

Portland Community College
Medical Assisting
Student Handbook
2005-2006

PROGRAM ORGANIZATION

The Medical Office Assisting is located within the Allied Health and Science Division of Portland Community College. Other health programs within this Division include: Medical Laboratory Technology, Ophthalmic Medical Technology, and Alcohol and Drug Counseling, Health Information Management. Other courses offered within the division include biology, chemistry, physics, and general science.

Students Right-To-Know (Public Law 101-543) Portland Community College is required by federal law to disclose to all current and prospective students the completion rate of PCC's first-time, full-time, certificate and degree seeking students. This information is available in the Financial Aid and Registration offices of each campus.

Equal Opportunity It is against the college's policy for any manager, supervisor, faculty, staff, or student to engage in harassment or discrimination of any member of the college community based on his/her race, color, religion, ethnicity, use of native language, national origin, age, sex, marital status, height/weight ratio, disability, or sexual orientation. Inquiries regarding these matters may be directed to Sylvia Welch, Director, Affirmative Action, 503978-5841. Questions specific to the Americans with Disabilities Act (ADA) may be directed to Cheryl Belt, 503-978-5869.

SPONSORSHIP

Portland Community College is accredited by the Northwest Association of Schools and Colleges. The Medical Assisting Program is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP).

PROGRAM GOAL

The goal of the Portland Community College Medical Assisting Program is to educate students who are well prepared technically with demonstrated work ethics and professional values. These include:

- students who achieve entry level competencies
- students who promote a positive attitude
- students who contribute as team players
- students who are responsible professionals

PROGRAM OBJECTIVES

The following objectives are derived from the college objectives developed by the Strategic Planning Steering Committee.

- To offer a Medical Assisting program that is regularly assessed and updated in order to maintain technical standards and to meet the needs of students and the community.
- To teach using traditional and innovative instructional methods, materials and equipment.
- To provide students with accessible library collections and learning resources.
- To provide students with opportunities to broaden their awareness and understanding of our diverse society.

FACULTY AND STAFF

<u>DISTRICT PRESIDENT:</u>	Preston Pulliams, Ed.D.
<u>CAMPUS PRESIDENT, CASCADE CAMPUS:</u>	Algie Gatewood, Ed.D.
<u>DEAN OF INSTRUCTION:</u>	Scott Huff, P.E.
<u>DIVISION DEAN, ALLIED HEALTH AND SCIENCE:</u>	Larry Clausen, OD,Ed.D.
<u>DEAN OF STUDENT DEVELOPMENT:</u>	Linda Reisser, Ed.D.
<u>FULL TIME FACULTY:</u>	Denise Rigsbee, CMA
<u>ADJUNCT FACULTY:</u>	Sue Tomlin Carolyn Griffith Diane Davis
<u>ALLIED HEALTH & SCIENCE ADMISSIONS:</u>	JoAnn Pitz, RHIT
<u>DIVISION INSTRUCTIONAL ADMINISTRATIVE ASSISTANTS:</u>	Jill McNerney/Sharon Wilhite
<u>DIVISION ADMINISTRATIVE ASSISTANT:</u>	Katie Keeley

ACADEMIC POLICY

ACADEMIC PERFORMANCE

Students must maintain a minimum level of performance (no lower than a "C" grade) in each of the required technical courses (BI, MA, MTH, MLT, or HE prefix) in order to continue to progress through the MA program and be eligible for the Certificate in Medical Assisting.

Students who fail to meet the minimum level of performance in one or more courses will be informed in writing of their dismissal from the program. Once dismissed any student desiring re-admission to the program will be required to repeat the course(s) and earn a passing grade. Re-admission to the program is always on a space-available basis.

GRADING AND EVALUATION POLICIES

The grading scale used for each class in the MA program will be contained in each course syllabus. Students will be expected to maintain the minimum level of performance as outlined under Academic Performance regardless of the instructor's choice of grading scale.

The basis for the letter grade is the composite score of projects, papers, quizzes, lab modules/clinical objectives and/or tests for each course. See "Policy On Assignments" and "Tests" which have a bearing on grade. In making such a grade determination instructors will take into consideration student performance in the course in terms of attendance, attitude, participation, and other evidence of student achievement. Course instructors have the prerogative of raising or lowering a grade by one letter based on these factors.

Students are expected to maintain a "C" grade (or Pass) for each course in their respective program. Course instructors have the prerogative of requiring students to repeat any learning experience for which they receive less than a "C" letter grade. In making such a determination, instructors will take into consideration the importance of the learning experience to a related job entry level skill, knowledge or attitude.

Other symbols routinely used for grading and the conditions under which these may be applied are indicated below. Specific definitions are listed in the college catalog and in the schedule each term.

-**"I"** -- Incomplete. When the quality of work is satisfactory, but some minor, yet essential, requirement of the course has not been completed, and for reasons acceptable to the instructor, a report of "I" may be made and additional time granted for completion of the work. All incomplete coursework must be completed by graduation in order to be eligible to sit for the AAMA national certification examination.

-**"P"** -- Pass. Acceptable performance. A grade of "**P**" represents satisfactory achievement which would have been graded "C" or better on the regular grading scale, but is given instead of a letter grade.

-**"NP"** -- No Pass. Unacceptable performance when the class is only offered on a pass/no pass basis.

-**"W"** -- Withdrawal. This mark is to be used only by student records when the student has followed established school policies for properly withdrawing from class within the specified time limits.

Graduation. -- A student is required to maintain a "C" average in combined required, technical, and general education courses in the program in order to receive the applicable certificate and/or Associate of Applied Science Degree (see College Catalog). Each candidate must complete the applicable MA curriculum. All students planning on graduating from PCC must petition for graduation, preferably two terms prior to the students final term.

TEST POLICY

This test policy is applicable only to those courses with an MA prefix.

No make up tests will be given for absences, no matter what the reason for the absence.

Retake of failed tests (excluding final exam) is at the discretion of the course instructor. Grade on a retake can be no higher than 68%.

FINAL EXAMS

In order to receive a passing grade for the course students must obtain a 70% or higher on the final examination of the course.

No early final exams will be permitted unless there is an emergency or unusual situation and the instructor can accommodate the student. Such decisions are at the discretion of the course instructor.

If a student is absent for a final exam, the student may receive an incomplete or a failing grade for that course at the discretion of the course instructor.

There will be no retake of a final exam with an unsatisfactory test score.

COMPUTERIZED TEST FORM INSTRUCTION

Using a #2 pencil only, students must correctly fill in the name section (last name first).

All test copies must have the student name printed on them and returned with the answer sheet to the instructor. Students will be allowed to review corrected test in class. Test grade will not be recorded until test is returned to instructor. Students are not permitted to keep tests.

ASSIGNMENTS

Students are expected to turn in course assignments at the beginning of class. No assignments will be accepted via FAX or e-mail. **No late assignments accepted under any circumstances.**

HANDOUTS

The student is responsible for materials handed out during class. Arrangements should be made for a classmate to obtain handouts when absent.

CLASS ATTENDANCE

Potential employers use attendance and promptness as two indicators of dependability and employability. Attending classes regularly and promptly is an important aspect of the training. The highly integrated structure of the curriculum requires regular and prompt attendance for successful achievement in the program.

Absenteeism can adversely affect the student who is on a financial aid grant. The college is required to maintain class attendance records in order to verify a student's attendance on a specific day or dates. Students who do not attend classes are not entitled to receive funds.

Adherence to the following attendance policies is therefore important:

Absence from class: The student is responsible for completing all course work regardless of absenteeism. The student is responsible for materials handed out in class and assignments made during class. Arrangements should be made for classmates to obtain handouts (see "Handouts"). **Missed class notes may only be obtained from another student or on-line when available.**

Absences from labs: All lab exercises/modules must be completed for a passing grade. Missing two or more labs may result in a "No Pass". Three late arrivals will constitute one absence (see "Tardiness").

Absence from tests/presentations: Absences from exams or assigned oral presentations may result in a score of "0" for the test or assignment (see policy for "Tests").

Accumulated absence: Absences and tardiness from one-third or more of the schedules classes may result in a lowered final grade, or failure at the discretion of the course instructor.

Tardiness: Tardiness is defined as arriving in class after the instructor has started or leaving class before it has officially ended. There is no "excused" tardiness; 3 late arrivals will constitute one absence.

Absence from Directed Practice site: All time lost from Directed Practice work activities must be made up. Time rescheduled will be only at the convenience of the site. Students are required to notify the Program Director as well as the Directed Practice site supervisor.

PROGRAM POLICY

PROGRESSION IN THE PROGRAM (term by term)

Students are eligible to continue from term to term in the program provided that they meet academic and performance standards as specified in this handbook.

READMISSION TO THE PROGRAM

Students who have left the program and wish to rejoin must repeat any classes that were not completed successfully (letter grade of "C" or better) providing there is space available. The decision to re-admit will be based on space availability by the Program Director.

Candidates for re-entry should contact the program office as soon as possible prior to the time they desire to re-enter, but not later than August 1. Specific requirement for reapplication, retesting, etc. will be available at that time.

TERMINATION OF ENROLLMENT

Student progress is reviewed on a quarterly basis by the Program Director. The MA Program reserves the right, upon the specific recommendation of the faculty and after the student has received written notification of the reasons and procedures, to terminate a student's enrollment in the program. Such action will be initiated when the faculty deems it inadvisable for that student to complete the program.

The conditions contributing to these determinations by the faculty may include (but are not limited to):

- a. Unsatisfactory academic performance levels.

- b. Unsatisfactory clinical affiliation (directed practice) performance.
- c. Unethical or unprofessional conduct.
- d. Violations of the Student Code of Conduct

CLASS CANCELLATION

Class canceled due to inclement weather will be announced over local radio stations and is campus specific. Class and lab missed will be rescheduled as time permits. See MA Directed Practice for further details.

LABORATORY

The laboratory area (JH 100, JH 101) is available to students only during their scheduled lab time or class time.

Lab use is on a structured basis. Equipment will be available during lab and/or class times as required by class work.

Beverages (except water) and food are **NOT** permitted in the laboratory. Beverages and food are not permitted in any PCC classroom or lab. Smoking is restricted to areas outside the buildings. The laboratory is a work area only. Please be considerate of other students by working as quietly as possible. Children under 12 are not allowed in the classrooms or labs. No radios/cassette players may be used on the premises.

Students must assume responsibility for their personal property. Purses, briefcases and other valuables should never be left unattended in the laboratory, in any college classroom or other college facility. The staff cannot be responsible for the personal property of the students.

Each student is responsible for maintaining a neat work area in the laboratory. All equipment and books must be returned to their proper place at the conclusion of class or lab session. Students are also responsible for reporting equipment breakdowns to the instructor.

ALCOHOL AND DRUG POLICY

Illegal drugs and alcohol will not be tolerated. Use of such drugs constitutes grounds for immediate dismissal from the program. Some directed practice sites may require a drug screen prior to accepting a student.

CRIMINAL BACKGROUND CHECK

All PCC students enrolled in a health care or child care program, including Medical Assisting, with requirements for practical experience or field training may have to pass Criminal History Checks (CHC) as a condition of their acceptance into a medical or other facility for training.

Students who do not pass the CHC may not be eligible to complete training at affiliated practicum sites, to sit for certification exams, or be hired for some professional positions. If you believe that your past history may interfere with your ability to complete the program of study or to obtain certification in your chosen field, you should contact the appropriate state board or the program director.

DRESS CODE

Students are expected to dress appropriately at all times. Long hair must be tied back for safety and cleanliness while attending labs.

PROFESSIONAL CONDUCT

AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS CODE OF ETHICS

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

Members of this Association 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:

- Render service to humanity with full respect for the dignity of person.
- Respect confidential information gained through employment unless legally or required by responsible performance of duty or divulge such information.
- Uphold the honor and high principles of the profession and accept its disciplines.
- Seek to continually improve our knowledge and skills of medical assisting for the benefit of patients and professional colleagues.
- Participate in additional service activities which aim to improve the health and well-being of the community.

In accepting admission into the MA program the student commits himself/herself to the generally understood ethics of the health professions and specifically to the ethics of their chosen profession. Ethics will be addressed throughout the course of study.

An extremely important aspect of professional ethics is the maintenance of the confidential status of patient medical records and physician/facility business. This applies to information obtained in the classroom, in the laboratory, or during directed practice. Confidential information must not be disclosed to unauthorized individuals, including family and friends.

The Program Director will investigate all instances of alleged misconduct or unethical behavior. If necessary the matter will be referred to the Division Dean for hearing and determination. Unethical or unprofessional conduct is cause for dismissal from the program.

Unless the instructor directs otherwise, students are expected to complete assignments on an independent basis. Asking another student or graduate to share projects, papers, modules or tests is considered unethical behavior. It is equally unethical to share materials with a student who intends to cheat. Unethical conduct is cause for dismissal from the program. Please refer to the Student Code of Conduct for specific violations and sanctions and procedures.

LEGAL LIMITATIONS FOR CMA CERTIFICATION

Individuals who have been found guilty of a felony, or pleaded guilty to a felony, are not eligible to take the Certified Medical Assistance Examination (CMA). However, the certifying board may grant a waiver based on mitigating circumstances. See the American Association of Medical Assistance (AAMA) CMA Examination Application for specifics.

PROFESSIONAL ASSOCIATION

Students of the Medical Assisting Program are eligible for membership to the American Association of Medical Assistants (AAMA). Some of the benefits of membership include receipt of the official journals of the organization, attendance at professional meetings and involvement in the association before job entry.

Students are eligible to join during the first term. Application forms will be provided in Seminar I.

Student membership is highly recommended by the MA Program staff as part of professional training and development. Professional associations provide avenues for continuing education and networking. Association involvement may be beneficial to career advancement.

CONFERENCES AND COUNSELING

Course instructors are available for conferences concerning assignments, tests, course content, etc .. Formal conferences may be scheduled during each term to assess student progress.

Professionally trained counselors are also available to assist students. Help is available for matters such as learning difficulties and study skills, development and exploration, as well as for family, personal and social problems. Counselors are a good source of information about the college and its programs, community resources, etc .. The counseling office at the Cascade Campus is located in the Student Services Building (SSB), SSB 150, 503-978-5271.

EMPLOYMENT (during academic year)

The number of hours of employment while attending the MA Program is dependent upon the student's ability. Part-time employment of more than 15 hours a week is discouraged. Part-time employment will not count toward required hours in MA directed practice, even if students are employed by clinical affiliation sites. Employment may not interfere with scheduled classes, labs or clinical experience.

JOB PLACEMENT

Our program is well-known throughout the medical community and we do receive local, regional, and national job listing throughout the year. While we do not actually place graduates, job openings are posted through the college career center and students can be notified via e-mail of such opportunities. We cannot guarantee or promise a job to anyone.

EQUAL OPPORTUNITY

Portland Community College affirms the right of all individuals to equal opportunity in education and employment without regard to race, color, religion, national origin, sex, age, handicap, marital status, sexual orientation or any other extraneous considerations not directly and substantially related to effective performance.

CERTIFICATION EXAMINATION

Students who successfully complete the MA Program are eligible to take the national certifying examination given by the AAMA. An application must be filed and fees payable during winter term. The program staff will provide the necessary information prior to the time applications must be submitted. Students are encouraged to allow sufficient time for materials to reach the national exam office.

HEALTH RELATED REQUIREMENTS AND RECOMMENDATIONS

It is a requirement of the MA Program that all students have a **"PHYSICAL EXAMINATION FOR MEDICAL ASSISTING STUDENTS"** form completed prior to the conclusion of fall term. Students that have not provided all required medical documentation will not be eligible for scheduled Directed Practice rotations winter term.

One of the interests that we have is ensuring safety against exposure to acquired illness. There are additional considerations which each student as an individual needs to address - that being Hepatitis B vaccination.

Portland Community College **strongly recommends** that each student in the MA Program show evidence of completion of the Hepatitis B vaccine series prior to clinical directed practice. This series is a form of insurance against the acquisition of Hepatitis B in handling blood and blood products. Additionally, it may become the policy of clinical affiliated sites to require individuals to have these immunizations prior to gaining practical experience at their site. Consult your physician and/or health clinic for further information.

All students are required to have a current T8 screening, documentation of results must be provided.

Oregon statute requires that all students of allied health programs born on or after January 1, 1957, furnish written proof of first and second doses of the measles immunization.

An additional consideration is that of **tetanus immunization**. Even though it is not a program or college requirement at this time, we strongly suggest that students have had a tetanus immunization within the past 7 years (which would cover one through the program). If no immunization has been received, we strongly suggest that consideration be given to having the immunization. We suggest this precaution due to the potential for skin punctures in the clinical sites.

STUDENT HEALTH

Student participation in the program requires maintenance of a level of physical and mental health that will permit successful completion of all elements of the program.

If there is evidence that a student's mental or physical condition is a contributing factor to substandard achievement in the program, the student shall be counseled to seek help from a private physician, or Student Counseling Services. In the course of these procedures it may be deemed necessary for the student to submit statements from a physician pertaining to his/her mental and/or physical abilities to continue in the program. Cases in which a student refuses to seek such assistance of the MA staff feels that the student should not continue in the program will be referred to the Division Dean for final determination.

In the event of pregnancy, a student may be asked to comply with the following conditions:

- a. After pregnancy is verified, the program may request the attending physician to attest in writing to the student's physical capacity to continue in the sequence of classes.
- b. The student may be required to withdraw from any directed practice site by the quarter term during which she reaches the eighth month of pregnancy. This decision would involve the site supervisor, the student and the MA staff and, if necessary, the student's physician. After delivery, she may request readmission (see readmission to the program) in the proper course sequence with her physician's approval.

ACCIDENTS AND INJURIES

Any accident to the student on the campus or at a clinical affiliate must be reported to the Medical Assisting Program office immediately. While on regularly scheduled clinical rotations, students are covered through the college insurance; any accident is to be reported to the MA office promptly or Campus Public Safety, 503-977-4444.

Emergency situations may receive treatment through hospital emergency rooms; however, minor treatment should be arranged outside the hospital at clinics, urgency centers, etc .. Students should avail themselves of less expensive health care services when possible.

IF A STUDENT IS INVOLVED IN AN ACCIDENT OR INJURY WHILE AT A CLINICAL SITE:

REPORT THE ACCIDENT OR INJURY IMMEDIATELY. Inform the on-site supervisor or the acting clinical instructor that you have been involved in an accident or have been injured. This is to be done regardless of how insignificant the accident may appear to have been.

THE SUPERVISOR WILL HELP IN DETERMINING IF MEDICAL ATTENTION IS DEEMED NECESSARY AND DIRECT APPROPRIATE ACTION.

COMPLETE THE REQUIRED FORMS:

- a. Complete all forms required of the respective Clinical Affiliate. These forms may be obtained from the on-site supervisor. Return the completed form to the location designated by the supervisor.
- b. Complete the PCC Accident Report Form #801 and the PCC MEDICAL INCIDENT REPORT. These forms may be obtained from the college (see JoAnn Pitz, Admissions Specialist). **Return the completed forms to the MA staff at PCC within 24 hours of the incident.**
- c. Sign all of the Accident Report Forms.
- d. SEEK FOLLOW UP CARE IF THE ACCIDENT HAS RESULTED IN INJURY. Document and report all follow up care.

GENERAL EDUCATION

Portland Community College requires General Education courses and competencies to meet degree requirements. It is the responsibility of the student to maintain the catalog of the admission to Portland Community College and to monitor their progress. Advisors are available to assist in planning.

GRADUATION PROCEDURES

MA students planning on graduating **must** petition for the Medical Assisting Certificate. Students should begin the petition process no later than the end of fall term. MA's must have a current CPR card by completion of the program in order to take the national certification examination following graduation.

GRIEVANCE PROCEDURE

It is recognized that a process for the resolution of student complaints is necessary. A complaint may be initiated by a student who believes he/she has been subjected to unjust action or denied student rights. Grievance procedures should start with the instructor and immediate administrator. Copies of Portland Community College Student Rights and Responsibilities Handbook including the Student Code of Conduct and grievance procedure are available from Associated Students of Portland Community College (ASPCC) offices or the Dean of Student Development. This information can also be accessed on the college website at www.pcc.edu

LIBRARY

The Cascade Campus has a library of many materials for the health occupations including reference books, periodicals, tapes and slides. The materials in the Library are subject to the department's circulation policies and procedures. See the college catalog for additional information on media and drop-in center.

Study areas including small conference rooms for study groups and computers are available for student use.

PHOTOCOPY

Machines are located in the Library. At the copy machine in the Library, coin operated (\$.10/copy) or a card can be purchased for \$1.00 for 10 copies or \$5.00 which covers 63 copies.

REGISTRATION (TERM BY TERM)

Students should register for the next term when announced. On-line registration is available. Please refer to the schedule published each term for details on how to use the MyPCC registration system. Permission to continue in the program will still be at the discretion of the Program Director.

Students who have **not** registered may **NOT** attend classes and will be asked to leave. Registration **MUST** be completed prior to the first day of classes each term.

The faculty/advisors are available for program counseling on an appointment basis prior to registration each term.

SCHEDULES

Class, laboratory, and clinical schedules will be published and distributed to students at the beginning of each term.

STUDENT RECORDS

The PCC district shall follow all applicable state and federal laws, rules and regulations which apply to student records. All information contained in the college records which is personally identifiable to any student shall be kept confidential and not released except upon the lawful subpoena or other order of a court of competent jurisdiction.

SPECIAL ACCOMMODATIONS

Students with special learning or physical needs requiring special accommodations must contact the Office of Students with Disabilities (OSD). The OSD offers a variety of supportive services. Their telephone number is 503-978-5439.

TELEPHONES

There are public (pay) telephones in Jackson Hall and other buildings for student use. MA office phones are limited to staff use, unless in an emergency.

Public (pay) phones are also available at the clinical affiliate sites. Students may use these for personal calls only during designated breaks.

Please inform friends or relatives to call the college Campus Public Safety Department, 503-977-4444 or directed practice sites only in case of emergency.

WITHDRAWALS

Program Withdrawals-Students should confer with the MA Faculty or Program Director before making application at the business office to withdraw from the program. It is important to know why a student decides to withdraw, for program planning purposes. A student may be readmitted to the program at the term of exit (on a space availability basis), and will repeat the entire term upon readmission. It may be deemed advisable for a student to audit previously completed courses upon readmission to assure continuity in the program.

Class Changes (Add/Drop)-Consult the Schedule for add-drop procedures in case of course changes or program withdrawals.

OTHER INFORMATION

Consult the College Catalog for information on financial services, bookstore, food service, parking, insurance and student activities, etc ..

PRACTICUM POLICIES

Students are responsible for their own transportation to and from Directed Practice (DP) sites. Student must have transportation to DP facilities throughout the Portland metropolitan area and surrounding communities.

Schedules and other specific details will be given to students at the **required** Directed Practice Orientations (dates and time to be announced).

Students are not to be substituted for paid staff, **nor are they to be paid for any portion of their Directed Practice rotation under any circumstances.** Students may not take the responsibility or the place of "qualified" staff. However, after demonstrating proficiency, students may be permitted to perform procedures with careful supervision.

Students may be employed in the clinical facility outside their regular education hours provided the work is limited so it does not interfere with regular academic responsibilities. The work must be non-compulsory, paid and subject to employee regulations.

UNIFORMS

Students must wear uniforms when attending Directed Practice. The uniform identifies the individual as a student of Portland Community College and not as an employee of the facility. The uniform also assures a professional appearance.

The basic uniform for the MA Program is a navy blue lab jacket, PCC name badge, and radiation badge to be worn with a white uniform (scrubs are not acceptable attire for clinics). Specific details will be given during the **required** DP orientations (dates to be announced).

INCLEMENT WEATHER/COLLEGE CLOSURES

Students may go to practicum sites when the college is closed using their best judgment concerning weather conditions. Remember that clinics have a different point of view concerning closure due to weather. You may find the experience to be better on a "snow" day as not all staff are able to get to work and students are presented unique opportunities to help. Site supervisors usually will take notice of your diligence in attending during adverse conditions.

Time missed from DP site when the college is closed will not need to be made up. However, if the college is open and you are unable to get to your DP site due to weather or illness, this time must be scheduled with the site for make-up.