

MEDICAL ASSISTANT SPECIALIZED DIPLOMA

STUDENT HANDBOOK



Fowler and Pocono Campuses

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NORTHAMPTON COMMUNITY COLLEGE

Medical Assistant Specialized Diploma Student Handbook

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NORTHAMPTON COMMUNITY COLLEGE

Medical Assistant Specialized Diploma Student Handbook

INTRODUCTION

Welcome to the Medical Assistant Specialized Diploma Program at Northampton Community College (NCC).

The following information outlines the expectations and responsibilities for each student as well as your rights. Please read the information carefully because you will be expected to adhere to all rules and regulations. These rules encourage safe participation for all students and create an environment conducive to learning and work.

For more detailed information on NCC's policies and procedures, please refer to the college student handbook at www.northampton.edu/StudentHandbook.

LOCATION INFORMATION

CAMPUS ADDRESS:

Fowler Campus
511 E. Third Street
Suite 346
Bethlehem, PA 18015

Pocono Campus
2411 Route 715
Tannersville, PA 18372

CLASS LOCATION:

Fowler 346

Kapp 011A and 200

CONTACT INFORMATION

- | | | |
|--|--------------------|--|
| • Pocono Campus | (570) 369-1800 | Option 3 |
| • Healthcare Education | (610) 332-6585 | |
| • Instructor, Fowler Campus | Daisy Carrasquillo | dcarrasquillo@northampton.edu |
| • Instructor, Pocono Campus | Tracy Lester | glester@northampton.edu |
| • Credentialing Coordinator | Jaye Brennan | jobrennan@northampton.edu |
| • Dean, Health Professions and Science | Allen Kotun | akotun@northampton.edu |

ADMISSION CRITERIA

Admission requirements to the Medical Assistant Specialized Diploma Program are:

- Students must have basic reading and writing skills. For example, the student must have the ability to read such items as prescription bottles and write English sufficiently to complete patient record forms, charts, and examinations.
- Student must be English 101 eligible.
- Students must have basic math skills and an understanding of percentages.
- Students must review and sign the Program Student Agreement which includes that they have read and understood the attached Essential Job Functions and Code of Ethics for Medical Assistants.

- Students must have medical coverage during the class and show proof at any time if required. Student must notify the college if their insurance lapses and will be withdrawn from the class.
- Students must provide a release from their health care provider for any medical condition that may restrict their participation in class (injuries, lifting restrictions, pregnancy, hypertension, etc.). If pregnancy modifications are needed, students must contact the [Title IX Office](#). If health accommodations are needed, students must contact [Accessibility Resource Center](#).
- Students must be committed to providing abuse free care to ensure quality of life for the patient.
- An applicant's CHRI report must be in compliance and less than one-year old through the completion of the class. It may not contain prohibitive offenses as cited in ACT 14 (included in the clinical requirements packet).
- Students are required to complete background clearances and submit them to the Credentialing Coordinator no later than the required deadline. Background checks required include the PA Criminal Background Check (PATCH), the FBI Criminal Background Check and a PA Child Abuse Clearance. Students who have not lived in Pennsylvania for the past two consecutive years must also provide an FBI Criminal Background Check from the PA Department of Aging.
- For any applicant with a previous criminal history record, entry into the program will be dependent on the decision of the Health Professions Review Committee after the original clearances, including the RAP sheet, together with a written, detailed explanation is received from the student. Upon receipt of the statement and clearances, the Health Professions Review Committee will review the reports and make a recommendation to the Program Director regarding the student's acceptance into the program. Students will be notified of their status within three (3) days of the committee's review. The student may appeal the decision in writing to the Vice President for Academic Affairs (VPAA) within five (5) working days of notification receipt. The decision of the VPAA is final. The records related to the criminal background process for students will be secured in the Dean's office. In addition, Clinical agencies also have the right to deny access to any student with a criminal record based on that site's own criteria. In the event that a student is denied clinical placement based on their criminal record, their acceptance may be rescinded, and a refund may not be issued if the clearances were not received by the due date to allow enough time for approval prior to the refund deadline.
- Students may not be actively in prison, on work release, or on probation or parole, and will not be allowed to participate in the program, regardless of the criminal offense and whether it is on the "Prohibitive Offenses" according to PA Act 14 until the sentence and legal obligations have been satisfied. Upon satisfaction, students must include with their background clearances a letter stating why the offense happened and why the offense will not be committed again. NCC issues letters of acceptance or denial when a state background check contains a criminal record. If a student's record is expunged and now displays compliance with ACT 14, the student may reapply for enrollment into the Medical Assistant Program.
- If any participant/student is arrested or charged with any offense during the length of this program, it is the participant /student's responsibility to notify the Program Director immediately and the participant/student acknowledges that this may affect the student's ability to continue in the program.
- Students are required to complete the Clinical requirements and upload them to the myRecordTracker® no later than the required deadline. Students are required to complete each component of the NCC Health Form and to follow up and communicate with the Credentialing Coordinator and/or Health Center regarding all Health Form related issues and concerns. Students are held accountable for compliance and failure to complete the list of requirements will result in removal from the program.
- Clinical requirements include a urine drug screen, either performed during class time or at a testing facility of NCC's choosing, with only twenty-four hours' prior notice. If a student is absent on the day of drug testing, the student is required to obtain the drug test at the testing facility indicated by the Credentialing Coordinator on the assigned day in order to remain in the program. All students must provide proof of a negative drug screen to remain in the program. Any student who does not follow the instructions given or complete the drug screen in the allotted timeframe may be withdrawn from the program.
- Students using medical marijuana will not be eligible for clinical, internship, or externship placement in any NCC health science career program, due to the current discrepancy between State and Federal

law regarding Drug Free Work Place Act and the MMA. Students who have been admitted and are later to be found positive for medical marijuana will be dismissed from the Program (*See Medical Marijuana Policy*).

- Use of any tobacco or smoking-related products is prohibited at any Northampton Community College campus or clinical facility, consistent with applicable law and college policy (*See Policy on Smoking Tobacco and E-Cigarettes on College Campuses and Clinical Facilities*).
- Students are required to obtain the current season's influenza vaccination as part of the health requirements by the due date indicated.
- Students are required to be fully vaccinated, including any mandatory boosters, for COVID-19, per the CDC's recommendations.
- While your criminal background may be acceptable for this program, you should be aware that Pennsylvania maintains a database by the Department of Health & Human Services' Office of Inspector General (HHS-OIG) that identifies individuals or entities that have been excluded nationwide from participation in any federal healthcare program. Healthcare facilities are required to develop policies and procedures for screening all employees to determine if they have been excluded from participation in federal healthcare programs. If you are on the exclusion list, it is possible that you will not be eligible for employment in a healthcare agency. To see if you are on the list, please go to <http://oig.hhs.gov/fraud/exclusions.asp>.

Any student accused of patient abuse during the program will be suspended from the program subject to a full investigation. This investigation will include the Administrative Director, Lead Instructor, Program Manager, and the Dean of Health Professions and Science. A preliminary report will be issued within forty-eight hours of the report and appropriate action taken. If additional investigative time is needed, the student will be notified within forty-eight hours of the initial incident.

Action can take one of two forms:

1. Student is removed from further participation in the Program. Permanent report will be placed in the student's file.
2. Student is counseled and allowed to return to the Program. Permanent report will be placed in the student's file. Time missed must be made up at the next program offering or at the discretion of the Lead Instructor.

ESSENTIAL JOB FUNCTIONS

All individuals, including persons with disabilities, who apply for admission to the Northampton Community College Medical Assistant Specialized Diploma Program, must be able to perform specific essential functions with or without reasonable accommodation.

The student should carefully review the essential qualifications listed below and decide if he or she has any limitations that may restrict or interfere with satisfactory performance of any of these requirements. The student should consult with the program director regarding any individual situation which may affect the student's ability to meet these requirements. Requests for reasonable accommodation will be considered (Please refer to "Accommodations" section).

Vision

The medical assistant student must be able to read instruments, scales, charts, and graphs that may include color differentiation and depth perception. Students are required to prepare and maintain medical records, recognize emergencies, read medication orders, read medication measurements, assess patient physical conditions, and read and document information in both written and computerized formats.

Speech and Hearing

The medical assistant student must have sufficient speech and hearing ability to interact using verbal communications with patients and other members of the healthcare team not solely based on visual cues. The student must be able to hear instrument timers, alarms, heart, and blood pressure sounds, and is able

to transmit that information to members of the health care team. The student must be able to obtain accurate blood pressure, interview and take patient histories, instruct patients with special needs, use proper telephone technique, receive, organize, prioritize, and transmit information and perform medical transcription.

Fine Motor Functions

The medical assistant student must manifest all the skills necessary to carry out diagnostic and clinical procedures, and safely operate equipment. This includes grasping with both hands and pinching with thumb or forefinger to manipulate equipment and delicate instruments. The student must be able to perform phlebotomy, electrocardiography, and medications administration safely and accurately. This may include handling small containers of potentially bio-hazardous specimens, putting on personal protective equipment, and setting up and maintaining a sterile field. In addition, the student must be able to perform basic secretarial skills and perform medical transcription.

Gross Motor Functions

The medical assistant student must be able to support patients when ambulating, assisting patients in and out of a wheelchair, and on and off an exam table. An example may include pushing a patient weighing 200 pounds in a wheelchair. The student must be able to kneel, bend, stoop, and /or crouch to reach equipment, patient supplies, respond to emergency situations in a timely fashion, and perform CPR. This may include lifting and caring equipment weighing up to 50 lbs., bending, reaching above the shoulders and/or twisting to position examination table, and/or adjust equipment.

Psychological Stability

The medical assistant student must demonstrate the ability to handle difficult interpersonal and stressful situations in a calm, tactful, and responsible manner. The medical assistant student must be able to recognize emergency situations and be able to take effective and appropriate action. The student must display attitudes and actions consistent with the ethical standards of medical assisting.

Communication

The medical assistant student must have adequate communication skills to communicate English orally and in writing with patients and members of the health care team using correct grammar, punctuation, and spelling. In addition, the student's communication skills must be effective and respectfully transmitted in order to elicit information. Verbal communication must be clear and easily understood. The student must also be able to read and comprehend written material in English.

Intellectual and Cognitive Abilities

The medical assistant student must be able to measure, calculate, reason, analyze, synthesize, integrate and apply information. Problem solving, a clinical skill required of medical assistants, requires all of these intellectual abilities.

Behavioral and Social Attributes

The medical assistant student must possess the emotional health required to use his or her intellectual abilities fully, such as exercising good judgment, promptly completing all responsibilities attendant to the diagnosis and care of patients, and developing mature, sensitive and effective relationships with patients and other healthcare professionals. The medical assistant student must be able to tolerate physically taxing workloads and function effectively under stress. The student must be able to adapt to changing environments, display flexibility, and learn to function in the face of uncertainties and ambiguities inherent in the clinical problems of many patients. Compassion, integrity, concern for others, interpersonal skills, interest, and motivation are personal qualities that will be necessary for success as a Medical Assistant.

Ethical Standards

The medical assistant student must demonstrate professional demeanor and behavior and must perform in an ethical manner in all dealings with peers, faculty, staff and patients.

ACCOMMODATIONS

Northampton Community College encourages academically qualified students with disabilities to take advantage of its educational programs. Services and accommodations are offered to students with disabilities at no additional cost to facilitate accessibility to College programs and facilities. These services are based upon each student's individual needs and must be indicated by current documentation of disability. For more information, you can contact the Coordinator of Disability Services at 610-861-5342 or TDD (610) 861-5351 or view the Disability Services Webpage by following these links from the NCC home page (<http://www.northampton.edu>): Administration > Student Services > Students with Disabilities.

Students requesting accommodations of any nature must complete the appropriate forms at registration and provide documentation supporting the request at that time.

TUITION AND REFUND

Please refer to the college student handbook at www.northampton.edu/StudentHandbook.

ATTENDANCE

Refer to the College Student Handbook and Class Syllabus. The college student handbook may be found at www.northampton.edu/StudentHandbook.

GRADING

Teaching Methods/Materials:

Methods of Instruction

Lecture, Classroom Discussion, Case Studies, Group Activities, Role Play, Demonstration of Skills, Required textbook Readings, Required Workbook Assignments, Laboratory Practice, Clinical Experience, Clinical Log, Audiovisual: Computer Software, CD-ROM, videocassettes, DVD.

Topical Outline

- Module 1: Role and Function
- Module 2: Medical and Surgical Asepsis
- Module 3: Medical Specialties in the medical office setting
- Module 4: Anthropometric Measurements
- Module 5: Professionalism

Evaluation Methods

1. Theoretical competency
 - a. Students must complete all course requirements.
 - b. Reading and Workbook assignments.
 - c. Participate in classroom discussion and group exercises.
 - d. Tests.
 - e. Final examination (1).
 - f. Workbook/Homework/Projects.

2. Skill competency
 - a. Students are required to participate in laboratory sessions.
 - b. Clinical Laboratory skills are assessed using clinical competency checklists. Skills checklists will be completed on all skills by the end of the course. A copy will be given to the student and a copy for the student file.
 - c. Students are required to complete all clinical competency checklists at a satisfactory level, which is attained if not more than 2 non-critical steps are missed.
 - d. Student will be given two opportunities to achieve a satisfactory rating on each procedure.

<u>Grading Policy</u>	
A	= 93–100
A-	= 90– 92
B+	= 87– 89
B	= 84– 86
B-	= 81– 83
C+	= 78– 80
C	= 75– 77

3. Clinical competency
 - a. Student must satisfactorily achieve all clinical competency skills
 - b. Clinical competency checklists
 - c. Observational Clinical Log
 - i. Pt. initials and DOB
 - ii. Pt. vital signs
 - iii. Pt. reason for visit/disease/injury
 - iv. Plan of care
 - v. Medications
 - vi. Journaling of experience

SCHEDULE CHANGE/WITHDRAWAL

Students may withdraw from classes in which they are enrolled through the 90% point of the semester (the end of the 14th week in a 15-week semester, or equivalent in courses that run on a non-standard schedule) and an instructor may issue a withdrawal for poor attendance through the same period. Any student, other than those in Health Professions major classes*, who officially withdraws, or is withdrawn by the instructor during this period will receive a grade of W for the course.

In Health Professions major classes*, students who withdraw will be assigned a grade of WP (Withdraw, Passing) or WF (Withdraw, Failing) by the instructor based on their academic standing at the time of withdrawal. Students withdrawn for excessive absence will be assigned a grade of WF (Withdraw, Failing) by the instructor at the time of withdrawal.

* Health Professions major classes include: Dental Hygiene (DENH); Diagnostic Medical Sonography (DMSG); Funeral Service Education (FUNS); Medical Assistant (MDAS); Nursing (NURS); Radiography (RADT); Respiratory Care (RESP); Veterinary Technician (VETC)

Please refer to the college student handbook at www.northampton.edu/StudentHandbook.

POLICY FOR ACADEMIC DISMISSAL FROM HEALTH PROFESSIONS PROGRAMS

Any student who does not successfully complete two (2) courses (either two different courses or the same course twice), that carry the prefix of the student's Health Professions Program*, regardless of when in the program curriculum the unsuccessful attempt occurs, will be dismissed from his/her Health Professions program. An unsuccessful course completion is defined as a final course grade of an "F," "WF", or being withdrawn for excessive absences, for which a WF will be issued.

* Health Professions major classes include: Dental Hygiene (DENH); Diagnostic Medical Sonography (DMSG); Funeral Service Education (FUNS); Medical Assistant (MDAS); Nursing (NURS); Radiography (RADT); Respiratory Care (RESP); Veterinary Technician (VETC)

Please refer to the college student handbook at www.northampton.edu/StudentHandbook.

ON-GOING PROGRAM EVALUATION

The program will be evaluated by the student and staff. The program will use a course evaluation form, as well as, report forms from the: clinical sites, clinical resident, testing vendor, and on-site review information from the Pennsylvania Department of Education. The evaluation form will also include a question on the knowledge of abuse, neglect, and exploitation. An overall evaluation of this program will be done at least annually.

DRESS CODE STANDARDS

All participants in the Northampton Community College Medical Assistant Specialized Diploma Program are required to abide by specific dress code policies as follows. Please note that all uniforms MUST be washable.

They must also be cleaned and pressed each day. Shoes must be clean and polished. The instructor determines compliance with this dress code.

REQUIRED FOR ALL PARTICIPANTS

- **College ID: Required**
 - ✓ **Fowler Students:** available at Main Campus, College Center 2nd Floor, Student Activities Center
 - ✓ **Pocono Students:** available at Pocono Campus, Keystone 1st Floor, Student Counseling Center
- **Shoes:**
 - ✓ Shoes must be kept clean
 - ✓ NO backless shoes or sneakers, clogs, crocs, canvas sneakers, sandals, stacked heels, boots, hi-tops, or open-toes
- **Outerwear:**
 - ✓ Solid-colored uniform jackets or lab coats are permitted
 - ✓ NO sweaters or sweatshirts
- **Tattoos:**
 - ✓ All visible tattoos must be covered
- **Jewelry:**
 - ✓ Any color small post-type earrings and only two pair per ear
 - ✓ No body rings including tongue, navel, nose, etc.
 - ✓ No bracelets or necklaces

FEMALE PARTICIPANTS

- **Uniform:**
 - ✓ **Caribbean Blue** scrub top and pants (solid – no design)
 - ✓ NO shorts, sweatpants, stretch knit, capris, or stirrup pants
 - ✓ NO pants rolled up or bloused in to socks
 - ✓ NO low-cut, sheer, lace trimmed, midriff, or street clothes
 - ✓ NO tight, restrictive, sloppy, or excessively loose uniforms
 - ✓ NO hats
- **Socks:**
 - ✓ Low socks, without pompoms or bows, may be worn

MALE PARTICIPANTS

- **Uniform:**
 - ✓ **Caribbean Blue** scrub top and pants
 - ✓ NO shorts, sweatpants or pants rolled up
 - ✓ NO tight, sloppy, or excessively loose uniforms
 - ✓ NO hats

CANCELLATION OF CLASSES

Instruction for late starts or cancellations will have announcements made via:

- College's Weather Information Line:
 - Bethlehem campus (610) 861-4595
 - Pocono campus (570) 369-1800
- College Website: www.northampton.edu
- NCC Alerts: a notification system that enables the school to send urgent news to your cell phone or email address. Once you sign up for the service, the college can text your cell phone or email you with timely information about emergencies and weather-related closings and delays. Sign up at <https://northampton.omnilert.net/subscriber.php>
- Radio Announcements
- Television Announcements (such as WMFZ – 69 News)

If the college is closed, there will be no clinical experience that day, and students will report to the college on the next scheduled open day. Classes on campus begin when the college reopens.

UNPROFESSIONAL AND/OR UNSAFE BEHAVIOR

Unprofessional and/or unsafe behavior will result in disciplinary action. The following are conditions or violations which may result in verbal warning (first offense), written warning (second offense), and/or dismissal (third offense).

Offenses include (but are not limited to)

1. Class begins promptly as scheduled. Being late by more than 10 minutes.
2. Documented non-compliance of dress code as described in the dress code standards.
3. Leaving the classroom or clinical areas without instructor approval.
4. Documented non-compliance with safe clinical practice involving safety or infection control discussed in class.
5. Disruptive behavior (verbal or physical: talking, sleeping, rude behavior, profane language, insubordination, lack of respect to classroom, personnel, etc.).
6. No food and/or drinks are allowed during class and lab.
7. Answering calls or text messaging during class. All cellular phones, pagers, etc. must be turned to vibrate mode or off.
8. Non-compliance with established policy or regulations (smoking, parking, or using facility phones except in an emergency).
9. No smoking, chewing and/or spitting of tobacco is permitted in the classrooms.
10. Confidentiality or HIPPA violations (see Privacy and Confidentiality Policies Acknowledgements).

Other regulations

1. Enter through the main entrance only. In case of an emergency such as fire, do not use the elevator and exit through the identified exit doors.
2. Professional behavior is expected at all times, which encourages learning within an office/clinical setting. Unprofessional behavior such as, harassment, cheating, dishonesty, or fighting (physical or verbal) will be cause for immediate suspension and possible termination from the Program.
3. Respect all NCC property, other individual property and the property of the areas used for class, clinical. Do not use other's belongings such as books, calculators, cups, and pens without permission. Use only what is yours. The teacher's desks and cabinets are private. Please do not touch or take anything from these places.

STANDARDS OF CONDUCT/DISCIPLINE PROCEDURES

Please refer to the college student handbook at www.northampton.edu/StudentHandbook.

HARASSMENT

Sexual harassment or any harassment of students or employees at NCC is unacceptable conduct and will not be tolerated. NCC encourages any student or employee to raise question regarding sexual harassment with the Affirmative Action Officer.

ALCOHOL AND DRUG FREE CAMPUS POLICY

Northampton Community College is committed to a drug and alcohol free environment for all of its employees and students. Violation of this policy will result in immediate suspension leading to possible dismissal. More information can be found in the college student handbook at www.northampton.edu/StudentHandbook.

ALCOHOL AND DRUG ABUSE AT THE CLINICAL SETTING/INTERNSHIP SITE

The procedure for Student Alcohol and/or Drug Abuse at the Clinical Setting/Internship Site is as follows:

In healthcare, the welfare and safety of patients is our first priority. Substance abuse or being impaired while participating in clinical education can pose a serious risk to patient safety.

In accordance with Northampton Community College's (NCC) policy governing the use of alcohol and other drugs, the School of Health Professions and Science has adopted procedural steps pertaining to the suspicion of student substance abuse or impairment at the clinical site. The clinical settings are an educational extension of the College and as such, the policies of the College, as stated in the NCC Student Handbook, also apply to students when participating in clinical education.

In accordance with clinical site practice, students may be subjected to random drug screens.

If a student, while at clinical, is suspected of substance abuse or being under the influence, the student will be:

- Immediately removed from all patient/work areas by the clinical instructor or immediate supervisor.
- Immediately referred to a drug screening facility or the clinical site's testing area and will need to follow up with drug and alcohol counseling in the event of a positive result.
- Arrangements for safe transportation of the student will be secured by the instructor/supervisor.
- Refusing to submit to drug/alcohol testing is grounds for banning the student from any further activities.

Be advised that as a matter of protocol, many clinical sites require drug and alcohol screening in the event of any accidental incident involving a patient.

If substance abuse is confirmed, and the clinical site agrees, the student will be permitted to return to the clinical education setting if he or she complies with the prescribed plan of action. Failure to comply with the individualized plan of action, or repeat incidents will result in further disciplinary action, up to and including withdrawal from the program.

CONFIDENTIALITY/DISCLOSURE OF INFORMATION

All patient/client and student information is confidential. None of this information may be disclosed to any third party without the knowledge and written consent of the patient/client. Students must sign the attached Confidentiality Agreement in order to complete the Externship portion of the program. NCC encourages any student or employee to review the confidentiality policy in the college student handbook or at www.northampton.edu/StudentHandbook for more details. For purposes of allowing NCC to release information to potential clinical sites and accreditation bodies you will be asked to sign a release of information. In addition to the Release of Information form, you will also be asked to sign a Photography Release.

POLICY COMMUNICATION

A copy of the Medical Assistant Specialized Diploma Program policies will be given to the course instructor and each Medical Assistant enrolled into the program. The course instructor will explain each policy to the Medical Assistant. The Medical Assistant will sign that they have received and understand the policies. This form will be kept in their permanent file.

DISMISSAL POLICY

We reserve the right to dismiss any participant due to poor attendance, failure to submit all clinical requirements by the given deadline, failure to provide a negative drug screen, and/or serious discipline or harassment issues.

Please refer to the college student handbook at www.northampton.edu/StudentHandbook.

TITLE IX SYLLABUS STATEMENT

The Northampton Community College faculty are committed to creating a safe learning environment for all members of our community, free from gender and sex-based discrimination, including sexual harassment, domestic and dating violence, sexual assault, and stalking, in accordance with Title IX of the Education Amendments of 1972.

Please note that the Discrimination, Harassment, and Sexual Misconduct Policy designates all faculty members, as Mandated Reporters. Under Northampton Community College's Discrimination, Harassment, and Sexual Misconduct Policy, all Mandated Reporters must report all disclosures of sex or gender-based discrimination or violence to Northampton Community College's Title IX Coordinator. The Title IX Coordinator will reach out 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.

Disclosures of gender and sex-based discrimination or violence made in relation to an assignment and/or educational prompt will not result in a referral to Northampton Community College's Title IX Coordinator unless requested otherwise.

If you have (or someone you know has) experienced any form of sex or gender-based discrimination or violence and wish to speak with someone confidentially, please contact Northampton Community College's Counseling Services at [Counseling Services](#). For more information regarding Northampton Community College's Title IX procedures, reporting, or support measures, please visit [Title IX](#).

GRIEVANCE/COMPLAINT POLICY

Please refer to the college student handbook at www.northampton.edu/StudentHandbook.

POLICY MAKERS

Allen Kotun, Dean, School of Health Professions and Science
Daisy Carrasquillo, Program Coordinator, Medical Assistant Specialized Diploma Program

LAW ENFORCEMENT AGENCY NOTIFICATION

Nothing limits the college to notify competent law enforcement agencies when staff or individuals believe a violation of the law has taken place

PROCEDURES FOR OCCURANCE OF AN INJURY/ILLNESS

Any student who sustains an injury or feels ill should immediately:

- Report the incident to the instructor.
- If the injury was caused by a needle or sharps or equipment, discard the object in the proper receptacle and wash the area immediately with soap and water.
- If caused by other equipment, identify the item.
- If necessary, participant may be referred to the College Health Center on Main Campus.
- Document the injury/illness on the attached form in this document and submit to the instructor.
- Students are responsible for any medical follow-up.

AAMA MEDICAL ASSISTANT CODE OF ETHICS

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

Members of AAMA dedicated to the conscientious pursuit of their profession, and thus desiring to merit the high regard of the entire medical profession and the respect of the general public which they serve, do pledge themselves to strive always to:

- A. render service with full respect for the dignity of humanity;
- B. respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information;
- C. uphold the honor and high principles of the profession and accept its disciplines;
- D. seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues;
- E. participate in additional service activities aimed toward improving the health and well-being of the community.



Certified Medical Assistants
Committed, Credentialed, Caring

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AAMA MEDICAL ASSISTANT CREED

I believe in the principles and purposes of the profession of medical assisting.

I endeavor to be more effective.

I aspire to render greater service.

I protect the confidence entrusted to me.

I am dedicated to the care and well-being of all people.

I am loyal to my employer.

I am true to the ethics of my profession.

I am strengthened by compassion, courage and faith.



Certified Medical Assistants
Committed, Credentialed, Caring

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NORTHAMPTON COMMUNITY COLLEGE

Health Professions / Healthcare Education INJURY REPORT

Name: _____

Social Security #: _____ Phone #: _____

Today's Date: _____ Date of Incident: _____

Current Course: _____

Description of the Incident (how the injury occurred): _____

Description of Injury (type and location): _____

Injury Occurred: Clinical Lab College Lab Other: _____

Immediate treatment administered:

Yes – Please describe: _____

No

Reported to Faculty/Lab Assistant: *(Name)* _____

Referred to College Health Center: Yes No

I, _____, understand that Northampton Community College policy requires all student injuries to be reported and evaluated by the campus nurse. I will report to the Health Center during working hours on this or the next business day. If I am unable to report to the Health Center, I will notify the Health Center of my injury via phone (610-861-5365).

Student Signature: _____

Faculty Signature: _____

Comments: _____

CC: Dean, School of Health Professions and Science
 School Nurse

Approved 1/04

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MEDICAL ASSISTANT SPECIALIZED DIPLOMA

REMEDIATION PLAN FOR UNSATISFACTORY PERFORMANCE

Student: _____

Date: _____

Verbal Written Final

1. Description of incident(s) that led to judgment of unsatisfactory performance:
2. Remediation Objectives (to be developed collaboratively by participant and instructor):
3. Remediation Plan (to be developed collaboratively by participant and instructor):
4. Evaluation Plan:

Student must demonstrate satisfactory behavior by .
Date

Instructor Signature: _____

Date: _____

The signature below indicates that the student has been informed of the "U" performance. *(Use backside of form as needed for additional comments.)*

Student Signature: _____

Date: _____

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HEALTH CAREERS MEDICAL MARIJUANA POLICY

In order to be transparent regarding the entire drug screening process and the use of Medical Marijuana, Northampton Community College recognizes our responsibility to fully inform students of NCC's policy at the time of acceptance. Please read the following policy carefully and acknowledge your understanding by signing and uploading this form to myRecordTracker.

The Pennsylvania Department of Health is currently implementing the Pennsylvania Medical Marijuana Program, a component of the Medical Marijuana Act (MMA) that was signed as law on April 17, 2016. This program provides access to medical marijuana for patients with serious medical conditions as defined by the Pennsylvania Department of Health.

At this time, the Federal government regulates drugs through the Controlled Substances Act, which does not recognize the difference between medical and recreational use of marijuana. Under Federal law, marijuana is a Schedule 1 controlled substance, meaning that it is considered to have no medical value. Medical practitioners may not prescribe marijuana for medical use under Federal law.

Students entering any Health Science Careers Program are required to have urine drug screenings upon admission to the clinical phase of the program and on a yearly basis while participating in clinical experiences. As per current policy, if the results are positive, the student will be dismissed from the program immediately and referred for appropriate counseling.

Students using medical marijuana will not be eligible for clinical, internship, or externship placement in any NCC health science career program, due to the current discrepancy between State and Federal law regarding Drug Free Work Place Act and the MMA. Businesses who are not in compliance with Federal law are at risk for criminal or civil charges; and additionally, may find issue with eligibility for Federal contracts and grants. Additionally, Pennsylvania's Medical Marijuana statute specifically provides that an employer does not have to accommodate an individual in a safety sensitive position if that person is under the influence of medical marijuana. Most positions involving direct patient care will be considered safety sensitive positions.

Students should also understand that under current Pennsylvania State Board law, many health career licensing boards require drug screening at the time of application for licensure. Similarly, most health care employers will perform routine drug screening as a condition for employment, as these positions involve direct patient care, and are considered safety sensitive positions.

Due to current laws, NCC does not provide admission to the clinical phase in any of our Health Science Career Programs. Students who have been admitted and are later to be found positive for medical marijuana will be dismissed from the Program.

I hereby acknowledge that I have read and understand NCC's Health Careers Medical Marijuana Policy.

Student's Name (Please Print)

Signature of Student

Date

Upload signed form to your myRecordTracker® account.

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POLICY ON SMOKING TOBACCO AND E-CIGARETTES ON COLLEGE CAMPUSES AND CLINICAL FACILITIES

Northampton Community College strives to provide a safe and healthy environment in which to teach, learn, research, live, and work. The college recognizes that:

- ♣ Smoking is a major cause of preventable disease;
- ♣ That a tobacco and smoke/vaping-free college is consistent with the college's mission and purpose; and that
- ♣ A tobacco and smoke-free college will improve individual and community health.

This policy applies to all persons, including all students, faculty, staff, volunteers, contractors, vendors, and visitors, anywhere on college campus and in college vehicles, college buildings, contracted clinical buildings/facilities on all campuses, and parking lots.

For purposes of this policy:

- ♣ Northampton Community College shall define all locations, campuses, buildings, and outdoor areas owned and/or operated by the college.
- ♣ Tobacco and smoking-related products are defined as any type of tobacco or smoking-related products intended to mimic tobacco products or the smoking or vaping of any other substance. This includes, but is not limited to cigarettes, cigars, cigarillos, smokeless tobacco, electronic cigarettes, pipes, vaping pens, bidis, hookahs, chewing tobacco and snuff.
- ♣ College Vehicle is defined as any vehicle that is owned, leased, or rented and used for transportation for college business and includes the driver and all passengers.

Use of any tobacco or smoking-related products is prohibited at Northampton Community College, consistent with applicable law and college policy.

Additionally, the possession or use of cannabis, cannabinoids, marijuana or other controlled substances on university property or any clinical facility is prohibited. Students should also refer to the Health Careers Medical Marijuana Policy included in their Acceptance Checklist.

It is the responsibility of all members of the community to comply with this policy, and it is expected that both smokers and nonsmokers will cooperate in the implementation of the policy in an atmosphere of mutual respect and consideration. All members of the college community are encouraged, if comfortable, to promote compliance with this policy by reminding students, faculty, staff, volunteers, contractors, vendors, and visitors of the prohibition of use of tobacco and smoking-related products at Northampton Community College, as necessary.

Resources are available for individuals who would like assistance with quitting at:

- ♣ <https://www.health.pa.gov/topics/programs/tobacco/Pages/Quitline.aspx>
- ♣ <https://www.heart.org/en/healthy-living/healthy-lifestyle/quit-smoking-tobacco/help-i-want-to-quit-smoking>
- ♣ <https://truthinitiative.org/thisisquitting>

Any individual in violation of this policy may be subject to disciplinary action. Faculty and staff in violation of this policy may be reported to the individual's supervisor. Students in violation of this policy may be reported to the Office of Student Conduct and Conflict Resolutions which may result in dismissal from all programs with the School of Health and Sciences and Education.

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Student Release of Information Form For Health Professions Clinical Sites Only

The Family Educational Rights and Privacy Act of 1974 (FERPA) protects the student’s educational record from disclosure to unauthorized individuals. As an admitted and enrolled student in this NCC Health Professions program, additional documentation is required to be submitted, including criminal background checks, health and vaccination/titer information, and drug screening results. While these items are not part of the student educational record, they are maintained as confidential by the program/school. Northampton Community College is required to share positive results of criminal background checks and drug screening with any affiliated institution used for clinical education in the Health Professions programs, as well as any pertinent health information requested by the clinical facilities.

- I understand that the clinical affiliate requires that positive results of my background check(s) be shared with the following individuals: the VP Human Resources, Labor/Employment Counsel, VP Patient Care Services, and/or the manager(s) of the unit where the student is assigned for clinical.
- I understand that any requested information will be released to the requestor according to the guidelines outlined in the affiliation agreement between the college and the clinical affiliate.
- In connection with my admission and enrollment in an NCC Health Professions Program and my participation in the program's clinical training opportunities, I hereby authorize the College and its agents to release any and all information relevant to my criminal record, health information, and/or drug screen results to any authorized clinical site representative it deems appropriate in order to determine my suitability to be enrolled in the Health Professions Program and/or to be assigned to a clinical site selected by the College. A photocopy of this release will be sufficient to authorize the release of the information.

Student Information:

(Please print legibly)

_____ **Student ID**

_____ **Student’s Name** (Last) (First) (Middle) (Previous)

_____ **Address** (Street) (City) (State) (Zip)

_____ **Primary Phone Number**

_____ **Secondary Phone Number**

_____ **Signature of Student Authorizing Release**

_____ **Date**

Upload signed form to [myRecordTracker](#).

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MEDICAL ASSISTANT BLOOD DRAW CONSENT

I hereby affirm that I am at least 18 years of age or older, I have enrolled in the Medical Assistant Specialized Diploma Program at Northampton Community College (NCC), and I am aware of the importance of practice in developing quality clinical skills which are performed as safely as possible.

In consideration of the educational opportunity being offered to me by NCC, I hereby consent to allow students within this program to practice dermal puncture techniques and capillary punctures on me in the presence of an instructor or preceptor, just as I will practice these same techniques on other students in the program. I understand that there are risks, some of which are very rare, associated with these procedures which include, but are not limited to infection, bruising, and other potential damage to surrounding tissue. I accept these risks and agree to perform these skills as safely and professionally as possible.

I hereby agree to release and hold harmless NCC, its officers, and staff from any and all liability arising out of or related to injuries that I may receive as a result of such phlebotomy practice.

Student's Printed Name

Student's Date of Birth

Student's Signature

Date

Witness Signature

Date

Only SIGN **ONE** AREA either giving your consent to, or declining to, participate in blood draws during class.

MEDICAL ASSISTANT BLOOD DRAW DECLINATION

I hereby affirm that I am at least 18 years of age or older, I have enrolled in the Medical Assistant Specialized Diploma Program at Northampton Community College (NCC), and I am aware of the importance of practice in developing quality clinical skills which are performed as safely as possible. However, I do not wish to participate in the person-to-person practice during classroom lab skills.

Student's Printed Name

Student's Date of Birth

Student's Signature

Date

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PHOTOGRAPHY RELEASE

For and in consideration of my engagement as a model by Northampton Community College, hereafter referred to as NCC, I hereby give NCC, its legal representatives and assigns, those for whom NCC is acting, and those acting with its permissions, or its employees, the right and permission to copy-right and/or use, reuse and/or publish, and republish photographic pictures or portraits of me, or in which I may be distorted in character, or form, in conjunction with my own or a fictitious name, on reproductions thereof in color, or black and white made through any media by NCC, for any purpose whatsoever; including the use of any printed matter in conjunction therewith.

I hereby waive any right to inspect or approve the finished photograph or advertising copy or printed matter that may be used in conjunction therewith or to the eventual use that I might be applied.

I hereby release, discharge and agree to save harmless NCC, its representatives, assigns, employees or any person or persons, corporation or corporations, acting under its permission or authority, or any person, persons, corporation or corporations, for whom he/she might be acting, including any firm publishing and/or as a result of any distorting, blurring, or alteration, optical illusion, or use in the taking, processing or reproduction of the finished product, its publication or distribution of the same, even should the same subject me to ridicule, scandal, reproach, scorn or indignity.

- I hereby warrant that I am 18 years of age or older, and competent to contract in my own name insofar as the above is concerned.
- I have read the foregoing release, authorization, and agreement, before affixing my signature below, and warrant that I fully understand the contents thereof, and hereby give permission for my photograph to be taken and used as described above.

OR

- I have read the above release, and DO NOT give permission for my photograph to be taken during the course of this program.

Program or Course: Medical Assistant Specialized Diploma

Print Name: _____

Signature: _____

Date: _____

Witness: _____

Date: _____

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PERMISSION FOR THE RELEASE OF STUDENT INFORMATION

STUDENT NAME *(Please print)*: _____

I hereby give Northampton Community College Medical Assistant Specialized Diploma Program permission to release information to:

_____ Prospective Employers _____

_____ Career Link _____

_____ Clinical Facilities _____

The following categories may be released for the purpose of referral or information:

Test Data	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Personal Information	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Academics	<input type="checkbox"/> Yes _____	<input type="checkbox"/> No
Other _____	<input type="checkbox"/> Yes _____	<input type="checkbox"/> No

I hereby authorize Northampton Community College Medical Assistant Specialized Diploma Program to release a copy of my competencies to prospective employers/agencies who request training information.

Date: _____

Signature: _____

Northampton Community College ♦ Fowler Family Southside Center
511 E. Third Street ♦ Suite 350 ♦ Bethlehem, PA 18015 ♦ 610-332-6585

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EXTERNSHIP EXPECTATIONS ACKNOWLEDGMENT

At the completion of the Medical Techniques courses of the Program, you will begin an externship with one of Lehigh Valley's premier facilities to complete the remainder of the program and be eligible to sit for the AMT exam. Please read the following expectations during externship and acknowledge your understanding by signing below:

- 📍 Acceptance for externship is based on interviews. Begin preparation! Brush up on interviewing skills and prepare your resume and cover letter now.
- 📍 Attendance in externship and completion of the program is based on successful and timely completion of all clinical requirements, including the COVID-19 vaccination and influenza vaccination.
- 📍 Time-off during externship for vacations is strongly discouraged as clinical sites may not be able to accommodate.
- 📍 Be prepared to be at the externship site for full 8-hour days, so plan your schedule accordingly.
- 📍 When you report to work at the externship site, dress professionally. Wear clean, pressed scrubs, clean shoes (fluid-resistant, not cloth), a watch with the ability to count seconds, minimal jewelry, hair pulled back, and your NCC name badge as well as a site-specific name badge as applicable. Leave your cell phone/devices with other personal belongings as recommended by the office.
- 📍 Have a couple of pens and some paper with you. You may want to take notes during your day.
- 📍 Arrive **early** and prepared each day.
- 📍 In the *improbable* event you may be late or absent you *must* call and inform the office manager prior to your start time. You must inform the NCC instructor as well in an email. Be sure to address this with your preceptor or manager during your initial meeting.
- 📍 In the *improbable* event you have an appointment during one of your scheduled externship days, you *must* give at least one full day's notice to the preceptor and manager. You must inform the NCC instructor as well in an email. Make every effort to schedule appointments before or after your externship day, not during.
- 📍 All personal concerns and/or changes to your schedule should first be addressed with your preceptor and manager, and then conveyed to the program manager or instructor. Understand and be considerate of the clinical affiliate's time and efforts on your behalf. Preceptors may be hired and paid specifically to come in to oversee you, and if you do not show up at the last minute, you are costing that facility an undue hardship, as well as leaving a bad impression prior to applying for a position.
- 📍 Be respectful and courteous if you must call out or reschedule your time. A simple apology goes a long way! If you must call out, you will be required to provide a doctor's note and possibly a

COVID test before returning to externship.

- 📌 Expect to be on your feet most of the day. Remember the “Essential Functions of a Medical Assistant.”
- 📌 Understand the need to be flexible with scheduling of preceptors. You may not have the same assigned preceptor each day. You may find that different preceptors have different styles and techniques. If you have any questions regarding protocols, contact your manager.
- 📌 Understand that patients may not be pleasant, may verbally lash out at you, and/or may be physically combative. If you are not comfortable in a situation, get the help and support from your preceptor or seasoned staff. Students should not be permitted to work with a patient alone or unsupervised until the time a preceptor feels confident in your ability. A preceptor or another site employee may choose to supervise you at all times.
- 📌 You are responsible for making sure that all completed documented hours are submitted electronically and received by the NCC instructor on a weekly basis. These forms are your responsibility.
- 📌 Should unforeseen circumstances arise, notify the NCC program manager or instructor immediately.
- 📌 Once you begin at an externship site, you **must** complete your time at that site. However, in accordance with our Affiliation Agreement, students can be dismissed for cause, and the externship sites have the right to reassign students due to unforeseen circumstances.
- 📌 Should you be dismissed from your clinical rotation before completion of your externship, it is your responsibility to find another affiliated externship site in order to complete and pass the program. Should you fail to do so, you will receive a failing grade. A meeting with Dr. J. Rex, Dean of the School of Health Professions and Science and the Program Manager will be scheduled.

I have read and fully understand the expectations of the externship component of the Medical Assistant Specialized Diploma Program.

Student's Name (Please Print)

Student's Signature

Date

PRIVACY AND CONFIDENTIALITY Photographing, Recording, and Social Media of Patients/Residents/Clients/Consumers and Their Families, Including Clinical Site Staff, Instructors, and Classmates

According to Federal requirements related to abuse at F223 and F226 “the patient/resident/client/consumer”, has the right to be free from verbal, sexual, physical, and mental abuse, corporal punishment, and involuntary seclusion.” “The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect, and abuse of the patient/ resident/client/consumer and misappropriation of patient/resident/client/ consumer property.”

- ◆ **Under no circumstances is it acceptable for a student or instructor to take photos, record sounds/voices or video of any patient/resident/client/consumer that contains nudity or shows the resident in a negative way.** This includes the following: bathing, showering, toileting, incontinence care, perineal care, showing a body part without the patient’s/resident’s/client’s/consumer’s face whether it is the chest, limbs, or back, inappropriate behavior by a patient/resident/client/consumer, or anything showing the patient/resident/client/consumer in a compromised position.
- ◆ **Under no circumstances is it acceptable for a student or instructor to post any photos, record sounds/voices, video, or any other information regarding any patient/resident/client/consumer on any social media platform.**
- ◆ Surveyors must investigate these incidents regardless of the cognitive status or consent of the patient/resident/client/consumer.
- ◆ It is also unacceptable to photograph or record patient’s/resident’s/client’s/consumer’s family members, clinical site staff, your instructors, and classmates.
- ◆ If students ask to take pictures or record lectures (in the classroom and/or skills lab) for the sole purpose of learning and studying, it is at the instructor’s discretion whether or not a student has their permission.
- ◆ Students may have their photographs taken for the purpose of creating ID badges, as required by our clinical sites. Your photos are kept on file for our recordkeeping and will not be used in any other way, without the student’s consent.
- ◆ You may be asked to sign a Photography Release if classroom photographs are taken for the use of college marketing materials.

I have read and understand the above policy regarding privacy and confidentiality and agree to adhere to this policy and realize that I may be withdrawn from the program for any violations of this policy.

Name of Student (PLEASE PRINT)

Signature of Student

Date

Original: Permanent File

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CONFIDENTIALITY AGREEMENT

The Health Insurance Portability and Accountability Act of 1996 (HIPPA) requires that all patient information will not be shared with any unauthorized individuals. Students will come in contact with privileged and confidential patient information, both written and oral, in the course of the Externship. It is imperative that this information is not disclosed to any third party or unauthorized individual to maintain the integrity of the patient information. An unauthorized individual would be any person that is not currently an employee of the practice. Any other disclosures may only occur at the direction and discretion of the Clinical Affiliate or by patient authorization.

Please remember that privacy and confidentiality also include the use of cell phones and taking photos or recording during clinical rotations as discussed in the Privacy and Confidentiality Acknowledgment. Be mindful of patients' and families' rights and privacy when taking photos, recording, or speaking on your cell phone during externship.

I have read and understand the policies relating to privacy and patient confidentiality. I agree to maintain confidentiality of all information obtained during the course of the Northampton Community College Medical Assistant Specialized Diploma Program. I understand that inappropriate disclosure or release of patient information is grounds for immediate dismissal from the Program.

Student's Name (*PLEASE PRINT*) _____

Student's Signature _____

Date _____

Permanent File- Original

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NCC HEALTH PROFESSIONS/HEALTHCARE EDUCATION COVID-19 POLICY

1. Proof of a COVID-19 vaccination (one dose J & J, or two doses of Pfizer or Moderna) is mandatory for all students. Proof will be uploaded to myRecordTracker.
2. If you are not feeling well/experiencing any COVID-related symptoms, stay home! Be sure to notify your instructor, as well as your preceptor/manager, if applicable, as you have been instructed to during orientation with as much notice as possible.
3. Please be considerate of those around you and wear a mask if requested by your instructor or another student. Masks are available at building and classroom entrances, along with hand sanitizer.
4. NCC instructors and students should wear their NCC ID badge while on NCC property.
5. Students who need to be dismissed from class due to COVID-19 symptoms or for coming in contact with a person who tested positive for COVID-19:
 - a. Student will be instructed to go home, isolate, and call their health care provider.
 - b. If student has a negative COVID-19 test, they will be required to share results with NCC.
 - c. If student has a positive COVID-19 test, they are required to report test results to the NCC Health Center at 610-861-5365.
 - d. If student has a positive COVID-19 test, they will be required to provide proof of a negative COVID-19 test prior to returning to class and/or clinical.
 - e. Students that cannot finish their class/program due to COVID-19 will be brought back into the next available class/course and can continue where they left off when possible. If this occurs during clinical or externship, next steps may be determined by the protocols of the facility.
6. NCC instructors and students will adhere to these policies at all times while at NCC and adhere to facility policies during clinical rotation, which may include wearing a mask at all times, safety glasses and other PPE, as required by the clinical site.
7. Students may be required to have a COVID-19 test prior to clinical rotation if requested by the facility. If so, students will be responsible for the out-of-pocket expenses for the testing.
 - a. Students may not be allowed to enter clinical site without proof of a negative COVID-19 test.
 - b. Remember that a negative COVID-19 test today does not mean that you cannot contract COVID-19 tomorrow!

I have read and agree to abide by the aforementioned policy related to COVID-19:

Student's Name *(PLEASE PRINT)* _____

Student's Signature _____ Date _____

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MEDICAL ASSISTANT AGREEMENT

I have read and understand **all** of the policies and procedures in this Student Handbook, including the Essential Job Functions, for the Northampton Community College Medical Assistant Specialized Diploma Program necessary for successful completion of the Medical Assistant Program.

Student's Name (*PLEASE PRINT*) _____

Student's Signature _____

Date _____

Permanent File- Original