. The student will consent to the release of a copy of their immunizations record and TB skin test results, as well as a copy of their CPR card to the clinical affiliates when requested. These sites will include: Northeast Medical Center, Stanly Medical Services, Cabarrus Family Medicine Residency, Carolina Women's Wellness, and any medical offices associated with these facilities.

Telephone Calls: In an emergency, family and friends may call the student at school. Only emergency messages will be delivered to the student. No telephone calls are to be received in the clinical area except in the case of an emergency. Out-going personal calls of an emergency nature may be made from the clinical area only after securing permission from the clinical instructor. Students may not have their cell phones in the clinical setting.

Social Media Policy: The Medical Assisting Program recognizes the use of social media in personal/non-school or non-work contexts. As a medical assisting student you will encounter confidential information within the college or within the clinical environment.

It is your responsibility to refrain from the following:

- Using any patient identifier (name, initials, age, diagnoses, lab results, photos, and ANY personal health information) in any way that may possibly identify a patient.
- Disclosing confidential information about the college, its employees, or its students.
- Stating personal opinions as being endorsed by the college.
- Using information and conducting activities that may violate SCC academic policies, violate local, state, or federal laws and regulations.
- Posting of embarrassing, threatening, or harassing statements on either a personal page or site, Facebook, blogs, Yearbook, Twitter, Blackboard, etc.

Students are not to contact instructors or practicum personnel through any social media network. Students should direct all communication outside of class through the correct Moodle course or through the instructor's Stanly Community College email. Instructors will not email students or address any issues regarding any academic or professional issues through any social media outlet or through their personal email.