Lackawanna College

Medical Assisting

Program Handbook



Lackawanna College
Division of Health Sciences
2026-2027

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Introduction

This handbook has been developed to inform Medical Assisting students and instructors of the policies and procedures governing Lackawanna College's (LC) Medical Assisting Program. All students accepted into the program, as well as faculty members involved in its delivery, are expected to adhere to the rules and standards outlined herein.

The purpose of this manual is to promote operational efficiency and ensure the safety of students throughout both the didactic and clinical components of the program. To support these objectives, every Medical Assisting student is responsible for thoroughly reviewing and understanding the policies and expectations detailed in this guide. Any questions, concerns, or discrepancies should be promptly directed to the Director of the Medical Assisting Program.

The quality of your educational experience in the LC Medical Assisting Program will be directly influenced by the effort you invest in both academic and clinical work. This handbook will be your go-to resource throughout the program, and it works alongside other important documents like:

- The Lackawanna College Student Handbook
- The Division of Health Sciences Policies
- College-wide policies
- Guidelines at your assigned clinical site(s)

We're excited to support you as you build your skills and knowledge to become a competent and compassionate healthcare professional. Let's get started!

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 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 Course Description

This comprehensive course provides in-depth training in both administrative and clinical skills essential for entry-level positions in today's healthcare settings. You will gain hands-on experience and build the knowledge needed to thrive in front and back office roles within a medical environment.

On the **administrative side**, you'll develop practical skills in:

- Front office operations
- Scheduling appointments
- Basic billing practices and an introduction to health insurance
- Electronic health records (EHR) and data entry
- Keyboarding and office management
- Legal and ethical responsibilities in healthcare

The **clinical (back office)** portion of the program focuses on direct patient care and lab-based procedures. You will learn and practice skills such as:

- Measuring vital signs and performing patient assessments
- Administering injections and assisting with minor surgical procedures
- Conducting ECGs, phlebotomy, and basic laboratory screenings
- Responding to office emergencies and understanding nutrition fundamentals

A strong emphasis is placed on **Medical Terminology** throughout the course. You'll explore how medical terms are formed, the structure of words, and terminology related to each body system—along with an introduction to anatomy and physiology.

Additionally, the program covers key topics in:

- Universal Precautions and infection control
- OSHA regulations
- HIPAA guidelines and patient confidentiality
- Professionalism and effective communication

You will also strengthen your **critical thinking** and **interpersonal skills**, both of which are essential for working in healthcare environments.

The program includes:

- 696 classroom and lab hours
- 54 online instructional hours
- A minimum of 160 hours in a supervised clinical externship

Total program hours: 910 clock hours

Upon successful completion of the coursework, you'll be eligible to begin your externship—applying what you've learned in a real-world clinical setting under the supervision of experienced professionals.

Practicum

The **MAERB Core Curriculum (Appendix N)** is a vital part of the Medical Assisting Program and is closely integrated with the practicum experience. The practicum is designed to give you the opportunity to apply what you've learned in the classroom and lab—demonstrating your knowledge of cognitive objectives while practicing the psychomotor and affective competencies required for the profession.

Eligibility and Start of Practicum

You'll begin your practicum after successfully completing all coursework and meeting all clinical site eligibility requirements by the designated deadlines. This ensures that you're prepared to enter the clinical setting with the skills and professionalism expected of a student medical assistant.

Practicum Overview

During your practicum, you will:

- Work in real clinical environments under the supervision of licensed professionals such as Medical Assistants, Registered Nurses, Physicians, and office managers
- Gain hands-on experience with a variety of patients and procedures
- Function as a student-trainee, applying skills in a supervised, supportive setting

The practicum includes a minimum of 160 hours of unpaid clinical experience. Your schedule will be determined by the assigned clinical site and is subject to the site's availability and needs. Clinical schedules will be shared with you before the start of your practicum.

Non-Remuneration Policy

Please note: All practicum experiences are unpaid. This includes both direct and indirect compensation. Practicum sites may not provide:

- Wages or stipends
- Travel or meal allowances
- Gift cards, perks, or any other form of compensation

This policy is in place to ensure compliance with **MAERB** standards and to maintain the educational integrity of your practicum experience.

Healthcare Occupational Risks

Like many healthcare professions, Medical Assisting comes with potential workplace risks. Some of the common safety and health hazards include:

- Bloodborne pathogens and infectious diseases
- Chemical and drug exposure
- Exposure to waste anesthetic gases and respiratory hazards
- Repetitive motion and lifting injuries
- Sharps injuries and latex allergies
- Radiation and x-ray exposure
- Stress and workplace violence
- Laboratory and sterilization chemical exposure (e.g., formaldehyde, ethylene oxide, glutaraldehyde, peracetic acid)

Your Safety Matters

Fortunately, these risks are well known and can be managed through proper training and workplace safety practices. The Occupational Safety and Health Administration (OSHA) sets strict standards to protect healthcare workers and ensure safe environments for both employees and patients.

As part of an accredited Medical Assisting program, you will receive in-depth education on these hazards. You'll learn how to identify potential risks and follow the necessary protocols and procedures that promote a culture of safety in the workplace.

By understanding and practicing proper safety measures, you not only protect yourself but also contribute to safer, more effective healthcare delivery for everyone.

Tuition and Fees

Students accepted into the **Medical Assisting Program at Lackawanna College** are responsible for all tuition and associated fees required to complete the program. This includes, but is not limited to, costs related to clinical requirements and attire, transportation, and personal supplies.

💵 Program Tuition: $10,000

The total tuition for the Medical Assisting Program is **$10,000** and includes the following:

- Required textbooks
- Laboratory supplies and materials
- One full scrub set to include one scrub top and one pair of scrub pants
- Professional liability insurance
- One **initial attempt** at the National Certification Exam
- Study materials for the certification exam
- Access to **online practice exams** for the certification
- Consumer Reporting Agency account setup

💲 Additional Student Costs (Not Covered by Tuition)

In addition to tuition, students should plan for the following **out-of-pocket expenses**, which may vary based on personal needs and clinical site requirements:

- Health examination, drug screening, immunizations, and bloodwork
- Any additional health or background requirements mandated by clinical sites
- Laptop
- Binders, notebooks, and personal school supplies
- Transportation to and from Lackawanna College
- Transportation to and from assigned clinical sites
- CPR certification (must be current and from American Heart Association or American Red Cross)
- Additional scrub sets if desired
- Stethoscope
- Watch with a second hand (required for clinical skills)

Important Note

All fees and requirements are subject to change. Students will be notified of any updates in advance. It is your responsibility to budget accordingly and stay up to date on program requirements throughout your enrollment.

Financial Aid

Financing a college education can be challenging, and Lackawanna College understands that financial assistance is essential for many students. Together, we aim to make your educational goals financially achievable.

💰 Title IV Federal Student Aid

Title IV funding includes federal financial aid programs that help eligible students pay for their education. These programs are authorized under the Higher Education Act of 1965 and administered by the U.S. Department of Education.

Students enrolled in the Medical Assisting Program may be eligible for Title IV funding, including:

- **Federal Pell Grants**
- **Federal Supplemental Educational Opportunity Grants (FSEOG)**
- **Federal Direct Subsidized and Unsubsidized Loans**
- **Federal Work-Study (if applicable)**

To qualify for and maintain eligibility for Title IV aid, students must:

- Complete the **FAFSA** (Free Application for Federal Student Aid) each academic year
- Be enrolled in an **approved program of study** (such as the Medical Assisting Program)
- **Meet Satisfactory Academic Progress (SAP)** as outlined below
- Comply with all program policies, including attendance and conduct requirements
- Remain in **good financial standing** with any previously borrowed federal aid

Attendance & Title IV Compliance

Due to the clock-hour nature of the Medical Assisting Program, attendance directly impacts financial aid eligibility. Students must be actively attending and making academic progress to continue receiving Title IV funds. Excessive

absences, withdrawal from the program, or failure to complete the 910 required clock hours may result in the reduction or return of federal aid.

Satisfactory Academic Progress (SAP) Policy

- In accordance with Title IV federal regulations, all students enrolled in the Medical Assisting Program must maintain Satisfactory Academic Progress (SAP) to remain eligible for financial aid and in good academic standing within the program.
- The Medical Assisting Program is a Title IV-eligible clock-hour program. Therefore, **both qualitative (grades) and quantitative (attendance/pace) components are measured to determine SAP**, and **evaluations occur at the midpoint** of each payment period.
- SAP will be **formally evaluated at the end of each payment period**, as defined by financial aid guidelines. Evaluations include both academic (grade average) and attendance progress.
- To progress, graduate, and retain financial aid from the Medical Assisting Program, students must:
    - Achieve and maintain an **overall cumulative average of 80% or higher**
    - Complete **100% of the 910 required clock hours**, including a **minimum of 160 supervised clinical hours**
    - Fulfill all academic and financial obligations to the College

Steps to Apply for Financial Aid

1. **Complete the Free Application for Federal Student Aid (FAFSA):**
   Visit studentaid.gov to get started.
   - **Lackawanna College School Code: 003283**
2. **Schedule a meeting with the Financial Aid Office:**
   Our advisors are here to help you understand your eligibility, explore funding options, and create a plan that works for you.
3. **Explore local resources:**
   Medical Assisting students may also qualify for **assistance through their local CareerLink office**. Contact your nearest CareerLink center to learn more about available funding opportunities.

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

Office of Student Financial Services (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. sfs@lackawanna.edu

Cancellations, Withdrawals, and Refunds

Note: Medical Assisting students are expected to consult with the Program Director before withdrawing from the program.

Cancellations

The **Division of Health Sciences** at Lackawanna College reserves the right to **cancel any course** due to low enrollment. While every effort is made to run all scheduled classes, cancellations may occasionally be necessary.

Withdrawals

Lackawanna College must engage faculty and make other financial commitments based on expected tuition revenue. When a student withdraws, it creates a financial impact that cannot be easily recovered once the program has begun.

If you decide to withdraw from the Medical Assisting program:

- You **must officially withdraw** by scheduling a meeting with the Center or Program Director to complete the **Exit Form within 48 hours** of leaving the program.
- You must include the **date of your last class attended** on your withdrawal documentation. This date will be considered your official withdrawal date.
- The **official withdrawal date** will determine any applicable **tuition refund** and the **final grade outcome**.
- 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.

Medical Assisting Refund Policy

Refund Schedule – 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 last attended classes 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

Lackawanna College offers tutoring services to all Continuing Education students, including those in the Medical Assisting Program. If you require academic support beyond what is provided by your instructor or course materials, you can schedule an appointment through the College Tutoring Services via the College website.

Tutoring is available at the **Student Success Center (SSC), Room 105, Angeli Hall**, as well as at all satellite centers. The **Coordinator of Tutoring Services** is available Monday through Friday, from 8:00 AM to 4:00 PM.

✉ Contact: **tutoring@lackawanna.edu**

Student Wellness Program

College life can be challenging, and Lackawanna College is committed to supporting students' mental and emotional well-being. The **Student Wellness Program** promotes healthy lifestyles and offers free, confidential services to help students manage issues such as:

- Anxiety and depression
- Identity or relationship concerns
- Stress management
- Substance abuse
- Transition and adjustment challenges

Appointments can be made through **Starfish**, and **emergency and crisis consultations** are also available.

Student Wellness Contact Information:

- studentwellness@lackawanna.edu
- (570) 955-1478

Health Services

Medical services are provided to students through the **Scranton Primary Health Care Center** at two convenient locations:

- 959 Wyoming Ave., Scranton, PA 18509
- 425 Adler Street, Scranton, PA 18505

For additional information contact:

- 📞 Call (570) 344-9684 or (570) 969-9662
- 🌐 Visit: www.scrantonprimary.org

Compressed/Delayed Schedule/Emergency Communications

In the event of a delay, cancellation, or emergency, notifications will be issued by the **College Administration and Public Safety Department** through:

- **Email**
- **Local TV and radio stations**
- **RAVE GUARDIAN App** (Download on iPhone or Android)

⚠ **Weather-Related Delays:**

- **Delays are Center-specific.** Always confirm with your Center Director, Program Director, or instructor.

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 Writing Center and/or Math Center. If you feel that you have a disability that has not been formally documented, you may contact:

Mrs. Christine Kiehart

- kiehartc@lackawanna.edu
- Disability Services office in 110E Angeli Hall 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.

Policy on Nondiscrimination

Lackawanna College is committed to providing a welcoming environment for all members of our community and to ensuring that all educational and employment decisions are based on individuals' abilities and qualifications. Lackawanna College does not discriminate in its educational programs, employment, admissions or any activities on the basis of race, color, religion or creed, national or ethnic origin, age, disability, pregnancy, sex/gender, gender identity and/or expression, sexual orientation, marital or family status, military or veteran status, genetic information, or any other protected category under applicable local, state, or federal law, including protections for those opposing discrimination or participating in any grievance process on campus, with the Equal Employment Opportunity Commission, or other human rights agencies.

Consistent with this principle, Lackawanna College will comply with state and federal laws such as the Pennsylvania Human Relations Act or other applicable state law, Title IX, Title VI and Title VII of the Civil Rights Act, the Americans with Disabilities Act, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination in Employment Act of 1967, the Ethnic Intimidation Act of 1982 (P.L. 537-154) and other laws that prohibit discrimination.

As a recipient of federal financial assistance for education activities, Lackawanna College complies with Title IX of the Education Amendments of 1972 to ensure that all of its education programs and activities do not discriminate on the basis of the categories stated above, including in admissions and employment. Sexual harassment, sexual assault, dating and domestic violence, and stalking are forms of sex discrimination, which are prohibited under Title IX and this Policy.

This policy covers nondiscrimination in both employment and access to educational opportunities. Therefore, any member of the College community whose acts deny, deprive, or limit the educational or employment access, benefits and/or opportunities of any member of the College community, guest or visitor on the basis of that person's actual or perceived membership in the protected classes listed above is in violation of the College's policy on nondiscrimination.

When brought to the attention of the College, any such discrimination will be promptly and fairly addressed and remedied by the College according to the appropriate grievance process described below.

Title IX

Sex Discrimination Reporting, Support, and Response

Lackawanna College is committed to creating a learning environment free from sex discrimination including, but not limited to, sex-based harassment; domestic and dating violence; sexual assault; stalking; and discrimination or harassment on the basis of pregnancy or a related condition, sexual orientation, or gender identity, in accordance with Title IX of the Education Amendments of 1972.

Lackawanna College designates all faculty, staff and administrators as Mandated Reporters, unless specifically identified otherwise by policy. Under Lackawanna College's Title IX policy, all Mandatory Reporters must report all disclosures of sex discrimination, including those made in relation to an assignment and/or educational prompt, to the Title IX Coordinator for Lackawanna College. The Title IX Coordinator will reach out to the individual(s) reported to have experienced the discriminatory conduct to provide resources, support, and information after receiving a report, but community members are not required to respond to such outreach. Reported information will remain private.

⚲ If you have (or someone you know has) experienced any form of sex discrimination and wish to speak with someone confidentially, please contact: Title IX Resources (Confidential Resources)

https://www.lackawanna.edu/wp-content/uploads/2026/06/TITLE-IX-Resource-List-2026-2027.pdf

⚲ For more information regarding Lackawanna College's Title IX procedures, reporting, or support measures, please visit Title IX Webpage

https://www.lackawanna.edu/student-resources/title-ix/

Pregnancy and Related Conditions

Lackawanna College does not discriminate on the basis of pregnancy or related conditions in its education program or activities. Students who are pregnant or who are experiencing related conditions are encouraged to contact Lackawanna College Title IX Coordinator to learn about their rights and resources available to support their academic success or to report discriminatory or harassing conduct on the basis of their pregnancy or related condition.

Names and campus offices of these contacts can be found at: Title IX Contacts

https://www.lackawanna.edu/student-resources/title-ix/

Reports and inquires can be directed to: TitleIX@Lackawanna.edu or reported anonymously using the Guardian/Rave app at: Guardian/Rave app

https://www.ravemobilesafety.com/rave-guardian-app/

Incident Reports may also be reported via the Title IX Discrimination & Harassment Reporting Form: Title IX Incident Reporting Form

https://www.lackawanna.edu/title-ix-discrimination-and-harassment-reporting-form/

Lackawanna College Title IX Coordinator:

Kelly Schneider, Esq.
237 Healey Hall
Schneiderk@Lackawanna.edu
(570) 961-7890

Affirmative Action

Equal Opportunity and Affirmative Action inquiries should be made to:

- **affirmativeaction@lackawanna.edu**

College Policies

The Division of Health Sciences at Lackawanna College adheres to all institutional policies. It is each student's responsibility to review and comply with these policies, including those outlined in the College Student Handbook. The Handbook is available under **Quick Links** in the College Portal.

Some programs within the Division of Health Sciences, including Medical Assisting, may include **modifications** to certain College policies to meet specific programmatic or accreditation requirements. These adaptations will be clearly noted within this Program Handbook and must be followed accordingly.

Lackawanna College Grievance & Appeals Process

Program staff will communicate directly with students to address concerns. If any additional parties are to be involved in the communication, the student must provide full consent, including a signed **FERPA** (Family Educational Rights and Privacy Act) form. The student must also participate in all discussions.

🚫 **Important:** Harassing or abusive communication directed at program staff will not be tolerated. Such behavior will result in an immediate cessation of communication and a referral to the appropriate College personnel.

To file a formal grievance or appeal, students should refer to the most current process outlined in the College Student Handbook, located in the College Portal under **Quick Links**.

Emergency Preparedness Plan

In the event of unforeseen circumstances impacting instruction, the College administration will support each Division Chair and/or Program Director in developing an appropriate instructional continuity plan.
These plans may include:

- Transitioning lecture content to online delivery
- Adapting skill-based instruction to meet health and safety regulations
- Relocating in-person instruction to an alternate space with equivalent equipment

Final plans will require approval from the **AVP of Academic Affairs/Dean of Health Sciences**, or **Dean of Curriculum & Faculty Affairs**.

Students will be notified of any instructional changes both **verbally and in writing**, with ongoing updates provided as needed. Staff will communicate with impacted students to ensure continued academic progress and support individualized needs.

Tobacco and Smoking Policy

Lackawanna College is committed to providing a safe and healthy learning environment. Therefore, the use of tobacco and all related products is **strictly prohibited** inside:

- All College-owned or leased **facilities**
- College vehicles

This policy includes, but is not limited to:

- Cigarettes
- Cigars
- Electronic cigarettes (e-cigarettes/vapes)
- Hookahs
- Pipes
- Smokeless tobacco products

⭕ **Smoking is only permitted outdoors in designated areas.**

Violations of this policy may result in disciplinary action, in addition to any other violations of College policy. Students participating in **clinical, internship, or fieldwork rotations** are also required to follow the smoking and tobacco policies of their assigned facilities.

Medical Marijuana Policy

Federal laws, including those governing marijuana and cannabis, preempt state law and, therefore, apply on LC's campus. Marijuana (cannabis) is a controlled substance under federal law, and its possession and use, even for medical reasons, is prohibited on property owned or operated by the College.

LC's jurisdiction in disciplinary matters extends to conduct that occurs on the LC premises, conduct that occurs as part of LC sponsored or sanctioned off-premises activities, or to any conduct that adversely affects the college community or reputation **regardless of where it occurs**. LC reserves the right to alert civil authorities to issues on or off campus. Further, students are responsible for the actions of their guest(s) and may be held accountable for their guest's violations of the Student Code of Conduct while on campus. Please see the *LC Student Handbook* for more information.

Division of Health Sciences

Lackawanna College Division of Health Sciences Social Media Policy (updated July 2025)

Online communication through social media platforms is a recognized form of daily communication. Students enrolled in DHS programs should be concerned with any type of behavior that might reflect poorly on themselves, their families, their program and/or Lackawanna College. Lackawanna College's DHS programs have expectations for responsible, professional, and ethical behavior with 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. DHS will exercise the right to monitor public social media of all students enrolled in the program.

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 DHS programs:

1. Students should understand that there is no privacy when engaging in social media platforms.
2. Students should refrain from disparaging Lackawanna College, peers, and instructors on social media.
3. Students should refrain from any activity on social media which would disrupt the educational environment fostered by DHS programs.
4. Students should understand that inappropriate conduct on social media platforms could affect job opportunities.
5. Students should understand that obviously offensive and insulting comments should be avoided.
6. Students should use discretion when utilizing or updating their social media. This should not be done during classroom or clinical time.
7. Students must additionally abide by the policies and procedures regarding social media in the current addition of the Lackawanna College Student Handbook.
8. Student should follow HIPAA rules and regulations at all times when engaging with social media.

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 Violations

(updated July 2025)

Students in health sciences programs are expected to demonstrate specific professional behaviors essential for developing into skilled, competent, and compassionate healthcare providers. Given the critical responsibility of working with human lives, violations of the DHS Code of Conduct will be taken seriously and may result in immediate dismissal from the program.

These behavioral expectations are in addition to the Lackawanna College Student Code of Conduct and apply to students enrolled in DHS programs at Lackawanna College. This policy will be used in conjunction with the Lackawanna College Student Conduct polices (please refer to the Lackawanna College Student Handbook for policy details). This policy is focused on **conduct only** and is **NOT** to be followed if a student does not meet minimum academic requirements for progression within a program.

The consequences below for the stated violations **will supersede those of any other college policies** when offenses listed in this policy are committed. Due to the egregious nature of some of the violations, items noted by an **asterisk*** in front of the item will not be allowed an appeal process. All dismissals resulting from violations of the code of conduct below will be reviewed and approved by the AVP of Academic Affairs/Dean of Health Sciences prior to execution. Students who violate any of the policies listed below **will not be eligible for any other program in the DHS.**

1. Disregard/disrespect in speech or action toward a classmate or instructor, either in person or on social media.
2. Disregard/disrespect in speech or action during a fieldwork/clinical site internship.
3. *Negligent or unsafe behavior with a client/patient, fieldwork/clinical site supervisor.
4. *Failure to register for/submit/complete all required paperwork for clinical or fieldwork rotations by mandated deadline decided by each individual DHS program.
5. *Violation of HIPAA as per the clinical site policies and guidelines.
6. Violations of Lackawanna College's DHS Social Media Policy.
7. *Positive Drug Test whether prior to clinical or fieldwork rotations or anytime while in attendance at these sites. This includes refusal to follow the random drug testing protocol at an outside institution.
8. *Inability to pass critical skill proficiencies or affective competencies at the required level.
9. Dismissal from a clinical or fieldwork based on recommendations of the clinical or fieldwork site personnel.
10. *Illegal use or unauthorized possession or distribution of weapons, explosives and chemicals on Lackawanna College and clinical/fieldwork premises.

Drug Testing Policy

Students enrolled in the Health Sciences programs at Lackawanna College are subject to the **rules, regulations, and disciplinary actions** regarding drug use and drug testing as outlined in:

- The **Health Sciences Code of Conduct**
- The **Lackawanna College Student Handbook**

Additionally, students participating in **internships, clinicals, or fieldwork experiences** are also subject to the drug and alcohol policies of the host facility.

- **Alcohol** may not be consumed or used in a manner that impairs a student's performance or behavior at the College or clinical site.
- Students must submit a **negative 8-10-panel urine drug screen** prior to beginning their clinical placement.
- If a student refuses to complete the required drug testing or **tests positive**, they will be **dismissed from the program** without the right to appeal, per the Division of Health Sciences policy.

🔒 Students are also required to sign and return the **Substance Abuse Policy** form by the specified due date. A complete copy of this policy can be found in **Appendix F** of this handbook.

Division of Health Sciences Program Dismissal and Appeal Process

Students may have the right to appeal a dismissal from a specific DHS program.

- Offenses noted by a **red *** on the DHS Code of Conduct will result in **dismissal** from a program **without possibility for appeal and re-entry** into the program. Students with these violations **will not be eligible** for any other DHS programs.

- The remaining offenses listed in the DHS Code of Conduct will be **granted the opportunity** for the appeal process. The appeal process can be found within the **Lackawanna College Student Handbook**. Should a student successfully appeal the proposed violation of these offenses, they will be granted re-entry into the DHS program.

Change in Medical Status Policy (updated July 2025)

Should a student experience a change in medical status, it will be the student's responsibility to inform the program staff, who may facilitate communication with the Title IX officer if the student desires/requests.

- An updated **Essential Functions** document will need to be completed by the physician overseeing the student's care.
    - The student will not be permitted to attend fieldwork/clinical internships or participate in lab activities until the form is completed and presented to the program staff.
        - Please note, it is the student's responsibility to obtain, complete, and present this form to the program staff within an appropriate amount of time to avoid a delay in fieldwork and/or delay in program progression. The program staff will not be held responsible for student delays in obtaining, completing, or sharing the required paperwork.
- Once the student has presented the guiding document(s) from the physician, the program staff will work together with the student and any other stakeholders to determine an **individualized plan** for fieldwork/clinical internship or lab activities which protects the student's safety and education.
    - The fieldwork/clinical internship site has the right to agree or refuse a plan, based on the site's policies and needs. If the site refuses, the program staff will attempt to obtain an alternative fieldwork/clinical internship site for the student. This may require the student to **repeat the fieldwork/clinical internship rotation**, thus affecting progression in the program.
        - The student will not hold the program staff or fieldwork/clinical internship site responsible for any injury obtained while operating within the guidance of the physician-approved plan. If the student chooses to behave or operate in a manner outside of the approved and agreed upon plan, they will be removed from

fieldwork/clinical internship site or lab activities and may risk removal from the program.

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.

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:

_____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.

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 / Essential Functions Form

_____Signed Student Confidentiality Agreement

_____Waiver of Clinical and Lab Experiences

_____Signed Waiver of Liability Form

_____Signed Academic Expectancy Form

_____Medical and Personal History Release Form

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
    - Download Lockdown Browser on your laptop
    - Be introduced to Canvas and provided with instructions to complete the Academic Orientation in CMA 100

- **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 EXXAT account uploads and may result in disciplinary action including possible program dismissal.**

    _____Submit Negative 10 Panel Urine Drug Screen
    _____PA State Background Clearance
    _____Child Abuse History Clearance
    _____FBI Fingerprint Background Clearance
    _____Submit Completed Medical Examination 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

    - **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.)
        - The following documents will be uploaded into student's EXXAT accounts. Obtaining these documents are the **student's financial responsibility**
            - 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)
            - Updated Immunization Records, including necessary boosters (Students must pay)
            - Front and Back of Health Insurance Card
            - Physical Form (students must pay for exam)
            - CPR Certification (students 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

Students who may not fully meet the standard admissions criteria could still be considered for Conditional Acceptance into the Medical Assisting Program, based on their demonstrated academic potential and commitment to success.

Eligibility Criteria for Conditional Acceptance

To qualify for conditional acceptance, students must meet the following academic benchmark:

- Achieve a **score of 237 or higher** in **at least one** of the three categories on the **Accuplacer** placement exam
- No more than **two scores may fall below 225**

In addition, the following program entry steps must be completed:

- Submit the **college's online application**
- Attend a **program information session**
- Submit **all required program documents** by the published deadlines
- Complete the **FAFSA** or fulfill other financial obligations
- Attend the **program orientation session**
- Review and sign the **Notice of Conditional Acceptance Letter** *(See Appendix U)*

Conditional Period Guidelines

The conditional acceptance period spans the **first three weeks of the program**. During this time, students must demonstrate that they are capable of academic success and professional behavior.
To successfully transition from conditional to full acceptance, students must:

- Maintain a **minimum overall average of 80%**
- Submit all assignments **on time and in accordance with instructions**
- Maintain **perfect attendance** and **punctuality**
- Adhere to **all college and program policies**

⚠ **Failure to meet any of these requirements will result in immediate cancellation of Conditional Acceptance, and the student will not be permitted to continue in the program.** In this case, the student will receive a **full refund** of program tuition.

Full Acceptance Status

At the conclusion of the three-week evaluation period, students who meet all conditions will be granted **full acceptance** into the Medical Assisting Program. They will receive **written confirmation** of this change in status.

Once fully accepted, all standard college and program policies apply for the remainder of the student's enrollment.

Immunization and Drug Test Requirements

All Medical Assisting students are required to submit proof of **immunity to MMR (Measles, Mumps, Rubella), Varicella, and Hepatitis B** through **titer testing**. Titers must be drawn to determine whether the student still carries sufficient antibodies to demonstrate immunity.

Titer and Immunization Protocol:

- Students must submit **bloodwork (titer results)** for MMR, Varicella, and Hepatitis B.
- If titers confirm **positive immunity**, no further action is required beyond submitting a copy of the lab results.
- If titers show **non-immunity** or equivocal results, the student is required to receive the appropriate **vaccine series or booster(s)**.
- In such cases, students must submit:
    - **Titer results**
    - **Updated immunization records** with **lot numbers** for all vaccines administered

All documentation must be uploaded to **Exxat**, the program's secure compliance tracking system.

Important: Clinical/fieldwork/internship sites reserve the right to refuse any student who lacks required vaccinations—even with a signed declination.
If no alternative placement is available, the student will be dismissed from the program **without the opportunity for appeal**.

- **Please note:** 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.

Required Immunizations and Screenings

Tuberculosis (TB):

- Complete a **two-step PPD skin test** or **QuantiFERON-TB (QFT) blood test**.
- If the PPD test is negative, it must be repeated after one week to verify your immune response.
- Any positive results will require a follow up chest x-ray.

MMR (Measles, Mumps, Rubella):

- Submit **positive titer results** for each component (measles, mumps, rubella)
- If non-immune, receive the full vaccine series and submit, titer results, and updated records with lot numbers

Hepatitis B:

- Submit **quantitative surface antibody titer**
- If non-immune, complete the **three-dose vaccine series**
    - The first dose must be completed prior to starting the clinical practicum (some sites require all 3 doses)
    - Submit updated immunization record with lot numbers
- Declination forms may be submitted to the practicum coordinator for review, but may not be accepted by all clinical sites

Varicella (Chickenpox):

- Submit **positive titer result**
- If non-immune, receive the full two-dose Varicella vaccine series

- Submit titer results and updated immunization record with lot numbers
- *Note:* A physician's note confirming past infection is **not sufficient**—a titer is required
- ⚠ Beginning a vaccination series can pose a risk to immunocompromised individuals or pregnant persons. Please plan accordingly.

Influenza:

- Submit documentation of the **annual flu vaccine** (required during October–May)
- Declination forms may be submitted but acceptance is not guaranteed by clinical sites

COVID-19:

- Vaccination is **strongly encouraged** but not mandatory
- Declination forms may be submitted but acceptance is not guaranteed by clinical sites

Tetanus/Diphtheria/Acellular Pertussis (TDaP):

- Submit proof of a TDaP vaccination within the **past 10 years**
- If out of date, receive a booster and submit documentation

8-10 Panel Urine Drug Screen:

A **negative drug screen** is required by all clinical sites. Lackawanna College's policy prohibits the use of illegal substances or prescription drugs taken **without a valid, current prescription**.

- Drug screening must be completed at the student's expense
- Clinical sites may request a more current test immediately prior to starting the practicum experience
- Clinical sites may request additional testing:
  - 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 for more than 30 days
  - When a student appears to be unfit for duty
- Students who begin the program but later test positive will be dismissed **immediately and without right to appeal per the Division of Health Science Code of Conduct**

All students must read and sign the **Substance Policy Contract** by the required deadline. A full copy of the policy can be found in **Appendix F**.

Academic Expectations & Student Responsibilities

Academic Expectations & Student Responsibilities

Success in the Medical Assisting Program requires full engagement, professionalism, and personal accountability across **classroom**, **lab**, and **clinical** settings. Students are expected to uphold the highest standards of conduct and academic integrity.

Required Participation

Students must:

- Attend **all scheduled classes and labs**
- Participate **actively** and **professionally** in all activities
- Arrive on time and stay for the **entire session**
- Dress appropriately for each learning environment (see Dress Code)
- Show respect to instructors and peers

- Notify instructors in advance of **any anticipated absence, tardy, or early dismissal** and take full responsibility for missed content and assignments.

⏰ **Absences do not excuse assignment or exam deadlines** unless prior arrangements are made. Instructors are not obligated to re-teach missed material.

📝 Coursework & Assignments

Students are expected to:

- Complete all **reading and homework** assignments by posted due dates
- Carefully follow **assignment instructions**
- Upload all assignments into **Canvas** as instructed
- Retain all **graded work** for study purposes
- Use **Respondus LockDown Browser** for secure testing

Assignments may include (but are not limited to):

- Essays and written reflections
- Research and development projects
- Oral presentations
- Reading-based exercises and workbook activities

⏰ Late Submission Policy

- A 3-day grace period is allowed for late submissions.
- A 10% deduction will be applied for each day the assignment is late.
- Assignments not submitted by the end of the 3rd day will receive a zero.

⚠ **Improperly submitted work will not be accepted**.

📄 Clinical Documentation

Students must:

- Upload all **required clinical documentation** by the stated deadlines
- Maintain an **overall course grade of 80% or higher**

🔓 Minimum Grade Requirement

A final **overall grade of 80% or higher** is required to:

- Begin the **clinical externship**
- **Graduate** from the program
- **Sit** for the National Certification Exam

📢 Additional Responsibilities

- Adhere to all **program policies**, including the **dress code**, **cell phone**, and **academic integrity** policies
- Academic dishonesty will result in a **zero** for the assignment or exam and may result in dismissal from the program. Please refer to the Division of Health Science Code of Conduct policy.
- If a parent or third party wishes to speak with faculty about a student's performance:
    - The student must first complete a **FERPA release form**

- The student must be **present** for any such communication

Computers and Internet 💻

The Medical Assisting curriculum includes courses that rely heavily on **technology** for both instruction and assessment. All exams are delivered through the College's learning management system, **Canvas**, which requires internet access and a functioning computer.
To meet program expectations, students must:

- Have **regular access to a personal laptop**
- Ensure they have **reliable internet service** at home

If internet or device access is interrupted at home, students may complete coursework or exams on campus or in **on-campus computer labs**. It is the student's responsibility to make arrangements in advance if technical issues arise.

Artificial Intelligence Policy

Approved Use:

Within this course, any student work written, created, or inspired by artificial intelligence (AI), unless authorized by the instructor for specific assignments, is considered a violation of the Lackawanna College Academic Integrity Policy, and will not be tolerated. While AI plays a critical role in the evolving nature of the workforce and our personal lives, this technology must be utilized ethically and responsibly for achieving this course's stated learning objectives.

Technical Standards/Essential Functions

To ensure safe and successful participation in the Medical Assisting Program, students must demonstrate the ability to meet the following **technical standards / essential functions (Appendix E)**. These reflect the essential characteristics required for progression through the program and for eventual employment as a competent, credentialed Medical Assistant.
These standards are based on **CAAHEP** requirements and the demands of real-world clinical environments.
Students must meet these standards **with or without reasonable accommodations** and maintain them throughout enrollment.

⚠ A change in a student's medical status, including pregnancy, requires submission of an updated **Technical Standards / Essential Functions** form completed by a licensed provider.

💡 ***Requesting Accommodations***
Lackawanna College is committed to supporting students with disabilities. If you believe you require accommodations, contact:

💡 **Christine Kiehart – Academic Development Office**

Accommodations will be evaluated on a case-by-case basis and, if deemed reasonable, the program will implement them. However, an accommodation **does not guarantee** that a student will meet all program requirements.
Students unable to meet technical standards, even with accommodations, may be withdrawn from the program.

Physical Standards

- Lift and carry up to **50 pounds**
- Push **200 pounds** (e.g., a patient in a wheelchair)
- Full range of joint motion with ability to:
  - Walk, kneel, bend, stoop, crouch
  - Reach above shoulder height and twist
- Fine motor skills to manipulate instruments and equipment (e.g., phlebotomy, EKGs, injections)
- Perform repetitive tasks and wear personal protective equipment

Tactile Standards

- Palpate veins, pulses, muscle tone, bony landmarks, and edema
- Detect temperature and pressure differences

Visual Standards

- Sufficient acuity (with or without corrective lenses) to:
  - Read instruments, EHRs, labels, handwritten records
  - Observe patient conditions and physical changes
  - Distinguish color, shapes, and characteristics of lab specimens

Auditory Standards

- Hear:
  - Patient and staff communication (in-person and over phone)
  - Heart and lung sounds
  - Blood pressure readings
  - Timers and alarms
- Auditory ability may be with or without assistive devices

Mental & Cognitive Standards

- Remain alert and function under stress
- Adapt to change, uncertainty, and high-pressure environments
- Prioritize and manage multiple tasks
- Demonstrate ethical behavior, integrity, and sound judgment
- Maintain confidentiality and professionalism
- Communicate needs appropriately and respectfully
- Uphold a strong work ethic, focus, and self-discipline

Communication Standards

- Speak clearly and effectively in **English**
- Understand written and verbal instructions (including medical terminology)
- Document patient information accurately and legibly
- Engage respectfully with patients, faculty, and healthcare teams

English Communication Expectation

To support student learning, professional development, patient safety, and classroom inclusion, students are expected to communicate in English during all instructional, laboratory, simulation, and clinical education activities.

Because the Medical Assisting curriculum, textbooks, examinations, clinical documentation, and national certification examinations are delivered in English, consistent use of English during instructional time helps students develop the communication skills necessary for success within the healthcare profession.
This expectation is intended to support:

- Effective verbal and written communication skills
- Proper medical terminology, pronunciation, and professional language usage
- Accurate charting and documentation practices
- Clear communication with instructors, classmates, healthcare professionals, and patients
- Patient safety and reduction of communication errors
- An inclusive learning environment where all students and instructors can fully participate in classroom discussions and activities

Instructors must also be able to understand and verify information being discussed during instructional activities to ensure accuracy, appropriate learning, and student comprehension.

This expectation applies only during scheduled instructional and clinical education activities. Students are welcome and encouraged to speak their preferred or native language during breaks, lunch periods, and outside of instructional time. The program respects and values the diverse cultural and linguistic backgrounds of all students.

Failure to adhere to professional communication expectations during instructional activities may result in corrective action consistent with program professionalism and conduct policies.

Code of Ethics

Medical Assistants are held to the highest standards of honesty, integrity, and professionalism. The healthcare field demands **precision, accuracy**, and **sound ethical judgment** to ensure quality care and patient safety.
Unethical conduct—such as dishonesty, unsafe practices, falsifying documentation, or any deliberate act that jeopardizes others—will not be tolerated 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
    - failure to adhere to safety policies.

Appearance, Attitude, Demeanor

As future healthcare professionals, Medical Assisting students must maintain a **high standard of personal conduct**—both in the classroom and during clinical experiences.

Appearance

Students must practice proper hygiene and adhere to program-specific appearance guidelines:

- Maintain clean grooming habits
- Natural hair colors only
- Modest makeup
- Hair pulled back neatly
- Nails of natural length (Artificial nails are prohibited at most clinical sites)
- Tattoos must be covered if deemed inappropriate or unprofessional
- Excessive piercings are not permitted (limited to ear studs and a nose stud only)

In the Classroom

- Wear appropriate street clothes unless lab is scheduled for practicing clinical skills

In Lab

- Scrubs provided by Lackawanna College
- White lab coat (instructors discretion)
- Closed-toe leather or vinyl shoes
- Required personal protective equipment

Attitude

Professionalism and respect are **required at all times**:

- Maintain a respectful and supportive demeanor toward peers, instructors, patients, and staff
- Ask thoughtful questions and seek clarification when needed
- Abide by **confidentiality standards** at all times

Demeanor

Students are expected to act with professionalism both inside and outside the classroom. Disruptive or disrespectful behavior will not be tolerated.

Expectations include:

- Composure and confidence (built through preparation)
- Competence (know your limits and ask for help when needed)
- Integrity (be truthful and ethical)
- Strong work ethic (be punctual, diligent, and committed)

Students who disrupt classroom, lab, or clinical sessions will be asked to leave. Repeated issues will be handled through the College's **Student Restorative and Accountability Practices** office and may be subject to program dismissal.

Cell Phone, Earbud, & Smart Watch Policy

To maintain a focused and professional learning environment, the use of **cell phones, earbuds, and smart watches** is restricted during all classroom, lab, and exam sessions.

❌ **Prohibited During Class, Lab Time, and Exams:**

- Texting
- Phone calls

- Gaming
- Social media
- Music or audio streaming
- Any form of distraction or unauthorized use

Devices must be **turned off or silenced** and **put away** during instruction, exams, and lab activities. Use is permitted only during **scheduled breaks and lunchtime**.

⚠ Violation Consequences:

1. **First offense:** Verbal warning
2. **Second offense:** Dismissal from class for the day; marked absent
3. **Third offense: Program dismissal**

Recording Lectures or Labs

Students must obtain prior permission from the instructor before recording any content. If permission is granted, recordings are for private study use only.

- It is unethical to record without permission
- Do not share or post recordings online (e.g., YouTube, social media)
- Violations may result in disciplinary action or program dismissal

The program is **not responsible** for lost, stolen, or damaged devices brought to campus, labs, or clinical settings.

Attendance, Punctuality, & Transportation

The Medical Assisting Program is a **Title IV eligible clock hour program**. As such, attendance is a critical component of academic progress and financial aid eligibility. Students must attend and complete all required 910 clock hours to successfully complete the program and remain in good standing.

Transportation and Personal Scheduling Responsibility

- Students enrolled in the Medical Assisting program are **required to have reliable transportation** to attend all scheduled classes, labs, and clinical rotations. Clinical sites may be located at varying distances from campus, and public transportation may not be available or sufficient to meet scheduling demands.
- It is the student's responsibility to ensure they can arrive **on time and consistently** to all assigned locations. Inability to attend due to transportation issues will **not be considered an excused absence** and may affect the student's standing in the program.
- Students are expected to make all necessary arrangements with **childcare providers, work schedules, and personal obligations** to accommodate the Medical Assisting Program's academic and clinical schedule.
  It is the student's responsibility to ensure that external commitments do not interfere with their ability to attend and complete all required clock hours.

Attendance Allowance

- Per **Title IV regulations**, students must complete **100% of the program's required 910 clock hours**, which includes a minimum of **160 hours of supervised, unpaid clinical practicum experience**.

- Title IV regulations divide the program into **two financial aid payment periods**, each consisting of **half of the total program clock hours (approximately 455 hours)**.
- **Per regulations, students are capped at 10% of excused absences per payment period**, which equals **approximately 45 hours** in the **first half** of the program and **45 hours** in the **second half** of the program.
- The total allowable excused absence time across the entire program is **capped at 90 hours**.
- **Excused absences must meet program criteria** and be supported by official documentation. Absences **beyond the 10% limit (45 hours)** in a payment period **(455 hours)**, will not be covered by Title IV funds and must be **made up** to maintain Title IV eligibility and academic standing.
- **All unexcused absences must be made up** in order to satisfy both academic and financial aid requirements.
- Any student who exceeds **90 total hours** of absence (excused and/or unexcused) and fails to make up the required time will be subject to **program dismissal** and held **financially responsible** for their remaining account balance in accordance with the Medical Assisting Program Refund Policy and Title IV regulations.
- **PLEASE NOTE! Students are expected to take responsibility for any instructional time or coursework missed and are accountable for meeting all assignment deadlines. Time missed from class does not exempt students from course expectations or due dates. Furthermore, instructors are not obligated to take time to reteach missed material.**

- Attendance is recorded according to the following:
  - **Present= 6 hours**- Students must be in class and engaged for the entire scheduled class time.
  - **Absent= 0 hours**- Students do not attend class during the scheduled class time or are present for less than 3 hours.
  - **Tardy= 3 hours**- Students arrive to the scheduled class late and are present for at least 3 hours.
  - **Leave Early= 3 hours**- Students are present for the start of the scheduled class for at least 3 hours then leave prior to the scheduled finish time.
  - **On Break= 0 hours-** Students are out on a scheduled school holiday or on a scheduled 2-week program break.

☑ Excused Absences

- Excused absences, as defined in regulation, are considered an absence that students do not have to make up time for.
- Although a student whose absence is excused is not required to make up the specific hours of class that were missed, they are still responsible for all the material that was covered during the absence.
- The program must maintain documentation of each excused absence; therefore, **verifiable documentation must accompany all excused absences. Without documentation the absence will be considered unexcused.**
- Excused absences consist of **only the following**:
  - Hospitalization, Illness, or injury of student or immediate family member requiring the student's care
  - Appointments due to practicum requirements (physical, drug test, blood work, immunizations, fingerprints)
  - Death of an immediate family member
  - Jury Duty

- Mandated Court appearance
- National Guard Duty

🚫 Unexcused Absences

- Unexcused absences are defined in regulation, as any absence that does not meet the definition of an excused absence.
- Students are responsible for all the material that was covered and **are required** to make up the classroom or practical time missed for any unexcused absences.
- An unexcused absence will require students to make up **6 hours** of missed time.
- All time must be made up immediately following the absence and be completed prior to the end of the module in which the absence occurred.
- All applicable tests, competencies, and assignments must be completed prior to module completion.

⏰ Tardiness and Early Dismissal

- To support students in managing **occasional, unavoidable delays**, the program allows a **20-minute grace period** before a student is officially marked as **Tardy** or **Leave Early**.
- This grace period is intended for **occasional use only** and should not be relied upon regularly.
- Students who arrive more than 20 minutes after the scheduled start time will be marked **Tardy**.
- Students who leave more than 20 minutes before the scheduled end time will be marked **Leave Early**.
- **Tardy** and **Leave Early** designations will result in students receiving credit for **half the day (3 hours)**.
- Students must make up **3 hours** of time for each unexcused **Tardy** or **Leave Early**.
- If a student exceeds the 20-minute grace period **more than three times within a single module**, the **grace period privilege will be revoked**.
- Once revoked, any future late arrivals or early departures—regardless of timing—will be marked as an **unexcused Tardy or Leave Early**, and **3 hours** will be recorded for the day.

📆 Make-Up Hours

- Students are responsible for coordinating with faculty to make up any missed hours.
- Students must begin making up missed hours immediately upon their return and are expected to complete all make-up hours **prior to the end of the module in which the absence occurred**.
- Students who have outstanding make-up hours at the end of a module will be required to **complete those hours during their scheduled two-week break between modules**. **All make-up hours must be completed before the start of the next module.**
- Make-up opportunities may include supervised lab time, missed competencies, missed exams, approved independent study with instructor oversight, or scheduled academic support sessions.
  - **The make-up hours for supervised lab time, missed competencies, and missed exams must be completed in-person and must be completed prior to attending virtual make up sessions.**
  - The make-up hours for approved independent study with instructor oversight, or scheduled academic support sessions are permitted to be **completed virtually or in-person**.
- Make-up hours may only be completed **after** an absence has occurred. Students are not permitted to accumulate or "bank" make-up hours in advance of an absence.
- Make-up hours will be held at the instructor's convenience and per their availability
- Make-up hours will be held on Tuesdays and/or Fridays, or during time scheduled immediately before or after class on Monday/Wednesday/Thursday.

- In the event of a college closure, there will be no make-up hours scheduled that day.

Make-Up Work & Participation

- Students are responsible for **obtaining and reviewing missed materials and submitting assignments** by the assigned due dates.
- Instructors are **not obligated to reteach** missed material.
- Missed exams and competencies must be:
    - Made up in-person and scheduled directly with the instructor.
    - Taken at the instructor's convenience during a scheduled make-up time.
    - Completed prior to attending a virtual make-up session.

Communication, Monitoring, & Documentation

- Students are expected to communicate with instructors **in advance** if they anticipate being **absent, late, or leaving early**, and should make every effort to attend the **full scheduled class time**.
- Daily attendance will be tracked by faculty using the program's secure **Attendance Tracker**, accessible only to instructors and administrators through the program's private **Teams channel**.
- Students' **make-up hours** will also be documented and monitored using the same Attendance Tracker system.
- Students with **excessive absences**, failure to make up missed time **prior to the end of the module in which the absence occurred**, or patterns of **tardiness or early departures** will be subject to **disciplinary action**, up to and including **program dismissal**.

Professionalism, Attendance & Participation Grade

Attendance and timeliness are part of the student's **Professionalism, Attendance & Classroom Participation** grade (see Appendix P). This assessment will take place at the end of Mod 100, 210, 300, 400, & 500.

- For **each absence**, **1 full percentage point** will be deducted
- For **each tardy or early departure**, **0.5 percentage point** will be deducted

Virtual Classroom Attendance

Virtual classroom attendance is intended as a **temporary, limited-use option** and is not a substitute for in-person instruction. It is reserved for situations where **in-person attendance is not possible** due to verified illness, emergency, or inclement weather — and must be **approved by the Program Director** in advance.

Extended Illness or Emergency Circumstances

- Virtual attendance may be granted in the case of:
    - A documented **extended illness** (requiring absence of **more than 2 class days**)
    - Other **extenuating circumstances**, as determined by the Program Director
- Students requesting virtual attendance for medical reasons must provide a **physician's note** confirming the need for prolonged absence.

❄️ **Inclement Weather & School Closings**

- If your campus is closed due to **inclement weather**, class will be held **virtually via Microsoft Teams** to maintain the course schedule.
- All students must:
  - **Log in at the regular class time**
  - Adhere to all policies outlined in the **Virtual Classroom Attendance Policy**
- The decision to conduct classes virtually is made by the **Center Director and/or Program Director**.
- Students will be notified by one or more of the following:
  - **RAVE App**
  - **Email**
  - **Text message**

🚨 **Other Emergencies**

- In any **other emergency event** (e.g., natural disaster, public health concern, or facility issue), the Program Director, Center Director, and/or school administration will determine whether virtual attendance will be implemented.
- Students are expected to follow **all virtual participation guidelines** when directed to attend remotely.

💡 **Note:** Virtual attendance is a **temporary privilege**, not an entitlement, and must be used responsibly. Abuse of this option may result in disciplinary action or loss of access to remote learning privileges.

Virtual Classroom Expectations & Policy

💻 A **Virtual Classroom** is a live, interactive learning environment conducted online through video conferencing tools. Students and instructors meet **in real time** to communicate, collaborate, share presentations, and engage in group learning activities—just as they would in a traditional classroom setting.

> ⚠️ A Virtual Classroom is **not** the same as a self-paced **online course**. Students are required to log in and **participate** during the **entire scheduled class time**.

📏 Virtual Classroom Policies

To maintain professionalism and promote a productive learning environment, the following rules apply to all Virtual Classroom sessions:

- 🪑 **Workstation Requirements**
  Students must attend class from a proper workstation—such as a desk or table—with adequate space for a computer/laptop, books, and course materials.

  > ❌ Students may **not** attend class while sitting or lying on a bed or couch.

- **Dress Code & Professionalism**
  Students must be dressed appropriately in **street clothing**, be alert, and have all learning materials ready at the start of class, as if attending in person.

  ❌ **Pajamas are not permitted.** Students in pajamas will be asked to change during a break.

- **Sleeping During Class**
  Falling asleep during class is **unprofessional and disrespectful**.

  • The instructor will dismiss the student from the virtual session.
  • Based on the number of hours present and engaged, The student will receive an **unexcused absence (6 hours)** or **unexcused Early Leave (3 hours)** for the class.
  • The appropriate **deduction** from the participation grade will also apply.
  • All missed time is cumulative and subject to the program's attendance policy, including potential **dismissal from the program**.

- **Camera & On-Screen Presence**
  Students must remain **visibly present on screen and engaged** for the **entire duration** of the virtual class.

  ❌ If a student is logged in but not visible on camera, they will be **marked with an unexcused absence** for that session.

- **Secure Testing with Respondus**
  Students are required to download and use **Respondus LockDown Browser** for all exams taken during virtual or online classes. This ensures a secure and monitored test environment.

- **Policy Adherence**
  All existing program policies also apply to the virtual classroom. These include, but are not limited to:
  - Cell Phone Usage
  - Appearance, Attitude & Demeanor
  - Social Media Conduct
  - Attendance & Punctuality

Laboratory Safety

Students working in the clinical laboratory environment are responsible for maintaining their **own safety** and the **safety of others**. To minimize risk and promote a safe learning environment, all students must adhere to **laboratory safety protocols at all times**.

Strict compliance with these safety practices is essential to prevent exposure to **biological hazards, chemical agents**, and **sharps-related injuries**.

General Safety Guidelines

- Familiarize yourself with all **laboratory safety procedures**, **emergency exits**, **Material Safety Data Sheets (MSDS)**, and the **location of safety equipment** (e.g., eyewash stations, fire extinguishers).
- Follow **Standard Precautions** at all times — treat **all specimens as potentially infectious**.
- **Do not eat, drink, or apply cosmetics** in the laboratory setting.

🧤 Personal Protective Equipment (PPE)

- Wear appropriate PPE such as **lab coats**, **gloves**, and **face shields** when handling specimens or performing procedures (e.g., dermal puncture, venipuncture).
- **Change gloves** between each patient or anytime gloves are torn or contaminated

🧼 Hand Hygiene Requirements

Wash hands thoroughly with antiseptic soap:

After:

- Removing gloves
- Removing a lab coat
- Contact with any specimen or bodily fluid

Before:

- Leaving the laboratory
- Eating or drinking
- Touching your face, eyeglasses, or contact lenses

⚠️ Exposure & Waste Management

- Follow all procedures for **spill cleanup** and **disposal of sharps or biohazardous waste**.
- Dispose of all materials (e.g., needles, contaminated PPE) in designated **sharps containers** or **biohazard bins**.
- **Report all accidental exposures or needle sticks immediately** to your classroom instructor.

🔒 Adherence to these safety policies is mandatory. Violations may result in disciplinary action, up to and including removal from the laboratory setting.

Infection Control, Exposure, and Emergency Procedures

The Medical Assisting Program is committed to maintaining a **safe and informed environment** in all classroom, lab, and clinical settings. Students must demonstrate adherence to **standard precautions**, promptly report any **exposure incidents**, and follow all emergency procedures as trained.

🦠 Bloodborne Pathogens (BBP) & Exposure Prevention

Students are trained in **Universal Precautions** and **Bloodborne Pathogen (BBP) protocols** as part of Chapter 17 competencies, in accordance with **OSHA standards**.

To prevent transmission of infectious diseases such as **HIV or Hepatitis B**, students are expected to:

- Use **barrier precautions** (gloves, goggles, gowns, etc.) with all patients and specimens
- Treat **all body fluids as potentially infectious**
- Change gloves between each patient
- Avoid direct contact with mucous membranes or non-intact skin
- Maintain strict hand hygiene before and after patient care
- Follow proper procedures for **waste disposal**, **needle safety**, and **biohazard handling**

⚠ Exposure Protocol

In the event of exposure to blood or body fluids (e.g., needlestick, splash to eyes or mouth, or broken skin):

1. **Immediately cleanse** the area with the appropriate solution (soap and water, alcohol rinse, etc.)
2. **Notify the site preceptor** and **Program Director/Practicum Coordinator** on the day of the incident
3. **Follow the clinical site's exposure protocol** (including baseline testing if applicable)
4. Seek **medical attention through a personal healthcare provider**
5. Maintain **confidentiality** of all involved individuals
6. Seek counseling and medical follow-up as recommended

Students are responsible for all medical costs related to exposure and follow-up care.

HIV-Positive Student Guidelines

HIV-positive students will not be restricted from clinical activities **unless symptomatic** or as required by the clinical site. The following guidelines apply:

- Gloves must be worn during direct patient contact involving mucous membranes or non-intact skin
- Students with **weeping dermatitis or open lesions** should refrain from patient care
- All efforts will be made to provide **reasonable accommodations**
- Clinical site policies may supersede College policies if more stringent
- **Confidentiality will be maintained** with disclosure only to appropriate personnel

Injuries & Accidents in Class or Lab

If an accident occurs in the classroom or lab setting:

- Notify the **instructor or lab assistant immediately**
- Non-emergency care: student will be referred to their own provider or local urgent care
- Emergency: **911 will be called** and emergency services initiated
- The **Program Director** will document all incidents in an official **incident report**
- **Students are financially responsible** for any treatment received under their personal health insurance

Cardiac or Medical Emergency

If a cardiac or other medical emergency occurs:

1. The instructor or lab assistant will begin **lifesaving measures (CPR, AED use)**
2. One student will be instructed to **call 911**
3. A second student will guide **EMS to the Medical Assisting classroom**
4. A third student will retrieve the **AED**
5. Emergency care will continue until EMS arrives

🔔 All Medical Assisting students must maintain **current certification in CPR (adult, child, infant) and AED** as part of program requirements.

🔥 Fire or Other Emergency Evacuation

In the event of a fire or other emergency:

- **Follow posted evacuation routes** located near classroom/lab exits
- Leave the building promptly and **reconvene at the designated safe zone**
- Faculty will account for all students and call emergency services as needed

Evaluations

Medical Assisting students are evaluated across three key learning domains — Cognitive, Psychomotor, and Affective — to ensure they acquire the knowledge, skills, and behaviors necessary for success in the field. Evaluation methods include exams, projects, assignments, participation, and clinical performance assessments. All grading procedures follow a consistent rubric-based and point-system approach.

🧠 Cognitive Domain

Cognitive objectives involve knowledge acquisition, including comprehension, organization of ideas, and critical thinking. These objectives are assessed through:

- Chapter exams
- Quizzes
- Assignments
- Projects

Each assessment is scored using a **point system and/or rubric**.

☑ Students objective is to maintain a **minimum overall average of 80% in each module.**
🚫 Failure to meet or maintain this threshold may result in **Academic Probation and/or dismissal** from the program.

🩹 Cognitive Final Exam

At the end of the course, students will complete a comprehensive cognitive final exam designed to assess overall content retention. The exam is:

- Computer-based
- Contains 200+ standardized and short answer questions
- Has a 3-hour time limit

Psychomotor and Affective Domains (Competencies)

Psychomotor objectives relate to physical and manual skills, including motor coordination and procedural performance.
Affective objectives involve attitudes, behaviors, values, attention, and professionalism.

Please Note:
"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 a competency:

- Students must complete all required steps with at least 90% accuracy
- Students must demonstrate understanding of each step in the procedure
- Students will be assessed using a rubric in Canvas
- If a student scores below 90%, they will be granted:
  - Additional practice time
  - One further opportunity for reevaluation

❌ If the student **fails the second attempt**, they will receive a "fail" for the competency and be dismissed from the program.

After successful evaluation:

- Students must record the grade and date on their Master Competency Form (Appendix R).
- The instructor must verify and sign each recorded competency grade.

Psychomotor/Affective Final Exam

At the conclusion of the course, students will participate in a comprehensive psychomotor/affective final exam, simulating a full patient encounter.

Students will be required to demonstrate:

- Introduction and patient history
- Vital signs and anthropometric measurements
- Phlebotomy procedure
- One randomly selected additional competency

Students will be evaluated on:

- Skill proficiency
- Professionalism and demeanor
- Patient education
- Appearance and compliance with uniform standards

📋 Students are scored using a rubric provided for the final exam.

Remediation and Dismissal Policy

Students must pass the Psychomotor/Affective Final Exam according to the rubric. If a student does not pass:

- One remediation attempt will be allowed as a chance to demonstrate skill proficiency.

❌ Failure to pass the remediation attempt will result in dismissal from the program, regardless of the student's academic grade in the course

📋 Medical Terminology Evaluation

Medical Terminology is integrated throughout the core Medical Assisting curriculum and introduced in **CMA 100 (prerequisite module)**. Students are assessed as follows:

- **Activities**
  - Located throughout each module
  - All activities are **mandatory**
  - Completion score = percentage of activities completed
  - Example: 90% completed = 90% quiz grade

- **Module Quizzes**
  - Students may retake quizzes until they **earn at least 80%**
  - The **highest score** will be recorded as the quiz grade

- **Worksheets**
  - Must be completed for each chapter
  - Upload to Canvas **by the due date** to earn **+2 bonus points** on the corresponding exam
  - **Late uploads are not accepted**

- **Chapter Exams**
  - Administered online via Canvas using Lockdown Browser
  - Taken in class per the course schedule

📆 **All assignments are assigned when the chapter begins and due before taking the corresponding chapter exam according to the program's schedule.**

🗂️ Projects

Projects will be assigned throughout the course and graded using rubric-based point systems. Project topics include:

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

13. Professionalism Reflection Paper – Ch. 46

Assignments, Due Dates, and Late Penalties

Assignments will be given throughout the course, to be completed either in class or independently as homework. Assignments are assigned at the start of each chapter and are due prior to taking the exam. Submission guidelines are as follows:

- Due by the **assigned date and time** for full credit
- Late submissions accepted for up to **3 days**, with a **10% deduction per day**
- Assignments not submitted by Day 3 = **zero 0%**

Assignment types include:

- **Test Prep**
- **EHRgo**
- **SIMTICS**
- **Keyboarding**

Practicum Evaluation

Practicum grades are determined solely by the clinical site manager or preceptor based on the student's overall performance.

- Grades are assigned using a point-based rubric
- Neither the instructor nor the Program Director/Practicum Coordinator has any influence over practicum grading

Professionalism, Attendance & Participation

Professionalism is a critical component of success in the Medical Assisting profession. Employers expect Medical Assistants to demonstrate reliability, effective communication, teamwork, preparedness, accountability, and adherence to professional standards. This assessment is designed to evaluate your professional behaviors throughout various modules and provide feedback on areas of strength and opportunities for growth.

Your instructor will assess your performance at the end of select modules in the areas of attendance, participation, preparation, compliance with program policies, and overall professionalism using the **Professionalism, Attendance, & Classroom Participation Assessment** Rubric in Canvas and found in **Appendix P**.

Grading

To remain in good standing within the Medical Assisting Program, students must maintain a **minimum overall course average of 80%**. This threshold is required for:

- Continued progression through the program

- Eligibility to attend the **practicum experience**
- Approval to sit for the **national certification exam**

⚠ **Failure to achieve the 80% average or show noted improvement after a probationary period** will result in **dismissal from the program**.

⚠ A course average **below 80% after taking final exams** will result in program **dismissal without probation or an externship opportunity.**

Assessment & Feedback Timeline

All program instructors, including full-time, part-time, and adjunct faculty, are required to return graded:

- **Assignments**
- **Quizzes**
- **Tests**
- **Other assessments**

...within a **reasonable timeframe**, not to exceed **two weeks** from the date of submission.

Grade Breakdown

Student performance will be evaluated and calculated using the following weighted categories:

Category	Weight
Core Curriculum Exams, Medical Terminology Exams, Final Exams, Practicum	50%
A&P Quizzes, Competencies, Projects	30%
Assignments, Professionalism, Attendance, Class Participation	20%

Grading Scale

Letter Grade	Numeric Range
A	96 – 100
A-	90 – 95
B+	87 – 89
B	83 – 86
B-	80 – 82
C+	77 – 79
C	73 – 76
C-	70 – 72
D+	67 – 69

D	60 – 66
F	0 – 59

Academic/Attendance and Professional Standards Probation

The Medical Assisting Program holds students to high academic and professional standards. When a student's performance falls below these expectations, they may be provided with a Learning Success Plan or be placed on probation to allow time for improvement and accountability.

There are two types of probation that may be issued:

Academic Probation

Students may be placed on Academic Probation or be issued a Learning Success Plan for:

- Earning an overall average **below 80%** at any point in the program
- Demonstrating unsatisfactory academic performance, including failed examinations, assignments, competencies, or skills assessments
- Demonstrating unsatisfactory clinical performance

Probation Procedure

- The student will be notified **via email** of the probation status and the reason(s) for placement.
- A Success Plan or Probation Contract may be created, outlining specific expectations, required corrective actions, and deadlines.
- The student's academic performance will be reviewed throughout the probationary period.

Return to Good Standing

To successfully complete the probationary period, students must meet the requirements of their contract which may include but is not limited to:

- Successfully meeting all objectives of the Learning Success Plan.
- Achieve an overall average of at least 80%.
- Complete all required examinations, assignments, competencies, and make-up work identified in the Success Plan or Probation Contract.
- Demonstrate satisfactory academic progress and the ability to meet program expectations.

Probation Extensions

Students who demonstrate measurable progress but have not yet fully met the requirements for good standing may be granted an extension of Academic Probation at the discretion of the Program Director.

Academic Probation may **not extend beyond two consecutive modules**. Students who fail to achieve good standing by the conclusion of the second probationary module may be subject to dismissal from the program.

❗ Failure to Improve

Students who fail to meet the conditions outlined in their Success Plan, fail to demonstrate satisfactory academic progress, or fail to return to good standing within the maximum probationary period may be dismissed from the program.

Dismissal will be issued in writing and placed in the student's program file.

🩺 Professional Standards Probation

Students may be placed on professional standards probation for:

- **Inappropriate or unprofessional behavior** in the classroom, lab, or clinical setting
- **Violating program or College policies**, including the Attendance Policy, Cell Phone Policy, and Code of Conduct
- **Failure to complete required program documentation** by published deadlines
- **Disregard for safety protocols**, HIPAA regulations, or confidentiality standards
- **Disrespectful or disruptive conduct** toward peers, instructors, or department/clinical site personnel
- **Failing to comply** with the Title IV attendance regulations (See Attendance, Punctuality, Transportation Policy)

📋 Probation Procedure

- The student will be notified **via email** of the probation status and the reason(s) for placement.
- A formal meeting will be scheduled with the **Program Director** and/or designated staff.
- A **probation contract** may be created, outlining expectations, goals, and timelines for improvement.
- The student's performance and conduct will be reviewed **throughout the probationary period**.

❗ Failure to Improve

If a student **does not meet the conditions** outlined in their probation plan:

- They may be **dismissed from the program**
- Dismissal will be issued **in writing** and placed in the student's program file

⚠ In cases involving serious professional violations, students may bypass probation and be subject to **immediate dismissal** (**see the Division of Health Sciences Code of Conduct and program Dismissal Policy**)

Dismissal Policy

Dismissal from the Medical Assisting Program may occur at any time a student fails to meet the academic, clinical, behavioral, or professional standards set forth by the program and the College.

🚫 Reasons for Dismissal

A student may be dismissed for (but not limited to):

- **Failure to maintain an 80% overall average throughout the course**

- **Failure to complete the required 160-hour clinical practicum**
- **Violation of the Substance Abuse or Code of Conduct policies**
- **Academic dishonesty or falsification of documentation**
- **Unprofessional behavior or misconduct** in class, lab, or clinical sites
- **Violation of HIPAA, confidentiality, or safety protocols**
- **Failure to meet technical standards** or comply with accommodation guidelines
- **Violation of the Attendance, Punctuality, and Transportation policy**
- **Failure to meet requirements while on academic or professional standards probation**

Immediate Dismissal

Some actions may result in **immediate dismissal without prior probation**, especially when:

- Patient safety is compromised
- There is a violation of legal or ethical standards
- Clinical site policies are violated and result in removal from placement

Appeals and Reinstatement

Students seeking to appeal a dismissal or inquire about reinstatement should refer to the **Division of Health Sciences Program Dismissal and Appeal Process** for detailed procedures and eligibility requirements.

Program Emergency Preparedness Plan

In the event of unanticipated interruptions—including but not limited to the **unexpected departure of key personnel**, **natural disasters**, **public health crises**, **fire**, **flood**, **power failure**, or **failure of IT services**—the Medical Assisting program will activate its emergency preparedness plan to ensure continuity of educational services. The primary focus is to maintain instructional delivery and support student progression.

Key Personnel Interruptions

• **Unexpected departure of instructional staff** may result in temporary adjustments to class or clinical schedules. The Program Director, Practicum Coordinator, or other Medical Assisting faculty will assume instructional duties until a qualified replacement is hired and trained.
• **In the event of the Program Director or Practicum Coordinator's departure**, the following measures will ensure continuity:

- The **Dean of Health Sciences / VP of Academic Affairs** and program instructors have full access to all curriculum materials via the college's Learning Management System (LMS).
- If LMS access is disrupted, instructors may access course content through publisher platforms or printed textbooks, course exams, answer keys, and competency forms.
- **Offline access** to course content is available via downloadable e-pub files (see instructions in **Appendix T**).
- Updated electronic and hard copies of the Program Handbook, Course Syllabi, and Curriculum Guides are provided annually to the Dean, instructors, and center directors.
- Clinical schedules and contact lists are distributed to instructors prior to practicum placements.

- Copies of the Annual Report Form (ARF) and associated data are stored and shared with the Dean to support program continuity.
- The **VP of Finance** retains all signed Affiliation Agreements for clinical partnerships.

🏫 Campus Inaccessibility or Educational Service Interruptions

In situations where students and faculty cannot access on-campus resources:

- **Communication** of program changes will occur via email, LMS course announcements, and handbook updates within **48 hours** of the disruption. All communications will be documented and shared with students, faculty, clinical affiliates, and college administration as needed.
- Students will receive updated information on accessing **Student Wellness**, **Security**, and **Student Success** services.
- **Virtual instruction** will continue synchronously for the delivery of theory-based content. Skills-based instruction will be scheduled upon return to campus, or, if necessary, delivered at an alternative facility with appropriate resources. All skills must still be documented and signed.
- The effectiveness of virtual instruction will be monitored through progress assessments and supplemented with additional e-learning resources when needed.
- Classrooms and labs are equipped for virtual delivery using **Canvas Conference**, **Zoom**, and **Microsoft Teams**. The College supports students with technology needs through Wi-Fi hotspots, and ongoing IT assistance. All quizzes will utilize **Respondus Lockdown Browser**.
- **Enrollment interviews** and **information sessions** will be conducted virtually, using standard documentation until in-person activities can resume.

🩺 Clinical Assignments and Graduation Impact

- Delays in clinical placement may affect graduation timelines due to minimum hour requirements.
- The Practicum Coordinator will work closely with each site to address availability or necessary changes.
- If a clinical site is unable to continue hosting a student, every effort will be made to secure an alternate placement in a timely manner.
- There will be **no change in clinical assessments** or graduation competency standards.
- In the event of a graduation delay, students will be provided with a written **action plan** to complete program requirements. All related documentation will be maintained.

📋 Documentation and Oversight

- All outcome impacts, clinical scheduling conflicts, and emergency action plans will be documented.
- The **Program Advisory Committee** will be notified of significant changes, and emergency meetings may be convened for long-term disruptions.
- The program will notify **MAERB** as required and maintain thorough records of all emergency strategies and responses.

Practicum Policies

Practicum Eligibility, Expectations, & Requirements

Clinical education is a required and essential component of the Medical Assisting Program. The **practicum experience** allows students to apply their classroom knowledge in a supervised, real-world healthcare setting. Students must demonstrate professionalism, punctuality, and accountability consistent with medical industry standards.

The **Program Director/Practicum Coordinator** is responsible for assigning practicum placements and will make every effort to schedule students **immediately following successful completion** of the didactic portion of the program.

☑ Eligibility Requirements for Practicum Placement

To begin the clinical practicum, students must:

- Be in **good academic standing** with an **overall average of 80% or higher**
- Successfully pass **100% of all psychomotor and affective competencies**
- Complete all required **final exams and evaluations**
- Submit all required **documentation** (e.g., immunizations, insurance, CPR, drug screen, clearances)
- Maintain good standing **through the final week** of the program
- Understand that any final average below 80% after finals will result in **dismissal without probation opportunity**

🕒 Practicum Structure and Standards

- The practicum must consist of a **minimum of 160 supervised** contact hours in an approved healthcare setting
- The student must be supervised by an individual who has **formal knowledge of the medical assisting profession**
- The practicum **must be completed prior to graduation**
- Practicum students may **not be substituted for paid staff** at any time

⚠ **Students are not permitted to receive payment**—either directly or indirectly—for their practicum hours. This includes:

- Hourly wages or stipends
- Gift cards, meals, gas/travel allowances, or other “perks”
- Any form of remuneration that involves the exchange of funds

🕒 Practicum Schedule and Attendance Requirements

The practicum experience is a vital component of the Medical Assisting Program and is designed to provide students with hands-on training in a real-world healthcare setting. During this phase, students are expected to demonstrate professionalism, punctuality, and accountability consistent with industry standards.

⏱ Schedule Requirements

Students are required to complete a **minimum of 160 clinical hours**. To meet this requirement, students must:

- Attend their practicum **full-time: 40 hours per week, for 4 weeks**
- Complete all hours at their **assigned clinical site and according to the site's scheduled clinical hours**
- Attendance during the clinical externship is critical and expected. **Absences during this time are strongly discouraged** and may impact a student's evaluation, completion status, or ability to meet program requirements.
- **All excused and unexcused missed time during the clinical externship must be made up with the clinical site.**
- A **buffer week** is scheduled immediately following the practicum to allow for any required make-up time due to **excused and unexcused** missed time. Students must make up **all missed hours** within this time frame.

⚠ **Students who do not complete the full 160-hour requirement by the completion of the buffer week will be dismissed from the program and will not be eligible for their Certificate of Completion or to sit for the national certification exam.**

📞 **Absences, Tardiness, and Missed Time**

Attendance and punctuality are **graded components** of the practicum evaluation. Absences, tardiness, and leaving early will directly affect the student's **clinical performance grade.** If a student is unable to attend clinical, will be late, or needs to leave early, they must:

- They must notify both the **Practicum Coordinator** and their **site preceptor or manager**
- Communication must occur **prior to the scheduled start time**
- Students must work with their preceptor and coordinator to **plan and complete make-up hours** within the buffer week

Failure to follow proper reporting procedures or repeated attendance issues may result in:

- **Grade penalties on the practicum evaluation**
- **Disciplinary action** or **dismissal from the program**

👩‍⚕️ Professional Expectations at the Clinical Site

While at practicum, students are expected to:

- Arrive **on time and be prepared** each day
- Exhibit **professionalism, courtesy, and attentiveness**
- Wear the required **uniform and visible ID badge**
- Adhere to the **clinical site's policies and procedures**
- Maintain **confidentiality and ethical behavior** at all times

📍 Placement and Site Guidelines

- Practicum assignments are made **exclusively** by the Program Director or Practicum Coordinator
- Students **may not arrange their own practicum placements**
- Site assignments are based on **availability and site capacity**
- Site changes may occur at the discretion of the program

⚠ **The program does not control the hours or schedules set by clinical affiliates.** These are determined solely by the host site.

🚗 Student Responsibilities

Students are responsible for all personal arrangements, including:

- **Transportation, work conflicts, childcare, and appropriate dress**
- Traveling up to **60 miles one way** if needed for placement
- All **expenses related to travel and scheduling conflicts**

🌩 Inclement Weather

Students are expected to report to practicum even during inclement weather. However:

- Students should use **sound judgment and prioritize safety**
- Any missed time must be coordinated with both the **preceptor** and **Practicum Coordinator**
- All time must be **made up no later than the last day of the scheduled buffer week.**

Clinical/Practicum Affiliations

The clinical/practicum affiliations are designed to provide Medical Assisting students with the opportunity to apply learned competencies in a **hands-on, supervised healthcare setting**. These experiences occur in a variety of clinical environments and are designed to reinforce both administrative and clinical skills taught during the didactic portion of the program.

📓 Affiliate Policies & Orientation

- Students must **review and comply** with all clinical site policies and procedures
- Clinical affiliates are responsible for **orienting students** to applicable safety procedures, including the **Incident Exposure Plan**

Prior to the start of practicum, students are required to complete:

- **Bloodborne Pathogens (BBP) and Universal Precautions training**
  - This is delivered through Chapter 17 Competencies and complies with **OSHA safety standards**
  - Students should review this material **before beginning their clinical placement**

🩸 Incident Reporting: Needlesticks or Exposure

In the event of a **needle stick, accidental injury, or BBP exposure** during practicum:

1. Notify the **preceptor or site supervisor immediately**
2. Follow the **facility's protocol without delay**
3. Notify the **Program Director/Practicum Coordinator** and **Instructor the same day** of the incident

📌 Prompt and complete reporting is essential for student safety, proper follow-up, and compliance with institutional policy.

Health Insurance

All Medical Assisting students are required to **maintain active health insurance coverage** throughout the duration of their practicum experience.

Students must:

- Submit a **copy of the front and back of their health insurance card** to **Exxat**, the College's designated compliance tracking platform.
- Ensure the card clearly displays the student's name.
  - If the student is a dependent and does not have their name on the card, documentation from the insurance provider confirming coverage is required.

⚠ Maintaining valid health insurance is a condition of clinical eligibility. Students without proof of insurance may be delayed or denied clinical placement and are subject to program dismissal.

CPR & AED Training

All students in the Medical Assisting program are required to maintain **current certification** in:

- **Professional level CPR** for infants, children, and adults
- **Automated External Defibrillator (AED) usage**

To meet this requirement:

- Certification must be obtained **through an in-person course** by **The American Heart Association (preferred) or the American Red Cross**
- **Online-only CPR classes are not accepted**, per clinical affiliation standards
- Certification must be **valid through the end of clinical training**

If a student's CPR certification expires during the program, they are responsible for obtaining recertification—either by attending a session offered through the program or by completing it independently. In either case, recertification will be at the student's own expense.

- Students must upload **a copy of the front and back of their CPR/AED certification card** to Exxat.

🩹 **First Aid training** is not required, but it is encouraged to enhance clinical preparedness and skill development.

Service Work & Employment

📌 Service Work Requirements

- Program affiliation agreements specify that students will **not** replace regular clinic staff or perform services **without supervision** by qualified personnel during the clinical practicum.
- Service work performed by students **outside of academic hours** is strictly **noncompulsory**.
- Students may be employed at their practicum site; however, they **cannot work during designated practicum hours**.
- The Program Director/Practicum Coordinator will make every effort to assign students to a practicum site **other than their place of employment** to avoid potential conflicts.

- Employment must **not interfere with or replace** the clinical practicum experience.
- Any employment arrangement is **strictly between the hospital/clinic and the student** and is **separate from the program's practicum requirements**.

Dress Code for Clinical Education

The Medical Assisting program at Lackawanna College endorses a professional dress code required during all classroom, lab, and clinical activities—or **any time students represent the Medical Assisting program** in a professional setting.

This policy is intended to foster professionalism, support an effective learning environment, and ensure the safety of students, patients, and lab partners. Attire must be **neat, professional, and non-distracting** to others.

Standard Uniform

- Scrubs provided by Lackawanna College
- White lab coat provided by Lackawanna College (if applicable)

Footwear

- Must wear **closed-toe, leather or vinyl shoes**
- ❌ Crocs, open-toe, or backless shoes are strictly prohibited

Identification

- Clinical site and/or **Lackawanna College ID Badge** must be worn at all times

Nail Hygiene

- Fingernails must be **trimmed to ¼ inch or shorter**
- Clear or no nail polish is preferred

Jewelry

- Limit to **one ring per hand**, medical alert bracelets, watches, and small stud earrings
- ❌ Tongue rings are prohibited at clinical facilities
- ❌ For Safety, All dangly, hoop, or other visible piercings must be removed before clinical observation or rotation

Tattoos

- Offensive tattoos must be **appropriately covered** with clothing
- Tattoos that may be considered offensive can impact clinical placement or employment opportunities

Patient Safety, Confidentiality, & Clinical Conduct

Students are expected to demonstrate safe, ethical, and professional behavior at all times while participating in clinical experiences. The Medical Assisting program holds students to the highest standards to ensure patient well-being, compliance with healthcare regulations, and the integrity of the clinical learning environment.

Confidentiality and HIPAA Compliance

Students must treat all patient information as confidential and adhere to HIPAA regulations. Patient records may not be removed from the clinical facility under any circumstances. Copies for academic use—such as case studies—

may only be made with consent from both the patient and the clinical supervisor. All identifiers must be removed before use. Refer to the Health Sciences Confidentiality Form in **Appendix A** for further guidance.

🤝 Provision of Care Expectations

Clinical assignments are designed to enhance hands-on learning. Students are expected to care for all patients to whom they are assigned. If a student refuses to provide care:

- Faculty will consult with the student to determine the reason.
- If the reason is valid, reassignment may occur.
- If not valid, the student will be counseled on ethical responsibilities and the prohibition against discrimination based on age, race, sex, economic status, or health condition.
- Discriminatory or unethical refusals may result in a recommendation to reconsider a future in healthcare.
- The Provost will be notified and may meet with the student and faculty to discuss next steps, which may include dismissal from the program.

🌓 Safe Clinical Practice

Student performance in the clinical setting is monitored closely for safety and professionalism. If a student demonstrates unsafe, inappropriate, or unprofessional behavior during clinical assignments, faculty will intervene immediately. Consequences may include:

- Removal from the clinical setting
- Failure of the clinical course
- Required remediation
- Dismissal from the program

The Medical Assisting program does **not tolerate** horseplay, carelessness, or any action that compromises the safety of patients, staff, or fellow students in the clinical environment. Patient safety always takes precedence over the student's need to practice a skill.

Clinical/Practicum Documentation

To ensure successful completion of the clinical practicum, students are responsible for submitting all required documentation according to established due dates. These forms are essential for determining final grades and eligibility for the certificate of completion. It is the **student's responsibility** to ensure completion and deliver all documents—signed and verified as required—by the specified deadlines.

The following four forms are required:

🕒 Clinical Daily Time Sheet

Used to record your daily clinical hours and venipuncture/injection attempts. Your preceptor must verify and sign this form at the end of each clinical day.

📌 Due: Upon conclusion of the clinical practicum.

☑ Comprehensive Practicum Student Assessment

This form tracks your overall progress and performance on Psychomotor and Affective competencies. It should be reviewed with your preceptor throughout the practicum and finalized at its conclusion.

📌 Due: Upon conclusion of the practicum.

🗓️ Student Weekly Evaluation

Completed weekly, this form evaluates general performance in three key areas and is used for students to assess areas of improvement while providing time for students to make the necessary adjustment to better their performance. Any evaluation during the first week of the practicum resulting in a score below 80% will prompt the development of a Success Plan by the Program Director/Practicum Coordinator. Continued scores below 80% will require a formal meeting with the Program Director/Practicum Coordinator to assess progress and determine next steps.

📌 Due: At the end of each week or when changing preceptors.

📝 Student Evaluation of Practicum

This is the student's own evaluation of the clinical site and overall experience. Students will complete this form at the conclusion of their practicum.

📌 Due: Upon conclusion of the practicum.

⚠️ Important:

Final practicum grades are determined solely by the site manager or preceptor, based on performance documented in the Student Weekly Evaluation and Comprehensive Practicum Student Assessment forms. The Medical Assisting Program instructor does not influence or assign clinical grades.

Student Liability Insurance

All Medical Assisting students are covered under a professional liability insurance policy maintained by Lackawanna College. This coverage applies to any accidents or incidents occurring during **college-sponsored, supervised curricular and co-curricular activities**, including clinical rotations.

The College provides a minimum coverage of **$2,000,000 per claim / $5,000,000 aggregate** for each student. This policy covers students for all professional acts and responsibilities undertaken as part of the Medical Assisting program.

A certificate of insurance can be provided to clinical facilities up to **30 days prior** to a student's scheduled clinical start date. In the event that the policy is **canceled or terminated for any reason**, the College will notify the clinical facility immediately.

Graduation & Beyond

🎓 Graduation Requirements & Post-Graduation Follow-Up

To be eligible for graduation from the Medical Assisting Program, students must meet **all** of the following requirements:

✔ Academic and Clinical Completion

- Successfully complete all required coursework, including cognitive exams.
- Pass **100% of all Psychomotor and Affective competencies** as defined by the **MAERB Core Curriculum**. Achievement of these competencies confirms that each student has demonstrated the knowledge, skills, and behaviors necessary for entry-level practice.
- Complete all modules and attain a **minimum cumulative average of 80%**.

Practicum Completion

- Complete a supervised **clinical practicum of at least 160 contact hours** in a healthcare setting.
- During the practicum, students must demonstrate proficiency in both **clinical and administrative duties**, consistent with MAERB Core Curriculum standards. (See **Appendix N** for full list of required competencies.)

Survey Participation

Students must complete all mandatory program surveys, including but not limited to:

- Monthly Program Survey
- Instructor/Course Evaluation Survey
- Student Evaluation of Practicum Site Survey
- Student Survey of Program Resources
- Graduate Survey

Administrative Clearance

- All **financial and administrative obligations** to Lackawanna College must be satisfied prior to graduation.

Post-Graduation Follow-Up

The Medical Assisting Program is committed to the ongoing success of its graduates and is required by our accrediting body to **track alumni outcomes until employment is obtained** following graduation.

Please keep the program informed of any **name, address, phone, email, or employment changes**. Your continued participation in graduate surveys is vital for assessing program effectiveness, improving the curriculum, and contributing to the advancement of the profession.

Your timely feedback plays a direct role in shaping the future of the Medical Assisting Program. We greatly appreciate your support!

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 who successfully complete select **Continuing Education certificate programs** at Lackawanna College may be eligible to transfer designated coursework into **college credit**. Interested students must consult with the **Program Director** to complete the required **Non-Credit to College Credit Transfer Form**.

⚠ Important Notes:

• These credits are **internal to Lackawanna College** and are **not transferable** to other institutions.
• Because the **Medical Assisting program is a non-credit certificate program**, **credits from other institutions** cannot be transferred into this program.
• To be eligible for internal credit transfer from the Medical Assisting program, students must meet the following performance benchmarks:

- An **overall course grade of 80% or higher**
- A minimum of **80% on the Core Exams**
- A minimum of **80% in each of the following categories**:
  - Assignments
  - Projects
  - Medical Terminology

🎓 Planning for Further Education at Lackawanna College

Students interested in **pursuing a degree program** at Lackawanna College should be aware of the following credit transfer policies:

- A maximum of **30 combined transfer credits** is allowed **prior to matriculation** into a degree program.
- Evaluation of coursework more than **20 years old** is at the discretion of the Registrar.
- **Program-specific restrictions** may apply.
- **Foreign transcripts** must be evaluated by a recognized **professional transcript evaluation service**.
- **AP and CLEP** exam scores may be reviewed for transfer credit only after an **official score report** is sent **directly to the Registrar's Office** from the College Board.
- 📌 **Awarded Credit –** See below

Internal credits awarded from the successful completion of the Medical Assisting program are listed in the following table.

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 earn a **minimum final course average of 80%** to be eligible to sit for the **National Certification Exam** through the **National Healthcareer Association (NHA)**. The NHA is a nationally recognized certifying agency committed to improving healthcare through enhanced professional competency.

Exam Overview

- The **Certified Clinical Medical Assistant (CCMA)** certification exam is a **computer**
- **-based**, **timed** examination consisting of **180 standardized questions**.
- The exam is administered **at the conclusion of the program** and is held **on-site at Lackawanna College**.
- The **cost of the initial exam** is **included in the program tuition**.
- If a **retest** is required, the **cost is the responsibility of the student**.

Certification and Program Completion

- **Graduation from the program is not dependent** on passing an external certification or licensure exam.
- However, national certification is **strongly encouraged**, as it is often required by employers and is accepted in most states without separate licensure requirements.
- The **NHA CCMA certification** is **highly recommended** for all graduates seeking employment in the medical assisting field.

Testing Accommodations

Students requesting accommodations for the national certification exam must follow the procedures established by the NHA:

- **Accommodations may be available** for individuals with documented disabilities under the **Americans with Disabilities Act (ADA)**.

- To be considered for accommodations, students must complete and submit the official **NHA Request for Accommodations Form** in full.
- All decisions are made **on a case-by-case basis** in accordance with federal law and the documentation provided.
- Submission of a request **does not guarantee approval** for testing accommodations.

📄 NHA Request for Accommodations Form

Student Concerns

Concerns with Policy, Regulation, and/or Procedure

📬 Program Communication Policy

The Medical Assisting Program staff will communicate directly with students regarding any concerns. Communication with third parties will only occur with the **student's full consent**, including a signed **FERPA release form**, and will require the student's **active participation**.

⚠ **Harassing or abusive communication** toward program staff in any form is grounds for **immediate cessation of communication** and will result in a referral to the appropriate College personnel.

🧭 Steps for Resolving Complaints

Students are encouraged to follow the appropriate steps when raising concerns:

📝 General Policy, Procedure, or Regulation Concerns:

1. Meet with the program **staff member** involved.
2. If unresolved, meet with that staff member's **supervisor**.
3. If still unresolved, meet with the **department head**.
4. If further resolution is needed, meet with the **Provost/Chief Academic Officer**.

🏫 Concerns Related to Teaching Faculty or Academics:

1. Speak directly with the **faculty member**, if feasible.
2. If unresolved, meet with the **Division Chairperson** or **Program Director** (for students in specialized programs).
3. If still unresolved, meet with the **Dean of Health Sciences / AVP of Academic Affairs** (or designee).
4. If necessary, escalate to the **Provost/Chief Academic Officer**.

🗂 Complaints Involving the Medical Assisting Program

At any time, a complaint may be submitted regarding a **Medical Assisting student**, **faculty member**, or the **program itself**. These complaints will follow the procedure outlined below:

📌 **Submission Requirements:**

- Complaints may be made via phone, written letter, email, or in person.
- To be considered, **complainants must identify themselves** and provide current contact information (phone number and physical address).
- **Anonymous complaints will not be accepted**.
- The complainant will be identified to the subject of the complaint as part of the resolution process.

📝 **Complaint Procedure:**

1. All complaints are to be forwarded to the **Medical Assisting Program Director (PD)** within **two business days**, unless the complaint is against the PD.
2. The PD will:
    - Document the complaint using the **Medical Assisting Program Grievance Form** (Appendix J).
    - Include the names of parties involved, a description of the complaint, whether it has been addressed, and any resolution to date.
    - Maintain records in the PD's office.
3. A copy of the complaint form will be sent to the **Dean of Health Sciences**.
4. The **Provost/CAO** will be notified within **four business days** to determine appropriate follow-up.
5. Within **seven business days**, the PD, Dean, and/or Provost will:
    - Review the complaint,
    - Create an action plan,
    - Document all discussions, outcomes, and actions taken.

All records will be kept in the PD's office, except in cases where the PD is the subject of the complaint.

👤 Complaints Against the Program Director

If a complaint is made **against the Program Director**, the process above will still apply, with the following exceptions:

- The complaint will be forwarded directly to the **Dean of Health Sciences** and/or **Provost**, bypassing the Program Director.
- The PD will **not** participate in the complaint resolution process.
- Documentation of the complaint will be retained in the **PD's Human Resources file** or in the **Provost's office**.

⚖️ Affirmative Action Complaints

Complaints involving **affirmative action allegations** must be directed to one of Lackawanna College's **Affirmative Action Officers**, as identified in:

- The **Lackawanna College Student Handbook**
- The **College website**
- The **Employee Handbook**

These complaints will be handled according to the College's **Affirmative Action Policy**.

🎓 Complaints Against Graduates

Once a student has successfully completed the Medical Assisting Program and graduated, they are solely responsible for their **professional conduct** in the workplace.

- If a complaint is received about a graduate:
  - The PD will **document the complaint** and keep it on file.
  - **No further action** will be taken by the program.
  - The program **assumes no liability** for actions taken by graduates in clinical practice.

A

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

Appendix B

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 herby 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 resist 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
5. 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 _____

_____

_____

_____

Appendix C

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	☐ Yes ☐ No	
Ears	☐ Yes ☐ No	
Nose	☐ Yes ☐ No	
Mouth/Throat	☐ Yes ☐ No	
Head/Face/Neck	☐ Yes ☐ No	
Lungs	☐ Yes ☐ No	
Cardiovascular	☐ Yes ☐ No	

Extremities	☐ Yes ☐ No	
Abdomen	☐ Yes ☐ No	
Gastrointestinal	☐ Yes ☐ No	
Endocrine	☐ Yes ☐ No	
Musculoskeletal	☐ Yes ☐ No	
Integumentary	☐ Yes ☐ No	
Renal/Urinary	☐ Yes ☐ No	
Lymphatic	☐ Yes ☐ No	
Nervous System	☐ Yes ☐ No	
VISION SCREENING	☐ Yes ☐ No	Is further evaluation recommended by specialist? ☐ Yes ☐ No
HEARING SCREENING	☐ Yes ☐ No	Is further evaluation recommended by specialist? ☐ Yes ☐ 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:_____

Appendix D

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:_____

Appendix E

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.

_____ Date_____

Signature of Student

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.
    b. **Attendance Allowance**
        - Students may miss up to **18 scheduled class sessions** over the duration of the program without penalty
        - Absences exceeding the allowed limit is subject to disciplinary action, including possible program dismissal.

        - Every 2 tardy = 1 absence
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.

_____ Date_____

Signature of Student

Appendix F

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

Appendix G

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

Date

Signature of Student

_____ Date_____

Program Director / Practicum Coordinator

Appendix H

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 #:_____

Appendix I

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_____

Appendix J

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 _____

Appendix K

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_____

Appendix L

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_____

Appendix M

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_____

Appendix N

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 competences 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	Define: 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	Identify: 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	Identify the process in compliance reporting: a. unsafe activities b. errors in patient care c. conflicts of interest d. incident reports
X.C.12	Identify compliance with public health statutes: a. communicable diseases b. abuse, neglect, and exploitation c. wounds of violence
X.C.13	Define the following medical legal terms: a. informed consent b. implied consent c. expressed consent d. patient incompetence e. emancipated minor f. mature minor g. subpoena dues 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 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 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: 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

Appendix O

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

Student Attendance and Participation Assessment

Student Name:_____Date:_____

Grade minus penalty points = Final Grade: _____

3- Below Expected Performance 4- Expected Performance 5- Above Expected Performance

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**
1	Attends class regularly	0-3 absences	4-6 Absences	> 6 Absences
2	Arrives/leaves class on time	0-1 time	2-3 times	> 3 times
3	Informs instructor if absent or leaving early	Always	Sometimes	Never
Participation		**5**	**4**	**3**
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**
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**
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**
1	Maintains professional attitude at all times			
2	Acknowledges limitations and seeks help when needed			
3	Practices appropriate levels of interpersonal skills			
4	Accepts responsibility well			
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			

Grade-_____/ 155 =_____X 100 =_____%

Appendix Q

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

Appendix R

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 Scenario: 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	30-1			

Scenario: What would you do or how would you explain this procedure to a patient who is hearing impaired and came alone to their appointment?	Include scenario to complete competency			
A.2 Reassure Patients Scenario: 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 Scenario: 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 Scenario: 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 Scenario: 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 Scenario: 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 Scenario: 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 Scenario: 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 Scenario: Explain how you would instruct a hearing-impaired patient about office procedures.	5-3 Include scenario to complete competency			
A.5 Respect Diversity Scenario: 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 Scenario: 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			

Scenario: 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?	Include scenario to complete competency			
A.6 Recognize Personal Boundaries Scenario: 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?	24-5 Include scenario to complete competency			
A.6 Recognize Personal Boundaries Scenario: 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?	44-7 Include scenario to complete competency			
A.7 Demonstrate tactfulness Scenario: 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?	38-1 Include scenario to complete competency			
A.7 Demonstrate tactfulness Scenario: Explain how you would respond to a family member who is getting in the way of performing this task.	5-2 Include scenario to complete competency			
A.7 Demonstrate tactfulness Scenario: Explain how to tactfully explain the procedure to a patient who is developmentally challenged.	30-2 Include scenario to complete competency			
A.8 Demonstrate Self-Awareness Scenario: 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?	26-6e Include scenario to complete competency			
A.8 Demonstrate Self-Awareness Scenario: 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			

Appendix S

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

Appendix T

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.

Appendix U

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

Appendix V

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