

Lackawanna College

Medical Assisting

Program Handbook



Lackawanna College
Division of Health Sciences
2024-2025

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About Lackawanna College

Nestled in the heart of downtown Scranton, Lackawanna College remains one of the oldest educational institutions in the region. For over 120 years, the College has been empowering students to become the next generation of leaders, and its roots in Scranton run deep.

Since its formation in 1894, the College's mission has always been to provide a quality education to all persons who seek to improve their lives and better the communities in which they live.

Over its century-long history, the College has seen many distinctive transformations of educating and preparing students to meet the ever-changing demands of the 20th and 21st century workforces. This was true in its earliest days, when prominent local educator, John H. Seeley, adopted Lackawanna Business College on North Washington Avenue in 1902, which he merged ten years later with the neighboring Scranton Business College.

The brand-new Scranton Lackawanna Business College was built in the city's flourishing downtown. The newly formed institution primarily supported Scranton's emergence as the hub of the nation's coal industry and served as a place to educate the breaker boys of the area's anthracite coalmines. The College demonstrated that it could effectively change to the adapting needs of the region through the addition of civil service courses and a condensed effort to train women professionals. After World War II, the College proved its adaptability, once again, and made additional modifications to accommodate the returning veterans seeking new career opportunities.

Lackawanna Junior College was chartered in 1957 as a nonprofit institution, and course offerings expanded to include humanities and the social and behavioral sciences; Lackawanna could now award associate level degrees, reinforcing its purpose as the community's college.

The College further strengthened its place in the Scranton landscape when it purchased and renovated the former Scranton Central High School in 1994. As a signal of its continuous growth as a thriving academic institution, the College dropped "junior" from its name in 2001.

Presently, the College has five satellite centers in Hawley, Hazleton, Sunbury, Towanda, and Tunkhannock, Pennsylvania; an Environmental Education Center in Covington Township; and a rapidly expanding main campus in Scranton with six total operational buildings. While the College continues to flourish, its role in the city of Scranton has become stronger than ever. Lackawanna College, which is accredited by the Commission of Higher Education of the Middle States Association of Colleges and Schools, has been home to many successful programs, and today offers over 30 associate degrees and certificate programs and a competitive training institute.

The College prides itself on its focused class sizes, which allow for personalized attention from skilled and extremely passionate faculty; its progressive curriculum, innovative programs, and cutting-edge learning studios that better prepare students; and the unparalleled student support services and active student life community that deepens each student's college experience.

The College has always placed incredible importance on remaining an affordable choice, while still preserving rigorous and engaging academics. The College continued that tradition when it chose to offer its first-ever bachelor's degrees beginning in the fall of 2017, yet again adapting to the current educational landscape.

Lackawanna College is proud to have been a significant part of Scranton's incredible history and is eager to be part of its exciting future.

Introduction

This manual is designed to inform the Medical Assisting student, adjunct, and all core faculty, of the policies and procedures of Lackawanna College's (LC) Medical Assisting Education Program. The rules of the LC Medical Assisting program must be followed by all students accepted into the program as well as faculty serving within this program. This handbook is intended to ensure the student's operational efficiency and safety while in the didactic and clinical components of the program. To achieve these goals each Medical Assisting student must become thoroughly familiar with the policies listed. All concerns and discrepancies should be brought forth to the Director of the Medical Assisting program.

The quality of the education in the LC Medical Assisting program will be positively influenced by the concentrated effort that you put into your work, both clinically and academically. This is your guide for all experiences within the Medical Assisting program including both the academic and clinical components. In addition, the Medical Assisting student is required to follow the policies and procedures as set forth in the Lackawanna College Student Handbook, of the Division of Health Sciences, of the college at large, and at the individual affiliated clinical sites.

Lackawanna College Accreditation

Lackawanna College is approved by the Pennsylvania State Department of Education to grant Associate degrees, Bachelor's degrees and is accredited by the Commission on Higher Education of the Middle States Association of Colleges and Schools, which is designated as a National Accrediting Agency by the U.S. Department of Education. If you wish to receive a copy of the College's accreditation documentation, please contact the Academic Affairs Office at Academics@lackawanna.edu.

Division of Health Sciences within Lackawanna College

Aligned with the mission of Lackawanna College, the mission of the Division of Health Sciences is to facilitate integrative healthcare to better serve the community; accomplished through high ethical standards and excellent and affordable education.

If questions arise pertaining to the Division of Health Sciences within Lackawanna College, please feel free to contact Dean of Health Sciences, Kelly A. Musti, PT, DPT, GCS mustik@lackawanna.edu.

Medical Assisting Program Overview

Program Vision

Contribute to the general well-being of the community by educating exemplary healthcare professionals.

Program Mission

The mission of the Medical Assisting program is to produce quality Medical Assistants who will maintain standards of excellence, advance as healthcare professionals, become socially, culturally, and professionally well-rounded clinicians and individuals who give back to the community.

Program Goals

The goal of Lackawanna College's Medical Assisting certificate program is to prepare students to enter a high-demand field of healthcare and work in a variety of settings, including physician offices, ambulatory care centers, and other healthcare facilities. This program is designed to prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession. Upon successful completion of this course students will:

- Review and achieve all course objectives.
- Pass 100% of the psychomotor and affective competencies according to the MAERB Core Curriculum (Appendix N).
- Achieve a minimum overall course grade of 80%.
- Demonstrate competent reading and writing skills throughout the program.
- Demonstrate effective communication skills in both general and major-specific contexts.
- Consider multiple perspectives regarding individuals and different cultural contexts and make decisions independently or as part of a team.
- Use critical analysis and reasoning supported by knowledge and skills learned throughout the program to enhance personal and professional decision making.
- Define and articulate the need for information and access this information effectively and efficiently.
- Demonstrate professional, legal, and ethical behavior in all academic, clinical, and employment settings.
- Be professional and proficient in administrative and clinical tasks to work competently and confidently in various healthcare settings.

Program Objective

The objective of the program is to provide training in the cognitive, psychomotor, and affective domains for those who wish to work in the clinical and/or administrative areas of health care as Certified Medical Assistants and enable those students to gain knowledge and skills necessary for entry-level employment in a medical setting. The program objectives are based on the cognitive, psychomotor, and affective competencies established by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) as outlined in the 2022 Standards and Guidelines for Medical Assisting Education Programs.

Program Accreditation Status:

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

Commission on Accreditation of Allied Health Education Programs

www.caahep.org

9355 113th St N, #7709

Seminole, FL 33775

727-210-2350

Course Descriptions and Fees

Medical Assisting

This course will provide in-depth instruction in both administrative and clinical skills expected for entry-level positions in a healthcare setting. Students will develop skills in front office administration with an introduction to health insurance and basic billing practices, scheduling, electronic health records, data entry, keyboarding skills, office management, along with legal and ethical aspects applicable to any healthcare environment. The clinical (back office) portion focuses on direct patient contact with clinical and laboratory skills. Students will learn about nutrition, how to handle office emergencies, prepare and assist with minor office surgical procedures, ECG's, phlebotomy, lab screenings, injections, patient assessments and vitals, and other clinical procedures.

This course also has a heavy emphasis on Medical Terminology. Students will learn word structure and how medical terms are formed and common terms related to the whole body. Each body system is covered and includes moderate coverage of anatomy and physiology. In addition, students learn to observe Universal Precautions, OSHA regulations, HIPAA requirements, and patient confidentiality.

The program is designed to assist students to enhance critical thinking abilities and their interpersonal skills. The course includes 698 classroom and lab hours, and 51 online hours. After successful completion of the coursework, students will then go on to complete an additional minimum of 160 hours of a clinical externship. The entire program consists of 909 clock hours.

Clinical practicum

The MAERB Core Curriculum (Appendix N) is a central part of the program, and it is paired with the practicum experience, which is designed to provide the students with the opportunity to demonstrate their knowledge of the cognitive objectives and to practice the psychomotor and affective competencies that they have achieved during their coursework. Practicums begin after successful completion of the coursework and provided students meet all the clinical site acceptance requirements by the appropriate deadlines.

Practicum allows students to work in real clinical settings as student-trainees under the supervision of professional Medical Assistants, RN's, Physicians, and/or office managers that are knowledgeable in the medical assistant profession. Clinical consists of a minimum of 160 unpaid hours where students will obtain practical, hands-on experience with a variety of patient types. The schedule will be determined by the clinical site and are set according to the clinical site's discretion and availability. Clinical schedules will be announced prior to the start of clinical. It is important to note that non-remuneration includes both direct and indirect remuneration. The practicum sites cannot pay the students for their time, nor can students be provided with a travel allowance or a meal allowance or any other perk, such as gifts or gift cards, which involves the exchange of funds.

Healthcare Occupational Risks

Medical Assisting is a profession with many rewards. The Bureau of Labor Statistics clearly outlines that it is a growth field, with an anticipated 18% growth from 2020 to 2030. Practitioners can perform both administrative and clinical

services, filling several roles in a variety of healthcare environments, including hospitals, clinics, dental offices, out-patient surgery centers, birthing centers, emergency medical care, home healthcare, and nursing homes. Medical Assistants work directly with providers and patients, with the goal of providing healthcare and ensuring patient safety. It is a position with a great deal of responsibility.

Healthcare workers face a number of serious safety and health hazards. They include bloodborne pathogens and biological hazards, exposure to infectious diseases, potential chemical and drug exposures, waste anesthetic gas exposures, respiratory hazards, ergonomic hazards from lifting and repetitive tasks, laser hazards, workplace violence, hazards associated with laboratories, sharps exposure, latex allergies, radioactive material and x-ray hazards, and stress. Some of the potential chemical exposures include formaldehyde, used for preservation of specimens for pathology; ethylene oxide, glutaraldehyde, and peracetic acid used for sterilization; and numerous other chemicals used in healthcare laboratories.

At the same time, there are protections set up with the Occupational Safety and Health Act (OSHA), and those protections are particularly important within a healthcare environment. OSHA has a series of standards that protect the safety of healthcare workers and patients.

Accredited medical assistant programs are required to teach students about the hazards that they face on the job and the protocols that can be put into place to ensure a workplace culture that prioritizes safety.

Tuition and Fees

Any student accepted in Medical Assisting program at Lackawanna College will be responsible for all tuition and fees needed to complete the entirety of the program including, but not limited to costs of additional appropriate clinical attire, travel expenses for attending clinical sites, transportation costs while commuting to school, and other costs related to his program.

Medical Assisting Tuition- \$10,000

Tuition costs for the Medical Assisting program covers the following:

- Books
- Lab supplies
- 1 set of scrubs (Top, Pants, Lab Coat)
- Liability Insurance
- Initial attempt taking the National Certification Exam
- Study Material for National Certification Exam
- Access to online practice test for National Certification Exam
- Consumer Reporting Agency

Additional Costs

There are additional costs in the Medical Assisting program beyond the tuition at Lackawanna College. These costs may include but are not necessarily limited to:

- Health examination, tests, and immunizations
- Any additional requirements as set forth by the Clinical Education Site

- Binders, and other personal school supplies
- Personal transportation costs to Lackawanna College for classes
- Transportation cost to clinical sites
- CPR certification
- Additional Scrubs for lab and clinical
- Name Tag (\$5.00 fee if lost)
- Drug testing (10 panel) if second test is required or randomly chosen.
- Flu Shot (recommended, and required if it is the specific policy of the clinical site that the student is attending)
- Covid Shot (recommended, and required if it is the specific policy of the clinical site that the student is attending)
- Stethoscope
- Watch with a second hand

Special Fees

- Transcript request fee \$10
- Stop payment fee \$50
- Payment plan late fee \$25
- Return check fee \$25

Financial Aid

It has become increasingly apparent that financial aid is a necessity for almost everyone attending college today. Lackawanna College is sensitive to this challenge. Lackawanna College views financing higher education as a partnership between the student and their family, the state and federal governments, and the institution. It is our hope that together this partnership will make it financially feasible to fulfill our mission to prepare a student for a successful future.

The Medical Assisting program is financial aid eligible through Title IV funding. Students should work with Financial Aid in advance to make all payments to the institution prior to engaging in didactic or clinical work. Students are financially responsible for all costs associated with the program. The Medical Assisting program strongly urges all students to meet regularly with a financial advisor.

- 90% of the Lackawanna student body receives some form of financial aid. Each student's financial situation is individually assessed after a thorough review of financial information submitted by each applicant's family. To begin the financial aid application process, the federal government requires you to complete the FA FSA.
- The school code for Lackawanna College is 003283.
- Medical Assisting Students may also inquire for financial assistance through their local Career Link office.

For information related to financial aid contact the Financial Aid Office at:

Office of Financial Aid (Angeli Hall)
Suite 114, 501 Vine Street, Scranton Pa 18509
Hours: Monday through Friday 8:00AM - 4:00PM
P. 570.961.7859 F. 570.961.7893
E. FinancialAid@lackawanna.edu

Cancellations, Withdrawals, and Refunds

Note: Medical Assisting students are expected to consult with the Program Director prior to dropping the course.

Cancellations

- The Division of Health Sciences at Lackawanna College reserves the right to cancel a course due to insufficient registration, although we make every effort to run all classes.

Withdrawals

- ❖ The College must engage its faculty and make other costly commitments in advance based on anticipated revenue from tuition. When students withdraw, they leave a financial void which cannot be filled after the program has begun.
 - A Student who decides to drop the course must officially withdraw by completing the Exit Form.
 - This should be completed by scheduling an appointment with the Center or Program Director within 48 hours of leaving the program. **The date of the last class attended must be included in the documentation.**
 - The date of the official withdrawal governs the granting of tuition fee refund and the final grade.
 - Students who withdraw from the program during the initial 22 calendar days will receive no academic penalties and will be entitled to a full refund. Refunds after the 22 calendar days will be governed by the formula in the Medical Assisting Refund Policy below.

Medical Assisting Refund Policy

Lackawanna College requires that all arrangements be made for tuition to be paid in full prior to classes beginning. The tuition for the Medical Assisting program is \$10,000 and covers the cost of all books and educational resources, a set of scrubs, the cost of the National Certification Exam, study material and access to online practice tests for the exam. Medical Assisting students can apply for financial aid and/or a tuition payment plan is available through the Business Office for anyone who qualifies. Refunds for Medical Assisting students are governed by the formula below.

Please Note:

- Lackawanna College reserves the right to dismiss any students who fail to make payment as required under any tuition payment plan.

Medical Assisting Refund Policy – Withdrawal or Dismissal

- Up to 22 calendar days completed- 100% refund
- 23-32 calendar days completed- 75% refund
- 33-42 calendar days completed- 50% refund
- 43 calendar days to end of program- No refund

Return of Title IV (Federal) Funds

- If you withdraw or are dismissed from Lackawanna College and have received federal financial aid, any refundable amount of your institutional charges (tuition and fees and/or housing costs) may be returned to the appropriate financial aid sources. You may be expected to repay the “unearned” portion of your federal financial aid if you withdraw from school in a particular term. You are also required to complete exit counseling. Your withdrawal date is the date that you inform Lackawanna College that you will be withdrawing from the College and that date is used to determine your “earned” amount of financial aid. The last date of attendance is stored with Lackawanna College and used to recalculate financial aid eligibility.

Financial aid is returned in the following order:

1. Unsubsidized Federal Direct Stafford Loans
2. Subsidized Federal Direct Stafford Loans
3. Federal Direct Plus Loans
4. Pell Grants
5. Supplemental Educational Opportunity Grants (SEOG)

Students with account questions including the consideration of requesting a refund will be referred to the Student Financial Services Office:

Angeli Hall, Suite 114

501 Vine St.

Scranton, PA 18509

(570) 961-7859

financialservices@lackawanna.edu

Student Resources

Academic Assistance

The tutoring services offered by the college are available to Continuing Education Students as well. Students who need academic support beyond what is provided by their course resources, instructor and/or program staff, can schedule an appointment with the College Tutoring Services directly from the College Website.

Tutoring services are located in the SSC in Room 105, Angeli Hall-and at Satellite Centers. Our student Success and Tutoring Coordinator’s office hours are Monday through Friday 8:00-4:00. You can contact the Coordinator of Tutoring at tutoring@lackawanna.edu.

Student Wellness Program

The college experience can be one of the most challenging transitions in a young person’s life. The Lackawanna College Student Wellness Program is dedicated to promoting healthy lifestyles, positive choices, and total wellness

for all students. Students can get support to overcome the demands of adjusting to the social, emotional, and educational demands of college.

Students can gain access to local resources to overcome several issues including relationship concerns, anxiety, depression, identity issues, stress management, substance abuse and more.

All Student Wellness Program services are free and confidential for Lackawanna College students. **Please make an appointment with Student Wellness through Starfish.** Emergency and crisis consultation are also available.

Office Personnel

- Rachael Drosdick- Student Wellness Program Director (570) 955-1466
▪ drosdickr@lackawanna.edu
- Alexis Karayanis- Student Wellness Program Coordinator (570) 955-1478
▪ karayanisa@lackawanna.edu

Health Services

Health services are available for students through **Scranton Primary Health Care Center** located at:

959 Wyoming Ave., Scranton, Pa 18509 or 425 Adler Street, Scranton, Pa 18505

Scranton Primary Health Care Center is on campus in Seeley Hall the following times:

Monday 1:00pm - 4:30pm

Tuesday 8:30am - 12:00pm

Wednesday 2:30pm - 6:00pm

Thursday 8:30am - 12:00pm

Friday 10:00am - 1:30pm

Both scheduled and walk in appointments are available Monday through Friday. Services include:

*Sick Visits	*Well Visits	*Physicals	*Surgical Clearances
*Flu Shots	*Vaccinations	*STD testing/treatment	*HIV Testing
*Breast Exams	*Birth Control Options	*HPV Vaccines	*Gynecological Exams
	*Pap Screenings	*General Dentistry	

To schedule an appointment or for more information, call **(570) 344-9684** or **(570) 969-9662** or visit www.scrantonprimary.org.

Student health insurance will be used to cover the cost of service. In cases where insurance is unavailable, providers will work with the student to ensure availability of service. No one is denied services due to lack of insurance.

If a health emergency should occur onsite, school authorities will call an ambulance service for any medical emergency involving a student at Lackawanna College. If a health emergency arises during a clinical experience, the

student may be seen in the Emergency Department of the healthcare agency or follow the emergency procedure of the agency. Regardless of the location of an emergency, the student is responsible for any costs incurred.

Compressed/Delayed Schedule/Emergency Communications

Emergency notification may become necessary and such actions are decided upon by the College Administration and Public Safety Department and communicated to the student body, staff, and faculty. In the event of any necessary emergency communication or when classes offered through Lackawanna College may require a delayed start or cancellation due to weather or other circumstances, the school will communicate through email, local media outlets, and an app called **RAVE GUARDIAN**. The **RAVE GUARDIAN** app can be downloaded on all iPhone and Androids via the App store.

- Cancellations will be announced on all major television and radio stations. A compressed schedule will be used in the event of a delay.
- Decisions regarding weather delays/cancellations are conducted on a Center-by-Center basis. Students are responsible for determining their class status via **RAVE GUARDIAN**, their instructor, or the program/center director.
- Cancellations due to inclement weather will be announced by 6 am for day classes and 3 pm for evening classes - when possible.

Disability Statement

Lackawanna College is an Affirmative Action, Equal Employment Opportunity institution. Students with disabilities and other needs should feel free to contact the instructor privately if there are services and adaptations which can be made to accommodate specific needs. Students who are having difficulties with class material are strongly advised to seek assistance in the reading and writing lab. If you feel that you have a disability that has not been formally documented, you may meet with Mrs. Christine Kiehart in the academic development office to discuss your options. Please note that disability services do not include exemption from participation requirements in courses considered part of the School of Distance Education, including online and hybrid courses.

***Please Note:** The granting of accommodations by Lackawanna College in no way guarantees that accommodations will be granted by outside entities (rotation sites, testing boards, etc.) and it will be the responsibility of the student to request and discuss the possibility of these accommodations with their Program Director and Clinical Coordinator or Fieldwork Coordinator.

Statement Regarding Harassment, Discrimination, and Reporting

Lackawanna College will not discriminate in its educational programs, activities, or employment practices, based on race, color, national origin, sexual orientation, disability, age, religion, ancestry, union membership, or any other legally protected classification. Announcement of this policy is in accordance with State Law including the Pennsylvania Human Relations Act and with Federal Law including Titles VI and VII of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Sections 503 and 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Americans with Disabilities Act of 1990.

Title IX of the Education Amendment of 1972 is a federal civil rights law that prohibits discrimination on the basis of sex in federally funded education programs and activities. Lackawanna College is committed to providing an educational and work environment that is free from unlawful sexual discrimination including sexual harassment, sexual violence, sexual misconduct, and gender-based harassment.

In accordance with Title IX of the Education Amendments of 1972, Lackawanna College will not tolerate any forms of sexual misconduct including but not limited to sexual harassment, sexual assault, sexual violence, and gender-based harassment by employees, students or third parties. This includes prohibiting discrimination against pregnant and parenting students. The College also prohibits retaliation against any person who makes a claim of discrimination or harassment or who provides information in such an investigation. This policy applies to admissions, employment, treatment and access to all programs and activities that take place either on or off the campus at Lackawanna College.

Should you or someone you know experience behavior that is coercive, discriminatory, harassing, and/or sexually violent in nature, or if you or someone you know has questions about their rights and options regarding such behavior, you are encouraged to contact the Title IX Coordinator or Deputy Title IX Coordinators. Names and campus offices of these contacts can be found at Title IX Contacts. Reports and inquiries can be directed to: titleix@lackawanna.edu or report anonymously using the TIPS reporting system: TIPS Reporting

Unless specifically identified otherwise by policy, all faculty, staff, and administrators of Lackawanna College are considered mandated reporters and are required to notify the College's Title IX Coordinator of any incident of discrimination and harassment disclosed to them or known to them involving a member of the campus community.

Lackawanna College will fully and promptly investigate all allegations of sexual misconduct and will take action reasonably designed to resolve the complaint in an equitable manner, end a hostile environment if one has been created, prevent its recurrence, and, when appropriate, take steps to remedy its effects on individuals and the college community. Please link to our Title IX webpage for full information on the reporting and grievance process: Title IX webpage

If you need support or advocacy and wish to discuss such matters confidentially, please follow this link for a list of on and off campus confidential resources: Confidential Resources

Equal Opportunity and Affirmative Action inquiries should be made to affirmativeaction@lackawanna.edu.

Additional information regarding Title IX requirements and how to file a complaint with the Office of Civil Rights: Office of Civil Rights at www2.ed.gov/ocr, 800-421-3481. Philadelphia Office: Office for Civil Rights U.S. Department of Education, The Wanamaker Building, 100 Penn Square East, Suite 515, Philadelphia, PA 19107-3323 Telephone: 215-656-8541, Email: OCR.Philadelphia@ed.gov.

Student Rights

Students have the right to expect an educationally sound program of classroom and clinical instruction delivered and evaluated by the faculty in an objective manner. Students have the right to due process as outlined in the Grievance Procedure in this Handbook and the College Student Handbook.

Student Responsibilities

Students in this class are expected to:

- Attend all sessions of each class. Attendance and participation in class is required for successful completion of this course. (Refer to the program attendance policy)
- Demonstrate respect for the rights of others, e.g., arriving on time for class, not leaving early, listening to the opinions of others.
- Demonstrate acceptable standards of behavior and dress code. (Refer to the program handbook for the policy on dress code for class and lab environments)
- Have all homework and assignments done on time.
- Avoid cheating. This conduct will result in a zero grade for the assignment or exam and may result in being dropped from the class (See policy on Academic Integrity)
- Retain all completed and returned assignments for use as study guides.
- **Turn off cell phones/earbuds/smart watches during class** (Refer to the program Cell Phone Policy)
- Participation is required for group activities and class discussions.
- In the event of an absence, students are required to contact the course instructor via email or per the instructor's preference. E-mail addresses for each course instructor are also included on your course syllabus.
- In the event of any absence, students are wholly responsible for obtaining any missed course information and assignments. Absence does not change assignment or test due dates, unless alternate arrangements are made with your instructor ahead of time. Instructors are NOT asked to backtrack and re-teach information due to student absence. Obtaining missed coursework may be accomplished through fellow classmates, scheduling a time to meet with the course instructor, or both.
- Late, or improperly submitted work, or inquiries/excuses regarding these will not be accepted, WITHOUT EXCEPTION.
- Should a student's parent wish to communicate with the instructor regarding the student's performance in a class, the student must fill out an FERPA allowing permission as per the college policy. Additionally, the student MUST be present during all communications.
- Students must download Respondus Lockdown Browser to allow for secure test-taking whether tests are taken virtually on campus, off campus, or online.

College Policies

The Division of Health Sciences at Lackawanna College adheres to all college policies. It is the student's responsibility to read and abide by the various college policies and current schedule. **Please refer to the College's Student Handbook (found under Quick Links in the Portal) for details about general policies affecting students.** However, certain programs require modification of some of the College policies to adapt to the specific program requirements. If any adaptations are made to the College Policies they will be noted in the specific program's handbook, and students will be expected to adhere to the program's policies.

Lackawanna College Grievance & Appeals Process

The program staff will communicate directly with students regarding concerns. Communication with any additional parties will only be considered with full consent of the student (including a signed and filed FERPA document) and will require participation by the student.

Please note that harassing and/or abusive communication with the program staff in any form is grounds for cessation of communication and will result in a referral to the appropriate College personnel.

Any student wishing to file a formal grievance or appeal should refer to the **College's Student Handbook** for the most up-to-date information and process. The Student Handbook can be found in the Portal under Quick Links.

Emergency Preparedness Plan

In the event of an unanticipated impact to instruction, the Lackawanna College administration will support each Division Chair and/or Program Director in developing an appropriate plan for all impacted areas of study. These plans will consider all modalities of instruction, including but not limited to, converting lecture-based content to an online format, following all state and federal health/safety regulations to continue offering in-person skill instruction and assessment, and teaching in-person instruction in a comparable space (with necessary equipment). Final plans will require approval by AVP of Academic Affairs/Dean of Health Sciences or Dean of Curriculum & Faculty Affairs. Students will be made aware of these changes to classroom formatting verbally and in writing, with frequent updates provided. In the event of requiring change to a course modality, college staff will reach out to all students impacted to assure continuity of educational services and meet each individual need.

Division of Health Sciences

Lackawanna College Division of Health Sciences Social Media Policy

Online communication through social media platforms is a recognized form of daily communication. Lackawanna College Division of Health Sciences students should be concerned with any type of behavior that might reflect poorly on themselves, their families, their Health Sciences Program and/or Lackawanna College. Lackawanna College's Health Sciences Programs have expectations for responsible, professional and ethical behavior with this type of social media interaction or expression.

The following guidelines are intended to more clearly define the Medical Assisting Program's expectations for student behavior related to social media. Of utmost concern is protecting the privacy and confidentiality of patients, fellow students, faculty/staff, clinical educators and Lackawanna College affiliated facilities. For the purpose of this policy, all content on social media platforms is considered "Social Media". Listed below are the guidelines for safe and effective use of "Social Media" for Lackawanna College Division of Health Sciences Programs:

- Students should understand that there is no privacy when engaging in social media platforms.
- Since potential employers are now visiting these sites, students need to realize that inappropriate conduct on social media platforms could cost students job opportunities.
- Health Sciences Programs help to mold professionals. As professionals, students need to understand that offensive and insulting comments should be avoided.
- Friend requests by students with program staff, clinical instructors and other staff of clinical facilities is strictly forbidden.

- Any violation of the privacy of a patient, instructor, clinical affiliate, college faculty/staff member or classmate is very serious. Violations of both HIPAA and FERPA may result in failure of a clinical course which can lead to student dismissal and potential legal liability.
- Posting of pictures, audio or video of patients, clinical faculty/staff, college faculty/staff or classmates is prohibited unless written permission is given.
- Students should use discretion when utilizing or updating their social media. This should not be done during classroom or clinical time.
- Students must additionally abide by the policies and procedures regarding social media in the current addition of the Lackawanna College Student Handbook.
- Violations of the Lackawanna College Division of Health Sciences Social Media Policy are considered to be violations of the behavior core and can result in dismissal from the Health Sciences Program.

Lackawanna College Division of Health Sciences Code of Conduct

The following code of conduct consists of non-negotiable items required by all programs within the Division of Health Sciences of Lackawanna College. These items are needed to prepare trained, competent and compassionate Health Sciences Professionals. Due to the seriousness of dealing with human lives, violation of the following items contained in the Code of Conduct may result in immediate dismissal from a Health Sciences Program. This Code of Conduct is an addition to the Lackawanna College Student Code of Conduct and applies to students enrolled in Health Sciences Programs at Lackawanna College. This policy is NOT to be followed if a student does not meet minimum academic requirements for progression within a program, as this is focused on conduct only and not academics. This Policy will be used in conjunction with the Lackawanna College Student Conduct Policies. Please refer to the Student Handbook for all Code of Conduct Policies. However, when the offenses listed in the Health Sciences Code of Conduct are committed, the consequences contained within the Health Sciences Code of Conduct and Appeal Process will prevail. Due to the egregious nature of some of the violations, they will not be allowed an appeal process. These items will be noted by an asterisk* in front of the item.

1. Disregard/disrespect in speech or action for the well-being or safety of others including, classmates, instructors, clients, fieldwork/clinical site supervisors or any conduct which may discredit the College. This includes damaging or stealing of laboratory or clinical property.
2. *Failure to submit all required paperwork for clinical or fieldwork rotations by mandated deadline decided by each individual Health Sciences Program. This includes the following items:
 - a. Failure to register for Exxat and complete all requirements.
 - b. Failure to complete Essential Functions included with Physical Examination signed and reviewed by Physician.
 - c. Failure to submit any required follow-up paperwork for Clinical or Fieldwork rotations.
3. Breach of HIPAA confidentiality as it pertains to the patient whether in person or via technology. This will include any violations of Lackawanna College's Social Media Policy.
4. *Positive Drug Test whether prior to clinical or fieldwork rotations or anytime while in attendance at these sites. Refusal to follow the random drug testing protocol at an outside institution.
5. *Inability to pass critical skill proficiencies or inability to attain a required score on the Professional Behaviors Tool.

6. Exceeding absences allotted per class (as stated in LC Student Handbook) and per clinical and fieldwork rotations.
7. Dismissal from Clinical or Fieldwork based on recommendations of the clinical or fieldwork site personnel.
8. Failure to notify clinical affiliations or fieldwork sites of absences or tardiness. Includes failure to make up missed or required hours for both clinical/fieldwork rotations and any Open Lab Required Hours.
9. *Illegal use or unauthorized possession or distribution of weapons, explosives and chemicals on Lackawanna College and Clinical/Fieldwork Premises.
10. Dishonesty includes violation of academic honesty. Dishonesty as it pertains to maintaining the professional standards of individual Health Sciences Programs.

Division of Health Sciences Program Dismissal and Appeal Process

- Students may have the right to appeal for a dismissal from a specific Health Sciences Program.
- Offenses noted by a red * on the Division of Health Sciences Code of Conduct (2, 4, 5, 9), will result in dismissal from a program without possibility for appeal and re-entry into the program.
- The remaining offenses listed on the Division of Health Sciences Code of Conduct will be granted the opportunity for the appeal process. The appeal process for the Division of Health Sciences will follow the Disciplinary Suspension & Dismissal Appeals Process found within the Lackawanna College Student Handbook. Should a student successfully appeal his or her proposed violation of these offenses, he or she will be granted re-entry into the Health Sciences Program.

Medical Assisting Program Faculty

Program Director/Practicum Coordinator

The Director of the Medical Assisting Program oversees the development, evaluation, management, compliance, revision, and expansion of this program occurring at Lackawanna College's main campus or any satellite centers. The Program Director is responsible for the effective running of the program, including outcomes, organization, administration, ongoing assessment, planning and development. The Program Director will also act as Practicum Coordinator, maintaining clinical contracts and ensuring student compliance with practicum site requirements at all locations. The Program Director will assist the Part Time Instructors at all locations in the delivery of the curriculum for the College's Medical Assisting Program.

The Program Director/Practicum Coordinator's job duties are listed as but not limited to the following:

1. Lead the program level planning process in alignment with the Institutional Strategic Plan, being sure to meaningfully engage staff members in each step of the process and facilitate the assignment of ownership for each activity related to the departmental plans and ensure that tasks are carried out as expected.
2. Collaborate with other departmental heads to ensure that overlapping or related initiatives are coordinated.

3. Preparing and responding to all paperwork necessary for the initial accreditation and ongoing accreditation requirements through MAERB.
4. Submits Report of Changes in compliance with MAERB requirements for all locations when relevant.
5. Assess achievement of departmental plans annually, formally report results to supervisor, and participate in the college wide review of departmental plans as requested.
6. Conducts periodic, comprehensive evaluation of program effectiveness in compliance with MAERB requirements.
7. Provides leadership in formulating clear goals and objectives of the Medical Assisting Program.
8. Updates and develops all program and administrative policies following the guidelines and regulations of MAERB and Lackawanna College.
9. Oversees, manages, and updates the curriculum of the Medical Assisting Program.
10. Ensures content of the Medical Assisting curriculum follows accreditation guidelines.
11. Curriculum management includes activities such as developing course syllabi and assessment tools that include cognitive, psychomotor, and affective objectives and learning outcomes.
12. Reviews curriculum at least annually and revises to keep current.
13. Ensures quizzes, tests and all instructional materials are relevant to the curriculum.
14. Conducts location site visits at each Center at least once every two weeks.
15. Participates in the hiring process, performance, and separation process of instructors.
16. Provides orientation program for new instructors.
17. Schedule class dates and assign instructors for each center in conjunction with the Center Director and/or staff.
18. Vetting students for acceptance into program in conjunction with the Continuing Education Coordinator of each Center.
19. Assists in recruitment initiatives to facilitate enrollment.
20. Collaborates with instructors to order instructional materials, including textbooks for each class.
21. Maintain current knowledge of medical assisting and educational methodology through continuing professional development.
22. Participates in instruction of program content.
23. Directs the preparation, scheduling and selection of instructional material, equipment, and training aids to ensure a holistic educational experience to prepare entry-level practitioners.
24. Maintains confidentiality of all student records.
25. Maintains student health files in a secure location.
26. Manages budget and allocates funding to maintain sufficient resources for running the program successfully at multiple locations.
27. Assists in publicizing and disseminating information about the program.
28. Select and approve appropriate practicum sites.
29. Renew and update practicum contracts as appropriate.
30. Provide orientation for on-site supervisors.
31. Provide oversight of the practicum experience, including ongoing assessment/evaluation of practicum sites.
32. Ensure appropriate and sufficient evaluation of student achievement in the practicum experience.
33. All other duties and responsibilities as assigned.

Faculty/Instructional Staff

Medical Assisting Program instructional staff must provide guidance, supervision, and instruction to students, direct student learning, assess student progress in achieving the requirements of the program in the appropriate learning domains, and ensure that the medical and clinical components of the program curriculum meet current acceptable performance standards.

The Faculty/Instructional Staff job duties are listed as but not limited to the following:

1. Provides comprehensive course/classroom instruction within specified program areas; follows the curriculum developed by the College.
2. Creates a learning environment that is conducive to learning and consistent with accepted educational practice.
3. Teaches and advises students; improves student outcomes by utilizing a variety of instructional delivery.
4. Represent the school in a positive and professional manner with prospective, current, and former students, staff, and the community.
5. Serve as the instructor for the programs as scheduled.
6. Develop and present comprehensive lesson plans according to the curriculum provided for the program.
7. Demonstrate all psychomotor and affective competencies with accuracy according to curriculum provided for the program and industry standards.
8. Perform both written and hands-on assessments for the program, including but not limited to chapter examinations, and skill/competency assessments covering all cognitive, psychomotor, and affective domains.
9. Maintain accurate written/electronic records of student's attendance, chapter grades, competency assessments, web-based programs' assignments, final exams, clinical grades, and overall averages.
10. Monitor student progress and performance and make referrals when deemed necessary.
11. Provides accurate grade and attendance records to Program Director and/or Center Director as requested.
12. Assists with Orientation process for students.
13. Maintains an updated inventory of all supplies and equipment necessary for the programs.
14. Informs Program Director and/or Center Director of any broken or malfunctioning equipment.
15. Responsible for maintaining a stable and engaging classroom environment while presenting oneself in a manner that is acceptable and consistent with the program and school guidelines, policies, and practices.
16. Responsible for assuring all school and program policies are abided by and maintained throughout the programs duration and reports all violations to the Program Director and/or Center Director
17. Helps aid in quality assurance of the program and sharing updating information as provided by national and industry standards with the Program Director.
18. Responsible for maintaining CEU's and keeping personal certifications current.
19. Responsible for setting up students with all web-based accounts, the training and navigation of the accounts, as well as the registration process for the national certification exam and access to online resources.
20. Administers national certification exams.
21. All other duties as assigned.

Program Advisory Committee

The role of the advisory committee is to provide guidance and direction in validating and revising the program, based on the communities of interest's needs and expectations. Participation as a member of the Lackawanna College Medical Assisting Advisory Group is strictly on a volunteer basis, and there will be no monetary compensation for participation. The advisory committee is required to meet at minimum once a year. The Advisory Committee is comprised of the medical assisting program's communities of interest, as well as the Program Director and the Practicum Coordinator. Those communities of interest include the following:

- Employers: Individuals who hire and supervise graduates of the medical assisting program.
- Public Member: An individual who has never been employed in a healthcare environment and who is not employed by an institution that sponsors a CAAHEP accredited program.
- Student: A currently enrolled student who is progressing through the medical assisting program.
- Graduate: A graduate of the program.
- Sponsor Administration: A member of the sponsoring institution's administration.
- Physician: A Medical Doctor (MD), a Physician's Assistant (PA), a Doctor of Osteopathy (DO), or a Nurse Practitioner (NP) can serve as the physician member.
- Faculty Member: A representative from the medical assisting faculty who teaches the MAERB Core Curriculum.

Program Policies

Acceptance and Enrollment Process

To be accepted into the Medical Assisting program students must complete the following:

- _____ Be at least 18 and have a high school diploma or GED
- _____ Complete the Online Application
- _____ Prove college readiness in reading, writing, & basic algebra
 - _____ Submit College Transcripts
 - _____ SAT scores (Within last 3 years)
 - _____ Schedule Accuplacer exam
 - To prove program readiness students must achieve a score of 237 or higher in all 3 exam categories.
- _____ Complete FASFA and/or determine other payment options
- _____ Completion of eligibility process with local Career Link office.
- _____ Schedule and attend an information session (prior to Orientation of the upcoming class)

- **Information session-** Students will receive an overview of the program and profession, receive all program documents, have them reviewed with them, and be given an opportunity to ask questions and have them addressed.
- **Students will not be accepted to specialty programs after the first day of the start of each program.**

Once students have completed all of the Acceptance requirements, the following is the timeline for submitting all program documentation received at the Information Session.

- **Enrolled-** Students are Enrolled into the program once the following documents are received.
 - **Due no later than Orientation Day- (1 week prior to classes starting)**
 - _____ Submit \$100.00 commitment fee (non-refundable)
 - _____ Completed Program Application
 - _____ Completed Emergency Contact Form
 - _____ Signed Substance Policy Form
 - _____ Signed Program Technical Standards and Academic Expectancy Form
 - _____ Signed Student Confidentiality Agreement
 - _____ Waiver of Clinical and Lab Experiences
 - _____ Signed Waiver of Liability Form
 - _____ Signed Program Pregnancy Policy

Please Note: Students in any health science/specialty program may not enroll in the program after the first day of the program/semester.

- **Orientation Day** (Scheduled prior to classes starting)-
 - Students will receive textbooks, program handbooks, and review program policies and Syllabus.
 - Students will register for all electronic resources, portal, and school email accounts.
 - Student ID photos will be taken
 - Scrub orders will be placed
 - Submit request/application for laptop loaner (if desired)
 - Download Lockdown Browser on your laptop
- **The following documents are required and due no later than 12 weeks from the program start date. Failure to submit the following documentation by the given due date will prevent/delay clinical placement and may result in program dismissal.**
 - _____ Submit Negative 10 Panel Urine Drug Screen
 - _____ PA State Background Clearance
 - _____ Child Abuse History Clearance
 - _____ FBI Fingerprint Background Clearance

- _____ Submit Completed Medical Form
- _____ Submit Completed Up-To-Date Health Immunization Form
- _____ Submit Titer Results for Hepatitis B, MMR, and Varicella
- _____ Submit copies of current health insurance information
- Enroll in **EXXAT**: Program Director will assist students in setting up accounts following week 12 of classes. (**EXXAT** is a consumer reporting agency that the program uses for the purpose of compliance tracking and securely storing confidential medical and background clearance records for students. The cost of this service is included in the tuition cost of the Medical Assisting program.)
 - 10 Panel Urine Drug Screen (student must pay)
 - FBI Fingerprint Background (student must pay)
 - Pa State Criminal Background (student must pay)
 - Child Abuse History Clearance (Student must pay)

PLEASE NOTE:

Any student that provides a positive drug screen or shows a felony or misdemeanor charge on their clearance reports that will prevent clinical placement will not be enrolled and/or will be dismissed from the program as per the Division of Health Science Code of Conduct.

Conditional Acceptance Policy

To be eligible for conditional acceptance a student must achieve a score of 237 or higher in at least one out of the three categories on the Accuplacer examination, and no more than two category scores can be lower than 225. In addition, students must complete all other program entrance requirements that include the following:

- Complete the college online application.
- Attend a program information session.
- Complete and submit all program documents by the provided deadlines.
- Complete the FASFA and/or other financial qualification requirements.
- Attend the program orientation session.
- Review and sign the Notice of Conditional Acceptance letter (Appendix U).

Students will be accepted conditionally for a period consisting of the first 3 weeks of the program. During that time, students will be assessed on their academic performance with the expectation that they will meet the minimum requirements and prove they have the ability and desire to be academically successful in the program. For a student to move from conditional acceptance to full acceptance, the following conditions must be met:

- The student must achieve and maintain a minimum overall program average of 80%.
- The student must complete all program assignments according to instructions and the due dates provided.
- The student must be punctual and attend all classes during the conditional period.
- The student must abide by all college and program policies.

Failure to meet any of the above-mentioned requirements will lead to the cancellation of the conditional offer of acceptance with immediate effect, and students will no longer be eligible to continue to progress in the program. Students at that time will receive a full refund.

At the completion of the conditional period and after successfully meeting the requirements of this policy, students will then convert to full acceptance and all traditional college and program policies will remain in effect. Students will be made aware, in writing, of any updated status.

Program Immunization Requirements

Students are expected to prove immunity to MMR, Varicella, and Hep B by having titers drawn and providing copies of those reports. Students must also provide updated immunization records that include Lot #'s for the immunizations and/or boosters received. ***It is up to you to keep in touch with the Health Center and complete your requirements on time.*** Students must complete the requirements by the deadlines given and upload a copy to Exxat. The health requirements are explained below.

****Please be aware that clinical/fieldwork/internship sites reserve the right to refuse any student who does not have all required vaccinations regardless of any signed declination. If a student is placed at a clinical site where a certain vaccine is required, and the student chooses not to receive the vaccine, the program will contact 25% of the sites available for the specific clinical/fieldwork/internship experience that are not being utilized by other students to attempt to place the student. If the program is unable to find a clinical/fieldwork/internship site that will accommodate the student for the specific clinical/fieldwork/internship experience, or no additional sites are available to meet the student's programmatic requirements for the specific clinical/fieldwork/internship experience, the student will not be able to progress through the program and will be dismissed without opportunity for appeal.**

Tuberculosis (TB) –

All are required to get the “two step PPD skin test” or the QuantiFERON-TB (QFT) blood test to see if you have been exposed to the disease and don't know it. With the two-step method, if the initial skin test result is negative, the test will be repeated one-week later to see if your immune system has been triggered or sensitized.

M.M.R. Measles/Rubeola, Mumps, Rubella (German Measles) –

You must show documented proof of two MMR childhood immunizations, and a positive titer for each of these.

Hepatitis B –

You must have evidence of a series of three vaccinations against Hepatitis B or a quantitative surface antibody titer showing immunity. The Hepatitis series is given with the following schedule: 1st initial, 2nd is given one month after the first, and the 3rd is given three months after the second. Therefore, if you need to have the Hepatitis B series, you will need to show proof of receiving the first immunization prior to starting the Medical Assisting practicum. Declination Forms may be submitted to the practicum coordinator for consideration by the clinical site.

Influenza –

All students are required by the clinical sites, to have the most current, annual flu shot during the flu season (Oct-May), and students must show evidence of receiving the vaccination. Declination Forms may be submitted to the practicum coordinator for consideration by the clinical site.

COVID-19-

Students are strongly encouraged to receive the COVID-19 vaccine. Declination Forms may be submitted to the practicum coordinator for consideration by the clinical site.

Tetanus/Diphtheria/Acellular Pertussis (TDaP) –

You must have evidence of an immunization to TdaP within the past 10 years or receive an updated booster and provide evidence of receiving it.

Varicella –

Students must show evidence of receiving the two childhood immunizations and you must have a Varicella titer drawn. This is a blood test to show immunity to varicella (chicken pox). Submitting a note from your physician stating that you previously had the disease is not sufficient evidence that you carry the antibodies making you immune. You must have the titer drawn and attach the results to the immunization form proving your immunity.

Please note: Beginning the vaccination series can lead to potential infection and harm if you encounter people that have compromised immune systems, or who are pregnant.

10 Panel Urine Drug Screen –

All clinical sites require a negative urine drug screen prior to acceptance and admittance into your clinical experience. Lackawanna College policy prohibits Students (as well as applicants, employees, and contractors) from using “Substances” including, but not limited to, illegal drugs and legal prescription drugs without a current, legal and valid prescription. Students shall be tested for Substances as directed by the school or the clinical facility.

- *If the student submits a positive Drug Screen, they will not be permitted to enter the Medical Assisting program (no exceptions).*
- *If a student begins the program prior to receiving the test results and the test shows positive, the student will be dismissed from the program without the right to appeal.*
- *All students are required to review and sign, with complete understanding of the consequences, the Substance Policy contract by the stated due date.*
- *A copy of the Substance Policy can be found in Appendix F.*

Drug Testing Policy

Students in the Health Sciences programs at Lackawanna College are subject to the rules, regulations, and disciplinary actions regarding the use of drugs/ positive drug test as stated in the *Health Sciences Code of Conduct* and the *Lackawanna College Student Handbook*. Students on internships/clinicals/fieldwork experiences will additionally be subject to facility policies regarding this issue. Alcohol may not be used in a manner that will cause Student to be impaired while at the college or clinical site.

Tobacco and Smoking Policy

Smoking and the use of any smokeless tobacco products are prohibited inside all facilities/College buildings or vehicles owned, leased, or operated by Lackawanna College. Smoking is defined as the burning, lighting, or use of a

tobacco product and any other smoking device or equipment that includes, but is not limited to, cigarettes, cigars, electronic cigarettes (e-cigarettes), hookahs, and pipes. Smoking shall be permitted outside of buildings in designated areas only. Pathways for violations of this policy will be in addition to any other related violation(s) of college policy. Students on internships/clinicals/fieldwork experiences will additionally be subject to facility policies regarding this issue.

Health Insurance

All students are required to have, maintain, and submit a copy of adequate health insurance coverage. Students will be required to upload a copy of the front and back of their insurance card to the consumer reporting agency chosen by the college, currently EXXAT. The student's name should appear on the card OR if a student is a dependent and does not have their own health insurance card, please provide documentation from the Health Insurance Company showing dependency.

CPR and AED Training

Medical Assisting students are required to have proof of a valid infant, child and adult CPR card and AED training. Students will be responsible for maintaining CPR certification through the Medical Assisting curriculum. Students who do not have current coverage that will remain in effect through the end of clinical, must attend the CPR certification class that is offered by the Medical Assisting program at the designated date and time, at their own expense. Certification through an online class will not be accepted due to requirements set by our clinical affiliations' partnerships. First Aid training is not required for entry into the Medical Assisting program, but is recommended, and will only enhance clinical abilities and preparedness. Completion of this CPR course will allow the student to have this required certification throughout the entirety of the Medical Assisting Program. Students will be required to upload a copy of the front and back of their card to the Consumer Reporting Agency chosen by the college, currently Exxat.

Required Coursework

Students are required to attend all classes, dress appropriately, and have all reading or homework assignments completed to be prepared for all classes and labs. All assignments will have specific due dates and instructions for correct completion. Assignments may include, but are not limited to writing/essays, vocabulary building projects, oral presentations, and reading assignments with corresponding book activities. Students are always expected to act in a professional manner during class and lab activities and discussions. Students are expected to complete and upload all required clinical documents by their due dates in order to be assigned to a clinical site.

A minimum course grade of "80%" is required to attend the clinical externship, graduate from the program, and be eligible to sit for the National Certification Exam.

Computers and Internet

There are several courses embedded in the Medical Assisting curriculum that require significant computer use while in the classroom and at home. In addition, all program exams will be taken through the college learning management system, Canvas, which requires the use of a computer and internet. Therefore, it is required for students to have their own laptop or submit a request for a college loaner laptop (If available) to use for the duration of the program.

Students should also have reliable internet service at home. If computer use or internet service is unavailable or interrupted at home, students can arrange to use the school's computer labs to complete assignments and/or take exams.

Program Technical Standards

To assure safe and successful advancement through the Medical Assisting Program, students must possess certain Technical Standards necessary to complete the entire curriculum, either with or without reasonable accommodations. These Technical Standards should be considered conditions for continuation in the Medical Assisting Program, as they reflect the characteristics necessary for success as a student and to become a Credentialed Medical Assistant. These Technical Standards are based on CAAHEP Standards and Guidelines and the demands of the profession. Students must continually meet these Technical Standards throughout their course of study. Failure to maintain these Technical Standards may result in but is not limited to non-admission to the program or removal from the program.

At Lackawanna College, we are dedicated to making reasonable accommodations for those individuals who have disabilities (in accordance with all institutional policies and legalities) to provide everyone a chance to successfully complete the program's technical standards. If a student believes that they require reasonable accommodations to complete technical standards secondary to a disability, it is the responsibility of the student to follow up with Mrs. Christine Kiehart in the academic development office to discuss options. If a reasonable accommodation is agreed upon between the student and institution, then the Medical Assisting program would comply with this reasonable accommodation to offer the student an opportunity to meet the technical standard in question. It is important to make note that the presence of a disability does not equate to exemption from any technical standard of the Medical Assisting Program, or the requirements of becoming a medical assistant. Reasonable accommodations do not guarantee the student will then pass every technical standard task or requirements of the program. If the student is unable to successfully complete a technical standard of the program as listed below, after reasonable accommodations have been evaluated, decided upon and enacted, the student would then have their acceptance or active status within the program withdrawn.

The Medical Assistant specializes in the application of scientific knowledge and theory in the skillful performance of their profession. Therefore, all applicants should possess:

Physical Standards:

- Lifting Requirements: 50 pounds. Lift and carry equipment and patients up to 50 pounds. Support and assist patients in and out of a wheelchair, and on and off an examination table.
- Pushing requirement 200 pounds. (Push a patient weighing 200 pounds in a wheelchair).
- Have full range of motion of joints, ability to perform repetitive tasks and the ability to walk, kneel, stoop, bend, squat and/or crouch to perform tasks such as, but not limited to, CPR, assist patients, and to retrieve items located below waist level.
- Bend, reach above shoulder height, and or twist to position examination table, adjust equipment, or obtain supplies as examples.
- Fine motor dexterity should be adequate to grasp with both hands, pinch with thumb or forefinger, to manipulate equipment and delicate instruments such as microscopes, sphygmomanometers, and perform tasks such as phlebotomy, electrocardiography, drawing up and administering parenteral medications, handling small containers of potentially biohazardous specimens (one inch by one inch), using sample measuring devices such as capillary tubes, setting up and maintaining a sterile field, putting on personal

protective equipment, and operating controls on instruments and equipment, operating multi-line telephone systems, computer keyboards, and ten-key adding machines, and the ability to talk on the telephone and write simultaneously.

Tactile Standards

- Palpate veins, pulses, muscle contractions, bony landmarks and edema.
- Differentiate between temperature and pressure variations.

Visual Standards

- Adequate visual acuity, such as is needed in the preparation and administration of all forms of medication, the performance of diagnostic laboratory procedures, and for observation necessary in-patient assessment and care.
- Read accurately numbers, letters, and cursive writing on instruments, equipment, computer screens and paper.
- Discriminate shapes and color to identify reagents and other materials such as laboratory media, stained preparations and the physical properties of various body fluids.
- All the above with or without corrective devices.

Auditory Standards

- Adequate auditory perception to receive verbal communication from patients and members of the health care team either in person or over the telephone.
- Hear heart sounds, blood pressure sounds, patient distress sounds to assess health needs of patients.
- Hear instrument timers and alarms.
- Hear over the telephone, paging systems or intercom to communicate with patients and other members of the health care team.
- All of the above with or without corrective devices.

Communication Standards

- Adequate communication skills (verbal, nonverbal, and written) to interact effectively with individuals.
- Speak in the English language in clear, concise manner to communicate with instructors, classmates, patients (such as interviewing and taking patient history, obtaining chief complaint, and providing patient education regarding treatment plans, disease prevention, or health maintenance), families, healthcare providers, other members of the healthcare team and the community.
- Comprehend oral and written English language including medical terminology to communicate with instructors, classmates, patients, families, healthcare providers, other members of the healthcare team and the community.
- Write in English clearly, legibly, for documentation in the medical record, completion of forms, and to initiate written communication.

Mental/Cognitive Standards

- Sufficient intellectual and emotional functions to plan and implement assigned duties in a responsible manner.

- Remain alert to surroundings and potential emergencies.
- Interact effectively and appropriately with patients, families and coworkers.
- Tolerate taxing workloads, function responsibly and effectively under stress, adapt to changing environments, display flexibility and learn to function in the face of uncertainties inherent to the clinical problems of many patients.
- Recognize own stress level and communicate need for assistance appropriately.
- Display attitudes and actions consistent with ethical standards of medical assisting.
- Maintain composure while managing and prioritizing multiple tasks.
- Communicate an understanding of the principles of confidentiality, respect, tact, politeness, collaboration, teamwork and discretion.
- Handle difficult interpersonal situations in a calm and tactful manner.
- Remain calm, rational, decisive, and in control at all times, especially during emergency situations.
- Maintain cleanliness and personal grooming consistent with close personal contact.
- Function without causing harm to others if under the influence of prescription or over-the-counter medication.
- Function without causing harm to others. This would include situations that may result from any mental or physical condition.
- Exercise good judgment in addition to the development of mature, sensitive, and appropriate relationships with patients.
- Demonstrate compassion, integrity, and concern for others.

Please Note: Any change in a student's medical status, including pregnancy, at any point throughout the program will require students to have an updated Technical Standards / Essential Function form completed by their provider.

Code of Ethics

The public and health care professions rely on the knowledge, skills, honesty, and integrity of trained competent professionals. The Medical Assisting Profession demands careful attention to detail, accuracy and precision.

Medical Assistant professionals must assume responsibility for the quality of care and integrity, and employers rely on educators to produce ethical health care graduates. Therefore, professional ethics and attitudes are emphasized throughout the Medical Assisting program.

Unethical behavior can result in legal action and/or loss of life. Any form of dishonest, unsafe, or unethical behavior will not be tolerated in the classroom or clinical setting and is grounds for dismissal from the program. This includes any deliberate act of omission or commission regardless of actual injury such as plagiarism, falsification of lab results, destruction of misuse of equipment, or failure to adhere to safety policies.

The Lackawanna College Medical Assisting Program adheres to The Code of Ethics of the American Association of Medical Assistants (AAMA) that sets forth the principles and standards by which Medical Assistant professionals practice their profession. Without the AAMA's ethical principles guiding practitioners of medical assisting, the integrity of the profession would unravel. These ethical standards implemented by the AAMA facilitate the attainment and maintenance of professional knowledge, the regard for all medical professions, and the respect for the public it serves.

Academic Integrity Policy

Academic dishonesty in any form, such as plagiarism and cheating, will not be tolerated. Sanctions will include an automatic 0% grade for plagiarism on the assignment in question, but the severity or frequency of the violation may further result in a failing grade in the course, dismissal from an academic program, or dismissal from the College.

The following are among the forms of dishonesty, in a classroom of any type, for which sanctions may be applied:

- Using books, notes or other materials during an examination, unless expressly permitted.
- Using purchased essays, term papers or preparatory research for such papers.
- Copying others' work or engaging in unauthorized cooperation during an assignment or examination.
- Allowing another student to copy from an examination or other assignment intended to be performed independently.
- Borrowing from published works, whether material is taken verbatim or with minor alterations, without proper and/or sufficient acknowledgment.
- Submitting as one's own work originally done by someone else.
- Submitting the same written report in more than one course without prior approval from the instructor(s) involved.
- Stealing examinations or assignments.
- Supplying or selling examinations or assignments.
- Misrepresenting statements concerning work submitted.
- Falsifying or fabricating experimental data or results.
- Falsifying or fabricating the need for extensions on papers or make-up examinations.
- Misrepresenting identity in an online course
- The submission of text or other material generated by AI (artificial intelligence) not expressly allowed by the instructor

The purpose of the Academic Integrity Policy is to ensure that faculty oversees the application of sanctions resulting from academic dishonesty and that due process is provided to all parties. The primary responsibility for maintaining personal integrity and honor in academic activities rests with the student. Lackawanna College reserves the right to use plagiarism detection tools, such as Plagiarism Check or similar.

Lackawanna College's faculty members have agreed to proceed in a uniform manner whenever they detect violations of academic integrity. Therefore, regardless of the form these violations take (see list above), and regardless of the class, location, or instructor, an offending student (or students) will incur the same penalty: a failing grade (F) for the assignment. This action will be taken immediately after the violation has been reported and, unless reversed through the appeal process, will remain in effect.

If a student violates the Academic Integrity Policy for a second time, the offense will result in a failing grade (F) in the course. This action will be taken immediately after the violation has been reported and, unless reversed through the appeal process, will remain in effect no matter the consequences to one's financial aid, athletic eligibility, or overall academic standing. Repeated violations of the Academic Integrity Policy may also result in dismissal of the student from an academic program or from the College. Under unusual circumstances, the provost reserves the right to dismiss the student from a class or an academic program after the first infraction of the Academic Integrity Policy. All violations of the Academic Integrity Policy are reported through the College's Disciplinary Warning System, Starfish. Instructors may request that the Dean of Curriculum and Faculty Affairs counsels students after a first violation. Students will be required to meet with the Dean of Curriculum and Faculty Affairs after their second violation.

Appearance, Attitude, Demeanor

In classroom/lab and at the clinical sites, the student trainee is a member of a health care team, and is responsible for staying physically and mentally alert, healthy, and productive.

Appearance:

- Appropriate personal hygiene and grooming is required.
- Natural colored hair
- Cosmetic make-up is permitted however it should be modest.
- Long hair pulled up
- Clipped nails of natural length (Artificial nails are prohibited at most clinical sites)
- Inappropriate tattoos must be covered (***Visual tattoos may be offensive to the patient or clinical site and may be a deterrent to obtaining clinical sites and/or employment.***)
- No excessive piercings (limit to single ear piercings and nose stud)
- Adherence to dress code
 - Students should wear appropriate street clothing for class and during lab demonstrations.
 - While practicing clinical skills in the lab, students should wear:
 - Scrubs supplied by Lackawanna College
 - White Lab coat provided by Lackawanna College (while in the lab)
 - Leather or vinyl closed toe shoes
 - Must wear appropriate personal protective equipment (while in the lab)
 - Students are required to wear the following in the clinical setting:
 - Scrubs supplied by Lackawanna College
 - White Lab coat provided by Lackawanna College
 - Leather or vinyl closed toe shoes
 - Must wear appropriate personal protective equipment
 - ID badge
 - **All** visible tattoos must be covered
 - **All** piercings, except single ear piercings, must be removed

Attitude:

- Respect for the people you serve and work with is required.
- Candid and professional discussion of concerns, uncertainties and/or questions with the instructor, supervisor, or coordinator is expected.
- Adherence to institutional guidelines concerning confidentiality regarding student and/or patient and laboratory information is required.

Demeanor:

Medical Assisting students are held to a high standard of professional conduct within and outside of the classroom. Students violating normal classroom decorum or disrupting lecture, clinic or lab sessions will be asked to leave for the remainder of the session. The program will follow the college policy “Student Dismissal from Class or Program” to address this issue.

- Students are expected to behave with a certain level of maturity and academic professionalism.
- Poise and self-confidence are expected (poise comes from being prepared for the work).
- Competence is expected; perform all procedures to the best of your ability (being competent includes knowing when to ask for help).
- Integrity is required (patients, doctor, and co-workers depend on it).
- Strong work ethic is expected (being punctual, professional, and practicing due diligence).

Cell Phone/Earbud /Smart Watch Policy

- Cell phones, earbuds, and smart watches must be turned off or set to an inaudible mode so as not to disturb the learning environment. **Cell phones and Earbud use is not allowed and must be put away during class lectures and lab time.** Usage will be allowed during scheduled breaks and lunchtime.
- **If your phone rings aloud, you are found texting a message, playing a game, or using your phone or smart watch for any other reason, first you will be given a verbal warning. If it happens a second time, you will be excused from class and given an absence for that day. If it happens a third time you will be dismissed from the program.**

Recording Lectures/Labs:

- Students must obtain permission from the instructor prior to using any recording device. If permission is granted to use a recording device, the recorded materials are for the private use of the student only. It is unethical for the student to record the lecture/activity if the instructor denied permission. The lecture/activity materials are the property of the instructor. It is dishonest for the student to use the recording for anything other than private usage (i.e., students may **NOT** post a recording on YouTube, Facebook, or other social media and networks without the instructor's expressed and written permission). Disciplinary action will be taken and may include permanent dismissal from the program. If you choose to bring a cell phone or recording device on campus or to classes, labs, or clinical settings, it is your responsibility if it is lost, damaged, or stolen.

Attendance and Punctuality

Attendance and punctuality are required to successfully complete the program. Class activities, laboratory exercises, clinical experience and training are arranged sequentially to build up the necessary skills and competence. Perfect attendance and punctuality are expected. Instructors will not be asked or expected to backtrack or re-teach material that a student misses due to absence. Class activities at the college and clinical sites start promptly. Missing class activities undermines skill development, and missing lectures leads to confusion, thereby undermining the learning process. Attendance and punctuality affect overall performance and, therefore, will affect overall grade.

Classroom Attendance:

- Students are expected to notify the instructor **prior to starting time** if unable to report or report on time.
- Students will be required to make up all coursework when class time is missed.

- If a student has written documented evidence justifying an absence from an exam or quiz and informs the instructor **prior to the testing period**, the student will be allowed to take a make-up exam or quiz on the next scheduled class day at a time of the instructor's convenience.
- If a student does **NOT** provide written documented evidence justifying the absence or does **NOT** notify the instructor **prior to the testing period**, the student will be allowed to take a make-up exam or quiz on the next scheduled class day at a time of the instructor's convenience with a **10% penalty in overall exam grade**.
- In the event of any absence or tardiness, students are wholly responsible for obtaining any missed course information and assignments. Absence does not change assignment or test due dates, unless alternate arrangements are made with your instructor. **All chapter assignments are assigned at the start of the chapter and will be due the day of and prior to taking the chapter test.** Obtaining missed coursework may be accomplished through fellow classmates, scheduling a time to meet with the course instructor, or both.
- Tardiness, requests to leave early, or absenteeism will negatively affect grades and/or could result in the student being dismissed from the program.
 - Tardiness or early dismissals in excess of 3 will result in absences. Every 2 times logged late or leaving early will equal 1 absence.
 - With each classroom absence, one (1) full percentage point will be deducted from the student's classroom participation grade. With each tardy or request to leave early, one half (.5) percentage point will be deducted from the student's classroom participation grade.
 - With each clinical absence, one (1) full percentage point will be deducted from the student's clinical grade. With each tardy or request to leave early, one half (.5) percentage point will be deducted from the student's clinical grade.
- Excessive tardiness, requests for early dismissals, or absenteeism beyond the maximum allowed for the program, without written documented evidence justifying the absence, may lead to dismissal from the program and will be at the discretion of the program director and/or based on current academic standing.

Students enrolled in the Medical Assisting program at Lackawanna College will be dismissed from the program if they accumulate absences beyond the maximum number allowed **without *APPROVED verifiable written documented evidence**. Therefore, it is necessary that students adhere to the following scale:

# of Times Class Meets	Maximum # of Absences / Tardiness & Early Dismissals allowed for the entire program, including clinical.
3-4 times a week	6 absences & 3 Tardy or Early Dismissal

Virtual Classroom Attendance:

- Virtual Attendance is reserved as an option for students only in the event of an extended illness and accompanied by a physician's note stating the student will be required to be absent for more than 2 class days.

- In the event of school closings due to inclement weather, the class will meet virtually for that day to keep the class on schedule. All students must log on via TEAMS and abide by the Virtual Classroom Attendance Policy found on page 48.
 - The status of the school closing will be at the discretion of and determined by the center and/or program director.
 - Students will be informed via the RAVE app, email, or text message of school closings and delayed starts.
- In any other emergency event as determined by the school, center director, and/or program director.

Practicum Attendance:

- Missing clinical and being tardy or leaving early are not tolerated.
- Students are expected to be prompt, professional, courteous, and attentive while at clinical.
- Students are expected to notify the Practicum Coordinator, and the lab manager, or coordinator at the clinical site **prior to starting time** if unable to report, be on time, or need to leave early.
- Absences, tardiness, and early dismissal are a graded component of the student's performance evaluations and will affect their overall clinical grade.
- If a student's number of absences exceeds the maximum number allowed for the program, **while attending clinical**, they may be dismissed from the program. Only **APPROVED** absences will be taken into consideration when determining dismissal status.
- If it becomes necessary to reschedule missed time, the make-up days will be specified by the clinical site coordinator and the students overall clinical grade will be affected as noted above.

Approved Absences:

- Students whose absences, tardiness, or early dismissals that **exceed** the maximum allowed for their program, will be dismissed from the program. Special consideration may occur if the student provides **APPROVED written documentation** verifying the absence. The only **APPROVED** absences are as follows:
 - Hospitalization of a student due to an emergent situation.
 - Hospitalization of spouse, significant other, child, or parent due to an emergency situation.
 - Situation requiring court appearance
 - Student is involved in an automobile accident or unanticipated traffic tie up, or car malfunction on their way to class or clinical.
 - Sudden onset of severe illness or injury (Doctor's excuse required)
 - Death in the immediate family. (Spouse, significant other, child, parent, grandparent, sibling)

Academic Probation

Students are expected to maintain an overall average of 80% throughout the program.

- Failure to maintain the 80% average could result in academic probation and dismissal from the program.
- If students are having academic difficulty, they are expected to schedule a meeting with the instructor or program director for advisement.
 - All efforts will be made to help the student achieve academic success using either studying tips, study guides, peer tutoring, instructor tutoring, or via assistance from the Academic Success department.

- Students must have an overall 80% average prior to being assigned to a clinical site, and therefore, following the completion of the first 5 chapters and occasionally thereafter, the instructor will assess and review averages with each student individually.
- At that time, students who have not met the required 80% threshold will be placed on academic probation.
- The student may be able to appeal the course grade and should refer to the LC Student Handbook for details on academic appeals. Please note that students can appeal academic grades but cannot appeal re-entry to the program.
- Should a student be dismissed from the Medical Assisting program, the student may continue as a LC student fulfilling other core requirements of their choosing. The student will be referred if desired for advisement on other degree or certificate offerings within the college.
- Students can be placed on academic probation at any time following the first 5 chapters when a student's average is not meeting the required 80% threshold. Students are allowed to achieve the required 80% threshold while on probation. This probation period includes taking a minimum of 3 exams and completing all assignments over a period of 2 weeks as dictated by the program schedule. Failure to achieve 80% by the end of the probation period may lead to academic dismissal from the program.

Dismissal Policy

- Failure to comply with the policies of Lackawanna College and the policies and procedures of the program and/or facility, or failure to respect the safety, authority, and responsibility of the facility and staff will result in removal of a student from a facility and/or dismissal from the Medical Assisting Program.
- Dismissal from a Clinical Site leads to a zero grade for the externship making it impossible to meet the 80% threshold requirement. As a result, this leads to academic dismissal.
- Students failing to achieve and maintain the required 80% threshold after the probationary period will be dismissed from the program.
- Please refer to the most recent Lackawanna College's Student Handbook, and Division of Health Sciences Code of Conduct and Dismissal and Appeal Policy for more information.
- Please note that students can appeal academic grades but cannot appeal re-entry to the program.

Evaluations

Cognitive Domains

All the cognitive objectives are taught and assessed. The cognitive objectives are defined as knowledge; mental information; comprehending information, organizing ideas, and evaluating information and actions. These objectives will be assessed through chapter exams. Each exam is scored on a point system according to the number of questions and level of difficulty for each question.

It is required that students maintain a minimum overall average of 80% for each course. Failure to meet and maintain the threshold of 80% may result in Academic Probation and/or dismissal from the program.

Cognitive Final Exam

At the completion of the course, there will be a comprehensive cognitive final exam to assess overall retention of course material. This exam is computer based and will consist of 210 questions. Students will have 3 hours to complete the exam.

Psychomotor and Affective Domains

Psychomotor **objectives** are described as manual or physical skills, use of basic motor skills, coordination, and physical movement. The **affective objectives** are behaviors related to feelings, attitudes, interest, attention, awareness, and values and are demonstrated by affective behaviors. Both the **psychomotor and affective objectives** will be measured through demonstration, practice, and evaluation. Students must pass 100% of the **psychomotor and affective** competencies to pass the course and progress in the program. The instructor will demonstrate and review the competency, students will be given sufficient opportunity to practice the competency and will then be evaluated. To pass the **psychomotor and affective** competencies, students must achieve the steps in the protocol with a minimum of 90% accuracy. To be “checked off” on the skill, the student must demonstrate understanding of each step that is required to do the skill appropriately. If a student does not achieve a minimum score of 90% on the evaluation, they will be given additional opportunity to practice the skill and one further evaluation. If students cannot pass the evaluation the second time with a minimum score of 90%, the student will receive a “fail” for that competency and as a result, will be dismissed from the program. Students will be assessed according to the rubric provided in Canvas for each competency. Once students are assessed on their competency, they will then mark their Master Competency Form (Appendix R) with the grade, date, and then obtain the instructor’s signature verifying the recording.

Psychomotor/Affective Final Exam

At the completion of the course, there will be a comprehensive psychomotor/ affective final exam to assess overall retention of competency material. As part of the final exam students will be expected to participate in a mock office visit where they will go through all the necessary protocols during a patient visit. Introduction, Patient history, vitals, anthropometric measurements, a phlebotomy procedure and one additional randomly chosen competency will all be included in the final exam. Students will be assessed not only on proficiency of their skills, but also on appearance, professionalism, and patient education, according to the provided rubric for the exam.

PLEASE NOTE:

Students must pass the Psychomotor/Affective Final Exam as indicated by the exam rubric. Failure to pass the exam initially will result in the opportunity for one remediation attempt. The initial achieved grade will remain for the student average in the course, as remediation is an opportunity to prove proficiency in associated skills. Inability to achieve a passing score on the remediation attempt will result in dismissal from the program, regardless of academic grade in any given course.

Medical Terminology

Medical Terminology is integrated in the Medical Assisting core curriculum. The course content will be delivered prior to the correlating core chapters.

Students will be assessed on each chapter in the following manner:

- **Activities-** each chapter has activities located throughout the module. All activities are mandatory and must be completed. Students will receive a quiz score based on the percentage of activities complete. For example, if students complete 90% of the activities, then they will receive a 90% quiz score.

- **Quiz-** Students must take the module quiz after completing the module. Students are allowed to retake the quiz as many times as necessary until they reach a score of 80% or higher. The student's highest score will then be recorded as a quiz grade.
- **Worksheets-** Students must complete the worksheets for each chapter. Worksheets are considered review and students will be awarded +2 bonus points on their exam if they are completed and uploaded to Canvas by the due date and time. If students do not complete and upload the worksheets on time, they will lose -2 points on their exam. Late uploads will not be accepted.
- **Chapter Exams-** Students will take a chapter exam for each chapter online through Canvas utilizing Lockdown Browser. The exams will be taken in class according to the course schedule.

Activities, Worksheets, and Quiz assignments are all due prior to the exam and according to the due date provided by the instructor.

Projects

Students will be assigned projects throughout the course. They will be assessed using a point system from the rubrics given with each project. The projects include:

1. Persuasive Speech- Ch 3
2. Power Point Presentation- Ch 8
3. Job Search & Resume Prep- Ch 10
4. Excel Spreadsheet- Ch 14
5. Create a Disaster Plan- Ch 27
6. Eyeball Dissection- Ch 30
7. Urinary System Voice Over Power Point- Ch 35
8. Research Paper- Ch 38
9. Carcinogen Flyer- Ch 39
10. Lab Results- Google Sheets – Ch 40
11. Phlebotomy Tube Project- Ch 41
12. Business Letterhead with a Table- Ch 42

Web-Based Assignments

Students will be given web-based assignments throughout the course to be completed in class or independently for homework. They will be assessed based on knowledge and performance. Test Prep, EHRgo, and Keyboarding, be worth one point for completeness and zero points if incomplete. SIMTICS grades will be populated according to the simulation test score. Students must achieve the instructed score or level to receive a complete. Each of the five categories will be averaged separately for a grade in that category. These will include assignments in the following categories:

- Test Prep
- EHRgo
- SIMTICS
- Keyboarding

Practicum

Practicum grades are completely at the discretion of the site manager or preceptor and based on their assessment of the student's overall performance. Grades will be calculated using a rubric based on a point system. The program instructor has no influence on nor contributes to practicum grades.

Professionalism, Attendance, and Participation

Students are expected to attend, participate, and always exhibit a professional manner. Students will be assessed in these categories according to the scoring rubric found in the Program Handbook (Appendix P).

Grading

Students within the Medical Assisting program must achieve a grade of 80% or greater to remain in good standing within the program, be eligible to attend practicum, and sit for the national certification exam. Failure to meet the minimum level grade of 80% will result in dismissal from the Medical Assisting program.

It will be the policy of the Medical Assisting program for all course instructors (both full time and adjunct) that the grades for any assignments, tests, quizzes, or other forms of student assessment will be returned within a reasonable amount of time not to exceed 2 weeks from the time the item was handed in by student.

The assessment and grading of student performance in this course are based on the following schedule:

- Core Curriculum Exams, Medical Terminology Exams, Final Exams, and Practicum = **50%**
- A&P Quizzes, Competencies, and Projects = **30%**
- Assignments, Professionalism, Attendance, and Class Participation **20%**

Grading Scale:

- 90-100%=A
- 80-89%= B
- 70-79%= C
- 0-69%= F

Clinical/Practicum Policy

Clinical education is an integral part of the Medical Assisting student's education. While the students are in the practicum, they must perform a wide range of clinical and administrative skills. The program director/practicum coordinator will make every effort to place students in a practicum setting immediately after the successful completion of the didactic portion of the program.

- The students must be in good standing with an 80% overall average or better after being assessed on all cognitive, psychomotor, and affective competencies/exams.
- Students must pass 100% of the psychomotor, and affective competencies prior to attending practicum.
- Should a student's average dip below the required threshold score of 80% after taking the final exams, there would be no further opportunity for an academic probation period and as a result, the student will not be able to proceed to clinical and will be dismissed from the program at that time.
- Students must have all required program and practicum site prerequisites complete.

- The practicum needs to be a minimum of 160 contact hours in a healthcare setting.
- The student must be supervised by an individual who has knowledge of the medical assisting profession and cannot be substituted for staff.
- Practicum is required to be completed by graduation.
- Students will not be paid for their practicum hours. It is important to note that non-remuneration includes both direct and indirect remuneration. The practicum sites cannot pay the students for their time, nor can students be provided with a travel allowance or a meal allowance or any other perk, such as gifts or gift cards, which involves the exchange of funds.
- The Program Director/Practicum Coordinator is responsible for placing students at practicum facilities. Students may not make their own arrangements for clinical training.
- Student's practicum site may be changed at the discretion of the Program Director/Clinical Coordinator at any time.
- Personal arrangements for such things as work schedule, transportation, childcare, appropriate dress, etc. are the sole responsibility of the student.
- Students are responsible for their own transportation to and from all practicum affiliation sites. Students will be responsible for travel expenses and may be asked to travel up to 60 miles in one direction to his or her practicum affiliation.
- In the event of inclement weather, students are expected and should plan to attend practicum, but are also asked to use their best discretion for their safety. Students must devise a plan with their site preceptor in advance of missing any time and notify the Practicum Coordinator if they plan to miss any practicum time. Students must also devise a plan with their preceptor and practicum coordinator to make up any missed time prior to the scheduled Certification Exam date.
- **Practicum site placements are at the sole discretion of the site's availability to accept students at the time of the request.**
- **Please note that the clinical partners of the programs determine hours for clinical/fieldwork experiences. The programs do not have input or control over the schedules of the clinical/fieldwork experiences required by each program.**

Clinical/Practicum Affiliations

The clinical/practicum affiliations are designed to provide the student with opportunities to practice skills and competencies acquired during the didactic portion of the education. These are hands-on, direct patient care experiences which will occur in a variety of healthcare settings under the supervision of healthcare professional familiar with the medical assisting profession.

Clinical/Practicum site placements are at the sole discretion of the site's availability to accept students at the time of the request, and the site hours assigned to students will be determined by the clinical partners. The Program Director/Practicum Coordinator has no control over it, and students must make accommodations.

Students must comply with all policies and procedures of the clinical affiliate.

- Students must complete and submit all required documents for clinical placement by the assigned due date.

- **NOTE: Failure to upload required documents to the Consumer Reporting Agency used by the Division of Health Sciences by the due date will prevent assignment of clinical/practicum and lead to academic dismissal from the program.**
- It is the responsibility of the student to become familiar with the policies and procedures of the clinical/practicum affiliate.
- It is the responsibility of the clinical/practicum affiliate to orient the students to all applicable procedures and policies, including Incident Exposure Plan.
- Lackawanna College must follow the requirements set forth by OSHA to ensure the safety of all its students enrolled in Division of Health Science programs. As a result, students are presented with a Blood Borne Pathogen and Universal Precautions training as part of the Chapter 17 Competencies to prepare and educate students about BBP exposure and control. **Prior to attending the clinical/practicum externship, students should review the material given during this training.**
- During clinical/practicum rotations, the preceptor and/or site supervisor, should be notified immediately of accidental injury, exposure, or needle stick.
- In the event of BBP exposure or accidental needlestick during clinical/practicum, the student must strictly and immediately follow facility protocol.
- In the event of BBP exposure or accidental needlestick, the student must notify the Program Director/Practicum Coordinator and Instructor as soon as possible on the day of the incident.

Service Work and Employment

- Program affiliation agreements specify that students will not replace the regular clinic staff or perform services without supervision by qualified personnel during the clinical practicum.
- Service work by students during clinical practicum and outside of academic hours is noncompulsory.
- Students may be employed at the practicum site but cannot work during the designated practicum hours.
- The program director will try to place the student at a practicum site other than one where the student is employed to prevent conflict.
- Employment should not interfere with or replace the clinical practicum.
- The arrangement is between the hospital/clinic and the student and is separate from the program practicum requirements.

Dress Code for Lab and Clinical Education

The Medical Assisting program endorses a dress code that is required for students while in class/lab, or anytime they are representing Lackawanna College at a clinical location. This includes scheduled classroom, laboratory, or clinical activities. The student must adhere to this dress code while in any professional situation representing the LC Medical Assisting program. The Dress Code provides for an effective learning environment and promotes the safety of students and their patients or lab partners. Students are required to dress in a professional manner for all class and laboratory sessions. The intention of this code is to promote professionalism. Attire must not be visually distracting

to others, nor disruptive to the educational experience. The following are policies relating to attire and appearance that must be adhered to by the student:

- Scrubs supplied by Lackawanna College
- White Lab coat provided by Lackawanna College
- Leather or vinyl closed toe shoes. Crocs, open toe, or backless shoes are prohibited.
- Clinical site and/or Lackawanna College Identification Badge must be worn at all times.
- Fingernails must be trimmed sufficiently (1/4 inch). Clear or no nail polish is preferred. Colored polish may be worn provided that it is not chipped or worn.
- Jewelry should be limited to one ring per hand, medical alert bracelets, watches, and small stud earrings.
- Tongue rings are strictly prohibited at any clinical facility.
- Any personal piercings must be removed for your personal safety before clinical observation or rotation.
- Visual tattoos may be offensive to the patient or clinical site and may be a deterrent to obtaining clinical sites and/or employment. Therefore, tattoos must be appropriately covered with clothing selections.

Laboratory Safety

Students working in a clinical laboratory are responsible for their own safety and the safety of others. Strict adherence to basic rules of safety must be continually observed and practiced to eliminate/minimize risks related to the various potential hazards in a laboratory.

- Acquaint yourself with the safety guidelines, procedures, MSD's and the location of the various safety devices and exits.
- Observe and practice Standard Precaution continually, i.e. treat all specimens as infectious.
- Wear laboratory coats, gloves, and /or face shields when processing/ handling specimens and when performing dermal punctures or venipunctures.
- Change gloves after each patient contact or if the gloves develop holes.
- Wash hands frequently and appropriately with antiseptic detergent after:
 - Removal of gloves.
 - Removal of lab coats.
 - Contact with specimens.
- Wash hands appropriately with antiseptic detergent prior to:
 - Leaving the laboratory.
 - Eating.
 - Touching your face.
 - Touching your contact lenses or eyeglasses.
 - Adhere to guidelines relative to spills and disposal of waste materials (i.e. sharps, needles, bio-hazardous specimens, etc.)
 - No eating or drinking is allowed while performing laboratory procedures.
 - Notify classroom instructor immediately of accidental exposure or needle stick.

Bloodborne Pathogens and HIV Policy

Students must report all incidents including body fluid splashes, needle sticks, and other events that could endanger the health of the student. Such incidents should be reported to either their academic or clinical faculty. Lackawanna College and its Medical Assisting Program are not responsible for medical care as a result of such injuries. Visitors to campus, students in labs, etc. shall be directed to seek medical care within two hours at a major hospital or Urgent Care facility. Treatment and evaluation costs are the responsibility of the person seeking treatment.

Post Exposure Procedure for Medical Assisting Students

If a student has been exposed to a contaminant parenterally (needle stick or cut) or superficially through a mucous membrane (eye or mouth) they are to follow the following procedure:

1. Immediately wash the affected area with the appropriate solution (soap and water, alcohol, water)
2. Seek appropriate medical attention through their personal physician (students are responsible for their own medical care). This may include baseline testing for HIV antibody at this time, followed by recommended series of testing. (Physicians may also inquire about the student's status regarding tetanus and hepatitis immunization at this time.)
3. Follow institutional (agency) policy regarding determining HIV and hepatitis status of patient, (students are responsible for the cost of any testing)
4. Maintain confidentiality of patient
5. Seek appropriate counseling regarding risk of infection

Guidelines for HIV Positive Health Care Providers

1. The Center for Disease Control has specific guidelines for health care workers which are revised periodically. They have been incorporated into these policies and are reviewed annually.
2. There shall be no routine serological testing or monitoring of students for Hepatitis B or HIV infection.
3. Barrier or standard blood and body fluid precautions are to be used routinely for all patients. These include:
 - a. The use of glove(s) when:
 - i. cleaning rectal and genital areas
 - ii. carrying soiled linen
 - iii. bathing patients, if the student has a cut on the hand
 - iv. suctioning or irrigating even if the orifice does not require sterile technique
 - b. there is, at any time, a possibility of spillage of blood or body fluid onto the student's hands
 - i. (i.e. accucheck, discontinuing an I.V., I.M.s) regardless of the presence of open lesions
 - ii. emptying urine drainage bags,
 - iii. suction catheters, colostomy and ileostomy pouches
 - iv. providing mouth care
 - c. The use of masks, goggles or glasses, and/or aprons when there is a possibility of fluids splashing onto the face or body and clothing.

Specific Guidelines for Known HIV - Infected Health Occupation Students

1. HIV positive health occupations students who do not perform invasive procedures need not be restricted from work/clinical experience unless they have other illnesses or signs and symptoms for which such restrictions would be warranted.

2. HIV positive health occupations students should wear gloves for direct contact with mucous membrane or non-intact skin of patients.
3. HIV positive health occupations students who have exudative lesions or weeping dermatitis should refrain from direct patient care and from handling patient care equipment and utensils.
4. Reasonable accommodations will be made within the curriculum to assist the HIV positive student to meet course/program objectives.
5. The policy of agencies utilized for clinical experience will supersede college policy if they are more stringent.
6. Confidentiality will be maintained whenever possible, with only the appropriate individual(s) being informed of the HIV status of health occupations students.

Accident Report

Should an accident or injury occur while participating within the Medical Assisting classroom or lab settings, the incident should be immediately brought to the attention of the attending instructor, faculty member, and/or lab assistant. If non-emergency care is needed, the individual will then be either referred to his or her family physician, local hospital, or urgent care facility. If the injury is deemed to be of an emergent nature, then local EMS will be contacted for assistance. Financial obligation for care is the responsibility of the student and will fall under his or her personal health insurance policy.

Cardiac Events- Should the possibility of a cardiac event happen in the classroom or lab setting involving a student, faculty member, or guest, the faculty member or lab assistant in charge at the time will designate a student to immediately contact 911. The faculty member or lab assistant will begin to render emergency care. A second student will be designated to wait by the main entrance and assist EMS to ensure quick guidance to the Medical Assisting classroom. A third student will be instructed to retrieve the AED from the front office area and if needed the faculty member or lab assistant will apply the AED. Standard lifesaving procedures will be implemented until such a time the AED is made available and/or EMS arrives. As stated previously in this handbook, all students are required to be certified in Adult, Child, and Infant CPR as well as AED training.

Fire or other Emergency- Should a fire or other emergency occur while students, faculty, and/or guests are present in the Medical Assisting classroom or lab, standard evacuation procedures will be implemented, and all individuals will exit the building using the nearest emergency exit as dictated on the evacuation charts found by the doors in the classroom and lab.

Blood Borne Pathogens - Please see the previous Policy in this handbook relating to exposure to blood or bodily fluids.

Injuries or accidents- Depending on the severity of the injury or accident will dictate the use of standard first aid procedures and/or the contacting of EMS. All incidents will be reported to the Medical Assisting Program Director who will write up an incident report.

Patient Safety and Confidentiality Statement

Students are expected to treat all information regarding patients as confidential, and follow all standards set by HIPAA. Copies of medical records for case study presentation may only be made if the clinical supervisor and patient provide consent. Original patient records are never removed from the facility. All references to patient identity must be removed from all copies of records prior to use in case studies. The patient's rights to a safe and accurate examination are more important than a student's need to practice skills. Students must use good professional

judgment regarding whether to engage a patient. If questions arise, please refer to the Health Sciences Confidentiality form in Appendix A.

Provision of Care

Assignments are made in the clinical setting to enhance and/or reinforce student learning. It is the expectation that students will provide care for clients to whom they are assigned. If a student refuses to care for an individual the following will occur:

- In consultation with the student the faculty member will determine the reason for the refusal.
- If the reason is determined to be valid the student will be reassigned.
- If the reason is not valid the student will be counseled about unethical conduct and "discriminating against a client regarding but not limited to the following: Age, race, sex, economic status or illness of the patient or client."
- If it is determined that the reason for refusal to care for specific individual is as noted above, the student will be counseled to consider their future in health care.
- The Provost shall be notified of any such occurrence and may meet with the student along with the faculty member to discuss options, one of which may be withdrawal from the program.

Failure to Adhere to Safe Practice

Students within the Medical Assisting program will be continually monitored by faculty and for safety, competency, and professional conduct in the practice of and performance of skills. Students will be continually reminded to incorporate safe practice in all lab skills instructed by the faculty. Should students not follow safe practices during lab sessions, it will be brought to their attention, and re-instructed by faculty, as necessary. If a student, at any time, shows blatant disregard for the safety of a classmate, the patient simulator and/or themselves, the consequences will be determined on an individual basis. Possibilities include but are not limited to removal from the skills lab situation, failure of the lab practical, failure of the class or affiliation, remediation with possible removal from the program. The Medical Assisting program takes safety and professional conduct very seriously and will not tolerate any horseplay or inappropriate behavior in the classroom, lab, or especially in the clinical setting.

Clinical/Practicum Documentation

Students are required to have certain documentation completed by their site preceptor and/or manager throughout and at the conclusion of the clinical practicum. It is the student's responsibility to submit/deliver the completed documentation as per due dates for final grades to be determined and to be eligible to receive a certificate of completion. The clinical documents will consist of the following four forms:

- **Clinical Daily Time Sheet**- This is the form that you will need to keep track of your hours and sticks. Please make sure to have your preceptor sign off on them at the end of each day verifying the information. Completed form due upon conclusion of clinical practicum.
- **Comprehensive Practicum Student Assessment**- This form will be filled out as you complete tasks and/or at the completion of your practicum and then given to your preceptor to sign off on and to evaluate your performance on the Psychomotor and Affective competencies. Completed form due upon conclusion of clinical practicum.
- **Student Weekly Evaluation** - This is used to assess your weekly performance in 3 general categories. Success plans will be created by Practicum Coordinator for areas scored at 3/5. A recurring score of 3/5 will

require Director/Practicum Coordinator meeting. Completed form due at the end of each week or when changing preceptors.

- **Student Evaluation of Practicum-** This final form is an evaluation you will complete on your clinical site and experience. Completed form due upon conclusion of clinical practicum.

Please Note:

Clinical grades are completely at the discretion of the site manager or preceptor and based on the student's overall performance as documented in the Student Weekly Evaluation and Comprehensive Practicum Student Assessment forms. The program instructor has no influence on nor contributes to clinical grades.

Student Liability Insurance

All Medical Assisting students are covered by a liability insurance policy that provides coverage for accidents which occur during school sponsored, supervised curricular and co-curricular activities. The College maintains professional liability insurance for each student, a minimum amount of \$2,000,000 per claim/\$5,000,000 aggregate, covering students for all acts and activities undertaken. A copy of the certificate of insurance may be provided to a clinical facility 30 days prior to a student entering the facility for a scheduled clinical rotation. The College agrees to notify the clinical facility immediately in the event such insurance is cancelled or terminated for any reason.

Transportation

The student is responsible for providing their own reliable transportation to and from class and the clinical site.

Program Emergency Preparedness Plan

In the event of unanticipated interruptions which may include, but are not limited to, unexpected departure of key personnel, natural disaster, public health crisis, fire, flood, power failure, failure of information technology services, or other events that may lead to inaccessibility of educational services, the Medical Assisting program will utilize the following preparedness plan to assure continuity of education services. Continuity of education is the main focus for each adaptation to the plan.

- Unexpected departures of key personnel that cannot be immediately replaced will warrant schedule changes of students and current faculty. As necessary, with instructor departures, the Program Director/Practicum Coordinator and/or other Medical Assisting instructors will substitute until a qualified replacement is onboarded and appropriately trained.
- In the event of an unexpected departure of the Program Director/Practicum Coordinator:
 - The Dean of Health Sciences / VP of Academic Affairs, and the program instructors have continuous access to all curriculum content and resources available via the college LMS to ensure continued curriculum delivery.
 - If access to the LMS is unavailable, Instructors have alternate electronic access via their personal accounts with the publishers and/or hard copies of the program textbook, study guide, course exams, answer keys, resources, and competency assessment forms.
 - In the event of extended internet outage, course content in the LMS can be downloaded and viewed offline as an e-pub file by both students and instructors. Instructions can be found in Appendix T.

- The Dean of Health Sciences / VP of Academic Affairs, and all program Instructors will be provided with the most recent electronic and hard copies of the program Handbook, schedule, and Course Syllabus and Curriculum Guide on an annual basis or when modifications are made.
- All instructors and center directors will receive copies of clinical schedules and contacts prior to students starting their practicum to ensure awareness and continuity of schedules.
- Upon completion and submission of each Annual Report Form, an electronic copy of the ARF along with all the raw data used to complete it will be shared with the Dean of Health Sciences / VP of Academic Affairs to assure programmatic continuity.
- The VP of Finance office will have copies of all signed Affiliation contracts for the Medical Assisting program.

For any event that leads to the inability to access educational services on campus, the following guidelines are to be utilized:

- Communication of all program status changes will be through Handbook updates, email notifications, and course room announcements. All efforts will be made to execute communication of program status changes within 48 hours of the event. All communication and correspondence should be maintained in a file. Communication should be with the institution, faculty, students, and clinical affiliates when necessary or when changes occur.
- Provide updated information to students on how to access Student Wellness, Security, and Student Success within the college community.
- Virtual instruction methods will take the place synchronously to deliver the theory portion of the core curriculum. Skills will be scheduled when in-person instruction can resume. If other options are available such as using another facility with sufficient resources to demonstrate and evaluate skills this method will be utilized to provide continuity of the educational experience. Skills will continue to be documented on paper with signatures.
- Virtual instruction methods will be monitored for effectiveness by evaluating student progress and providing additional e-learning resources to assist students with adapting to this modality.
- Classroom and labs are equipped to hold virtual instruction via Canvas Conference, Zoom, and Microsoft Teams. The college utilizes the Canvas Learning Management System for assignments, discussions, and quizzes. Respondus Lockdown Browser will be utilized for all quizzes. The college will support the technology required. (Including but not limited to wi-fi hotspots and laptop loaner programs.) IT requests will be monitored.
- Program enrollment interviews and information sessions will be conducted virtually utilizing the same documentation until the program faculty can return to on-ground interviews.
- Clinical assignments affected may delay graduation time due to the clinical hour requirements. In the event clinical is delayed, the Practicum Coordinator will work with each individual clinical site to determine current availability and/or changes to schedules that may be necessary. If a site is no longer able to accommodate a student, all efforts will be made to find an alternative site in a timely manner. There will be no change in clinical assessments or meeting clinical graduation requirements.
- In the event graduation is delayed, the Program Director/ Practicum Coordinator will provide each student with an action plan to complete their education. All documents will be maintained.
- Provide any information that may help document how outcomes were affected by the interruption.
- Document any overlap of clinical slots due to the circumstances.
- Notify the Program Advisory Committee of the change. If necessary, plan an emergency meeting to assist with emergency plans. (For long term interruptions).
- Notify MAERB as appropriate. Maintain all records of action plans and courses of strategy for the emergency duration.

Virtual Classroom Policy

What does Virtual Classroom mean?

- A virtual classroom is a teaching and learning environment where participants can interact, communicate, view, and discuss presentations, and engage with learning resources while working in groups, all in an online setting via webcam.
- In a Virtual Classroom, students are expected to sign on and be present for the **entire** scheduled classroom time. This is **NOT** to be confused with a traditional “online class” where you can log on at your convenience to review and complete assignments.

Virtual Classroom Policies:

- In a Virtual Classroom, students **MUST** have an appropriate workstation for effective learning. This can be a desk or table that provides ample space for a computer/laptop, books, and other learning materials. **Under no circumstance should students be laying or sitting on a bed or couch while attending a virtual class!**
- Students must be appropriately dressed, alert, and prepared for class with all learning material ready for the start of class just as if they were attending a regular classroom.
- Students must download Respondus Lockdown Browser on their home computers or personal laptops to take exams while attending a virtual or online class to allow for secure test-taking.
- Virtual classrooms follow the same guidelines as regularly attended classes. These policies can be found in your student handbook under Program Policies. This includes all policies and consequences for non-compliance related to:
 - Appearance, Attitude, & Demeanor
 - Cell phone usage
 - Social Media
 - Attendance and Punctuality
- In addition to the aforementioned policies, please note the following additions.
 - Pajamas are not considered appropriate street clothing and will not be allowed while attending a Virtual class and will have the following consequence if worn.
 - Students will be asked to change into appropriate street clothes during a break and will receive one half (.5) percentage point deducted from the student’s classroom participation grade with each occurrence.
 - Falling asleep during class is considered to be very disrespectful, inconsiderate, and unprofessional and will suffer the following consequences.
 - If a student has fallen asleep during a virtual class, the instructor will dismiss the student from the group and the student will receive a half day absence for that class.
 - These absences will go toward the total allowed for the program. Exceeding the total allowed absences could lead to dismissal from the program.
 - The student will have one half (.5) percentage point deducted from the student’s classroom participation grade with each occurrence.

Medical Assisting Graduation Requirements

Graduation requirements consist of:

- Successful completion of all coursework to include cognitive exams and passing 100% of all psychomotor and affective competencies. Achievement of the curriculum competencies means that each student has successfully achieved all the MAERB Core Curriculum psychomotor and affective competencies prior to graduating from the program
- Achieve a minimum cumulative average of 80%.
- A supervised practicum of at least 160 contact hours in a healthcare setting, demonstrating the knowledge, skills, and behaviors or the MAERB Core Curriculum (Appendix N) in performing clinical and administrative duties, must be completed prior to graduation.
- Completion of mandatory student surveys to include but not limited to:
 - Monthly Program Survey
 - Instructor/Course Evaluation survey
 - Student Evaluation of Practicum Site Survey
 - Student Survey of Program Resources
 - Graduate Survey
- Current financial and administrative obligations to Lackawanna College complete.

Post-Graduation Follow Up

The Medical Assisting Program would like to keep track of its alumni, and we are required by our accreditor to gather data on our graduates for five years. Therefore, please keep us informed of any name, address, or employment changes. Your feedback is also very valuable to us in formulating future changes in the curriculum and advancement in the profession! Please respond to all surveys when sent to you in a timely manner.

Advanced Placement, Experiential Learning, Transfer Credits

AP Credits, transfer credits, and credits for experiential learning will not be considered for transfer into the Medical Assisting program. However, if a student chooses to pursue an Associate or Bachelor's degree from Lackawanna College, advanced placement, experiential learning, and transfer credit evaluation processes can be found in the Lackawanna College Student Handbook.

Transfer Non-Credit to Credit

Students successfully completing many Continuing Education certificate programs are eligible to transfer certain coursework into Lackawanna College credit. Interested students should consult with the Program Director to complete the required Lackawanna College Non-Credit to College Credit Transfer Form.

Please note:

These are **internal credits** to only be used at Lackawanna College. These credits will not transfer to another institution. Likewise, because Lackawanna College's Medical Assisting program is a non-credit bearing certificate program, credits from other institutions will not transfer into the Lackawanna College Medical Assisting program. Furthermore, for a student to receive the transfer credits, they must achieve an 80% or better overall course grade at the completion of the program and additionally must achieve a minimum overall final percentage of 80% in the Core Exams and 75% in each of the following categories: Assignments, Projects, and Medical Terminology.

If a student is interested in furthering their education by obtaining a degree in another program at Lackawanna College and you have transferable credits from another institution, please note that the maximum of all **combined** transfer credits prior to matriculation in a degree program is 30. Evaluation of coursework older than 20 years is at the discretion of the registrar. Restrictions may apply to certain programs of specialization. Credit earned at foreign institutions must be evaluated by a professional transcript evaluation service before transfer credit will be reviewed. AP and CLEP exams will be reviewed for possible transfer credit once the Registrar's Office receives an official score report directly from the College Board.

Internal credits received from the successful completion of the Medical Assisting program are as indicated by the table below:

Transfer of Credit Granted: Business Track				
Course Title	Education Institution	# of Credits		Replaces
Clinical Medical Assistant	Lackawanna College Office of Continuing Education	9		TEC105
				COM125
				ENG115
Transfer of Credit Granted: Division of Health Science Track				
Course Title	Education Institution	# of Credits		Replaces
Clinical Medical Assistant	Lackawanna College Office of Continuing Education	7		TEC105
				COM125
				HTH100

National Certification Examination

Students must pass the course with a minimum of 80% to be eligible to take the national certification exam through the National Health-career Association (NHA). NHA is a nationally recognized certifying agency whose mission is "The simple notion of improving healthcare through greater competency." The certification exam through NHA is a computer based timed exam consisting of 180 standardized questions for the CCMA certification. The exam will be scheduled at the conclusion of the program and given at Lackawanna College.

The cost of the Exam is included in the program tuition price for the initial time taking the exam. If, in the event it is necessary for a retest, the additional cost will be the responsibility of the student.

Granting of the Certificate is not contingent upon the student passing an external certification or licensure exam. Industry certification exams are required by most medical facility employers and allows a graduate to work in most states that do not have a licensure requirement. The NHA CCMA certification is highly recommended.

Students requesting accommodation for the national certification exam from NHA must do the following:

- Accommodations may be available to individuals with documented disabilities pursuant to the American with Disabilities Act (ADA). NHA provides reasonable testing accommodations to candidates whose documented disabilities or other qualifying medical conditions hinder their ability to take the examination under standard conditions. To be considered for special accommodations, please complete the NHA Request

for Accommodations Form in its entirety. Please be aware that submission of a request for an accommodation does not guarantee testing accommodations. Decisions will be made on a case-by-case basis considering the information submitted and in accordance with the law.

<http://www.nhanow.com/docs/default-source/pdfs/forms/nha-accommodation-form.pdf?sfvrsn=2>

Concerns with Policy, Regulation, and/or Procedure

The program staff will communicate directly with students regarding concerns. Communication with any additional parties will only be considered with full consent of the student (including a signed and filed FERPA document) and will require participation by the student. *Please note that harassing and/or abusive communication with the program staff in any form is grounds for cessation of communication and will result in a referral to the appropriate College personnel.*

Steps for Resolving Complaints

If a student has concerns with policy, regulation, and or procedure, the student should meet with a staff member. If not satisfied, the student should then meet with a staff member's supervisor. If still not satisfied, the student meets with the supervisor's department head. If still not satisfied, the student meets with the Provost/Chief Academic Officer.

Concerns About Teaching Faculty or Academics

If a student has concerns about teaching faculty or academics, the student should meet with the faculty member, if feasible. If not satisfied, the student should then meet with the division chairperson or appropriate program director (if students are enrolled in one of the College's specialty programs). If still not satisfied, the student meets with the Dean of Health Sciences / Associate Vice President of Academic Affairs or their designee. If not satisfied, the student may meet with the Provost/Chief Academic Officer.

Complaints from within the Medical Assisting Program or complaints relating to the Medical Assisting Program from outside the College

At any given time, there is the possibility that a complaint in relation to the Medical Assisting program, one or more Medical Assisting program faculty, or one or more Medical Assisting program students could be received. Any written or signed complaint about any medical assisting student, a graduate of the program, the program faculty, or a complaint about the program itself will be handled in the following manner:

- Any such complaint received in relation to any aspect of the LC Medical Assisting program may either come in the form of a phone call and/or written complaint. However, for a complaint to proceed based on the following policy, the individual or individuals that make the complaint must identify themselves and provide contact information of a current up to date phone number and physical address of occupancy. No anonymous complaints will be documented or processed forward. It should be known also that if providing a complaint that person will be identified to the individual for whom the complaint is directed against. If this information is provided the following will occur:
- The formal complaint will be initially directed to the Medical Assisting Program Director (PD). The person who receives the complaint via phone, letter, in person or by electronic mail will forward the complaint to the PD within two business days, unless the complaint is against the PD themselves. Immediately upon review of the complaint, the Medical Assisting PD will document the following in writing: the name and

contact information of the individual or individuals making the complaint, a description of the complaint, who or whom the complaint pertains to, whether the complaint has been addressed, and any resolution that has taken place to date. The complaint will be documented on the Medical Assisting Program Grievance form (found in Appendix J of this manual) and within the PD's office. Once the complaint has been documented, a copy of the Medical Assisting Program Complaint form will be forwarded to the current Dean of Health Sciences. The PD will also notify the Provost/CAO within four business days of the initial complaint through either a phone call or via email to discuss the complaint and decide on a course of action based on the nature and severity of the complaint. Within seven business days of the initial complaint, the PD, Dean of Health Sciences and/or Provost will review the complaint, create a plan to address the complaint, and document all discussions and plans. The documentation for any complaints made about the Medical Assisting program, students, or faculty will be kept on file in the Medical Assisting Program Director's office, except in cases where the complaints are made against the Medical Assisting Program Director.

Complaints against the Medical Assisting Program Director:

If a complaint is made against the Program Director, the person receiving the information will go through the same procedure as stated above but will convey the information directly to the Dean of Health Sciences and/or Provost. The process as described will be initiated without the involvement of the Program Director. Should the complaint pertain to the PD then all information would be forwarded to the Dean of Health Sciences and/or Provost. Documentation of complaints against the Program Director will be kept in the Program Director's file in the Human Resources Office or within the office of the Provost.

Affirmative Action Complaints:

Complaints regarding affirmative action allegations will be directly forwarded to one of the College's two Affirmative Action Officers, who are identified in the LC Student Handbook, the College website, and the Employee Handbook. Allegations will be handled in accordance with the College's Affirmative Action Policy.

Complaints against graduates of the Medical Assisting program:

It is the policy of the Lackawanna College Medical Assisting program that once a student has met all requirements for and has graduated from this educational program, and they are eligible to be certified by the appropriate certifying body in the state that they will work and reside in, that the alumnus is solely responsible for his or her professional demeanor and actions relating to patient care within their practice environment. The LC Medical Assisting program therefore will undertake no liability if a complaint regarding a graduate of this program is received. The PD will document the complaint and keep it on file, but no further action regarding such complaint will be initiated.

Division of Health Sciences Student Confidentiality Agreement Form

The Division of Health Sciences of Lackawanna College has developed this Confidentiality Agreement in order to assist the Clinical Site which has agreed to participate as a clinical/internship site, in maintaining HIPAA Compliance and confidential information. The Student Confidentiality Agreement is an agreement between Lackawanna College, the Health Sciences Program student and the Clinical Site at which a student within the Division of Health Sciences may be completing Clinical or Internship requirements. This agreement applies to all Health Sciences Program functions in which a student may be participating. This agreement also includes any organizations providing electronic resources to the Division of Health Sciences or students. Due to the confidential nature of information, to which I will have access during the routine execution of any duties under the Clinical or Internship requirements.

I, _____ understand and agree to the following:
print name

1. I agree to maintain as confidential all Protected Health Information as defined by HIPAA or any other state or federal legislation which protects such information, all Protected Health Information which includes but is not limited to, patient health information. I will also maintain as confidential all facility or organizational financial information, other matters of a business or proprietary nature such as information about business operations, prospects, business plans or affairs, financial or otherwise, costs, profits, pricing policies, marketing, sales, suppliers, patients, customers, product plans, marketing plans, strategies, or other information related in any other manner to the operations of such Facilities or organizations ("Confidential Information").
2. I understand that as a student/intern of the Lackawanna College _____ Program, I may encounter, have access to, and be responsible for Protected Health Information as defined by HIPAA. I agree to keep all information in strict confidence and will not at any time, during my enrollment period, disclose or disseminate any confidential information that I may be exposed to as a result of my association with any patient, facility or organization. I understand I am obligated to maintain patient confidentiality at all times and agree not to disclose any Protected Health Information related to my participation in the Lackawanna College _____ Health Sciences Program to unauthorized people or use such information for personal gain.
3. I understand that all the medical information/records regarding a patient are Protected Health Information. This information will not be given to other individuals, unless proper authorization is obtained. I understand that it is not appropriate to discuss a patient's care and treatment in public places (e.g. hallways, elevators, cafeteria, etc.) or with people that are not involved in the case or have no reason to know the information and I agree that I will not do so.
4. I have no need to collect, record, or provide to Lackawanna College any information (name, address, telephone number, cell phone number, social security number, e-mail, and social networking contact or avatar) that may be used to identify a specific individual completing Clinical Internship requirements or documentation.
5. I agree not to disclose any Confidential Information as described in this agreement. I agree to comply with all Hospital Privacy Policies and Procedures including those implementing the HIPAA Privacy Rule.

6. If for any reason I receive a court order or subpoena requiring me to release Confidential information, I will first provide immediate notice to Lackawanna College and the specific Facility or Organization and give Lackawanna College and the specific Facility or Organization a reasonable time in which to respond.
7. I understand this agreement is not a contract for employment but release of any Confidential Information, intentional or unintentional may result in termination of my relationship with a Clinical Site. Violation of confidentiality may result in disciplinary action including termination from the Lackawanna College Division of Health Sciences Department of _____ without the possibility of re- enrollment. I am also aware that violations of the Privacy and Confidentiality Laws as outlined in HIPAA and this Agreement may result in legal actions against Lackawanna College, the Clinical Site and myself and may further result in criminal and /or civil liability or fines.
8. As a student of Lackawanna College's _____ Program, I understand that if I have any questions or concerns about the Privacy Rule or disclosure of Protected Medical Information, I agree to ask my Program Director or Clinical Coordinator.
9. The above confidentiality considerations have been explained to me and I was afforded the opportunity to ask questions. I have read and agree to all of the above conditions regarding my status as a student/intern. I understand the importance of privacy and confidentiality of patient and facility and organization related data as outlined in the HIPAA Privacy Rule. My signature below certifies my understanding and agreement of the above requirements and verifies receipt of a copy of this agreement.

Signature Student _____ Date _____

Lackawanna College _____ Program

Division of Health Sciences

WAIVER OF LIABILITY/ASSUMPTION OF THE RISK

I _____, wish to be a participant in the _____ Program, at Lackawanna College.

I understand that the _____ Program will include academic, laboratory and clinical work performed in the classroom, laboratory, hospital, and other clinical facilities and will include direct care or exposure to clients with a variety of illnesses and disease and will include the handling of and/or contact with human bodily fluids and tissues.

I therefore understand that I may or will be exposed to disease carrying bacteria and microorganisms and it is my responsibility to use standard precautions to protect myself and others from communicable diseases.

I am aware that blood and other body fluids have been implicated in the transmission of certain pathogens, particularly Hepatitis B Virus (HBV) and Human Immunodeficiency Virus (HIV), the virus responsible for Acquired Immune Deficiency Syndrome (AIDS). In order to minimize risk of exposure to bloodborne pathogens, I agree to follow Standard Precautions guidelines as well as comply with regulations outlined in the OSHA Bloodborne Pathogen Standard.

I also understand that as a student in the _____ Program, I consent to participate in human subject demonstrations and practice in the classroom, laboratory and clinical facilities as part of the educational process.

In participating in Lackawanna College's _____ Program, I, undersign, in full recognition and appreciation of the dangers and hazards inherent in the health care field and in particular in the medical facilities where I may be present during my participation in the program. I do hereby agree to assume all of the risks and responsibilities surrounding my participation in this program or any independent activities undertaken as an adjunct thereto; and, further, I do for myself, my heirs, and personal representatives hereby agree to defend, hold harmless, indemnify, and release, and forever discharge Lackawanna College and any and all of its Trustees, agents, and employees from and against any and all claims, demands, and actions, or cause of action, on account of damage to personal property, and personal injury, disease, or death which may result to me from my participation in this program and my exposure to the risks inherent in the program.

I hereby certify that I have read this document, that I am fully familiar with the contents of this document, and that I fully understand its terms and provisions. Any questions that I have about the _____ Program and the contents of this document have been fully explained to my satisfaction.

I hereby certify that I am an adult eighteen years of age or older, and I am signing voluntarily and without coercion or pressure to do so.

By signing this document, you acknowledge the following:

1. I have adequate health insurance necessary to provide for and pay any medical costs that may directly or indirectly result from my participation in program activities.
2. I VOLUNTARILY ASSUME FULL RESPONSIBILITY FOR ANY RISKS OR LOSS, PROPERTY DAMAGE, OR PERSONAL INJURY, INCLUDING DEATH, that may be sustained by me, or loss or damage to property owned by me, as a result of participation in the _____ Program.
3. I hereby RELEASE, WAIVE, DISCHARGE, AND COVENANT NOT TO SUE, Lackawanna College, the Board of Trustees, their officers, servants, agents, and employees from any and all liability, claims, demands, actions and causes of action whatsoever arising out of or related to any loss, damage, or injury, including death, that may be sustained by me, or to any property belonging to me, through my participation in the _____ Program.
4. It is my express intent that this Waiver of Liability/Assumption of the Risk and Release Agreement shall bind my family, if I am alive, and my heirs, assigns, and personal representative, if I am deceased, and shall be deemed as a release, waiver, discharge, and covenant not to sue Lackawanna College, its trustees, officers, agents, and employees. I hereby further agree that this Waiver of Liability and Hold Harmless Agreement shall be construed in accordance with the laws of the Commonwealth of Pennsylvania.

6. In signing this release, I acknowledge and represent that I have read the foregoing Waiver of Liability/Assumption of the Risk and Release Agreement, understand it and sign it voluntarily; no oral representations, statements, or inducements, apart from the foregoing written agreement, have been made; I am at least eighteen (18) years of age and fully competent; and I execute this Release for full, adequate and complete consideration fully intending to be bound by the same.

Signature of Student

Date

Printed Name and Address

Division of Health Sciences

MEDICAL EXAMINATION FORM**Part One:**

Name: _____ Date of Exam: _____

Address: _____

Date of Birth: _____

Sex: ☐ Male ☐ Female**DIAGNOSES/SIGNIFICANT HEALTH CONDITIONS** *(Attach Lifetime Medical History Summary and Chronic Health Problems List)*

CURRENT MEDICATIONS *(Attach a second page if needed):*

Medication Name	Dose	Frequency	Diagnosis	Prescribing Physician Specialty	Date Medication Prescribed

Allergies/Sensitivities: _____

Contraindicated Medication: _____

Part Two: GENERAL PHYSICAL EXAMINATION

Blood Pressure: ____/____ Pulse: ____ Respirations: ____ Temp: ____ Height: ____ Weight: ____

EVALUATION OF SYSTEMS

System Name	Normal findings?	Comments/Description
Eyes	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Ears	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Nose	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Mouth/Throat	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Head/Face/Neck	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Lungs	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Cardiovascular	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Extremities	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Abdomen	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Gastrointestinal	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Endocrine	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Musculoskeletal	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Integumentary	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Renal/Urinary	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Lymphatic	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Nervous System	<input type="checkbox"/> Yes <input type="checkbox"/> No	
VISION SCREENING	<input type="checkbox"/> Yes <input type="checkbox"/> No	Is further evaluation recommended by specialist? <input type="checkbox"/> Yes <input type="checkbox"/> No
HEARING SCREENING	<input type="checkbox"/> Yes <input type="checkbox"/> No	Is further evaluation recommended by specialist? <input type="checkbox"/> Yes <input type="checkbox"/> No

Part Three : Drug Screening

10 Panel Urine Drug Screen (Please attach report)

Part Four : Additional Information

Lifetime medical history summary reviewed? ☐ Yes ☐ No

Medication added, changed, or deleted (*from this appointment*): _____

Special medication considerations or side effects: _____

Free of communicable diseases? ☐ Yes ☐ No (*if no, list specific precautions to prevent the spread of disease to others*)

Limitations or restrictions for activities (*including work day, lifting, standing, and bending*) ☐ No ☐ Yes (*specify*): _____

Change in health status from previous year? ☐ No ☐ Yes (*specify*): _____

Specialty consults recommended? ☐ No ☐ Yes (*specify*) _____

Seizure Disorder present? ☐ No ☐ Yes (*specify type*): _____ Date of Last Seizure _____

Any	Additional	Comments:
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Part Five : Essential Functions

The following is a list of essential functions that applicants for admission to a Lackawanna College Division of Health Science program must possess. *Prior to signing the Examination form, please assess the student's ability to meet all of the essential functions.*

Students must have:

1. Normal, compensated, or corrected vision

- sufficient for observation and assessment necessary in the operation of equipment and care of patients.
- to participate actively in all demonstrations, laboratory exercises, classroom activities and clinical experiences in the various program.
- to independently perform microscopic work; read charts, graphs, manuals, and instruments; and, make color comparisons and interpretations.

2. Normal, compensated, or corrected hearing

- sufficient to monitor and assess patient needs.
- to independently communicate with patients, colleagues, and other health care practitioners.

3. **Sufficient and appropriate eye-hand coordination and manual dexterity to perform phlebotomy techniques independently and safely.**
 - Have full range of motion of joints, ability to perform repetitive tasks and the ability to walk, stoop, bend, twist, reach, and occasionally kneel and squat.
 - Have fine motor abilities to assemble equipment and use electronic keyboards to input and transmit data.
 - Have the ability to lift and move up to 50 pounds of weight daily.
4. **Physical stamina to work long periods of time (4-8 hours) at tasks that demand bending, stooping, standing, and sitting.**
 - Move freely and safely about the laboratory and the clinical setting.
 - Perform moderately taxing continuous physical activity.
 - Reach laboratory counters, shelves, patients lying in hospital beds or patients seated in blood collection furniture.
5. **Mental, psychological, and emotional health to independently perform with speed and accuracy in potentially and occasionally stressful situations. Individuals should give careful consideration to the mental and physical demands of the program prior to making application.**
 - Demonstrate professional and appropriate behavior at all times.
 - Tolerate taxing workloads, function effectively under stress, adapt to changing environments, display flexibility and learn to function in the face of uncertainties inherent to the clinical problems of many patients.
 - Recognize own stress level and communicate need for assistance appropriately.
 - Perform multiple tasks and establish priorities.
 - Calmly react to urgent situations.
 - Exercise good judgment in addition to the development of mature and sensitive relationships with patients.
 - Demonstrate compassion, integrity, concern for others, interest and motivation are personal qualities which each applicant should possess.
6. **Communication:**
 - Must be proficient in and able to converse, read and write in English.
 - Must be able to interpret instructional manuals and reference materials related to tests, procedures, and equipment used in the lab and during all phlebotomy procedures.
 - Must be able to effectively communicate with patients, physicians, and other staff members, and follow written and verbal instructions.
 - Must be able to comprehend and exhibit non-verbal communication as sometimes exhibited by patient

I, Name of Physician (please print) _____ certify that the above-named individual has been evaluated and is able to participate in the chosen Allied Health program at Lackawanna College and complete an externship with no reservations.

Physician's Signature _____ Date _____

Physician Address: _____

Physician Phone Number: _____

Lackawanna COLLEGE

Division of Health Sciences

Health Immunization Form

NAME: _____ DATE: _____

All students must have titers drawn for MMR, Varicella, and Hepatitis B to prove immunity. If titer results do not prove immunity, students must receive the appropriate immunizations and provide an updated immunization record.

Copies of bloodwork must be attached.

1. **M.M.R. (Measles/Rubeola, Mumps, Rubella) :**

Requires positive titer for each disease. If titer is negative, please provide booster date and lot#.

Date and results of titer:

Date: _____ Measles/Rubeola: _____ Mump: _____ Rubella: _____

MMR Booster Date: _____ Lot # _____

2. **Varicella (Chickenpox):**

Requires positive titer for the disease. If titer is negative, please provide booster date and lot#.

Date and results of titer:

Date: _____ Varicella titer result: _____

Varicella Booster Date: _____ Lot # _____

3. **Hepatitis B:**

Requires positive titer for the disease. If titer is negative, please provide booster date and lot#.

Date and results of titer:

Date: _____ Hep B titer result: _____

Hep B Booster or Series

1st injection: Date _____ Lot # _____

2nd injection: Date _____ Lot # _____

3rd injection: Date _____ Lot # _____

4. **Tdap (Tetanus, diphtheria, pertussis):**

History of 1 Tdap within last 10 years required.

Tdap Date: _____ Lot# _____

5. **Tuberculosis:** Students must have a two-step PPD OR QuantiFERON-TB (QFT)

Two-Step PPD Testing

Initial Test:

Date Test Given: _____ Date read: _____ Result: _____

Second Test (1-3 weeks after initial test):

Date Test Given: _____ Date read: _____ Result: _____

QuantiFERON-TB (QFT): Date _____ Results: _____

Previous Positive PPD test:

Provide documentations of negative chest X-ray/evidence of TB disease free status

Date of chest x-ray: _____ Result: _____

6. **Influenza:**

Documented evidence of influenza vaccination within the current flu season or declination form.

Date of injection: _____

OR

Signed Declination Form.

7. **COVID-19:** Documented evidence of COVID-19 vaccine series or declination form.

Date of Dose #1: _____ Date of Booster: _____

Date of Dose #2: _____

OR

Signed Declination Form.

Please note: Declination forms are submitted for review and consideration by the clinical site. Declination forms will not guarantee acceptance at a clinical site which may result in program dismissal.

I, Name of Physician (please print) _____ certify that the above immunization record is both true and accurate.

Physician's Signature _____ Date _____

Physician Address: _____

Physician Phone Number: _____

Medical Assisting Program

Technical Standards / Essential Functions

In order to assure safe and successful advancement through the Medical Assisting Program, students must possess certain Technical Standards necessary to complete the entire curriculum, either with or without reasonable accommodations. These Technical Standards should be considered conditions for continuation in the Medical Assisting Program, as they reflect the characteristics necessary for success as a student and to become a Credentialed Medical Assistant. These Technical Standards are based on CAAHEP Standards and Guidelines and the demands of the profession. Students must continually meet these Technical Standards throughout their course of study. Failure to maintain these Technical Standards may result in but is not limited to non-admission to the program or removal from the program.

At Lackawanna College, we are dedicated to making reasonable accommodations for those individuals who have disabilities (in accordance with all institutional policies and legalities) in order to provide everyone a chance to successfully complete the program's technical standards. If a student believes that they require reasonable accommodations to complete technical standards secondary to a disability, it is the responsibility of the student to follow up with Mrs. Christine Kiehart in the academic development office to discuss options. If a reasonable accommodation is agreed upon between the student and institution, then the Medical Assisting program would comply with this reasonable accommodation to offer the student an opportunity to meet the technical standard in question. It is important to make note that the presence of a disability does not equate to exemption from any technical standard of the Medical Assisting Program, or the requirements of becoming a medical assistant. Reasonable accommodations do not guarantee the student will then pass every technical standard task or requirements of the program. If the student is unable to successfully complete a technical standard of the program as listed below, after reasonable accommodations have been evaluated, decided upon and enacted, the student would then have their acceptance or active status within the program withdrawn.

The Medical Assistant specializes in the application of scientific knowledge and theory in the skillful performance of their profession. Therefore, all applicants should possess:

Physical Standards:

- Lifting Requirements: 50 pounds. Lift and carry equipment and patients up to 50 pounds. Support and assist patients in and out of a wheelchair, and on and off an examination table.
- Pushing requirement 200 pounds. (Push a patient weighing 200 pounds in a wheelchair).
- Have full range of motion of joints, ability to perform repetitive tasks and the ability to walk, kneel, stoop, bend, squat and/or crouch to perform tasks such as, but not limited to, CPR, assist patients, and to retrieve items located below waist level.
- Bend, reach above shoulder height, and or twist to position examination table, adjust equipment, or obtain supplies as examples.
- Fine motor dexterity should be adequate to grasp with both hands, pinch with thumb or forefinger, to manipulate equipment and delicate instruments such as microscopes, sphygmomanometers, and perform tasks such as phlebotomy, electrocardiography, drawing up and administering parenteral medications, handling small containers of potentially biohazardous specimens (one inch by one inch), using sample measuring devices such as capillary tubes, setting up and maintaining a sterile field, putting on personal protective equipment, and operating controls on instruments and equipment, operating multi-line telephone systems, computer keyboards, and ten-key adding machines, and the ability to talk on the telephone and write simultaneously.

Tactile Standards

- Palpate veins, pulses, muscle contractions, bony landmarks and edema.
- Differentiate between temperature and pressure variations.

Visual Standards

- Adequate visual acuity, such as is needed in the preparation and administration of all forms of medication, the performance of diagnostic laboratory procedures, and for observation necessary with patient assessment and care.
- Read accurately numbers, letters, and cursive writing on instruments, equipment, computer screens and paper.
- Discriminate shapes and color in order to identify reagents and other materials such as laboratory media, stained preparations and the physical properties of various body fluids.
- All the above with or without corrective devices.

Auditory Standards

- Adequate auditory perception to receive verbal communication from patients and members of the health care team either in person or over the telephone.
- Hear heart sounds, blood pressure sounds, patient distress sounds to assess health needs of patients.
- Hear instrument timers and alarms.
- Hear over the telephone, paging systems or intercom in order to communicate with patients and other members of the health care team.
- All of the above with or without corrective devices.

Communication Standards

- Adequate communication skills (verbal, nonverbal, and written) to interact effectively with individuals.
- Speak in the English language in clear, concise manner in order to communicate with patients (such as interviewing and taking patient history, obtaining chief complaint, and providing patient education regarding treatment plans, disease prevention, or health maintenance), families, healthcare providers, other members of the healthcare team and the community.
- Comprehend oral and written English language including medical terminology in order to communicate with patients, families, healthcare providers, other members of the healthcare team and the community.
- Write in English clearly, legibly, for documentation in the medical record, completion of forms, and to initiate written communication.

Mental/Cognitive Standards

- Sufficient intellectual and emotional functions to plan and implement assigned duties in a responsible manner.
- Remain alert to surroundings and potential emergencies.
- Interact effectively and appropriately with patients, families and coworkers.
- Tolerate taxing workloads, function responsibly and effectively under stress, adapt to changing environments, display flexibility and learn to function in the face of uncertainties inherent to the clinical problems of many patients.
- Recognize own stress level and communicate need for assistance appropriately.
- Display attitudes and actions consistent with ethical standards of medical assisting.
- Maintain composure while managing and prioritizing multiple tasks.

- Communicate an understanding of the principles of confidentiality, respect, tact, politeness, collaboration, teamwork and discretion.
- Handle difficult interpersonal situations in a calm and tactful manner.
- Remain calm, rational, decisive, and in control at all times, especially during emergency situations.
- Maintain cleanliness and personal grooming consistent with close personal contact.
- Function without causing harm to others if under the influence of prescription or over-the-counter medication.
- Function without causing harm to others. This would include situations that may result from any mental or physical conditions.
- Exercise good judgment in addition to the development of mature, sensitive, and appropriate relationships with patients.
- Demonstrate compassion, integrity, and concern for others.

Please Note: Any change, including pregnancy, in a student's medical status at any point throughout the program will require students to have an updated Technical Standards / Essential Function form completed by their provider.

Acknowledgement

I have received a copy of the Technical Standards / Essential Functions form. I have read this document in its entirety and have been given the opportunity to ask for an explanation or clarification of any of the material contained therein. I have read and understand, and I believe that I am able to accomplish the Technical Standards / Essential Functions and should be considered for admission to the Medical Assisting Program.

Signature of Student

Date_____

Academic Expectancy

Allied Health courses are intense programs that require a serious commitment to studies and strict adherence to the attendance and communication policy to achieve academic success.

1. **Students are expected to maintain an overall average of 80% throughout the program, to be eligible for their clinical externship, certificate of completion, and to sit for the national certification exam.**
 - Failure to maintain the 80% average may result in academic probation or dismissal from the program.
 - Students must have an overall 80% average prior to being assigned to a clinical site. Failure to do so may result in academic dismissal.
 - All efforts will be made to help the student achieve academic success through the use of studying tips, study guides, peer tutoring, or instructor tutoring.
 - If a student is placed on academic probation, they will be given a duration of the next 3 scheduled exams and all assignments during that period to bring their overall average back to the 80% threshold.
 - If a student fails to bring up their average during the probation period, they will be at risk of academic dismissal.
2. **As a student in the Medical Assisting program, you will be participating in laboratory and clinical activities in which learning by students requires the use of human subjects as part of the training. As a part of these learning activities, you will be asked to perform specific skills as well as *be the subject* of specific skills practiced by students. These learning activities will be conducted under the supervision of the course instructor.**
 - a. **PLEASE NOTE:**
 - As part of the course requirements, students are expected to perform a minimum of 30 live venipunctures and 10 dermal punctures prior to graduation.
 - To meet these requirements, students can volunteer for each other, or they may bring in outside volunteers.
 - By completing these requirements and successfully passing the program, students will then be eligible to sit for the Certified Phlebotomy Technician (CPT) exam through NHA.
 - Sitting for the CPT exam is optional and at the full expense of the student.
3. **Students are expected to adhere to the Program Attendance Policy as stated in the program handbook to achieve academic success.**
 - a. **PLEASE NOTE:**
 - Students are given two to three scheduled 2-week periods of time off throughout the program, in addition to several breaks for holidays throughout the year.
 - Students are asked to utilize the periods mentioned above or non-class days to schedule any necessary appointments to avoid missing excess class time.
 1. Excuses will **not** be considered for medical appointments concerning clinical requirements.

# of Times Class Meets	Maximum # of Absences / Tardiness & Early Dismissals allowed for the entire program, including practicum.
3 times a week	6 absences & 3 Tardy or Early Dismissals

- 4. Students are expected to communicate professionally throughout the program. This includes monitoring and responding to correspondences received via email, phone, or text.**
- a. Students should get in the habit of checking emails frequently throughout the day.
 - b. Email will be the primary form of communication from the Program Director, Practicum Coordinator, Instructors, Starfish, as well as other college personnel or departments.
 - c. Untimely (within 24 hours) or lack of response is unacceptable and will impact a student's participation and professionalism scores as well as impose other negative consequences.

Acknowledgement

I have received a copy of the Academic Expectancy Form. I have read this document in its entirety and have been given the opportunity to ask for explanation/clarification of any of the material contained therein. I have read and understand, and I believe that I am able to adhere to the Academic Standards and should be considered for admission to the Medical Assisting Program.

Signature of Student

Date_____

Division of Health Sciences Student Substance Policy Consent Form

Name of Facility: _____

Facility policy prohibits Students (as well as applicants, employees and contractors) from using “Substances” including, but not limited to, illegal drugs and legal prescription drugs without a current, legal and valid prescription. Alcohol may not be used in a manner that will cause Student to be impaired while at the Facility. Students shall be tested for Substances as directed by the School or the Facility.

The Substance Policy

The Students are seeking Facility experience that is not granted to the general public.

It is Facility policy to maintain a drug and alcohol-free environment.

By choosing to access the Facility through the program, the Student *must* agree to follow the Facility’s substance abuse policy, including Substance testing.

Any Student who chooses not to agree to this policy has chosen not to be in the program.

No Student shall be in the program who:

- Has chosen not to comply with the Facility’s or School’s directives;
- Is unfit for duty; and/or
- Has not passed a Substance test within the twelve (12) months preceding Student’s provision of Patient Care Services.

The School shall:

- Provide the Facility with a copy of each Student’s completed Consent Form or request Student to provide the completed Consent Form to the Facility;
- Conduct testing of Students through a licensed laboratory, if School is responsible for Substance testing; and
- Provide the Facility with copies of each Student’s test result, for every test, if School is responsible for Substance testing.

Substance Testing may also be required by the Facility:

- When a Student is injured at the Facility.
- When a drug is not accounted for per Facility policy.
- For oversight of a Student who has previously completed a Substance rehabilitation program.

- For a Student who has been absent from the School or program for more than 30 days (except for regularly calendared school breaks); and
- When a Student appears to be unfit for duty.

Student Consent, Disclosure and Release

I choose to:

- Agree with and follow the Substance Policy.
- To provide any specimen(s) and to authorize the School and Facility and any associated persons and/or entities to conduct tests for alcohol and drugs and to allow them to access and utilize specimen and test information as needed pursuant to the Substance Policy and process.
- Release the School and the Facility and any associated persons and/or entities from any and all claims, causes of action, damages, or liabilities whatsoever arising out of or related to the Substance Policy and process.

Student Choice to Consent or Not Consent

I have read the above and I choose to (check one)

- ☐ **Consent**
- ☐ **Not consent (not to remain or be in the program)**

Student and Witness Signatures

Student:

Witness:

Signature

Signature

Printed Name

Printed Name

Date

Date

Additional Consent for Students under the Age of 18

As the parent and/or guardian of the Student named above, I hereby consent to and authorize the School and Facility and affiliated persons and/or entities to proceed as outlined above.

Parent and/or Guardian's Signature

Date

Student's Printed Name

Date

Handbook, Syllabus & Curriculum Guide Acknowledgement

Represented by my signature below, I acknowledge that I have access to the current Lackawanna College Medical Assisting Program Handbook and the Course Syllabus and Curriculum Guide. I further acknowledge that I have access to the current Lackawanna College Student Handbook. My signature represents an understanding of the policies, procedures, and contents of these documents. I have been given the opportunity to ask for explanation or clarification of any of the material contained therein. I believe that I am willing and able to fulfill the obligations and responsibilities of a Medical Assisting student as outlined in these documents. I agree to and will abide by all policies and procedures as outlined in these documents. I will follow the instructions of the Program Director, class instructor, and clinical instructors. I understand that any failure to abide by these standards or instructions from my Program Director, class instructor, or clinical instructor may result in my termination from the program. I am aware that if I choose to withdraw or am dismissed from the program, I will remain financially responsible for the program tuition and fees as per the Cancellations, Refunds, and Withdrawal policy written in the current program handbook .

Please print name on this line

Signature of Student

Date_____

Date_____

Program Director / Practicum Coordinator

Division of Health Sciences

Emergency Contact Form

Class Start Date: _____ Program: _____

Full Name: _____ DOB: _____

Address: _____

Home Phone: _____ Cell: _____

E-mail: _____

Emergency Contact Person #1: _____

Relationship: _____

Phone: _____

Alternate Phone: _____

Emergency Contact Person #2: _____

Relationship: _____

Phone: _____

Alternate Phone: _____

Allergies: _____

Current Medications: _____

Medical Insurance carrier: _____ Policy #: _____

Division of Health Sciences

PHOTO/VIDEO RELEASE

I understand that during my education in the Medical Assisting Program, there may be occasion for my photograph/video to be taken.

I consent to my photograph/video being taken for the purposes of marketing, knowledge, and education, or in the event the College requests photos for the College Catalog or schedule.

I further understand that I may be identified by name in these photos/videos. I have the right to rescind this release in writing at any time.

Student Name _____

Student Signature _____

Date _____

Grievance Form

1) Grievance from Inside of the Program or College Y / N

2) Grievance from Outside of the Program or College Y / N

3) Will the individual identify themselves Y / N

- If yes continue to fill out all contact information in item 4 below
- If no sign form and keep on file in Medical Assisting program director's office with no further action warranted)

Contact Information

4) Full Name of individual filing complaint

First MI Last

Home and/or Cell Phone Number: (H) _____ (C) _____

Address:

Email if available: _____

5) Person or Person's Complaint is against: _____

6) Summarization of the complaint (including location, date and time if available)

7) Has complaint been resolved: Y / N?

If yes please detail resolution below, if no and if needed, refer to the Associate VP for Academic Affairs within 2 days.

Program Directors Signature _____ Date _____

**Division of Health Sciences
HEP B VACCINATION DECLINATION FORM**

Student Name _____

Student ID# _____

(If you have started and not yet finished the Hepatitis B series, please sign the declination. You may rescind the declination once the series is completed and you have updated your information with the program.)

Hepatitis B Vaccination Declination

I understand that due to my exposure to blood or other potential infectious materials during the clinical portion of my Health Sciences program, I may be at risk of acquiring Hepatitis B virus (HBV) infection. The health requirements for the program in which I am enrolled, as described in the Student Handbook, include the Hepatitis B vaccination series as part of the program's immunization requirements. I have been encouraged by the faculty to be vaccinated with Hepatitis B vaccine; however, I decline the Hepatitis B Vaccination at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring Hepatitis B, a serious disease. By signing this form, I agree to assume the risk of a potential exposure to Hepatitis B virus and hold Lackawanna College, as well as all health care facilities I attend as part of my clinical experiences, harmless from liability in the event I contract the Hepatitis B virus.

Student Signature _____ Date _____

Faculty Signature _____ Date _____

Division of Health Sciences

INFLUENZA VACCINATION DECLINATION FORM

Student Name _____ ID# _____

Influenza Vaccination Declination

I understand that due to the nature of health care and the volume of individuals that I may come into contact with, I may be at risk of acquiring an influenza virus. The health requirements for the Health Sciences Program in which I am enrolled, as described in the Student Handbook, include the current influenza vaccination as listed by the CDC or Centers for Disease Control as a requirement of the Health Sciences Programs. Despite being encouraged by the Faculty to be vaccinated, I decline influenza vaccination at this time for the current influenza season. I do understand that by declining this vaccination, I will be at increased risk of acquiring influenza.

By signing this form, I agree to assume the risk of a potential exposure to Influenza and hold Lackawanna College, as well as all health care facilities I attend as part of my clinical experiences, harmless from liability in the event I contract the Influenza virus. In addition, I understand that due to the very contagious nature of the influenza virus, that a Clinical Site or Health Care Setting may not accept my placement if I refuse vaccination.

Student Signature _____ Date _____

Faculty Signature _____ Date _____

Health Sciences Division

COVID-19 VACCINATION DECLINATION FORM

Student Name _____ ID# _____

COVID-19 Vaccination Declination

I understand that due to the nature of health care and the volume of individuals that I may come into contact with, I may be at risk of acquiring a COVID-19 virus. The health requirements for the Health Sciences Program in which I am enrolled, as described in the Student Handbook, include the current COVID-19 vaccination as listed by the CDC or Centers for Disease Control as a requirement of the Health Sciences Programs. Despite being encouraged by the Program Staff to be vaccinated, I decline the COVID-19 vaccination at this time for the current academic year. I do understand that by declining this vaccination, I will be at increased risk of acquiring COVID-19.

By signing this form, I agree to assume the risk of a potential exposure to COVID-19 and hold Lackawanna College, as well as all health care facilities I attend as part of my clinical experiences, harmless from liability in the event I contract the COVID-19 virus. In addition, I understand that due to the very contagious nature of the COVID-19 virus, that a Clinical Site or Health Care Setting may not accept my placement if I refuse vaccination.

Student Signature _____ Date _____

Program Staff Signature _____ Date _____

2022 Core Curriculum for Medical Assistants

Medical Assisting Education Review Board (MAERB)

Individuals graduating from Medical Assisting programs accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) must demonstrate knowledge of the subject matters required for competence in the medical assisting profession. They must incorporate cognitive (C) knowledge in performance of the psychomotor (P) skills and the affective (A) behaviors.

The MAERB Core Curriculum must be taught and assessed in its entirety. In addition, all the psychomotor skills and the affective behaviors must be achieved by the students prior to the skills being performed at the practicum. While simulation of these skills can be used in the classroom setting for achievement, the practicum is designed for live experience, so simulation is not allowed as a substitute for practicum hours.

MAERB publishes the Educational Competencies for Medical Assistants (ECMA), a publication designed to provide programs with guidance and options for achieving the MAERB Core Curriculum. In addition, Program Directors can build upon these knowledge and skills outlined here to teach the students related skills that serve their communities of interest.

The curriculum is designed to demonstrate the intersection between the cognitive objectives and the psychomotor competencies. The affective competencies are contained at the end, and because medical assistants utilize affective skills with any patient contact, be it physical or verbal, they can be bundled with any of the psychomotor competencies. The design of the curriculum allows Program Directors to bundle in the affective skills as they see appropriate.

Cognitive Domain

I. Anatomy, Physiology, and Pharmacology	
I.C.1	Identify structural organization of the human body
I.C.2	Identify body systems* *Body systems must include, but are not limited to, the following: Circulatory, Digestive, Endocrine, Integumentary, Lymphatic, Muscular, Nervous, Sensory, Reproductive, Respiratory, Skeletal, and Urinary.

I.C.3	Identify: a. body planes b. directional terms c. quadrants d. body cavities
I.C.4	Identify major organs in each body system* *Body systems must include, but are not limited to, the following: Circulatory, Digestive, Endocrine, Integumentary, Lymphatic, Muscular, Nervous, Sensory. Reproductive, Respiratory, Skeletal, and Urinary.
I.C.5	Identify the anatomical location of major organs in each body system* *Body systems must include, but are not limited to, the following: Circulatory, Digestive, Endocrine, Integumentary, Lymphatic, Muscular, Nervous, Sensory, Reproductive, Respiratory, Skeletal, and Urinary.
I.C.6	Identify the structure and function of the human body across the life span
I.C.7	Identify the normal function of each body system* *Body systems must include, but are not limited to, the following: Circulatory, Digestive, Endocrine, Integumentary, Lymphatic, Muscular, Nervous, Sensory, Reproductive, Respiratory, Skeletal, and Urinary.
I.C.8	Identify common pathology related to each body system* including: a. signs b. symptoms c. etiology d. diagnostic measures e. treatment modalities *Body systems must include, but are not limited to, the following: Circulatory, Digestive, Endocrine, Integumentary, Lymphatic, Muscular, Nervous, Sensory, Reproductive, Respiratory, Skeletal, and Urinary.
I.C.9	Identify Clinical Laboratory Improvement Amendments (CLIA) waived tests associated with common diseases
I.C.10	Identify the classifications of medications, including a. indications for use b. desired effects c. side effects d. adverse reactions
I.C.11	Identify quality assurance practices in healthcare
I.C.12	Identify basic principles of first aid
I.C.13	Identify appropriate vaccinations based on an immunization schedule
II. Applied Mathematics	
II.C.1	Define basic units of measurement: a. the metric system b. the household system

II.C.2	Identify abbreviations used in calculating medication dosages
II.C.3	Identify normal and abnormal results as reported in: a. graphs b. tables
III. Infection Control	
III.C.1	Identify major types of infectious agents
III.C.2	Identify the infection cycle, including: a. the infectious agent b. reservoir c. susceptible host d. means of transmission e. portals of entry f. portals of exit
III.C.3	Identify the following as practiced within an ambulatory care setting: a. medical asepsis b. surgical asepsis
III.C.4	Identify methods of controlling the growth of microorganisms
III.C.5	Identify the principles of standard precautions
III.C.6	Identify personal protective equipment (PPE)
III.C.7	Identify the implications for failure to comply with Centers for Disease Control (CDC) regulations in health care settings
IV. Nutrition	
IV.C.1	Identify dietary nutrients including: a. carbohydrates b. fat c. protein d. minerals e. electrolytes f. vitamins g. fiber h. water
IV.C.2	Identify the function of dietary supplements

IV.C.3	Identify the special dietary needs for: a. weight control b. diabetes c. cardiovascular disease d. hypertension e. cancer f. lactose sensitivity g. gluten-free h. food allergies i. eating disorders
IV.C.4	Identify the components of a food label.
V. Concepts of Effective Communication	
V.C.1	Identify types of verbal and nonverbal communication
V.C.1	Identify types of verbal and nonverbal communication
V.C.2	Identify communication barriers
V.C.3	Identify techniques for overcoming communication barriers
V.C.4	Identify the steps in the sender-receiver process
V.C.5	Identify challenges in communication with different age groups
V.C.6	Identify techniques for coaching a patient related to specific needs
V.C.7	Identify different types of electronic technology used in professional communication
V.C.8	Identify the following related to body systems*: a. medical terms b. abbreviations *Body systems must include, but are not limited to, the following: Circulatory, Digestive, Endocrine, Integumentary, Lymphatic, Muscular, Nervous, Reproductive, Respiratory, Skeletal, and Urinary.
V.C.9	Identify the principles of self-boundaries
V.C.10	Identify the role of the medical assistant as a patient navigator
V.C.11	Identify coping mechanisms
V.C.12	Identify subjective and objective information
V.C.13	Identify the basic concepts of the following theories of: a. Maslow b. Erikson c. Kubler-Ross

V.C.14	Identify issues associated with diversity as it relates to patient care
V.C.15	Identify the medical assistant's role in telehealth
VI. Administrative Functions	
VI.C.1	Identify different types of appointment scheduling methods
VI.C.2	Identify critical information required for scheduling patient procedures
VI.C.6	Identify the components of an Electronic Medical Record, Electronic Health Record, and Practice Management System
VI.C.3	Recognize the purpose for routine maintenance of equipment
VI.C.4	Identify steps involved in completing an inventory
VI.C.5	Identify the importance of data back-up
VII. Basic Practice Finances	
VII.C.1	Define the following bookkeeping terms: a. charges b. payments c. accounts receivable d. accounts payable e. adjustments f. end of day reconciliation
VII.C.2	Identify precautions for accepting the following types of payments: a. cash b. check c. credit card d. debit card
VII.C.3	Identify types of adjustments made to patient accounts including: a. non-sufficient funds (NSF) check b. collections agency transaction c. credit balance d. third party
VII.C.4	Identify patient financial obligations for services rendered
VIII. Third Party Reimbursement	
VIII.C.1	Identify: a. types of third-party plans b. steps for filing a third-party claim
VIII.C.2	Identify managed care requirements for patient referral

VIII.C.3	Identify processes for: a. verification of eligibility for services b. precertification/preauthorization c. tracking unpaid claims d. claim denials and appeals
VIII.C.4	Identify fraud and abuse as they relate to third-party reimbursement
VIII.C.5	Define the following: a. bundling and unbundling of codes b. advanced beneficiary notice (ABN) c. allowed amount d. deductible e. co-insurance f. co-pay
VIII.C.6	Identify the purpose and components of the Explanation of Benefits (EOB) and Remittance Advice (RA) Statements
IX. Procedural and Diagnostic Coding	
IX.C.1	Identify the current procedural and diagnostic coding systems, including Healthcare Common Procedure Coding Systems II (HCPCS Level II)
IX.C.2	Identify the effects of: a. upcoding b. downcoding
IX.C.3	Define medical necessity
X. Legal Implications	
X.C.1	Identify scope of practice and standards of care for medical assistants
X.C.2	Identify the provider role in terms of standard of care.
X.C.3	Identify components of the Health Insurance Portability & Accountability Act (HIPAA)
X.C.4	Identify the standards outlined in The Patient Care Partnership
X.C.5	Identify licensure and certification as they apply to healthcare providers
X.C.6	Identify criminal and civil law as they apply to the practicing medical assistant

X.C.7	<p>Define:</p> <ul style="list-style-type: none"> a. negligence b. malpractice c. statute of Limitations d. Good Samaritan Act(s) e. Uniform Anatomical Gift Act f. living will/Advanced directives g. medical durable power of attorney h. Patient Self Determination Act (PSDA) i. risk management
X.C.8	Identify the purpose of medical malpractice insurance.
X.C.9	Identify legal and illegal applicant interview questions
X.C.10	<p>Identify:</p> <ul style="list-style-type: none"> a. Health Information Technology for Economic and Clinical Health (HITECH) Act b. Genetic Information Nondiscrimination Act of 2008 (GINA) c. Americans with Disabilities Act Amendments Act (ADAAA)
X.C.11	<p>Identify the process in compliance reporting:</p> <ul style="list-style-type: none"> a. unsafe activities b. errors in patient care c. conflicts of interest d. incident reports
X.C.12	<p>Identify compliance with public health statutes:</p> <ul style="list-style-type: none"> a. communicable diseases b. abuse, neglect, and exploitation c. wounds of violence
X.C.13	<p>Define the following medical legal terms:</p> <ul style="list-style-type: none"> a. informed consent b. implied consent c. expressed consent d. patient incompetence e. emancipated minor f. mature minor g. subpoena duces tecum h. respondeat superior i. res ipsa loquitur j. locums tenens k. defendant-plaintiff l. deposition m. arbitration-mediation
XI. Ethical and Professional Considerations	

XI.C.1	Define: a. ethics b. morals
XI.C.2	Identify personal and professional ethics
XI.C.3	Identify potential effects of personal morals on professional performance
XI.C.4	Identify professional behaviors of a medical assistant
XII. Protective Practices	
XII.C.1	Identify workplace safeguards.
XII.C.2	Identify safety techniques that can be used in responding to accidental exposure to: a. blood b. other body fluids c. needle sticks d. chemicals
XII.C.3	Identify fire safety issues in an ambulatory healthcare environment
XII.C.4	Identify emergency practices for evacuation of a healthcare setting
XII.C.5	Identify the purpose of Safety Data Sheets (SDS) in a healthcare setting
XII.C.6	Identify processes for disposal of a. biohazardous waste b. chemicals
XII.C.7	Identify principles of: a. body mechanics b. ergonomics
XII.C.8	Identify critical elements of an emergency plan for response to a natural disaster or other emergency
XII.C.9	Identify the physical manifestations and emotional behaviors on persons involved in an emergency

Psychomotor Domain

I. Anatomy, Physiology, and Pharmacology	
I.P.1	Accurately measure and record: a. blood pressure b. temperature c. pulse d. respirations e. height f. weight (adult and infant) g. length (infant) h. head circumference (infant) i. oxygen saturation
I.P.2	Perform the following procedures: a. electrocardiography b. venipuncture c. capillary puncture d. pulmonary function testing
I.P.3	Perform patient screening following established protocols
I.P.4	Verify the rules of medication administration: a. right patient b. right medication c. right dose d. right route e. right time f. right documentation
I.P.5	Select proper sites for administering parenteral medication
I.P.6	Administer oral medications
I.P.7	Administer parenteral (excluding IV) medications
I.P.8	Instruct and prepare a patient for a procedure or a treatment
I.P.9	Assist provider with a patient exam
I.P.10	Perform a quality control measure
I.P.11	Collect specimens and perform: a. CLIA waived hematology test b. CLIA waived chemistry test c. CLIA waived urinalysis d. CLIA waived immunology test e. CLIA waived microbiology test

I.P.12	Provide up-to-date documentation of provider/professional level CPR
I.P.13	Perform first aid procedures <ul style="list-style-type: none"> a. bleeding b. diabetic coma or insulin shock c. stroke d. seizures e. environmental emergency f. syncope
II. Applied Mathematics	
II.P.1	Calculate proper dosages of medication for administration
II.P.2	Record laboratory test results into the patient's record
II.P.3	Document on a growth chart
II.P.4	Apply mathematical computations to solve equations
II.P.5	Convert among measurement systems
III. Infection Control	
III.P.1	Participate in bloodborne pathogen training
III.P.2	Select appropriate barrier/personal protective equipment (PPE)
III.P.3	Perform hand washing
III.P.4	Prepare items for autoclaving
III.P.5	Perform sterilization procedures
III.P.6	Prepare a sterile field
III.P.7	Perform within a sterile field
III.P.8	Perform wound care
III.P.9	Perform dressing change
III.P.10	Demonstrate proper disposal of biohazardous material <ul style="list-style-type: none"> a. sharps b. regulated waste
IV. Nutrition	
IV.P.1	Instruct a patient regarding a dietary change related to a patient's special dietary needs
V. Concepts of Effective Communication	
V.P.1	Respond to nonverbal communication
V.P.2	Correctly use and pronounce medical terminology in health care interactions
V.P.3	Coach patients regarding: <ul style="list-style-type: none"> a. office policies b. medical encounters

V.P.4	Demonstrate professional telephone techniques
V.P.5	Document telephone messages accurately
V.P.6	Using technology, compose clear and correct correspondence
V.P.7	Use a list of community resources to facilitate referrals
V.P.8	Participate in a telehealth interaction with a patient
VI. Administrative Functions	
VI.P.1	Manage appointment schedule, using established priorities
VI.P.2	Schedule a patient procedure
VI.P.3	Input patient data using an electronic system
VI.P.4	Perform an inventory of supplies
VII. Basic Practice Finances	
VII.P.1	Perform accounts receivable procedures to patient accounts including posting: a. charges b. payments c. adjustments
VII.P.2	Input accurate billing information in an electronic system
VII.P.3	Inform a patient of financial obligations for services rendered
VIII. Third-Party Reimbursement	
VIII.P.1	Interpret information on an insurance card
VIII.P.2	Verify eligibility for services
VIII.P.3	Obtain precertification or preauthorization with documentation
VIII.P.4	Complete an insurance claim form
VIII.P.5	Assist a patient in understanding an Explanation of Benefits (EOB)
IX. Procedural and Diagnostic Coding	
IX.P.1	Perform procedural coding
IX.P.2	Perform diagnostic coding
IX.P.3	Utilize medical necessity guidelines
X. Legal Implications	
X.P.1	Locate a state's legal scope of practice for medical assistants
X.P.2	Apply HIPAA rules in regard to: a. privacy b. release of information

X.P.3	Document patient care accurately in the medical record
X.P.4	Complete compliance reporting based on public health statutes
X.P.5	Report an illegal activity following the protocol established by the healthcare setting
X.P.6	Complete an incident report related to an error in patient care
XI. Ethical and Professional Considerations	
XI.P.1	Demonstrate professional response(s) to ethical issues
XII. Protective Practices	
XII.P.1	Comply with safety practices
XII.P.2	Demonstrate proper use of: a. eyewash equipment b. fire extinguishers
XII.P.3	Use proper body mechanics
XII.P.4	Evaluate an environment to identify unsafe conditions

Affective Domain

A.1	Demonstrate critical thinking skills
A.2	Reassure patients
A.3	Demonstrate empathy for patients' concerns
A.4	Demonstrate active listening
A.5	Respect diversity
A.6	Recognize personal boundaries
A.7	Demonstrate tactfulness
A.8	Demonstrate self-awareness

Student Conduct and Community Standards

STUDENT CONDUCT APPEAL REQUEST FORM

In order for your appeal to be considered, you must complete the following information in its entirety and submit it along with your written appeal explanation to the Associate Vice President of Student Engagement (AVPSE) within two (2) business days of the date of your original Student Conduct meeting. Appeals received after this period and/or incomplete forms will not be considered.

Student Name: _____ Student I.D.: _____

Email: _____ Phone: _____

Address: _____

I am appealing based on the following ground(s): (check at least one)

☐ **NEW INFORMATION:** There is new information which will substantially alter the institution's decision. (The information must not have been available at the time of the original meeting).

☐ **DUE PROCESS:** The Conduct process was not conducted in conformity with prescribed procedures, and there was a substantial departure from, or the denial of rights or procedures under the Student Code of Conduct, which effectively precluded a fundamentally fair determination. (Minor deviations from designed procedures are not a justification for an appeal unless significant prejudice to the student resulted).

☐ **PATHWAY TOO SEVERE:** The pathway(s) is unduly harsh or arbitrary and not appropriate for the violation (Simple dissatisfaction with a pathway is not grounds for overturning a pathway under this provision).

Along with this form, you must attach your written appeal explanation, relative to one or more of the grounds noted above. Please refer to the Lackawanna College Student Code of Conduct for a full description of the appeals process.

By signing this document, you acknowledge that you have reviewed the Lackawanna College Student Code of Conduct, accept that the decision of the Student Conduct Appeal Board is final, and, to the best of your knowledge and belief, the information you have provided is true, accurate, and complete:

Signature

Date

Appendix P

Professionalism, Attendance, and Classroom Participation Assessment

5- Exceptional Performance- Always

4- Expected Performance-Most times

3- Satisfactory Performance- Sometimes

2- Needs Improvement- Rarely

1- Unsatisfactory- Never

With each classroom absence, one (1) full percentage point will be deducted from the student's classroom participation grade. With each tardy or request to leave early, one half (.5) percentage point will be deducted from the student's classroom participation grade.						
Attendance		5	4	3	2	1
1	Attends class regularly	0-1 absences	2-3 Absences	4-5 Absences	6 Absences	>6 Absences
2	Arrives/leaves class on time	0 times	1 time	2 times	3 times	>3 times
3	Inform instructor if absent or leaving early	Always	Most times	Sometimes	Rarely	Never
Participation		5-Always	4-Most time	3- Sometimes	2-Rarely	1-Never
1	Asks questions relevant to the material presented					
2	Gives Instructors full attention during lectures					
3	Participates in class discussion					
4	Participates in activities					
5	Leaves work area clean and orderly. Restocks as needed					
6	Fosters teamwork through support and cooperation					
Preparation		5	4	3	2	1
1	Comes to class/clinical prepared and ready to work					
2	Hands in assignments on or before due dates					
3	Has all necessary supplies before beginning a procedure					
4	Demonstrates good organizational skills					
5	Works efficiently during free learning time					
6	Uses problem solving skills effectively					
Observes all policies and procedures with regard to:		5	4	3	2	1
1	Dress Code					
2	Standard Precautions					
3	Safety Procedures					
4	Follows procedures according to protocol standards					
5	HIPAA					
6	Student Handbook					
7	Code of Conduct					
Professionalism		5	4	3	2	1
1	Maintains professional attitude at all times					
2	Acknowledges limitations and seeks help when needed					
3	Practices appropriate levels of interpersonal skills					
4	Communicates effectively and timely (email, phone, text)					
5	Works effectively as a team member					
6	Maintains professionalism under stress/busy times					
7	Strives for great first impressions					
8	Respectively uses resources efficiently/effectively					
9	Assumes responsibility for errors					
TOTALS						

Score- _____ / 155 = _____ X 100 = _____ % then take % _____ - Penalty Points= _____ % Final Grade

Affective Behavior Guidelines		
	Negative , Unprofessional Behaviors	Positive, Professional Behaviors
Respect	Rude, unkind, fake/false attitude, disrespectful, impolite, unwelcoming	Courteous, sincere, polite, welcoming
	Unconcerned with person's dignity; brief, abrupt	Maintained person's dignity; took time with person
	Unprofessional verbal communication; Inappropriate questions	Professional verbal communication
	Negative nonverbal behaviors, poor eye contact	Positive nonverbal behaviors, proper eye contact
Active Listening	Biased, offensive	Remained neutral
	Interrupted	Refrained from Interrupting
	Did not allow for silence or pauses	Allowed for periods of silence
	Negative nonverbal behaviors, rolled eyes, yawned, frowned, avoided eye contact	Positive nonverbal behaviors (smiled, nodded head, appropriate eye contact)
	Distracted (looked at watch, phone)	Focused on patient, avoided distractions
Empathy	Did not listen to the patient's responses	Listened to the patient; learned about patient
	Lack of respect and support demonstrated	Showed respect and support
	Negative nonverbal behaviors (ex: Positioning, frowning, poor eye contact)	Positive nonverbal behaviors (ex: at the same level as the patient, smiled, good eye contact)
	Lack of therapeutic communication techniques used	Used therapeutic communication techniques
Nonverbal Communication	Muffled voice; too fast or slow of rate; too loud or too soft; unaccepting tone	Clear voice with moderate rate and volume; varying pitch; accepting or neutral tone
	Incorrectly pronounced words; used words the person did not understand (medical terminology, generational phrases)	Correctly pronounced words: used words person can understand
	Stood while patient was sitting; slouching, lack of poised posture	Was at the same position as the patient; had a poised posture
	Frowned, lack of proper eye contact, inappropriate touch	Smiled, maintained proper eye contact, used light touch on hand when appropriate
Sensitivity	Poor eye contact	Proper eye contact
	Distracted; not focused on the other person	Focuses full attention on the other person
	Judgmental attitude; not accepting attitude	Nonjudgmental, accepting attitude
	Fails to clarify what the person verbally or nonverbally communicated	Uses summarizing or paraphrasing to clarify what the person verbally or nonverbally communicated
	Fails to acknowledge what the person communicated	Uses summarizing or paraphrasing to clarify what the person verbally or nonverbally communicated
	Rude, discourteous	Pleasant and courteous

	Disregards the person's dignity and rights	Maintains the person's dignity and rights
Ethical	Failed to adequately follow the facility's policy	Adequately followed the facility's policy
	Incorrectly entered patient's information (e.g., misspelled name) during the database search	Correctly entered patient's information (e.g., misspelled name) when searching database
	Incorrectly entered patient's information (e.g., misspelled name) when registering patient	Correctly entered patient's information (e.g., misspelled name) when registering patient
Tactful	Negative , Unprofessional Behaviors	Positive, Professional Behaviors
	Improper and/or inappropriate	Proper and appropriate
	Spoke and/or acted in a manner that was offensive to others; lacked compassion and/or courtesy	Spoke and acted without offending others; showed compassion and courtesy
	Failed to be sensitive to others when explaining the situation	Explained the situation in a clear and diplomatic way
	Failed to explain the downcoding issue and/or the importance of proper coding	Explained the issues with downcoding and the importance of accurate coding for reimbursement
	Failed to offer a solution for the situation	Offered a solution for the situation
	Failed to answer questions; or answers were inappropriate and/or inaccurate	Answered questions appropriately and accurately
Critical Thinking	Coached or told of an issue or problem	Independently identified the problem or issue
	Failed to ask relevant questions related to the condition	Asked appropriate questions to obtain the information required
	Failed to consider alternatives; failed to ask questions that demonstrate understanding of principles/concepts	Willing to consider other alternatives; asked appropriate questions that showed understanding of principles/concepts
	Failed to make an educated, logical judgement/decision	Made an educated, logical judgment/decision based on the protocol
	Actions or lack of actions demonstrated unsafe practices and/or did not follow the protocol	Took appropriate actions based on observations; actions reflected principles of safe practice
Awareness	Rude, discourteous	Pleasant and courteous
	Disregarded the person's dignity and rights	Maintained the person's dignity
	Failed to clearly and/or professionally address the reason for the procedure	Clearly and professionally described the reason for the procedure
	Failed to use therapeutic communication techniques (reflection, restating, clarifying, summarizing) to verify patient's concerns	Used therapeutic communication techniques (reflection, restating, clarification, summarizing) to verify patient's concerns
	Nonempathetic behaviors; failed to address patient's concerns	Shows empathy; addresses patient's concerns
	Failed to clearly and/or professionally address the situation and/or the patient's questions	Clearly and professionally addressed the situation and/or patient's questions
	Failed to reassure patient or inappropriately reassured patient	Appropriately reassured patient
	negative nonverbal behaviors	Positive nonverbal behaviors

Master Competency Checklist

2022 MAERB Core Curriculum

Explanatory Note: Students are required to pass all (100%) the psychomotor and affective competencies in the MAERB Core Curriculum, as is outlined in Standard IV.A.1. In addition, programs must demonstrate that students have passed those competencies by tracking their successful completion in order to illustrate “programmatic summative measures” in Standard IV.B.1

Instructions: Students must pass each competency with a score of 90% or better. Once you complete and pass the competency, please enter your grade, date of assessment, and have your instructor initial verifying accuracy.

Student Name: _____ **Center Location:** _____

Start Date: _____ **Date of Graduation:** _____

Psychomotor	Procedure	Grade	Date	Instructor Initials
I Anatomy & Physiology				
I.P.1. Accurately Measure and record:				
a. blood pressure- anaerobic BP Cuff	19-10a			
Blood pressure- digital BP Cuff	19-10b			
b. temperature-				
Axillary	19-4			
Oral	19-5			
Tympanic	19-6			
Temporal Artery	19-7			
c. pulse	19-8			
d. respirations	19-9			
e. height	19-2			
f. weight- Adult	19-1a			
g. length and weight (infant)	38-1			
h. head circumference (infant)	38-2			
i. oxygen saturation	31-5			
I.P.2. Perform:				
a. electrocardiography	32-1			
b. venipuncture-multi-draw (vacutainer)	41-1a			
venipuncture- winged-infusion method	41-1b			
Venipuncture- syringe method	41-1c			
c. capillary puncture- finger	41-2a			
capillary puncture- heel	41-2b			
d. pulmonary function testing	31-4			

I.P.3. Perform patient screening using established protocols				
Measure Distance Visual Acuity	30-1			
Measure Color Perception	30-2			
Perform Audiometric Hearing Test	30-6			
I.P.4. Verify the rules of medication administration:	24- 1-7 Done with I.P.7			
a. right patient				
b. right medication				
c. right dose				
d. right route				
e. right time				
f. right documentation				
Preparing Injections	24-2			
I.P.5. Select proper sites for administering parenteral medication	24- 3-7 Done with I.P.7			
I.P.6. Administer oral medications	24-1			
I.P.7. Administer parenteral (excluding IV) medications				
Intradermal Medications	24-3			
Subcutaneous Injection	24-4			
Intramuscular	24-5			
Intramuscular using Z-Track Method	24-6			
Applying Transdermal Medications	24-7			
I.P.8. Instruct and prepare a patient for a procedure or a treatment				
Irrigating the Ear	30-5			
Removing Sutures	22-10			
Removing Staples	22-11			
I.P.9. Assist provider with a patient exam Practice positioning patients in various positions.	20-1			
I.P.10. Perform a quality control measure	21-3			
I.P.11. Collect specimens and perform:				
a. CLIA waived hematology test	42-1			
	42-2			
b. CLIA waived chemistry test	43-1			
	43-2			
c. CLIA waived urinalysis	45-2			
d. CLIA waived immunology test	44-1			
	44-2			
	44-6			
	44-7			
	44-8			
e. CLIA waived microbiology test	44-3			
	44-4			

I.P.12. Provide up-to-date documentation of provider/professional level CPR	26-2			
I.P.13. Perform first aid procedures for:				
a. bleeding	26-5			
b. diabetic coma or insulin shock	37-1			
c. Stroke	26-6			
d. seizures	26-6			
e. environmental emergency	26-6			
f. syncope	26-6			
II Applied Mathematics				
II.P.1. Calculate proper dosages of medication for administration	24-2			
II.P.2. Record laboratory test results into the patient's record	40-2			
II.P.3. Document on a growth chart	38-1			
II.P.4 Apply mathematical computations to solve equations	24-9 Med Math Worksheet			
II.P.5 Convert among measurement systems	24-9 Med Math Worksheet			
III Infection Control				
III.P.1. Participate in bloodborne pathogen training	17-4, Add Certificate			
III.P.2. Select appropriate barrier/personal protective equipment (PPE)	17-2			
III.P.3. Perform handwashing	17-1			
III.P.4. Prepare items for autoclaving	21-2			
III.P.5. Perform sterilization procedures	21-1			
III.P.6. Prepare a sterile field	22-1			
III.P.7. Perform within a sterile field				
Using Sterile Transfer Forceps	22-2			
Adding Sterile Solution to a Sterile Field	22-3			
Applying Sterile Gloves	22-5			
III.P.8. Perform wound care	22-6			
III.P.9. Perform dressing change	22-7			
III.P.10. Demonstrate proper disposal of biohazardous material	17-3			
a. sharps	22-8			
b. regulated wastes	22-9			
IV Nutrition				
IV.P.1. Instruct a patient regarding a dietary change related to a patient's special dietary needs	16-2			

V Concepts of Effective Communication				
V.P.1. Respond to nonverbal communication	3-1			
V.P.2. Correctly use and pronounce medical terminology in health care interactions	18-1			
V.P.3. Coach patients regarding:				
a. office policies	5-1			
d. medical encounters				
Instilling Eye Medication	30-3			
Instilling Ear Medication	30-7			
V.P.4. Demonstrate professional telephone techniques	5-3			
V.P.5. Document telephone messages accurately	5-2			
V.P.6. Using technology, compose clear and correct correspondence	7-1			
V.P.7. Use a list of community resources to facilitate referrals	4-2			
V.P.8. Participate in a telehealth interaction with a patient	18-3			
	9-5			
VI Administrative Functions				
VI.P.1. Manage appointment schedule using established priorities	6-1			
VI.P.2. Schedule a patient procedure	6-3			
VI.P.3. Input patient data using an electronic system	9-3			
VI.P.4. Perform an inventory of supplies	10-2			
VII Basic Practice Finances				
VII.P.1. Perform accounts receivable procedures to patient accounts including posting:				
a. charges	14-14			
b. payments	14-14			
c. adjustments	14-14			
VII.P.2. Input accurate patient billing information in an electronic system	13-2			
VII.P.3. Inform a patient of financial obligations for services rendered	13-4			
	15-2			
VIII Third Party Reimbursement				
VIII.P.1. Interpret information on an insurance card	13-3			
VIII.P.2. Verify eligibility for services	13-2			
VIII.P.3. Obtain precertification or preauthorization including documentation	13-2			

VIII.P.4. Complete an insurance claim form	13-1			
VIII.P.5 Assist a patient in understanding an Explanation of Benefits (EOB)	13-4			
IX Procedural and Diagnostic Coding				
IX.P.1. Perform procedural coding	12-1			
IX.P.2. Perform diagnostic coding	11-1			
IX.P.3. Utilize medical necessity guidelines	13-5			
X Legal Implications				
X.P.1. Locate a state's legal scope of practice for medical assistants	1-1			
X.P.2. Apply HIPAA rules in regard to:	8-1			
a. privacy				
b. release of information				
X.P.3. Document patient care accurately in the medical record	18-2			
X.P.4. Perform compliance reporting based on public health statutes	2-4			
X.P.5. Report an illegal activity following the protocol established by the healthcare setting	2-5			
X.P.6. Complete an incident report related to an error in patient care	24-8			
XI Ethical and Professional Considerations				
XI.P.1. Demonstrate appropriate response(s) to ethical issues	1-2			
XII Protective Practices				
XII.P.1. Comply with safety practices	10-3			
XII.P.2. Demonstrate proper use of:				
a. eyewash equipment	26-7			
b. fire extinguishers	26-8			
XII.P.3. Use proper body mechanics	10-5			
XII.P.4. Evaluate the work environment to identify unsafe conditions	10-3			
Affective	Procedure	Grade	Date	Instructor Initials
A.1 Demonstrate Critical Thinking Skills <u>Scenario:</u> Screen a patient calling with several symptoms to determine the next course of action (for example appointment today, next available, report to hospital, call for emergency transport)	5-1 Include scenario to complete competency			
A.1 Demonstrate Critical Thinking Skills <u>Scenario:</u> What would you do or how would you explain this procedure to a patient who is hearing impaired and came alone to their appointment?	30-1 Include scenario to			

	complete competency			
A.2 Reassure Patients <u>Scenario:</u> Reassure a teenage patient who is undergoing a throat culture test for the first time and is visually nervous and apprehensive. What challenges may you face and what actions would you take to reassure the patient?	44-1 Include scenario to complete competency			
A.2 Reassure Patients <u>Scenario:</u> Reassure a developmentally challenged patient who is undergoing a COVID 19 test for the first time and is visually nervous and apprehensive. What challenges may you face and what actions would you take to reassure the patient?	44-2 Include scenario to complete competency			
A.3 Demonstrate empathy for patients' concerns <u>Scenario:</u> New heart patient has been instructed to change diet but is concerned that the change will be difficult to adopt, since the rest of his family has no dietary restrictions. Medical assistant uses appropriate body language and verbal acknowledgment to display empathy, provide supportive resources, and follow proper protocol.	16-2 Include scenario to complete competency			
A.3 Demonstrate empathy for patients' concerns <u>Scenario:</u> Explain how you would demonstrate empathy for an obese patient who has been dieting with little success for several weeks.	19-1 Include scenario to complete competency			
A.4 Demonstrate Active Listening <u>Scenario:</u> Interview a patient and obtain a medical history using active listening skills. When asking about allergies and the patient responds in the affirmative, use clarification technique to determine the patient's specific allergies.	18-1 Include scenario to complete competency			
A.4 Demonstrate Active Listening <u>Scenario:</u> Demonstrate recognition of the patient's level of understanding communications. Apply active listening skills with a patient who has a language barrier and never had blood drawn before. What did you do to help them understand?	41-1b Include scenario to complete competency			
A.5 Respect Diversity <u>Scenario:</u> On a daily basis, you may deal with a diverse range of patients, such as a patient who is homeless and presents with poor hygiene and dirty battered clothing. How would you demonstrate self-awareness and exhibit behavior and communication techniques to care for a patient in these circumstances?	3-1 Include scenario to complete competency			
A.5 Respect Diversity <u>Scenario:</u> Explain how you would instruct a hearing-impaired patient about office procedures.	5-3 Include scenario to complete competency			
A.5 Respect Diversity <u>Scenario:</u> Explain how to respond to a patient who is uncomfortable about disrobing because they were dishonest about their gender identity.	20-1 Include scenario to complete competency			
A.5 Respect Diversity <u>Scenario:</u> Explain how to respond to a patient who is uncomfortable exposing skin on areas such as the chest or arms due to cultural or religious beliefs.	24-7 Include scenario to complete competency			
A.6 Recognize Personal Boundaries	3-1			

<p><u>Scenario:</u> On a daily basis you may deal with a diverse range of patients, such as a patient who is homeless and presents with poor hygiene and wearing dirty battered clothing. How would you demonstrate personal boundaries and exhibit behavior and communication techniques to care for a patient in these circumstances?</p>	Include scenario to complete competency			
<p>A.6 Recognize Personal Boundaries <u>Scenario:</u> As a medical assistant you are opposed to vaccines, yet administration of medications is required in your job responsibilities. What impact does your personal ethics/morals/boundaries have on the delivery of healthcare?</p>	24-5 Include scenario to complete competency			
<p>A.6 Recognize Personal Boundaries <u>Scenario:</u> You are a Medical Assistant with a strong Pro-Life belief. The patient is a teenage girl whose results were positive. She is very upset and confused and asks you for information on abortion clinics in your area. How would you respond recognizing your personal boundaries?</p>	44-7 Include scenario to complete competency			
<p>A.7 Demonstrate tactfulness <u>Scenario:</u> A child presents to your office with a parent, and you notice abnormal bruising and other suspicious marks on the body. Tactfully ask questions without accusing the parent of abuse. What steps or professional actions would you take next?</p>	38-1 Include scenario to complete competency			
<p>A.7 Demonstrate tactfulness <u>Scenario:</u> Explain how you would respond to a family member who is getting in the way of performing this task.</p>	5-2 Include scenario to complete competency			
<p>A.7 Demonstrate tactfulness <u>Scenario:</u> Explain how to tactfully explain the procedure to a patient who is developmentally challenged.</p>	30-2 Include scenario to complete competency			
<p>A.8 Demonstrate Self-Awareness <u>Scenario:</u> A close by area just experienced a tornado. Flying debris broke several windows and a victim enters your office with a broken piece of glass impaled in their shoulder. Perform a self-evaluation of your knowledge and skills. How would you handle this emergency situation?</p> <p>A.8 Demonstrate Self-Awareness <u>Scenario:</u> On a daily basis, you may deal with a diverse range of patients, such as a patient who is homeless and presents with poor hygiene and dirty battered clothing. How would you demonstrate self-awareness and exhibit behavior and communication techniques to care for a patient in these circumstances?</p>	26-6e Include scenario to complete competency 3-1 Include scenario to complete competency			

**Division of Health Sciences - Waivers for Clinical and Lab Experiences
(effective May 2020)**

Student Waiver Regarding Returning to Clinical Experiences

I, _____, understand that I must complete all clinical requirements set forth by Lackawanna College's Medical Assisting Program to meet specific course objectives and to complete my course and graduation requirements. If I opt not participate in my clinical experience once directed to do so, I will jeopardize my ability to remain enrolled in and complete the program.

I, _____, understand that, during my clinical education placement, I am subject to all screening and protection procedures and protocols as determined by site and that failure to follow screening and safety measures may result in my immediate removal from the site. Any willful disregard of safety protocol will result in immediate program dismissal.

I, _____, understand that there are exposure risks inherent in my participation in clinical experiences and agree to release the College and my clinical site from liability in the event of any such exposure.

I, _____, understand that PPE may be a requirement at my clinical site and that if no PPE is available to me at my site, I will have to secure my own PPE.

Student Waiver Regarding Lab Experiences

I, _____, understand that I must complete all lab hours and skill demonstration/competency requirements set forth by Lackawanna Medical Assisting Program to complete the requirements of each course and progress within the program. If I opt not to participate in lab activities, I understand that I will jeopardize my ability to remain enrolled in the program and complete graduation requirements.

I, _____, understand that, upon using the College's labs, I am subject to all screening and protection procedures and protocols as determined by the College and that failure to follow screening and safety measures may result in my immediate removal from the lab and, potentially, the program. Any willful disregard of safety protocol will result in immediate program dismissal. PPE requirements may include masks, gloves, and, possibly, gowns (program/lab dependent).

I, _____, hereby RELEASE, WAIVE, DISCHARGE, AND COVENANT NOT TO SUE, Lackawanna College, the Board of Trustees, their officers, servants, agents, and employees from any and all liability, claims, demands, actions and causes of action whatsoever arising out of or related to any loss, damage, or injury, including death, that may be sustained by me, or to any property belonging to me, through my participation in the Medical Assisting Program.

Student Signature

Date

How do I view course content offline as an ePub file as a student?

If one or more of your courses have enabled ePub exports, you can view your course offline as an ePub file. You can download the ePub file and upload it into any eReader software for viewing, such as iBooks or Azardi.

ePub content is for offline viewing only; you cannot interact with course content directly, such as completing an assignment or viewing any submissions. In an ePub file, you can view assignment details, availability dates, and point values. Discussions include the discussion topic. All discussion replies (graded or ungraded) are considered submissions and must be viewed online. Additionally, you can view any embedded media files in the ePub. Any files that aren't supported in the ePub format, such as file attachments or PDFs, can be downloaded to be viewed in the file's native environment.

Currently ePub files and any associated files can only be generated in the browser version of Canvas, but the files can be transferred for viewing on any supported device.

Depending on the course setup, the ePub may be organized by modules or content type (assignments, discussions, quizzes, etc.). When viewing by module, only items you have access to view in each module will be included in the ePub file. Locked modules list either their prerequisites or the unlock date, as well as the items that are contained within that module (though not the actual content of those items themselves).

Notes:

- You cannot download ePub files for concluded courses.
- If you can view the **Download Course Content** button but cannot download an ePub file for a specific course, the feature has not been enabled for that course.
- If your account does not display the **Download Course Content** button, your institution may only allow you to [export content offline as an HTML file](#) in Modules.

Notice of Conditional Acceptance

We are pleased to offer you conditional acceptance for the Medical Assisting program at Lackawanna College. Conditional acceptance will be converted to full acceptance upon meeting the requirements of this policy.

To be eligible for conditional acceptance a student must achieve a score of 237 or higher in at least one out of the three categories on the Accuplacer examination, and no more than two category scores can be lower than 225. In addition, students must complete all other program entrance requirements that include the following:

- Complete the college online application.
- Attend a program information session.
- Complete and submit all program documents by the provided deadlines.
- Complete the FASFA and/or other financial qualification requirements.
- Attend the program orientation session.

Students will be accepted conditionally for a period consisting of the first 3 weeks of the program. During that time, students will be assessed on their academic performance with the expectation that they will meet the minimum requirements and prove they have the ability and desire to be academically successful in the program. For a student to move from conditional acceptance to full acceptance, the following conditions must be met:

- The student must achieve and maintain a minimal program overall average of 80%.
- The student must complete all program assignments according to instructions and the due dates provided.
- The student must be punctual and attend all classes during the conditional period.
- The student must abide by all college and program policies.

Failure to meet any of the above-mentioned requirements will lead to the cancellation of the conditional offer of acceptance with immediate effect, and students will no longer be eligible to continue to progress in the program. Students at that time will receive a full refund.

At the completion of the conditional period and after successfully meeting the requirements of this policy, students will then convert to full acceptance and all traditional college and program policies will remain in effect. Students will be made aware, in writing, of any updated status.

After carefully reading this policy, I understand and am fully aware of the requirements and expectations of this conditional offer of acceptance.

Student Signature

Date

Program Director Signature

Date

MEDICAL AND PERSONAL HISTORY RELEASE FORM

I, _____, do hereby authorize Lackawanna College's Medical Assisting Program Director/Practicum Coordinator to release a copy of my medical and personal information to the clinical coordinator for each of my clinical affiliations.

Acknowledging the priority of safe, quality patient care, I hereby grant permission to the Program Director/Practicum Coordinator of Lackawanna College's Medical Assisting Program, to release to my clinical internship centers any relative information regarding my past academic or clinical performance. I understand that this information shall not be released to any other parties without my express written permission.

Signature

Date