



Division of Nursing and Allied Health



Medical Assistant Student Handbook

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**BATON ROUGE COMMUNITY COLLEGE
MEDICAL ASSISTANT
CERTIFICATE OF TECHNICAL STUDIES, (CTS) PROGRAM**

INTRODUCTION

The Baton Rouge Community College Medical Assistant Student Handbook has been compiled by the faculty to provide information pertinent to students enrolled in the Medical Assistant Program offered at BRCC. The faculty and staff wish you success in the pursuit of your educational goals.

The Medical Assistant Student Handbook provides detailed procedures and policies specific to the Medical Assistant Program. This handbook is to be used as a supplement to the Baton Rouge Community College Student Handbook and College Catalog, and serves to bridge the overriding policies of the College with the policies specific to this program. The information, policies and procedures set forth in this handbook are designed to support the success of the student.

MISSION STATEMENTS

Baton Rouge Community College

The mission of Baton Rouge Community College is to identify and meet the educational and workforce needs of our community through innovative, accessible, and dynamic programs.

Allied Health Department

The mission of the Allied Health Department is to educate competent health care professionals who will enhance the quality of life of individuals in a dynamic and diverse society.

Medical Assistant Program

The mission of the Medical Assistant program at Baton Rouge Community College is to prepare qualified candidates to perform the duties of the entry-level medical assistant. The Medical Assistant program strives to instill the knowledge, skills, abilities, values, and essence of teamwork. Our goal is to provide the Allied Health workforce with highly qualified medical assistants who will deliver personalized, high quality healthcare while still preserving the dignity of every person by providing compassion and care of the highest standard.

PURPOSE

The purpose of the Medical Assistant program is to provide educational opportunities for individuals to acquire the necessary knowledge, skills, values, and competencies for medical assistant practice. The Medical Assistant program prepares students for employment in private and large group physician's offices, clinics, hospitals, medical records, laboratories, and/ or insurance companies. Upon completion of this competency-based program, students are eligible to take the national Certified Clinical Medical Assistant (CCMA) exam from the National Healthcareer Association. Graduates will receive the Certificate of Technical Studies, Medical Assistant.

MEDICAL ASSISTANT PROGRAM OUTCOMES

1. To prepare students to acquire the skills needed for entry and intermediate levels of employment as a medical assistant.
2. To prepare students for employment in private and large group physician's offices, clinics, hospitals, medical records, laboratories, and /or insurance companies.
3. To provide supervised/preceptor clinical activities.
4. To provide students with safe and efficient work practices, basic occupational skills, and employability skills, and strong work ethics.

NON-DISCRIMINATION

It is the policy of Baton Rouge Community College not to discriminate on the basis of age, sex, race, color, religion, national origin or disability in its educational programs, activities or employment policies.

TRANSFER CREDIT

BRCC's Office of Enrollment Services evaluates transcripts for degree-seeking students in their first semester at BRCC. Transfer credits from regionally-accredited institutions of higher education are recorded on a student's academic record (see BRCC Catalog for details). Medical Assistant courses are generally not transferable from other institutions.

ADMISSION REQUIREMENTS

1. Applicants must have a high school diploma from a regionally accredited institution or a General Educational Development (GED)/ HISET diploma.
2. Applicants must be admitted to Baton Rouge Community College with eligibility to enroll in technical courses
3. Applicants must obtain the following test scores to be eligible for admission to the program:

| | ACCUPLACER Next Generation | ACCUPLACER (old) | ACT | SAT | COMPASS | Placement |
|---------|-----------------------------------|-------------------------|------------|------------|----------------|------------------|
| Math | 230 (QAS) | 20-45 (Elem. Alg.) | 1-14 | 320 | 0-46 (COPA) | MATH 0097 |
| English | 200 (Writing) | 20-59 (Sent. Skills) | 12-13 | 19 | 21-37 (COEN) | ENGL 0090 |
| Reading | 213 | 20-52 (Read. Comp.) | 13-15 | 19 | 21-50 (CORE) | READ 0090 |

* Accuplacer and Compass scores must be no older than 3 years and ACT scores must be no older than 5 years at time of admission to the program. Placement exam fee is incurred by the student.

4. Applicants must complete the Medical Assistant Program Application online.

APPLICATION PROCESS

Students admitted to the Medical Assistant program will receive additional instructions regarding program requirements that include but are not limited to submission of: a TB skin test and urine drug screen.

Criminal Background Check

Students must pass a state criminal background check prior to enrollment.

HEALTH AND CLINICAL REQUIREMENTS

If accepted to the Medical Assistant program, submission of the following items is required (All costs will be incurred by the student):

1. CPR: Students must have a current American Heart Association BLS Provider Cardiopulmonary Resuscitation (CPR) card.
 - *CPR card must be valid for the duration of the program.
 - * Online courses are not accepted for certification.
2. Criminal Background Check: Students must complete a criminal background check from the Louisiana State Police Department.
3. Completed Health History
Immunization/ Labs:
 - Tetanus vaccine (current 10 years)
 - Hepatitis B Series or a titer (current 10 years)
 - 1st Shot Date: _____
 - 2nd Shot Date: _____
 - 3rd Shot Date: _____
 - Complete Blood Count (CBC)
 - HIV test (current 5 years)
 - VDRL/RPR
 - Varicella (Chicken Pox) Positive Titer
 - Measles (Rubeola) Positive Titer
 - Mumps Positive Titer
 - Rubella Positive Titer
 - TB Skin Test (annual) Date: _____ or Chest X-ray
 - Influenza Vaccine (if required by clinical site)
4. Physical Examination (must be no older than 2 years)
5. Drug Screen: Students are required to complete a 10 panel urine drug screen (annual). A positive drug screen or any attempt to tamper with a specimen may disqualify an applicant and/or result in dismissal from the program.
6. OIG Verification
 - * Completed by BRCC Medical Assistant Program Manager
7. GSA Verification
 - * Completed by BRCC Medical Assistant Program Manager
8. Sex Offender Registry
 - * Completed by BRCC Medical Assistant Program Manager
9. All completed health and medical records must be submitted to the Medical Assistant program manager before enrollment in the Medical Assistant courses.

Locations

The Medical Assistant program is offered at the Acadian, Jackson (Folkes), and New Roads (Jumonville) sites. Students are currently admitted once a year at each location.

- Acadian: Admits students every fall semester
- New Roads (Jumonville): Admits students every fall semester
- Jackson (Folkes): Admits students every spring semester

Program of Study

To receive the Certificate of Technical Studies, Medical Assistant, students must earn a grade of “C” or better in all courses.

COURSES BY SEMESTER

| Course Number | Course Title | Credit Hours | Clock Hours |
|------------------------|--|--------------|-------------|
| First Semester | | | |
| MAST 1171 | Medical Terminology for Medical Assistants | 1 | 15 |
| MAST 1152 | Human Body for Medical Assistants | 2 | 60 |
| MAST 1162 | Professionalism in Healthcare | 2 | 60 |
| MAST 1142 | Pharmacology for Medical Assistants | 2 | 60 |
| MAST 1014* | Phlebotomy | 4 | 120 |
| MAST 1221 | Clinical Procedures I | 1 | 90 |
| | | 12 | 405 |
| Second Semester | | | |
| MAST 1214 | Administrative Procedures | 4 | 120 |
| MAST 2132 | Clinical Procedures II | 2 | 105 |
| MAST 1114* | Electrocardiography (EKG) | 4 | 90 |
| MAST 2222 | Medical Assistant Externship | 2 | 180 |
| | | 12 | 495 |
| | Total Curriculum Hours | 24 | 900 |

*MAST 1014, Phlebotomy, and MAST 1114, Electrocardiography (EKG), may be offered in a different semester than the one listed.

For more information, contact the Division of Nursing and Allied Health at 225-216-8879 or the Medical Assistant Program Manager at 225-359-9437.

Or visit the website at: http://www.mybrcc.edu/academics/nursing_and_allied_health/ctsmadassistant.php

Dress Code

3/15/2018

Students are required to conform to the uniform regulations as specified below.

1. Full uniform is required in clinical settings.

Full uniform (scrubs) includes:

Ladies

- a. Uniform Top: (color: Ceil Blue)
- b. Uniform Pants: (color: Ceil Blue)
- c. Uniform Jacket (color: White)
- d. Maternity Pants (color: Ceil Blue)
- e. Maternity Top (color: Ceil Blue)
- f. Solid white closed heel and toe leather shoes
- g. Solid white hose or socks
- h. Official *Baton Rouge Community College* student ID

Men

- a. Uniform Top: (color: Ceil Blue)
- b. Uniform Pants: (color: Ceil Blue)
- c. Uniform Jacket (color: White)
- d. Solid white closed heel and toe leather shoes
- e. Solid white socks
- f. Official *Baton Rouge Community College* student ID

2. In cold weather, a long sleeve white round neck t-shirt may be worn under the uniform top.

3. Personal hygiene is expected to be maintained by each student. This includes:

- a. Clean uniform, clean shoes and shoelaces
- b. Neatly groomed hair (hair not extending below the shoulder level)
- c. Long hair must be pulled back and up and held by a neutral color ponytail holder
- d. Men must be cleanly shaven, females should have minimal facial cosmetics
- e. Short, clean, and unpolished natural nails (not to extend beyond the fingertips); no artificial nails allowed at any time
- f. Body art (tattoos) must not be visible while in uniform
- g. No use of perfumes, colognes, after-shave lotions and other body scents; use of fragrance-free deodorants and oral hygiene is required.
- h. Students who smoke must be free of cigarette odor
- i. Jewelry for women limited to a watch with second hand, wedding and/or engagement ring, one pair of small stud type earrings
- j. Jewelry for men limited to a watch with second hand and wedding band; one pair of small stud type earrings, no other jewelry is allowed to be worn in the clinical setting.
- k. No visible body piercings allowed (including tongue piercing)

4. Eating is prohibited in the skills lab and client care areas of the clinical settings.

Chewing gum is not allowed when in clinical.

5. Cell phones and personal electronic devices are to be turned off in the clinical setting. If a student is caught using a cell phone or personal electronic device in a clinical setting, **they will be dismissed from the program and not allowed to return.**

Change of Health Status

Students must submit a "Change of Health Status" form (see Appendix) if illness, surgery, hospitalization or pregnancy occurs after entry into clinical Medical Assistant courses.

Health Insurance

It is highly recommended that all students carry personal health insurance coverage. Students are responsible for all health care costs sustained while enrolled in Medical Assistant courses.

Health Insurance Portability and Accountability Act (HIPAA) of 1996

Students will abide by the Health Insurance Portability and Accountability Act of 1996 Public Law 104-191 (HIPAA) which protects the privacy and identification of clients in a health care organization.

Clinical Safety

If accidental exposure to blood or body fluid or other potentially infectious material occurs while participating in a scheduled clinical experience the instructor must be notified immediately and subsequently notify the Dean.

The following procedure will be implemented:

1. The student, following the clinical agency's policies and procedures, is to report to the nearest emergency room for treatment, initial testing, and care immediately after the incident. The results will be disseminated to the student according to the clinical site's policy.
2. The cost of any emergency medical care or treatment shall be the responsibility of the student receiving the care or treatment.
3. Although it is highly recommended to seek immediate treatment, the student does have the right to refuse treatment.
4. Incident reports are to be filled out to meet both the clinical site's and the College's requirements.
5. An incident report is provided to the Dean.
6. The Department of Allied Health will send a copy of the report to the BRCC risk manager while maintaining confidentiality of the report. The BRCC risk manager may also require additional information and or forms.
7. The BRCC risk manager will contact the student as soon as possible following receipt of the incident report.
8. The cost of any medical follow-up care or treatment shall be the responsibility of the student.
9. In the event that a student administers care to a patient who later in their hospitalization, tests positive for communicable disease, it will be the student's responsibility to undergo testing and follow-up as may be recommended by the clinical site.
10. The cost of medical care or treatment shall be the responsibility of the individual receiving the care or treatment.

GRADUATION REQUIREMENTS

To receive the Certificate of Technical Studies in Medical Assistant degree the student must:

1. Follow the graduation requirement guidelines outlined in the (*BRCC Catalog*)
2. Meet the deadlines for graduation applications as posted in the “Academic Calendar” found on the BRCC Catalog and website. College commencement exercises are voluntary. Diplomas are mailed to graduates once all final college work is evaluated.
3. Students should anticipate the following expenses:
 - a. Certified Clinical Medical Assistant (CCMA) Exam fees

Certified Clinical Medical Assistant (CCMA) Exam

Upon completion of the Medical Assistant program, graduates are eligible to take the national Certified Clinical Medical Assistant (CCMA) exam from the National Healthcareer Association.

<https://www.nhanow.com/certifications/clinical-medical-assistant>

FACULTY / STUDENT COMMUNICATION

Communication of Changes

Policies are published and updated as necessary. Changes communicated to students by verbal announcement, written announcement, e-mail, Canvas, and by posting on the Medical Assistant program website page.

Instructor Conferences

1. Faculty may initiate conferences with students at any time. Instances when a conference may be required include, but are not limited to:
 - a. Failure to maintain a “C” or better in any Medical Assistant course
 - b. Unsatisfactory clinical progress.
 - c. Violation of the BRCC Student Code of Conduct.
2. The student may request a conference during regular office hours, or by appointment.

Course Information

Course syllabi are the primary source of course information. Detailed course syllabi are posted on Canvas and made available to all students. Master course syllabi are available on the college website (www.mybrcc.edu).

STUDENT CONDUCT

Cell Phones and Personal Electronic Devices

1. All personal electronic devices and cell phones must be off during class lectures, lab, and in clinical areas.
2. Students may not bring personal electronic devices or cell phones into classrooms on test days. Any student found with a cell phone or any other personal electronic device during testing will be asked to leave the room and will receive a “0” on that exam.
3. If students are caught using a cell phone, they will be dismissed from the program.

Student Organizations

Students are encouraged to participate in professional, departmental and college sponsored clubs, organizations, and activities.

STUDENT RESOURCES

Medical Assistant students should refer to the BRCC website (<http://www.mybrcc.edu/>), the BRCC Student Handbook (http://www.mybrcc.edu/attachments/259_brcc_stdhandbook10-12a.pdf), contact the Office of Enrollment Services, or any BRCC counselor for general college information. Baton Rouge Community College provides many student services which include, but are not limited to: Advising and Counseling, Admissions and Records, Computer Facilities, Financial Aid, Library Services and Media Center, Student Programs and Resources (SPAR), and Disability Services.

Advising, Counseling, and Career Services (ACCS)

Baton Rouge Community Colleges' Counseling, Advising, and Disability Services office, (ACCS), exists to provide services based on the learner's individual needs. Students are empowered to achieve their academic, career, and personal goals via services consistent with ADA recommendations, using academic/career assessments, referrals from BRCC faculty/staff and current ACCS Standard Operating Procedures. As professional academic advisors, licensed professional counselors, and dedicated staff and paraprofessionals, staff exists to empower students to make informed decisions about school, life and work. Academic, personal, and/or vocational services are provided in two basic ways: in response to student request received in person, via telephone or e-mail or initiated by staff in response to data or referral.

Office of Disability Services (ODS)

The Office of Disability Services (ODS) is committed to providing a variety of support services in compliance with Section 504 of the 1973 Rehabilitation Act, the Americans Disabilities Act. The Office of Disability Services' goals are to empower students, foster independence, promote achievement of career and educational goals, and assist students to discover, develop, and demonstrate full potential and abilities. Services are available to any student with a documented learning, physical or psychological disability. In addition, the Office of Disability Services provides a variety of assisting services which gives the student with special needs and circumstances an equal opportunity to succeed but does not compromise academic standards.

Student Financial Assistance

Numerous financial resources such as grants, scholarships, and loans are available for students who attend Baton Rouge Community College. Students who need financial assistance should start by completing the Free Application for Federal Student Aid (FAFSA) online at www.fafsa.ed.gov. The application explains which tax return students need for reference. No other documentation is necessary until the U.S. Department of Education processes the request. If it is necessary for the college to request more information from students, notifications will be sent to them by email. Applications for the next academic year (beginning in late August) are available October 1. The approval process may take several weeks, so students are encouraged to apply as soon as they make the decision to apply for admission to the College. Students must reapply for financial aid each academic year. To learn more about financial aid programs, how aid is distributed, student rights and responsibilities, or policies and procedures, students may contact the Financial Aid Office in the Bienvenue Student Center by calling 1-866-217-9823.

Library Facilities

The Magnolia Library offers a diverse collection of books, periodicals, videos, and on-line resources. As a member of LOUIS: the Louisiana Library Network, we are able to provide access to our Online Public Access Catalog (OPAC) as well as to the OPACs of surrounding institutions. Online resources include over 63,000 full-text books available through the EBSCOhost eBook Collection and a variety of databases to assist students with scholarly research.

The Magnolia Library has open access computers, printers, and copiers available for public use. Tours and bibliographic instruction sessions may be scheduled, and may be tailored to meet the needs of classes and individuals. Virtual tours are available to help students locate library resources. The Reference Desk may be contacted for specific borrowing policies, availability, and equipment offered.

It is the student's responsibility to make themselves aware of the borrowing policies, lending terms, the amount of fines and how they are incurred. Details about the library's borrowing policies and fines can be found on the Library Information LibGuide page. The library must receive proof that all fines have been paid at the Bursar's Office before students are able to receive grades or register for classes.

Testing Center

1. All standardized testing will be conducted at the BRCC Testing Center or a designated computer lab.
2. Students are expected to comply with all Testing Center rules and regulations.

Computer Access

1. BRCC offers several open computer labs that are available to assist students by providing computer access and technical support. This includes assistance with homework, research, class projects, and other instructional assignments and the computer labs provide printing access for students.
2. There are currently over 100 computers available for student use at varying times and locations.

POLICIES

ATTENDANCE POLICY

Credit and Clock Hours

The Medical Assistant program is 24 credit hours and 900 contact hours. The ratio of contact hours to credit hours varies from course to course. The practicum credit is a ratio of one (1) credit hour to ninety (90) practicum hours (1:90).

Class Attendance

Attendance will be recorded daily for each class. Regular and prompt class attendance is regarded as a minimal academic obligation. Documentation is required for any absence or tardiness in excess of one hour. Students are advised that employment potential is negatively impacted by a lack of reliable attendance history (*BRCC Catalog*).

Clinical Attendance

1. The student is expected to attend ALL clinical hours.
2. Clinical absence may compromise a student's ability to meet clinical objectives and lead to an unsatisfactory clinical evaluation. Missed clinical time may be re-scheduled at the discretion of the instructor. Alternate learning methods may also be assigned.
3. In the event of an unavoidable clinical absence or delay, the student must:
 - a. Call the clinical instructor before clinical arrival time.
 - b. Call the clinical site supervisor at least 30 minutes before scheduled clinical time.
 - c. Provide appropriate documentation of the unavoidable situation.
 - d. If the student has health problems, or is taking medications for health problems during clinical, he / she must inform the clinical instructor with appropriate documentation.

TESTING AND GRADING POLICY

Theory Evaluation

1. Students must pass all courses each semester with a grade of "C" or better before progressing to the next semester of courses.
2. Methods of evaluation for grade calculation will be explained in each course syllabus.
3. Unannounced quizzes may be given at any time during the course. A student arriving late will not be allowed to take the quiz. A missed quiz will not be made up and is recorded as a zero.
4. Medical Assistant courses may have a comprehensive final examination.
5. Desk tops will be cleared of all papers, books, notebooks, carry-bags, food dishes and all electronics. The only acceptable objects on the desk are a writing device, eraser and a sealable beverage. The owner of any other material on the desk top will not be allowed to test, will receive a grade of zero (0), and under such circumstances, will not be allowed to make-up the exam.
6. All quizzes, tests and exams are retained according to established policy.
8. Grades will be calculated up to 2 decimal points with only one permissible rounding to occur (e.g. 76.78% will be rounded to 77%; 76.48% = 76% and will not be rounded to 76.5% and then rounded to 77%).

Grading Scale

The following grading scale will be utilized for all Medical Assistant courses:

| | |
|----------|---|
| 90 – 100 | A |
| 80 – 89 | B |
| 70 – 79 | C |
| 60-69 | D |
| 59 ↓ | F |

Posting Grades

Grades for all examinations will be posted to the student's Canvas account and/or distributed to the student.

Test Review

Test review will occur within two weeks of the day of the exam. During the review, correct answers will be available, and discussion of test items will be permitted. During the review, notebooks, binders, books, and any other documentation tool cannot be in the students' possession. Students must make an appointment with the instructor in order to review the test items within two weeks of the exam date. No review will be conducted after two weeks.

Make-up Examinations

Students are expected arrive on time for all scheduled course examinations. Only students with excused absences, determined by the course instructor, will be allowed to take a make-up examination. Excuses must be presented to the course instructor prior to the missed examination when possible. True emergencies must be reported in a timely manner. Students who miss an exam without a valid excuse will receive a "0%" for that examination.

Clinical Evaluation

1. Students must receive a grade of "C" or better on the theoretical/didactic component and a grade of "C" or better on the lab or clinical component in order to pass the course.
2. Failure in either the theoretical/didactic or lab component, or failure of the clinical component will result in failure of the course.
3. Clinical evaluation tools will be used for the clinical component of each course.

Guidelines for Written Work

1. All written work is expected to be neat in appearance.
2. Plagiarism is a form of cheating that involves presenting as one's own the ideas or work of another. Students who plagiarize will be subject to the Academic Integrity Policy of BRCC (*BRCC Student Handbook*).
3. A list of citations and references must be included in written works when appropriate.

College Holidays, Mid-Term and Final Examination Schedules

(see *BRCC Catalog*)

http://www.mybrcc.edu/academics/academic_affairs/college_catalog.php

CLINICAL/ PRACTICUM POLICY

Professional Behavior

Faculty of Baton Rouge Community College and the Medical Assistant program have an academic, legal, and ethical responsibility to protect members of the public and the health care community from unsafe or unprofessional practices. Medical Assistant students, while representing Baton Rouge Community College at any clinical agency, must conduct themselves in an ethical, professional, and safe manner. Students are expected to assume responsibility for their actions and will be held accountable for them. Students will abide by BRCC and clinical agency policies during each clinical experience. Failure to adhere to program specific policies related to professional behavior or safe clinical practice may result in the use of the Progressive Discipline Policy outlined in the Medical Assistant Student Handbook or immediate dismissal from the program.

Professional Ethics and Confidentiality

Students must remember that information concerning patients is confidential. Students are required to adhere to legal and ethical standards as established by regulatory agencies and professional standards. Failure to comply with the above is cause for immediate dismissal from the program.

Unsafe Clinical / Practicum Practices

The Medical Assistant program identifies safety as a basic human need. A safety need can be identified as physical, biological, and/or emotional in nature. Unsafe clinical/practicum practice shall be deemed to be behavior demonstrated by the student which threatens or violates the physical, biological, or emotional safety of the patient, caregiver, students, staff or self. Unsafe or unprofessional clinical/practicum practice may result in implementation of Progressive Discipline as

described below. The following examples serve as guides to these unsafe behaviors, but are not to be considered all-inclusive:

Physical Safety: Unsafe behaviors include but are not limited to:

- inappropriate use of equipment
- lack of proper protection of the patient which potentiates injury
- failure to correctly identify patient(s) prior to initiating care
- failure to perform pre-procedure safety checks of equipment or patient status

Biological Safety: Unsafe behaviors include but are not limited to:

- performing actions without appropriate supervision
- failure to seek help when needed
- attending clinical while ill

Emotional Safety: Unsafe behaviors include but are not limited to:

- threatening or making a patient, caregiver, or bystander fearful
- providing inappropriate or incorrect information
- performing actions without appropriate supervision
- failure to seek help when needed
- evidence of unstable emotional behaviors

Unprofessional Practice: Unprofessional behaviors include but are not limited to:

- Verbal or non-verbal language, actions (including but not limited to postings on social media sites), or voice inflections which compromise rapport and working relations with patients, family members, staff, or physicians, may potentially compromise contractual agreements and/or working relations with clinical affiliates, or constitute violations of legal/ethical standards
- Behavior which interferes with or disrupts teaching/learning experiences
- Using or being under the influence of any drug or alcohol that may alter judgment and interfere with safe performance in the clinical or classroom setting
- Breach of confidentiality in any form
- Falsifying data in a patient health record
- Misrepresenting care given, clinical errors, or any action related to the clinical experience
- Recording, taping, taking pictures in the clinical setting without expressed consent
- Leaving the clinical area without notification of faculty and clinical staff or supervisor

Progressive Discipline Procedure

The faculty is committed to assisting students to be successful in the program. Therefore, Medical Assistant students who are not meeting course objectives in class, clinical/practicum or lab will be apprised of their performance status using the progressive discipline process.

Step 1: Warning

The instructor provides the student with a verbal warning or written feedback as to their status. The instructor counsels the student regarding criteria for successful completion of the course and makes recommendations for improvement. Recommendations may include but are not limited to utilization of peer study groups, tutors, computer-assisted instruction, and seeking assistance from BRCC counselors. At the discretion of the instructor and depending on the situation, this step may be skipped and a conference conducted.

Step 2: Conference

The student meets with the instructor in a formal conference to review the performance deficit. A written report will identify specific course/program objectives not met and a remediation plan/contract, including deadlines for completion, to assist the student to correct the deficit and remain in the program and be successful. If at any time the student does not comply with all terms outlined in the conference, the student may be placed on probation or dismissed from the program.

Step 3: Probation

Probation action is implemented for:

- Unsatisfactory didactic or clinical performance
- Unsatisfactory didactic or clinical attendance and punctuality
- Inability to maintain physical and mental health necessary to function in the program
- Unethical, unprofessional behavior, and/or unsafe clinical practice
- Refusal to participate in a procedure
- Unsafe or unprofessional clinical practice that compromises patient or staff safety
- Behavior which compromises clinical affiliations
- Failure to comply with all terms outlined in the conference report

Probation is a period in which the student must improve or be dismissed from the program. The student will meet with the instructor and/or program director. The student and faculty will review and sign documentation describing expectations that must be followed during the probationary period.

Step 4: Dismissal

If at any time during the probation period, the student fails to meet any of the conditions of probation contract, the student may be dismissed from the program. Accordingly, if at the end of the probation period the student has not met the criteria for satisfactory performance as outlined in the probation contract, the student will be dismissed from the program.

A student who is placed on probation for unsafe or unprofessional conduct may be dismissed for subsequent safety or professional conduct violations at any time during the program.

Some situations do not allow for the progressive discipline process due to the severity of nature or the timing of the occurrence. Incidents of this nature may require the student to be immediately placed on probation or dismissed from the program.

Examples of these include, but are not limited to:

- Violations of patient confidentiality
- Academic dishonesty
- Falsification of documentation
- Unprofessional behavior/unsafe behavior that seriously jeopardizes patient, student, staff, or preceptor safety
- Unprofessional behavior that seriously jeopardizes clinical affiliations.
- Personal cell phone use in clinical, classroom, or lab settings.

RETENTION, PROGRESSION, DISMISSAL POLICY

Retention, Progression

In order to progress and be retained in the Medical Assistant program, the student must meet the following criteria:

1. Maintain a minimum GPA of 2.0 in all pre and co-requisite courses outlined in the Medical Assistant curriculum. Failure to achieve a “C” or better in any required course in the program will delay progression.
2. Achieve a minimum grade of 70% in all coursework and clinical evaluations. A failing clinical grade will result in failure of the course.
3. Maintain clinical sites’ requirements - to include but not limited to: CPR certification, annual TB test, and health status documentation.
4. A student will be dismissed from the Medical Assistant program after:
 - a. Two unsuccessful attempts to pass the same Medical Assistant course. This includes withdrawal or failure (W, D, or F).
 - b. Failure in any two Medical Assistant courses (W, D, or F).

Dismissal

Students may be dismissed from the Medical Assistant program due to a breach in the following codes / policies:

1. BRCC Student Conduct Code and Student Regulations and Rules of Conduct, BRCC Academic Integrity Policy, Medical Assistant program policies (*BRCC Student Handbook; Medical Assistant Program Student Handbook*).

Readmission

Students who withdraw or fail a Medical Assistant course will not automatically be accepted into the next class. This may require the student to wait up to one year. Students who wish to return will be considered for readmission based upon availability of faculty resources, clinical resources, available seats in the course, and academic standing of the student.

1. The student should submit an “Intent to Return” form to the Medical Assistant program director (see Appendix 5). Submission of the form does not guarantee automatic re-admission into the program.

Appeal Process

Students who wish to appeal the Retention, Progression, Dismissal policy must follow the guidelines provided below:

1. The appeal must be submitted within ten working days after the end of the semester in which the grade was received. (see Appendix 6)
2. Once received, the Medical Assistant faculty and Department Chair of Allied Health will meet and provide a response to the appeal within five working days.
3. Decisions of the faculty and Department Chair of Allied Health may be appealed to the Dean of Nursing and Allied Health.

SUBSTANCE ABUSE AND DRUG TESTING POLICY

Substance Abuse

The well-being of patients and clients cared for by our students is of primary concern. The Medical Assistant program has adopted a substance abuse testing program wherein a student who is participating in clinical courses can be tested randomly and for cause when there is reasonable

suspicion that the student is under the influence of alcohol and/or drugs. Clinical affiliates require a preliminary drug screening prior to clinical practice in their facility.

Students will be recommended for random drug testing by their clinical instructor at the expense of the student in situations to include, but not limited to:

1. Observable indication of actual use or impairment such as slurred speech, lack of coordination, incoherency, marijuana or alcohol odors.
2. Possession of drugs, apparent paraphernalia or alcoholic beverages.
3. Abnormal or erratic behaviors such as sudden outbursts, mood swings, hostility or unusual anxiety that suggests possible drug use or alcohol misuse.

Substance Abuse Testing Procedure

1. Document student's behavior. Confer with program director. If the program director is the faculty member concerned about the student's behavior or if the program director is unavailable, confer with the Department Chair or Dean.
2. The student must report to approved testing facility within one (1) hour. If they are at an off campus facility two (2) hours may be acceptable.
3. The student will incur the cost of transportation to the testing facility. If the student is deemed incapable of driving, the student's emergency contact will be notified.
4. If the student refuses to consent to drug screening, the student will be recommended for dismissal from the Medical Assistant program.
5. The student will be excluded from all clinical activities pending test results.
6. Drug test findings will be interpreted by the designated testing facility and results will be sent to the program director where they will be kept confidential.
7. All positive drug tests will be reviewed by the program director and division administrators. During the review process the student will have the opportunity to:
 - a. Explain the cause of the positive drug screen.
 - b. Provide the name of the physician authorizing any prescription medications.
8. If the drug screen is negative, the student will be immediately reinstated in clinical by the program director and will be provided an opportunity to make up any missed work. The student will be subject to all other objectives related to safe behavior and care of clients.

APPENDICES

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Appendix 1

BRCC MEDICAL ASSISTANT CERTIFICATE OF TECHNICAL STUDIES PROGRAM

CORE PERFORMANCE STANDARDS

Medical Assistant is a practice discipline with cognitive, sensory, affective, and psychomotor performance requirements. Based on these requirements the following list of "Core Performance Standards" has been developed. Each standard has an example of an activity or activities, which a student will be required to perform while enrolled in the Medical Assistant Program. These standards are a part of each Medical Assistant course and of the professional role expectation of a MEDICAL ASSISTANT.

| CRITERIA | STANDARD | EXAMPLES OF NECESSARY ACTIVITIES (NOT ALL INCLUSIVE) |
|--------------------------|--|---|
| CRITICAL THINKING | Critical thinking ability sufficient for safe clinical judgment. | <ul style="list-style-type: none"> • Identify cause-effect relationships in clinical situations. • Evaluate prescriptions to ascertain that they contain proper identification. • Assess patient's condition and needs from a distance of at least 20 feet. • Initiate proper emergency care protocols, including CPR, based on assessment data. |
| INTERPERSONAL | Interpersonal abilities sufficient to interact with individuals, families, and groups from a variety of social, emotional, cultural, and intellectual backgrounds. | <ul style="list-style-type: none"> • Establish rapport with patients, families, and colleagues. • Display compassion, empathy and concern for others • Demonstrate a high degree of patience. • Work with other healthcare providers in stressful situations |
| COMMUNICATION | Communication abilities sufficient for interaction with others in verbal and written form. | <ul style="list-style-type: none"> • Communicate in English to the patient in order to: converse, instruct the patient, relieve anxiety, gain their cooperation during procedures, understand the patient when communicating symptoms of a medical emergency. • Read the patient's medical chart and/or physician's orders. • Legibly write patient history. • Documents own actions and patient responses as indicated. |
| MOBILITY | Physical abilities sufficient to move from room to room and maneuver in small spaces. | <ul style="list-style-type: none"> • Assist all patients, according to individual needs and abilities • Be able to push, pull, and lift 40 pounds. • Push a stretcher, wheelchair or other transportation device without injury to self, patient, or others. |
| MOTOR SKILLS | Gross and fine motor abilities sufficient to provide safe and effective care. | <ul style="list-style-type: none"> • Ability to maintain prolonged arm positions necessary for working. • Accurately draw up sterile contrast media and other solutions without contaminating the syringe and/or needle, etc. • Physically be able to administer emergency care including performing CPR. • Be able to stand for periods as long as 2 hours and to walk a distance of 2 miles during a normal work day. • Ability to seize, grasp, grip, hold, turn, or otherwise work with hands. • Work fingers to manipulate switches, dials, and other equipment controls • Input data into computer |
| HEARING | Auditory abilities sufficient to monitor and assess patient needs, and to provide a safe environment. | <ul style="list-style-type: none"> • Hear a patient talk in a normal tone from a distance of 20 feet. • Hear monitor alarm, emergency signals, and cries for help. |
| VISUAL | Visual ability sufficient for observation and Assessment necessary in the operation of equipment and care of patients. | <ul style="list-style-type: none"> • Observe the patient in order to assess the patient's condition and/or needs from a distance of, at least, 20 feet. • Can see numbers, letters, calibrations, etc. of varying sizes located on equipment utilized by a MEDICAL ASSISTANT. |
| TACTILE | Tactile ability sufficient for patient assessment and operation of equipment. | <ul style="list-style-type: none"> • Perform palpation, tactile assessment, and manipulation of body parts to insure proper body placement and alignment. • Manipulate dials, buttons, and switches. |

Appendix 2

BRCC MEDICAL ASSISTANT
CERTIFICATE OF TECHNICAL STUDIES PROGRAM

UNSATISFACTORY CLINICAL PERFORMANCE

Student: _____

Date: _____

(Incident)

Course: _____

Semester: _____

Description of Incident/Problem:

Assessment data:

Student's Response:

Clinical Coordinator's signature: _____ Date: _____

Student's Signature: _____ Date: _____

Evaluation of Action Plan:

Clinical Coordinator's Signature: _____ Date: _____

Student's Signature: _____ Date: _____

Appendix 3

BRCC MEDICAL ASSISTANT CERTIFICATE OF TECHNICAL STUDIES PROGRAM

CHANGE OF HEALTH STATUS FORM

Any change in health status while enrolled in a Medical Assistant course must be reported to the program director. Medical clearance from a healthcare provider is required to continue class and clinical coursework. It is the right of the program director and / or course instructor to determine if a student demonstrates the ability to achieve course and clinical objectives, and provide safe patient care.

| TO BE COMPLETED BY STUDENT | | |
|--|------------------------------------|---|
| Student Last Name | First Name | Middle Name |
| Banner # | Date of Birth (Month / Day / Year) | Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female |
| Mailing Address | City / State | Zip Code |
| E-Mail Address | Home Phone Number () | Cell Phone Number () |
| Emergency Contact (Name / Relationship) | | Phone Number () |
| Describe change in health status (Diagnosis) | | |
| Are you taking any medications? <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| If yes, list Medication (Name, Dosage and Frequency) | | |
| I understand it is my responsibility throughout the program of study to inform my course coordinator and clinical instructor(s) of any change in my health status. I understand that this disclosure is necessary to protect my health and well-being, as well as, the health and well-being of patients for whom I may provide care. I acknowledge that the information contained in this form is accurate, current and complete. I am aware that falsification of any health information is sufficient cause for dismissal from the Medical Assistant program. | | |
| Student Signature _____ | | Date: _____ |

Appendix 4

BRCC MEDICAL ASSISTANT CERTIFICATE OF TECHNICAL STUDIES PROGRAM

CHANGE OF HEALTH STATUS FORM

TO BE COMPLETED BY HEALTHCARE PROVIDER

| | | |
|-------------------|------------|-------------|
| Student Last Name | First Name | Middle Name |
|-------------------|------------|-------------|

Diagnosis

Medication (Name, Dosage and Frequency)

| CRITERIA | EXAMPLES OF NECESSARY ACTIVITIES (NOT ALL INCLUSIVE) | STUDENT CAN PERFORM | |
|--------------------------|---|---------------------|----|
| | | YES | NO |
| CRITICAL THINKING | <ul style="list-style-type: none"> Identify cause-effect relationships in clinical situations. Evaluate prescriptions to ascertain that they contain proper identification. Assess patient's condition and needs from a distance of at least 20 feet. Initiate proper emergency care protocols, including CPR, based on assessment data. | | |
| INTERPERSONAL | <ul style="list-style-type: none"> Establish rapport with patients, families, and colleagues. Display compassion, empathy and concern for others Demonstrate a high degree of patience. Work with other healthcare providers in stressful situations | | |
| COMMUNICATION | <ul style="list-style-type: none"> Communicate in English to the patient in order to: converse, instruct the patient, relieve anxiety, gain their cooperation during procedures, understand the patient when communicating symptoms of a medical emergency. Read the patient's medical chart and/or physician's orders. Legibly write patient history. Documents own actions and patient responses as indicated. | | |
| MOBILITY | <ul style="list-style-type: none"> Assist all patients, according to individual needs and abilities, in moving, turning, and transferring from transportation devices. Be able to push, pull, and lift 40 pounds. Push a stretcher, wheelchair or other transportation device without injury to self, patient, or others. | | |
| MOTOR SKILLS | <ul style="list-style-type: none"> Ability to maintain prolonged arm positions necessary for working. Accurately draw up sterile contrast media and other solutions without contaminating the syringe and/or needle, etc. Physically be able to administer emergency care including performing CPR. Be able to stand for periods as long as 2 hours and to walk a distance of 2 miles during a normal work day. Ability to seize, grasp, grip, hold, turn, or otherwise work with hands. Work fingers to manipulate switches, dials, and other equipment controls Input data into computer | | |
| HEARING | <ul style="list-style-type: none"> Hear a patient talk in a normal tone from a distance of 20 feet. Hear monitor alarm, emergency signals, and cries for help. | | |
| VISUAL | <ul style="list-style-type: none"> Observe the patient in order to assess the patient's condition and/or needs from a distance of, at least, 20 feet. Can see numbers, letters, calibrations, etc. of varying sizes located on equipment utilized by a MEDICAL ASSISTANT. | | |
| TACTILE | <ul style="list-style-type: none"> Perform palpation, tactile assessment, and manipulation of body parts to insure proper body placement and alignment. Manipulate dials, buttons, and switches. | | |

This student **does** possess the ability to perform his / her duties as a student Medical Assistant and **has** been cleared to participate in course and clinical related activities. Comments

This student **does not** possess the ability to perform his / her duties as a student Medical Assistant and **has not** been cleared to participate in course and clinical related activities. Comments

Health Care Provider _____ Date: _____
 Address _____ Phone: (____) _____

Appendix 6

**BRCC MEDICAL ASSISTANT
CERTIFICATE OF TECHNICAL STUDIES PROGRAM**

Letter of Appeal for
Progression/Retention/Dismissal

Complete this form to file an appeal with the Baton Rouge Community College Allied Health Department. After completing the form, please submit to the Allied Health Department Chair (200 Frazier Site).

Name: _____ Student ID #: _____

Phone Number: _____

Permanent Address: _____
Street City State Zip

Semester Wishing to Re-enter: _____ Semester Appeal Filed: _____

What decisions are you asking the Allied Health Department to make? _____

Reason for appeal: What is the reason for your appeal? What rules of progression have been violated?

Extenuating Circumstances: What events do you want the department to consider in granting your appeal? What events influenced the violation of progression?

What changes do you plan to make regarding the extenuating circumstances to insure your success in the Medical Assistant program?

Please attach any validating material (such as medical evaluation, court documents, etc.)

Student signature

Date received by the Department