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Introduction

THE MEDICAL ASSISTANT PROGRAM

Salt Lake Community College Medical Assistant faculty and staff welcome you into the Medical Assistant Program, Health Science. The coming year or two promise to be an exciting, growing, and rewarding experience. The information contained in this student handbook will serve as a guide to policies, standards, and expectations of the Medical Assistant Department while you are enrolled in the program. May this be the beginning of a long and satisfying career.

Program Description

Medical Assistants are trained primarily to work in doctors’ offices, clinics or health maintenance organizations. As members of an allied health care profession, the medical assistant’s role is to assist with care and treatment of patients through administrative and clinical procedures. Students must demonstrate proficiency by passing all courses and competencies required in the program, including successful completion of CPR and first aid certification, before placement in a practicum site and graduation from the program.

Students complete a 200-hour unpaid practicum at a primary health care facility. Students must return all practicum evaluations and hours (records) properly signed by practicum supervisor and student to the practicum coordinator of the Allied Health Medical Assistant Program. Only upon successful completion of the program and practicum with a C (74%) or better and receipt of all practicum evaluations will the student receive the Certificate of Certification.

CAREER OPPORTUNITIES

Medical Assistant Program graduates possess entry-level skills in all administrative and clinical practices. Students also receive extensive training in advanced competencies of the multi-skilled practitioner. As a result, graduates are of immediate value to the physician/employer. Emphasis is placed on development and understanding of personal and professional relationships.

Faculty/Administration & Full Time Faculty and Staff

DEPARTMENT FACULTY
Diana L Carroll, CMA (AAMA) /AS/CPC, Program Coordinator
Diane Robinson, CMA (AAMA) /AS/LRPT
Practicum Coordinator Angela Belnap, CMA (AAMA), BS

DIVISION OF ALLIED HEALTH/STAFF
Associate Dean:  Dr. Brenda Lyman, interim
Administrative Assistant:  Amy Minshall
Division Number: 801-957-6200
SCHOOL OF HEALTH SCIENCE
Dean: JoAnne Wright, PhD
Administrative Assistant: LuAnne Holt

Salt Lake Community College Vision, Mission, and Values Statements

VISION
Salt Lake Community College will be a model for inclusive and transformative education, strengthening the communities we serve through the success of our students.

MISSION
Salt Lake Community College is your community college. We engage and support students in educational pathways leading to successful transfer and meaningful employment.

VALUES
• Collaboration - We believe we’re better when we work together.
• Community - We partner with our community in the transformative, public good of educating students.
• Inclusivity - We seek to cultivate an environment of respect and empathy, advanced by diverse cultures and perspectives.
• Learning - We learn as a college by building outstanding educational experiences for students and by supporting faculty and staff in their professional development.
• Innovation - We value fresh thinking and encourage the energy of new ideas and initiatives.

Salt Lake Community College Student Learning Outcomes
• Acquire substantive knowledge.
• Communicate effectively.
• Develop quantitative literacies.
• Think critically and creatively.
• Become a community engaged learner.
• Work in a professional and constructive manner.
• Develop computer and information literacy.
• Develop lifelong wellness.

Salt Lake Community College Equal Opportunity Affirmative Action
It is the policy of Salt Lake Community College not to discriminate and to provide equal employment opportunities to all qualified persons regardless of race, color,
national origin, age,
sex, religion, disability, or veteran status. This policy is applied to all employment actions including, but not limited to, recruitment, hiring, upgrading, demotion, layoff, recall, termination, rates of pay or other forms of compensation, and selection for training including apprenticeship.

Program Objectives

To educate students in the art of medical assisting,

- Program will adhere to established program outcomes, encouraging students to excel in both their academic studies and the perfection of their competency skills.
- Program will adhere to Essentials established by the AAMA in cognitive knowledge, psychomotor skills, and affective behavior areas of study.
- Students will communicate effectively with patients, peers and others in the healthcare field.
- Students will effectively educate their patients about healthy lifestyles, management of their health disorders, and the importance of immunizations.
- Students will effectively communicate will patients of all genders, age, and diversity.
- Students will develop the math skills necessary to perform effectively in a physician’s office.
- Students will develop the skills necessary to effectively solve problems in a clinical setting in a timely fashion.
- Students will demonstrate personal growth and professional development through life-long learning.
- Students will demonstrate professional and ethical behavior.
- Students will pass the CMA (AAMA) exam within one year of completing the program.
- Students will demonstrate life-long learning activities by maintaining required CEU's for certification.

Program Philosophy/Mission Statement

THE PHILOSOPHY OF THE MEDICAL ASSISTANT PROGRAM

As Medical Assistant faculty, we believe in upholding the Mission Statement of Salt Lake Community College to provide an atmosphere for learning, by offering a comprehensive curriculum leading to either an Associate of Applied Science Degree in General Studies, an Associate of Science Degree in General Studies or a Certificate of Completion as a Medical Assistant. This comprehensive curriculum reflects the vision of universal education and life-long learning by providing the student with the education to become a multi-skilled versatile health care provider. Insofar as it is not detrimental to student or patient, we believe this can be accomplished without discrimination or harassment based on religion, sex, national origin, or age.
The philosophy of Medical Assistant education expresses the faculty's belief that the application of the Medical Assistant art is based on scientific principles, using a problem-solving process. We further believe that learning stimulates growth and results in feelings of competence and increased self-worth. This goal-oriented plan prepares students to safely and effectively care for patients who experience common health problems, in a variety of structured settings, under the guidance, direction, and supervision of the physician/employer.

The Salt Lake Community College, Jordan Campus, Certificate of Completion, Medical Assistant 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 25400 US Highway 19, North, Ste 158 Clearwater, FL 33763 727-210-2350

The MAERB (Medical Assisting Education Review Board) has established thresholds for outcome assessments in medical assistant programs accredited by CAAHEP, one of which is successfully passing the CMA (Certified Medical Assistant) exam with an overall score of 70% or better. All program graduates will be required to take this exam within five years of completion of the program.

The student is responsible for maximizing learning experiences during formal education. With this responsibility comes the realization that this is a dynamic discipline, providing development of skills that can facilitate continued learning after the completion of the initial, formal education.

The instructors provide support, direction and creative learning experiences, and, along with the learner, are responsible for determining the best method to assist students in acquiring knowledge and skills to become competent professionals. Learning is augmented by the instructor, whose roles include advisor, facilitator, mentor, and role model.

The learning environment must allow freedom to the student for expression of personal ideas. It must also provide freedom for the teacher to utilize personal expertise in facilitating student learning and in providing evaluation of performance in achieving goals.

Medical Assistants are trained primarily to work in ambulatory care such as doctors' offices, clinics, health maintenance organizations and hospitals. They are part of the allied health care disciplines, whose role is to assist with the care and treatment of patients in administrative and clinical procedures. Graduates of SLCC's Medical Assistant program possess entry-level skills in all administrative and clinical procedures. As a result, they are of immediate value to their employers. Students
must complete a 200-hour unpaid practicum at a primary care facility upon completion of the course work.
Students must demonstrate efficiency and pass all competencies before completion of the program.

PROGRAM MISSION

The Medical Assisting Program will provide students with the necessary knowledge and skills to competently perform the duties of a medical assistant as defined by local and national standards. They will be trained in both the administrative and clinical areas of medical assisting. The curriculum will allow the students to gain competency in cognitive, psychomotor and affective competencies. These include but are not limited to communication, computation and human relations in the following areas of instruction:

- anatomy and physiology;
- applied microbiology and infection control;
- communication;
- administrative functions and basic finance;
- health insurance with procedural and diagnostic coding;
- legal and ethical considerations in healthcare; protective/safety practices.

Instruction will be achieved with a combination of online, classroom, laboratory, and clinical activities that will include experience in an ambulatory healthcare facility.

Program Code of Ethics and Medical Assistant Creed

THE MEDICAL ASSISTANT’S CODE OF ETHICS

Members of the 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:

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

The American Association of Medical Assistants, (AAMA), in Chicago, IL, is a professional organization for medical assistants. The website is www.aama-ntl.org. A few of its major functions are:
• Administration of the accreditation process for medical assistant program
• Administration of the AAMA national certification exam
• Publisher of CMA TODAY, a bimonthly professional magazine
• Promotion of continuing education to maintain current certification and/or renewal
• Support of state, local and student chapters of the AAMA

SALT LAKE COMMUNITY COLLEGE HONOR CODE

We adhere to the policies of prescribed conduct as listed in the Salt Lake Community College Student Code of Conduct. The purpose of an honor code is to identify behaviors that denote professional conduct and personal integrity.

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.

Program Essential Functions for Career Success

Essential functions represent physical, environmental, and cognitive/mental program requirements that student must be able to perform in order to successfully participate in the program. Students must be capable of performing the essentials functions in order to successfully complete the SLCC Medical Assistant program.

The following examples are representative of the possible activities which may be required:

Academic abilities to maintain at least a “C” (74%) in all MA courses except for MA 1210, MA 1610, MA 2610 and MA 1710, and MA 2710 which require a “B” (80%).

Ability to achieve competency level performance in all MA procedures which include but not limited to:

• Identify stained and unstained cellular components.
• Distinguish between solution that may be clear, opaque or particulate in either test tubes or on glass slides.
• Identify calibration lines on pipettes and laboratory instruments that may be as close as 1 mm apart.
• Manipulate various pieces of laboratory, instruments and radiology equipment without contaminating the specimen.
• Accurately draw and dispense liquids.
• Operate laboratory equipment and instrumentation, such as microscopes, incubators, centrifuges, and blood cell counters.
• Understand, read, speak and write standard English and medical terminology. This includes providing accurate, reliable, readable laboratory and clinical results. Communicate effectively with patients by explaining procedures, receiving information from patients and chart, other health care providers and identifying self, confirming patient identity, documenting in a clear, concise and accurate notes.
• Demonstrate ability to set up treatment areas, laboratory and clinical equipment within the time restraints of treatment requirements.
• Perform basic mathematical calculations.
• Perform repetitive tasks.
• Handle stresses in the classroom, laboratory or clinical setting.
• Current CPR certification and ability to perform one-person and two-person CPR.
• Ability to apply universal precautions, including mask, gown, glove and goggles when indicated for patient with potential contagious.

Student Services

The Jordan High Technology Center (HTC) and the Student Pavilion on the Jordan Campus offer a variety of services including college cashier, health center, bookstore, copy center, and food service. Student Services on the Jordan Campus is located at HTC, room 101, 801-957-2685.
The Lifetime Activities Center on the Redwood Campus is the primary recreational facility for SLCC. The SLCC General Catalog describes these student services in detail (http://www.slcc.edu/catalog/).

Library

The library system has print books and periodical subscription, access to electronic databases and reference titles (which include full text articles and indexing/abstracting services), e-books, e-journals, online video resources, popular movies, telecourse videos, and more.

Library staff provides assistance with: e-Portfolio, research, and reference questions; inter-library and inter-campus loans; and training to assist in using the library's resources and accessing the Internet. Patrons may access the library's online catalog and full text database services through any computer on campus or off-campus via the Internet.
LIBRARY LOCATIONS AND HOURS

The SLCC library system currently has four physical branch locations. For further information, such as hours, locations, and how to contact each branch, see the links below.

- Jordan Campus
- Miller Campus
- South City Campus
- Taylorsville Redwood Campus

LIBRARY CARD

Your library card is your SLCC OneCard. OneCard ID Centers are located at the Information Desk in the Student Center at Redwood, and in room W175 at South City. Call 801-957-4022 for more information. Your library ID is your Student "S" number.

Community User Cards for non-SLCC personnel are available at Library Circulation desks for $20.00 per year. Community borrower cards DO NOT allow home access to databases.

Faculty and students who attend one of the other UALC colleges or Universities in the state may present student IDs from their school to check out materials. Library staff will give them a card to use when checking out material here. Check the UALC website to see if your school is part of the consortium.

LIBRARY STAFF

Need assistance? Please contact our library staff. They are happy to assist you in any way that they can! They are located in the Jordan Health Sciences (JHS) building, room 235; 801-957-6202.

BLOG

Interested in library news and tutorials? Check out the college blog: http://saltlakecommunitycollege.blogspot.com/

Student Advising Policy

ACADEMIC STUDENT ADVISING

Medical Assistant faculty is involved in student advising and may act as advisors for students in the Medical Assistant program. An Academic Advisor for the Salt Lake Community College Jordan Campus Allied Health Programs is also available.
Specific difficulty with course/clinical content is to be addressed to the faculty providing the instruction. However, the student’s advisor may be consulted by the student and/or other faculty to discuss and offer assistance with study habits, tutoring, study materials, etc.

Prior to graduation, students will meet with the Practicum Coordinator to assess academic readiness, skill competency and confirm a criminal background check and drug screen have been completed in preparation of graduation.

### Learning Support & Tutoring Services

Salt Lake Community College provides a number of free tutoring resources to assist you in meeting your learning goals. These resources include tutoring and workshops, and are located at all major campuses or centers, including online. The following link will help direct you to the resources that you need: [http://www.slcc.edu/tutoring/index.aspx](http://www.slcc.edu/tutoring/index.aspx)

### Student Records

A cumulative record is kept on each student in the program. This record contains admission application, personal references, immunization record, and other pertinent information such as grades, performance evaluations, tests, etc., and is open to the student for personal review.

Any other release of these records is determined by the provisions of the Government Record Access and Management Act of Utah. This file is kept in the Program Coordinator’s files for five years and then archived.

### Financial Aid

We’re here to help you obtain financial aid to accomplish your goals and fulfill your dreams. If you qualify, a variety of grants and loans are available. The process is not difficult but requires you to apply for aid, and respond to our information requests, in a timely manner.

You can access information about your aid application and financial awards by logging in to:

- MYSLCC
- Student tab
- Financial Aid

We also advise that you regularly check your BruinMail email.

### Center for Health and Counseling

Salt Lake Community College has a staff of health educators, social workers, massage therapists, and medical providers who can offer educational experiences, training, support, and
care to keep students well and to help students overcome illnesses should they become sick. Some services are free to students. Contact Center for Health and Counseling for more information about specific services or visit www.slcc.edu/chc.

**Disability Resource Center**

Students with medical, psychological, learning or other disabilities desiring accommodations or services under ADA should contact the Disability Resource Center (DRC). The DRC determines eligibility for and authorizes the provision of these accommodations and services for the college. Please contact the DRC at the Student Center, Suite 244, Redwood Campus, 4600 So. Redwood Rd, 84123. Phone: 801-957-4659, TTY: 957-4646, Fax: 957-4947 or by drc@slcc.edu.

**Security Parking (Student & Faculty Safety)**

The safety of the faculty and students in the Medical Assistant program is of paramount concern to the department and the college. While work in this field carries with it a certain amount of risk from such sources as physical, chemical, or biological factors, adherence to CDC and OSHA guidelines should help to ensure the safety of all involved. To this end, these are the safety guidelines for the Medical Assistant program at SLCC for students and faculty. Every attempt will be made to insure the safety of everyone involved in a laboratory setting.

- Students should strive to maintain optimal health through lifestyle and good nutrition.
- Students must show evidence of all immunizations required by the program before starting practical courses.
- Students must be supervised at all times by a faculty member while in a laboratory setting.
- Students must wear OSHA required PPE at all times when in a laboratory setting or when exposure to body fluids may occur.
- Accidental exposure to physical, chemical, or biological materials presenting a risk of injury or possible harm will be reported to the faculty member, department coordinator and the College Risk Manager immediately so steps to limit harm to the student or faculty can be taken.
- Protocol mandated by the College will then be followed and appropriate steps will take depending on the type of incident which has occurred. For example, a student or faculty member exposed to a biological threat via a needle stick will be evaluated at the University of Utah Infectious Disease Department under the direction of the attending physician at the expense of the students or faculty member’s private insurance, the College insurance on the student or faculty, or will be paid by the College itself.
Campus Police and Emergency Numbers:

- Emergencies: 911
- Jordan Campus Police: 801-957-3800 (Non-emergency)
- Animal Control: 801-840-4000

Title IX

Title IX of the Educational Amendments of 1972 prohibits discrimination based on sex in any educational institution that receives federal funding. Salt Lake Community College does not tolerate sex discrimination of any kind including: sexual misconduct; sexual harassment; relationship/sexual violence and stalking. These incidents may interfere with or limit an individual's ability to benefit from or participate in the College's educational programs or activities. If you have questions or concerns regarding your rights or responsibilities, or if you would like to file a Title IX complaint please contact:

Kenneth Stonebrook, J.D.
Title IX Coordinator
Taylorsville Redwood Campus
Student Center, Room 276A
4600 So. Redwood Road, SLC UT
84123
801-957-5027
ken.stonebrook@slcc.edu

Online Reporting Form: http://www.slcc.edu/title-ix/complaint.aspx
Students may also report incidents to an SLCC faculty or staff member, who are required by law to notify the Title IX Coordinator. If a student wishes to keep the information confidential, the student may speak with staff members of the Center for Health and Counseling, 801-957-4268. For more information about Title IX, go to: http://www.slcc.edu/title-ix/index.aspx

Student Rights and Responsibilities

Students accept both the rights and obligations of citizenship. They retain and enjoy all rights secured by the Constitution and local, state or national laws.

Rights and freedoms are best preserved in a community whose members are mutually tolerant of the exercise of rights and freedoms and whose members are free from physical violence, force, abuse, and threat. Toward that end, SLCC has adopted certain personal and organizational standards, policies and procedures that govern the responsibilities and behavior of its members. Violations are grounds for judicial action and possible disciplinary sanctions. Any students, who assist, encourage, or incite others to violate SLCC
Student Dress Code

As representative students of the Medical Assistant Program at Salt Lake Community College, we are concerned about the professional appearance of students. We feel very strongly that pride in appearance reflects pride in our profession and institution. Student must meet the Professional Dress Codes of their Practicum sites. It is the student's responsibility to observe these dress code standards. Faculty has offered their support and assistance. Professional appearance is always subject to the approval of the Medical Assistant instructors.

GENERAL GUIDELINES

• Make-up, if worn, should look natural.
• Hair must be worn pulled back and off the collar if longer than shoulder length and must be clean and neat.
• Jewelry should be kept to a minimum. For example, a wrist watch is necessary and you may wear a wedding or engagement ring, but rings interfere with the wearing of gloves in the practical courses. Post earrings are acceptable, but not large or dangling earrings. Additional body piercing must be removed during clinical courses.
• Colored uniforms or scrubs are required for all students. All clothing should be clean and pressed. Skirt or dress lengths, if worn, should be appropriate for performing patient care duties. Male students may choose to wear clean and pressed dress shirts with slacks (no jeans), a lab coat, and dress shoes. Closed toed shoes are required in all clinical and lab areas.
• Fingernails must be of a reasonable length, not to extend past the end of the finger; and, if painted, only light or neutral colors will be acceptable. Artificial nails must be removed during clinical courses.
• Tattoos must be covered at all times.
• Student must meet the Professional Dress Codes of their Practicum sites.
• Miscellaneous: NO perfume...NO gum chewing.
• Laptops/smart phones can be used during class time to enhance a student’s learning experience. However, they are not to be used for checking e-mails, playing games, or other non-educational purposes. The course instructor has the right to ask the student to turn off the devices during the class period.
• Cell phones must be on silent mode during class time. Cell phones are not to be used as calculators on exams and texting is not allowed during class lecture and/or discussion time. MP3 players, audio adaptors, or other electronic devices that create noise or distraction will not be tolerated in the classroom and will be confiscated other than with instructor permission.

Grading Scale
MEDICAL ASSISTANT GRADING SCALE

<table>
<thead>
<tr>
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<th>Range</th>
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<tbody>
<tr>
<td>A</td>
<td>95 - 100</td>
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<tr>
<td>A-</td>
<td>90 - 94</td>
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<tr>
<td>B+</td>
<td>87 - 89</td>
</tr>
<tr>
<td>B</td>
<td>84 - 86</td>
</tr>
<tr>
<td>B-</td>
<td>80 - 83</td>
</tr>
<tr>
<td>C+</td>
<td>77 - 79</td>
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<tr>
<td>C</td>
<td>74 - 76</td>
</tr>
<tr>
<td>C-</td>
<td>70 - 73</td>
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<td>D+</td>
<td>67 - 69</td>
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A minimum grade of C or (74%) is necessary in all required Medical Assistant lecture/online courses and general education courses to be eligible to graduate from the program and take the national Certified Medical Assistant exam. Medical Assistant courses must be taken in sequence and a "C" grade (74%) (Cognitive) is necessary to progress from one semester to the next. Students are also required to pass all competencies (psychomotor and affective) with 80% or better before the end of the semester in which they are taught to continue in the program. Theory (cognitive) and practical (psychomotor) grades for all courses in the program are computed following a scale that has been approved by the Medical Assistant faculty.

CLASSES ARE INTEGRATED THEORY AND PRACTICAL. STUDENTS ARE REQUIRED TO PASS BOTH COMPONENTS TO RECEIVE A GRADE FOR MEDICAL ASSISTANT CLASSES.

THE STUDENT MUST COMPLETE ALL COURSE COMPETENCIES WITHIN THE REQUIRED TIME FRAME AND AT A SPECIFIC DEGREE OF ACCURACY. IF THE STUDENT CANNOT PASS ALL COMPETENCIES REQUIRED BY THE DEPARTMENT, THEY WILL BE ASKED TO WITHDRAW FROM THE PROGRAM.

Students are allowed to take a course two times before they are asked to withdraw from the MA program.

Attendance and Tardiness Policies

Attendance is vital to be successful in the Salt Lake Community College Allied Health Medical Assistant program. Absences will interfere with one's ability to meet required clinic/lab course objectives.

Attendance is extremely important and in order to meet class requirements and to function safely in the clinical arena. You cannot learn the clinical skills if you are not here. Grades are earned on knowledge, performance, attitude, and interpersonal relationships. FIVE ABSENCES WILL RESULT IN A DROP OF ONE FULL GRADE. ONE ABSENCE is equivalent to one, 50-minute time frame. THREE TARDIES equal ONE ABSENCE. Tardiness is assessed for coming in late and also for leaving early. If you cannot be in class, please notify your instructor in advance and provide documentation upon your return.

Exam/Testing Policy
TESTS and COMPETENCY

If you are absent on the day of a test or quizzes it must be taken on the day of you return, no exceptions. TEN PERCENT will be deducted. If you know in advance you will be absent on a test day, you may take the test in advance without penalties. Competency pass-off is timed, and may require another student to participate. If the student misses the scheduled competency, the student will not have the opportunity to make up the work and the points will be lost. The loss of points may prevent the student from successfully completely the course and will require the student the repeat the course.

Each clinic/lab course in the Medical Assistant program has planned activities which have specific objectives leading to the final competences. Most of these activities cannot be duplicated resulting in loss of points and potentially not allowing the student to successfully progress in the program.

The Salt Lake Community College Allied Health Medical Assistant Program is accredited by CAAHEP (Commission on Accreditation of Allied Health) and the AAMA (America Association of Medical Assistants) in Chicago, IL.

The MAERB (Medical Assisting Education Review Board) has established required competences in cognitive, psychomotor, and affective leaning areas. Student must be able to pass all of the psychomotor (hands-on) competences with a “B” or better to proceed in the program and placement into a practicum site.

The Medical Assistant Department subscribes to the SLCC procedure for school and work attendance by students and employees with Acquired Immune Deficiency Syndrome (AIDS), AIDS related conditions (ARC), or AIDS virus HTLV-III. This procedure is available from the VP for Student Affairs, the Division Chair of Health Sciences, or the Medical Assistant Coordinator.

Assignment Policy

Responsibility for participating in class assignments and clinical practicum rests upon the student. The student is required to participate in class, student clinical/lab activities, and student practicum.

Academic Honesty Policy

Honesty is an expectation at SLCC. This means that each member of the College community will adhere to principles and rules of the College and pursue academic work in a straightforward and truthful manner, free from deception or fraud. Any attempt to deviate from these principles is academic dishonesty and will be dealt with according to rules of due process, as outlined.

Students are also held to the College policy on Acceptable Use of College Computing Resources which prohibits the distribution of passwords or confidential information; sending, receiving or storing fraudulent, harassing or obscene messages; the encroachment of computer resources or any attempt to break, or override the security of the College computers.
Graduation Requirements

The MA program uses rolling admissions and starts a new cohort of 20 students every fall, spring, and summer semesters. Students will take MA courses full-time and must complete the planned curriculum in sequential order without interruption.

Classes are typically taught Monday - Friday from 8:30 am-3:30 pm and attendance is mandatory for both theory and clinical sections. All MA clinical classes must be successfully completed at 80% or better and MA lecture classes must be successfully completed at 74% or better. Students are allowed two attempts for successful completion of the Medical Assistant program courses. All students in the MA program must complete a 200-hour practicum (without pay) after successful completion of all MA courses. CPR certification will be required before practicum placement. The MA Practicum Coordinator will make arrangements for placements at a clinical site for students.

It is the students’ responsibility to arrange their work and child care schedules to meet the MA 2810 practicum requirements.

Upon completion of the program courses, student will submit all practicum evaluations and hours (documentation) properly signed by externship supervisor. Students can then apply for graduation to receive their certificate and qualify for the national exam, through the AAMA (America Association of Medical Assistants).

Medical Assistant Program
Outline Summer 2016

PREREQUISITE SEMESTER

<table>
<thead>
<tr>
<th>COURSE #</th>
<th>COURSE TITLE</th>
<th>CREDITS</th>
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<tr>
<td>MA 1100</td>
<td>MEDICAL TERMINOLOGY</td>
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<tr>
<td>MA 1420</td>
<td>CLINICAL PATHOLOGY I</td>
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<tr>
<td>MA 1011</td>
<td>APPLIED MATH FOR MEDICAL ASSISTANTS (QS)</td>
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<tr>
<td>ENG 1010</td>
<td>ENGLISH (EN)</td>
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FIRST SEMESTER

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<td>MA 1600</td>
<td>MEDICAL SCIENCES I</td>
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**SECOND SEMESTER**

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**THIRD SEMESTER**

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<td>MEDICAL CODING AND INSURANCE</td>
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<td>MA 2400</td>
<td>INTRODUCTION TO EMR/EHR</td>
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<td>MEDICAL SCIENCES II</td>
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<tr>
<td>MA 2810</td>
<td>PRACTICUM*</td>
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*MA 2810 is completed after all MA courses have been completed with a C or better grade.

**Medical Assistant Education Review Board (MAERB) Placement and Graduation Stats**

CAAHEP-accredited programs are required to submit an annual report that contains the outcomes that are outlined in the CAAHEP Standards and Guidelines. The outcomes provide valuable information about the program and its success, and, as accreditation is a public status, the outcomes are a part of the story that the program shares with the public.

Job Placement Results:
Graduate Survey Results:

<table>
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<tr>
<th>Five-year weight average (2014)</th>
<th>Total Number of Graduates</th>
<th>Number of Positive Placements</th>
<th>Number of Grads Employed as MA or Related field</th>
<th>Placement Rate</th>
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<tbody>
<tr>
<td>210</td>
<td>170</td>
<td>170</td>
<td>170</td>
<td>80.95%</td>
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Social Media Policy/Technology In The Classroom Policy

The advent of technology use in the classroom as an instructional tool has caused both opportunities and distractions. The expectations for the medical assistant student are that you are engaged and present during class time, which means that you will be free from technological distractions. Research has shown that these distractions may cause individual inattentiveness and can make it difficult for others to stay focused on the immediate discussions.

POLICY

- Cell phones, iPods, pagers, laptops, High-Resolution DVR Spy Pens with webcam and microphone or any device (excluding ADA authorized devices) that may distract from the class should be silenced before entering the classroom and may not be on the desk during class or exams. Individual instructors may have policies regarding the use of technology in the classroom. If there is an emergency and must use the cell phone, please exit the classroom to take the call. Students discovered reading/sending text messages during class or emails will be asked to leave the class and will be counted absent for that class session thus losing “professionalism points” for the day and potentially receiving an unexcused absence. This includes sending instructors assignments during the stated course time.

- Students are expected to engage in discussion for the class. Computer use is accepted to access your textbook, take notes, and research the discussion topic.

- Students may not record or publish information from the class without
written authorized use from the instructor. If used without authorization you have violated PRIVACY/INTELLECTUAL PROPERTY RIGHTS. Students who record and/or publish anything related to the course or program will be in violation of the HIT Code of Ethics and may be placed on probation or dismissed from the program depending on the severity of the violation.

Students in the Medical Assistant program at Salt Lake Community College have the right to develop a FaceBook page or other social media pages. If a page is created, it shall not include the name Salt Lake Community College or Medical Assistant program anywhere on the page. Students in the Medical Assistant program shall understand that the page is not an extension of the program, the classroom, or the college.

At no time shall confidential or personal information about the classmates, faculty, or information of a private nature discussed in class be posted on social media though text or photos. Any student violating this policy will be placed on immediate probation and/or dismissed from the program. Confidential or personal information shall include but is not limited to:

- Personal information of a classmate, faculty, and clinical preceptor.
- This includes academic information of classmates.
- Derogatory comments of a classmate, faculty, and clinical preceptor.
- Classroom discussion/pictures or videos of procedures performed during clinical education.
- Information of the clinical site, patient information and any other information that may be obtained through the student practicum.

Social media shall constitute the following, but is not be limited to:

- FaceBook
- Twitter
- MySpace
- Instagram
- Pinterest
- LinkedIn
- Reddit

Canvas is the only program that is a part of classes. Postings on Canvas should be considered as relative to the class and if it concerns patient information or other confidential information, it should not be shared on other media sources.

Student organizations should work with Student Life to set up social media pages and or groups that have the SLCC name or branding as a part of it. Administrative rights—at a minimum— should be given to the student organization advisor. Others may request it. No student that has graduated should have administrative rights to the site.

Any other social media pages should not be set up as official SLCC sites if they have not been set up using college protocols, this includes using the name SLCC, Salt Lake Community College or any of its logos.
Program and Student Code of Conduct

PROFESSIONAL CONDUCT

Professional conduct for medical assistant’s behavior includes acts, knowledge, and practices, which through professional experience, has become established as conduct which is reasonably necessary for the protection of the public interest.

UNPROFESSIONAL CONDUCT

- Failing to utilize appropriate judgment or exercise technical competence in administering safe nursing practice based upon the level of nursing for which the individual is prepared.
- Failing to follow policies or procedures defined in the practice situation to safeguard patient care.
- Failing to safeguard the patient's dignity and right to privacy.
- Violating the confidentiality of information or knowledge concerning the patients.
- Verbally or physically abusing patients.
- Performing new techniques or procedures without proper education, supervision, and preparation.
- Being unfit to perform because of physical or psychological impairment.
- Using alcohol or other drugs in violation of professional ethics or SLCC Student Code of Conduct. During student practicum; manipulating drug supplies, narcotics, or patient’s records.
- Falsifying patient's records or intentionally charting incorrectly.
- Appropriating medications, supplies or personal items of the patient or agency.
- Violating state or federal laws relative to drugs.
- Intentionally committing any act that adversely affects the physical or psychosocial welfare of the patient.
- Delegating patient care, functions, tasks and/or responsibilities to others contrary program or job descriptions and/or to the detriment of patient safety.
- Leaving an assignment without properly notifying appropriate personnel.
- Resorting to fraud and misrepresentation. Aiding, abetting or assisting an individual person to violate or circumvent any law or duly promulgated rule or regulation intended to guide the conduct of a nurse or any other health care provider.
- Failing to report, through the proper channels, facts known to the individual regarding the incompetent, unethical or illegal practice of any health care provider.

A discussion of professional conduct for Medical Assistant students is incorporated in the MA 1200 curriculum during the first semester of the program and re-enforced in each succeeding semester.

Students may be dismissed from the Medical Assistant program when in violation of the Honor Code, SLCC’s Student Code of Conduct, or unprofessional conduct.
STUDENT CODE OF CONDUCT

The Student Code of Conduct governs the behavior of our student body and is for student use. The purpose of a published Code of Conduct is to state the specific authority and responsibility of the College in maintaining social discipline outline the process for a legitimate grievance, and establish the proper procedures to be followed to ensure “due process,” which protects accused students from unfair imposition of penalties and sanctions. The Code outlines the specific rights which students are guaranteed and the responsibilities students have as a community member. It also specifically outlines the procedures for hearing cases of student misconduct, grievances, and academic dishonesty issues.

CODE AVAILABILITY

Students may obtain a complimentary printed copy of the Student Code of Conduct from the Office of Student Services (HTC 160), Jordan Campus. Students also may request printed copies from Student Services offices at all other SLCC locations. The Student Code is also available online in My Page under the Student tab or http://www.slcc.edu/policies/docs/Student_Code_of_Conduct.pdf

AUTHORITY AND RESPONSIBILITY

Daily responsibility for good conduct rests with the students. All members of the College community are expected to use reasonable judgment in their daily campus life and to show due concern for the welfare and rights of others.

Ultimate responsibility and authority to enforce the Student Code of Conduct rests with the College President. The President may, and has, delegated responsibility for administration of the discipline system to the Vice President of Student Services. The Vice President delegates responsibility to various judicial bodies and administrators. All procedures followed and decisions made by authorized hearing officers and bodies are subject to Vice Presidential and Presidential review. SLCC reserves the right to take any necessary and appropriate action to protect the safety and well-being of the campus community.

Grievance Procedure

Students are encouraged to pursue educational studies and other College sponsored activities that will promote growth and personal development. In pursuing these ends, the student should be free from unfair and improper action by any member of the College community.

A student should attempt resolution with those involved with the problem. If no resolution is found:

• Students with a grievance against another student presents grievance to the Dean of Students.
• Students with a grievance against a faculty member must present a written grievance to the Department Coordinator or Associate Dean within five days of the occurrence.
• If a resolution is not met, a written grievance must be submitted within five days to the Dean of the Health Sciences. Additional SLCC members may be involved for resolution if the grievance filled.
• Students with grievance against a student, faculty member or staff member based on disability related issues presents grievances to the ADA coordinator.
• Students then follow the procedures outlined in the Student Code of Conduct, page 23.

Should a problem arise with another individual (fellow student, supervising technologist, ancillary staff, etc.) while the student is attending their clinical rotations, the student is encouraged to discuss the issue directly with the involved individual with the goal of seeking a workable solution. If the problem is unresolved, it should be brought to the attention of the on-site clinical instructor. In the event of an unsatisfactory response, the student should consult the radiology faculty. Concerns regarding the actions of the Medical Assistant faculty should be directed to the Allied Health Division Chair.
For more information about the student grievance procedure, consult the following link of the Student Code of Conduct (page 30): http://www.slcc.edu/policies/docs/Student_Code_of_Conduct.pdf

**Probation/Dismissal Policy**

**ACADEMIC NOTIFICATION**

Students whose term grade point average (GPA) falls below a 2.0 while their cumulative GPA is 1. or higher will be placed on Academic Notification. Students will be notified by email of their status, encouraged to read the Academic Standards Policy, and made aware of the learning support and tutoring resources available at SLCC.

**ACADEMIC ALERT**

Students with 14 or fewer credits whose term and cumulative GPA fall below 2.0 will be placed on Academic Alert. Students will be notified by email of their status, encouraged to read the Academic Standards Policy, and made aware of the learning support and tutoring resources available at SLCC.

**ACADEMIC WARNING**

Students with 15 or more credits whose term and cumulative GPA fall below a 2.0 for the first time will be placed on Academic Warning. Students will be notified by mail that they have been placed on Academic Warning. Registration holds will be placed on these students’ records. Students will not be able to make any registration changes (drop a class, withdraw from a class or register for a class) until they meet with an academic advisor, or complete an Academic Success Workshop.

**CONTINUED WARNING**

After being on Academic Warning, students whose subsequent term GPA rises above a 2.0 while their cumulative GPA is still below a 2.0 will be on Continued Warning. No registration hold will be placed on their record. These students will be sent an email acknowledging their improvement and encouraging them to keep up the good work.

**CONDITIONAL ENROLLMENT**

The second time that students’ term and cumulative GPA fall below a 2.0, with 15 or more credits; they will be placed on Conditional Enrollment. Students will be notified by mail that they have been placed on Conditional Enrollment. Registration holds will be placed on these students’ records. Students will not be able to make any registration changes (drop a class, withdraw from a class or register for a class) until they meet with an academic advisor in order
to create a follow-up plan, identify obstacles and discuss strategies to assist them with their academic success.

CONTINUED CONDITIONAL ENROLLMENT

After being on Conditional Enrollment, students’ whose subsequent term GPA rises above a 2.0 while their cumulative GPA is still below a 2.0 will be on Continued Conditional Enrollment. No registration hold will be placed on their record. They will be sent an email acknowledging their improvement and encouraging them to keep up the good work.

ACADEMIC PROBATION

The third time that students’ term and cumulative GPA fall below a 2.0 they will be placed on Academic Probation. Students will be notified by mail and email that they have been placed on Academic Probation. Registration holds will be placed on these students’ records. Students will not be able to make any registration changes (drop a class, withdraw from a class or register for a class) until they complete an appeal process.

The appeal process begins by making an appointment with one of the Probation Academic Standards Advisors by calling 801-957-4978 or making an online appointment. Students must make an hour appointment because during that visit the advisor and student will be able to:

• Reflect on student’s priorities and goals.
• Reflect on how serious your obstacles are toward obtaining an education
• Analyze the strategies for academic progress
• Identify classes that can be repeated to raise GPA.
• Review course outlines and learning outcomes to identify educational gaps.
• Review an educational plan
• Identify deficiencies in learning skills.
• Refer student to resources available on campus and in the community.

Salt Lake Community College graduation requires a 2.0 Grade Point Average (GPA). Academic performance is important in attaining a degree as well as transferring to a four-year institution or finding gainful employment. For a list of advisors that can help with an academic restriction “hold,” please visit the Academic Standards Staff page.

CONTINUED PROBATION

Should students’ subsequent term GPA rise above a 2.0 while their cumulative GPA is still below a 2.0, they will be on Continued Probation. No registration hold will be placed on their record. They will be sent an email acknowledging their improvement and encouraging them to keep up the good work.
The primary responsibility for managing the classroom rests with the faculty. Any student who engages in misconduct in the classroom, on College owned or controlled property or at College sponsored or supervised functions that distracts students from learning and/or obstructs the College’s goal of creating a safe and productive campus community, violates the standard of fair access to the educational experience. The faculty or College representative may dismiss the student from the class, lab or College sponsored event. A longer dismissal from a class must be preceded by a meeting with the Dean and/or Associate Dean, and facilitated by the Dean of Students. Additional information regarding inappropriate conduct and dismissal may be found in the Student Code of Conduct manual located on the slcc.edu website.

**Appeals Policy and Procedure**

**POLICY**

MA students have a mechanism to appeal decisions or perceived violation of their rights within the Medical Assistant Program.

**PROCEDURE**

- Students who believe that their rights have been violated or that have a disagreement with an MA program decision, should approach the individual/individuals involved within **FIVE** academic calendar days following the incident. IF the situation is not resolved, the student may then enter the appeals process.
- An appointment must be made with the MA program coordinator within **FIVE** academic calendar days following the incident. A written account of the incident will **greatly** assist the student organizing their thoughts and opinions and assist the program coordinator in understanding the incident.
- The MA program coordinator will review the appeal and issue a written decision. The decision will be made available to the student within **FIVE** academic calendar days following the decision.
- If the student is dissatisfaction with the decision of the program coordinator, they may appeal through the Allied Health Division Chair to follow the Grievance Procedures and Due Process as outlined by the Salt Lake Community College Student Code of Conduct located at: [http://vvww.slcc.edu/policies/docs/Studentcodeofconduct2011sept.pdf](http://vvww.slcc.edu/policies/docs/Studentcodeofconduct2011sept.pdf)

**Withdrawal/Incomplete Procedures**

**WITHDRAWALS**

Students may withdraw from classes after the third week through the ninth week of a semester or within the first 60% of a 7 1/2 week term. For sessions shorter than 7 ½ weeks, see deadlines published in the **Academic Calendar**. Withdrawal from class after the third week of the semester or 20% of the term will be shown as a ‘W’ on the transcript and will not be calculated in the grade point average. No tuition refund/adjustment will be made
for withdrawals.
Exceptions to the withdraw policy may be made under extenuating circumstances. Please see Appeals for more information.

ADMINISTRATIVE DROPS FOR NON-ATTENDANCE

To maximize registration opportunities for all students, students are required to attend the first class meeting of any regularly scheduled class that meets once per week or at least one of the first two class meetings of any regularly scheduled class that meets more than once per week. Students who are unable to attend the initial class meeting(s) as required must inform the instructor or department office, preferably in writing, that they intend to attend subsequent meetings and do not want to be dropped. Students who fail to attend initial class meeting(s) as required and who fail to contact the instructor in advance of the absence may be dropped from the course by the instructor.

Students are required to log into online classes within the first five days of the term. Class accessibility begins on the first day of each term. Students are expected to access online classes the first day. Students must log into online classes within the first five days of the term or may be dropped to make space for other students.

Students enrolled in classes of high demand and/or limited availability are particularly vulnerable to a drop for nonattendance. Students who receive an Administrative Drop for Nonattendance will receive full credit for tuition paid. Dropping and reinstatement are at the instructor’s discretion during the first 20% of the term. (See Academic Calendar for specific calendar dates.) Students are NOT automatically dropped for non-attendance.

FAILURE TO DROP/WITHDRAW

Students should not assume classes are automatically dropped for non-attendance or nonpayment. Students are responsible for dropping or withdrawing from classes they (a) are not attending, or (b) do not intend to complete in the current semester.

Students who stop attending a course without completing the formal drop or withdrawal procedures by the published deadlines will be responsible for all tuition and fees associated with the course, and will receive a failing grade ‘E’ for the course with the last date of attendance. Students should drop/withdraw as early in the semester as possible. Tuition will be charged for classes not dropped by the end of the third week of or 20% of the semester.

WITHDRAWAL/DROP

• Withdraw occurs after three (3) weeks into semester: Meet with Program Coordinator
• Withdraw occurs after nine (9) weeks into semester: Identified as a course failure and an “E” grade is assigned
• Student may submit a written request for readmission into program to Program Coordinator; readmission to program is based upon space availability
• Student must return within one year to repeat semester course(s)
• An approved dropped class will not appear on student’s transcript
• Student may submit a written request for readmission into program to Program Coordinator
• Student’s file will go on wait list as per date written request received by Program Coordinator

INCOMPLETE

Incompletes are only available in the following circumstances:

• Emergency circumstances as identified by Program Coordinator
• One-third (75%) of the course must be completed with a current passing grade (minimum of a “C+” or 78%)
• Student must meet with Program Coordinator and submit Incomplete form including a plan for and complete course(s) within one (1) year
• Incomplete grades will be given only in extenuating circumstances, beyond the student’s control, with appropriate documentation. Students who have an incomplete in a course will not be allowed to continue in the program until the course is completed successfully since the coursework is sequential. If the student receives an unsatisfactory grade in any course the student must reapply for the program the next year.

Readmission Policy

Students may reapply to the program after a three semester absence. Student will need to reapply to the program and meet all requirements or any changes/prerequisites to the program before they are admitted to the as a new student to the program.

Background Checks & Drug Screen Policy & Requirements

CRIMINAL BACKGROUND CHECK

All students entering the Medical Assistant program will be subject to a background check prior to their first semester of study. This documentation will be kept in the Allied Health Division Chairs office in a secure and confidential file. The background check will be paid at the student’s expense and must be completed through the school approved vendor.

Students with a history of misdemeanor or felony charges involving drugs, alcohol, sexual misconduct or moral turpitude may not be eligible for admission into the program due to clinical site restrictions and restrictions on CMA (AAMA) and LRT exams. Some criminal charges and convictions may result in the student being immediately dismissed from the program. Students with any history of misdemeanors or felony charges will meet and consult with the Division Chair of Allied Health prior to entering the program. Students
refusing to submit to a background check will not be allowed in the program.
DRUG AND ALCOHOL TESTING

The Salt Lake Community College Medical Assistant Program conforms to the common health profession requirement for drug testing. Both enrollment in the Program and subsequent placement at clinical sites is contingent upon presentation of a negative drug test.

All students enrolling in the program must agree to a random drug screening which will be paid for by the student and must be completed through the school approved vendor(s). Drug testing may be done at any time during the MA program.

Students refusing to participate in the drug testing will not be placed into their practicum site, which will prevent the student from successfully completing the Medical Assistant Program.

Student Health, Immunization, CPR & First Aid, and Pregnancy Policies

STUDENT HEALTH AND IMMUNIZATIONS

As a student, you should strive to maintain optimal personal health. Your grade may be affected if you are absent and miss the learning experiences. Medical assisting tasks must be adequately performed. Students must be able to identify and interpret stethoscope readings, recognize and respond to both mechanical and/or computerized alarms or alert signals and monitors as well as analyze, interpret, and report findings on microscopic slides, and properly setup and operate x-ray equipment, cell counters and other clinical equipment, determine and prepare proper dosages for administration of medications, and also requires that the student have good hearing, good eyesight and good physical and mental stamina. If situations arise in which your health or a patient’s health may be in danger, your instructor will be responsible for determining whether or not you may stay in the clinical area.

Health care providers are required to have the following tests in order to be able to practice in any health care facility. These must be obtained BEFORE registering for MA 1310, MA 1610 and MA 2610 and the results recorded on the student’s individual record on file in the Medical Assisting Department. Immunizations may be obtained in the Student Health Center in the College Center, as well as at local immunization clinics or through private physicians.

Written documentation of updated immunizations will need to be provided to the instructors of MA 1310, MA 1610, and MA 2610 prior to beginning class.

- DTaP booster within past ten years
- MMR (two) or current titer level
- Negative 2-step tuberculosis skin test within one year of enrollment in the medical assistant program or proof of a negative chest x-ray
- Hepta-VAX series initiated with a minimum of the first two injections in the series completed prior to second semester clinical courses.
• Varicella Vaccines or positive titer
• Current seasonal flu vaccine may need to be completed before placement into practicum site

A student may decide to refuse any of the immunizations by signing a waiver and release form. A refusal to meet the minimum requirements for immunizations may affect the student’s ability to be placed for a practicum, and thus, the student may not be able to complete the program. Please contact the Associate Dean’s office prior to entering the program if a waiver is requested.

PREGNANCY POLICY

If a student becomes pregnant at any time during their participation in the program, the student is encouraged to inform the Program Coordinator of the pregnancy as soon as possible; however, notification by a student to program officials regarding pregnancy is voluntary.

The pregnant student may choose from one of the following options:

1. Continue in the program throughout the pregnancy. If the student so decides, she may continue in the program and will be expected to satisfactorily meet the same standards of clinical and classroom performance as are all other students enrolled in the program. A pregnant student wishing to remain in the program must sign a waiver releasing the school and any of its affiliated clinical agencies from ANY liability concerning her pregnancy or the unborn child; or

2. Withdraw from the program with the understanding that the student may reenter the program at the corresponding point during the next cohort, dependent upon space availability.

The student is required to follow all state/federal guidelines regarding occupational exposure for the pregnant radiation worker and guidelines established by the National Council on Radiation Protection and Measurements. Appropriate accommodations will be made to assure fetal protection as outlined in state and federal guidelines. The student will also be expected to follow all pregnancy-related policies and procedures outlined at clinical site assignments.

Substance Abuse Policy and Procedure

To ensure student, staff and patient/client safety, the MA Program has adopted this policy and these procedures regarding the impaired student. Suspicion based alcohol or drug testing will be performed if performance problems or displayed behavior in the program may be substance abuse related.

The program faculty wishes to assist the student demonstrating impairment into an evaluation recovery process. However, this can only be done with the full cooperation
of the student needing help. Substance abuse is suspected when the individual exhibits behaviors including:
mood swings, behavior inappropriate for the setting, frequent absences, failure to follow policies and procedures, deteriorating appearance, deteriorating academic and/or clinical performance, sloppy, illegible, and/or erroneous written work, alcohol on the breath, poor judgment and concentration, lying, violation of policies pertaining to medication administration/documentation. Due to the safety sensitive nature of health occupations, indication of substance abuse is cause for dismissal from the program. Students refusing or not complying with treatment will not be allowed to continue in the program.

POLICY

• Students are prohibited from attending class or clinical sites, using alcoholic beverages or illegal drugs.
• Legal use if medications or a drug prescribed by a licensed practitioner is permitted provided such use does not adversely affect student’s performance or endanger health and/or safety of others.
• School will maintain confidentiality of all records and information related to student’s suspected abuse.
• Medical Assistant Program faculty will assist students desiring to address a substance abuse problem by referring student to the Student Health and Wellness Center.
• A student who refuses to comply with substance abuse policy/procedure will be subject to dismissal from the Medical Assistant Program.

PROCEDURE

The following procedures will be adhered to for all occurrences of substance abuse when immediate action is indicated:

• If student is intoxicated or under influence of illegal substances during clinical experience/clinical internship, the clinical site will contact the Clinical Coordinator who will arrange for transportation for student. In the interim, the Clinical Instructor will follow procedures in place at clinical site.
• Student will sign a release form allowing Salt Lake Community College to receive results of any drug screening or additional assessments performed.
• In any case of suspected substance abuse, observer will document evidence of impairment by:
  1. describing each event in writing, dating and signing document;
  2. obtaining written, dated, and signed statements of observations by others, including other students and staff;
  3. instructing student to submit results of elective drug testing.
• Ensuring reporter(s) has/have signed all documentation and notifying Allied Health Division Chair or Dean of Health Sciences, student must make an appointment to see the Program Coordinator to review incident prior to attending next scheduled clinical day.
• Final decisions regarding student discipline will be based on recommendations by program faculty and Program Coordinator. Student will be reminded of college grievance procedure.
• Failure to follow up with referrals and/or treatment plan will result in suspension from future Medical Assistant courses and clinical experiences/internships. Student must provide written documentation of compliance with treatment program to Program Coordinator.

DISMISSAL DUE TO DRUG TEST POLICY INFRACTIONS

Dismissal from program due to positive drug test, dropped from program due to student’s refusal to take drug test or dropped from program due to positive drug test with no MD’s documentation:

• Student may submit a written request for readmission into program to Program Coordinator
• Student must submit required documentation of cleared situation along with a negative repeat drug test
• Following approval student’s file will go on wait list as per date written request received by Program Coordinator.
• Upon continuation in the program a repeat drug test will be performed.

Bloodborne Pathogens/Transmittal Disease Policy & Informed Consent

What you should already have done:

• Training -- As you know, every precaution must be taken when working around blood or other body fluids to avoid exposure to bloodborne pathogens. If there is a chance that you may be exposed to bloodborne pathogens in the course of your work, the College has provided you with specific training and procedures on preventing exposure to bloodborne pathogens. If you have not had this training, please contact your Clinical Supervisor.
• Protective Supplies -- You should always have protective supplies available, such as gloves, cleaning supplies, and red bags for disposing of infectious waste. If you do not have these supplies readily available, please contact your Clinical Supervisor.
• Vaccine -- Additionally, if you routinely work around blood or other body fluids that could cause exposure, you have been given a vaccine to keep you from contracting Hepatitis B if you have an accidental exposure. If you have not had the Hepatitis B vaccine series, please contact your Clinical Supervisor.

HIV Exposure Treatment Available

There is a fairly new treatment available to help prevent contraction of HIV. The treatment is a multiple drug therapy that, when administered within 1-2 hours of the significant exposure, has
been shown to result in a 79 percent decrease in HIV seroconversion. The Center for Disease Control recommends use of this treatment following any significant bloodborne pathogen exposure. However, please be aware this treatment can make you VERY sick.

BLOODBORNE PATHOGENS PROCEDURE

Please keep the following procedures handy and follow them immediately if you feel you have been exposed to a bloodborne pathogen. NOTICE: Before performing tasks that may expose you to bloodborne pathogens, SLCC requires that you be trained in using the proper supplies and procedures to prevent exposure. If you have not had this training, please contact your Clinical Supervisor before performing such tasks.

In spite of the training and the preventive supplies provided, it is possible that you may have an accidental exposure to a bloodborne pathogen. The procedures outlined below should be followed immediately if you feel that you have been exposed. It is crucial that you do not wait to report the incident or to seek medical evaluation! Any significant exposure should start treatment within 1-2 hours of the exposure.

- **Identify the source of exposure.** If you were exposed directly by another individual, get that individual’s name and learn how that individual can be reached for immediate follow-up testing if necessary. If you were exposed through a wound inflicted by a needle or other contaminated article, carefully bag the item or, if you are uncomfortable doing so, keep the item protected and isolated so that your Supervisor can retrieve it.

- **Contact your Supervisor immediately.** Tell your Supervisor that you have had a bloodborne pathogen exposure immediately.

- **Follow the protocol at the facility where you were injured; if the facility does not have a protocol go to:**

  University Hospital
  Infectious Diseases, Clinic
  1A 50 North Medical Drive
  Salt Lake City, UT
  84132 801-585-2031
  M-F 8 AM - 5 PM, Call for an appointment.

- **Students who are injured during a lab, will need to use their own health insurance or they can file a liability claim with the State of Utah.** To file a liability claim, please contract Risk Management: [http://www.slcc.edu/eeo/services/workers-compensation.aspx](http://www.slcc.edu/eeo/services/workers-compensation.aspx)
OSHA/HIPAA Regulations/FERPA/Patient Confidentiality/Student Insurance

OSHA & HIPAA REGULATIONS

Hospitals and other health care facilities are required to follow the Occupational Safety and Health Administration (OSHA) and Health Insurance Portability and Accountability Act regulations. These were established to protect the patients’ and employees’ safety and privacy. OSHA involves requiring healthcare providers to wear personal protective equipment (PPE) when handling contaminated items. This is why students will be expected to wear appropriate PPE when in the clinical facilities.

HIPAA is designed to establish new patient rights and privacy controls through the use of a common set of standards and requirements about how to use and protect health information. This means the student will be expected to protect patient’s privacy. Students may be required to attend additional training at the clinical facilities.

FAMILY EDUCATION RIGHTS AND PRIVACY ACT (FERPA)

Personally identifiable information or records relating to a student will not be released to any individual, agency, or organization without the written consent of the student as described in FERPA regulations, except “Directory Information,” which may be released upon request unless the student specifically withholds permission to do so (directory information restriction*). SLCC, however, does not release students’ address or telephone numbers for personal or commercial use. Information that CAN be released about a SLCC student includes:

- Student Name
- Birth date
- Enrollment status
- Dates of attendance
- Degrees awarded
- Date of graduation
- Honors
- Major Field of student
- Most recent previous school attended
- Participation in activities/sports

*No information may be released on a student with a “directory information restriction.”

PATIENT CONFIDENTIALITY STATEMENT

MA students will ensure confidentiality of all persons associated with the MA Program including other students, externship clients, faculty and clients from the OTA/PTA clinic in accordance with the Code of Ethics and Salt Lake Community College.
OTHER PROGRAM POLICIES

• Students who wish to release personal information regarding the need for special accommodations or disability to an externship educator/site must sign a written release.
• Criminal background checks may be released to service learning and extern placements which require it but only through procedures outlined by the Allied Health Division office.
• Transcripts requests or grades must be referred to the Registrar 801-957-4298.
• Requests for copies of externship evaluations must be made from the facility with which each student was assigned. After grades are posted, copies of externship evaluations will not be provided to a student.
• Students may not provide personal information (phone numbers, addresses, email addresses, etc.) regarding fellow students to any source other than MA program academic faculty and fellow MA students. Classmate information cannot be shared with extern sites, clinical extern educators, supervisors, job recruiters, etc.

STUDENT INSURANCE
(Check on this w/Brenda. It’s from DHY revised handbook 2018)
SLCC no longer offers Student Accident Insurance. Students are responsible for their own medical insurance coverage. NAHGA Claim Services will continue to process any student accident insurance claims that are still open as well as any new claims that occur up to the deadline. The following are answers to common questions about student health insurance.

SLCC - Workers’ Compensation for Health Sciences

Students Question. When are students covered?
Answer. Students are covered when involved in a clinical. A clinical is a required period of supervised practice done off campus. A lab is a required part of class supervised on campus.

Question. What is covered?
Answer. Medical expenses

REPORTING AN INJURY

Question. How soon does an injury need to be reported?
Answer. Report immediately to the Clinical Instructor; also report to Risk Management by the next business day.

Question. Who do I report an injury to?
Answer. Report to Risk Management: 801-957-4041 or mikel.birch@slcc.edu
Bloodborne Injuries

Follow the protocol at the facility where you were injured; if the facility does not have a protocol go to:

University Hospital
Infectious Diseases, Clinic
1A 50 North Medical Drive
Salt Lake City, UT
84132 801-585-2031
F. 8 AM - 5 PM, Call for an appointment.

Question. Where do I go for medical attention if injured during a lab?
Answer. Students who are injured during a lab, will need to use their own health insurance or they can file a liability claim with the State of Utah. To file a liability claim, please contact Risk Management.

Unsafe Practices

DISMISSAL DUE TO UNSAFE PRACTICES

The safety of the student, other students, instructors, and clinical staff is paramount. Dismissal for unsafe practices may occur at any time during the academic semester. Dismissal is based on unsafe behavior demonstrated by the student as determined by the Medical Assistant Program faculty or clinical facility site. Unsafe behavior is defined as: one potential life-threatening incident; or one incident contributing to the injury or death of another; or two or more incidents of unsafe practice identified at any time during the length of Medical Assistant Program.

Unsafe behavior also will include: unethical practice of the Medical Assistant as stated in this handbook and the practice laws of Association of Medical Assistant or failure to abide by the Policies and Procedures of Salt Lake Community College and the Medical Assistant Program. Dismissal from a clinical education site will result because of failure to abide by the Policies and Procedures of the clinical education sites or the standards of the Salt Lake Community College Medical Assistant Program. Dismissal for unprofessional behavior is related to the failure to practice under the required standards. Additionally, dismissal for unprofessional behavior includes failure to abide by the SLCC Student Honor Code or failure to respect the worth and dignity of clients, peers, health care team and faculty. Refer to student discipline policy for infractions.

Supplies and Fees

SUPPLIES AND FEES IN ADDITION TO TUITION AND TEXT BOOKS

1. Upon Enrollment in MA 1200/1210 and 1400/1410 the student will need:
   • Uniforms and/or scrubs (2 sets minimum)
   • Watch with a second hand
• Student Kit (optional purchased) at SLCC Book Store prior to second semester courses
• Stethoscope, lab coat and gloves
• Name tag if required by Practicum site
• Criminal Background Check (prior to entering program)

2. Upon or before enrollment in the last semester of medical assistant classes prior to graduation:
• Graduation Application fee
• CMA national test application fee (Student Membership in AAMA paid in MA 1200) Examination is paid in MA 2810 as student fees
• LRT test application fee (optional)
• Drug Screen (prior to beginning practicum)

Specific information about where to obtain these supplies and/or fee information and the estimated costs will be provided at the appropriate time.

CPR Requirements

A Cardiopulmonary Resuscitation (CPR) Certification Card is required to practice in all health care facilities. Every student must be currently certified in CPR prior to placement in the student practicum.

Practicum/Clinical Requirements

STUDENT PRACTICUM

Students must complete a 200-hour unpaid practicum at a primary care facility upon completion of the course work. Students will meet with the Practicum Coordinator to discuss all aspects of the practicum, at which time the Practicum Coordinator will collect all completed forms and arrange for a practicum site suited to the student and facility’s needs.

Practicum Coordinator will not place the student until all courses have been completed with a C or 74% or better and all required documents have been received. At that time, practicum placement will begin.

The student will be evaluated on each of the following objectives at 100 hours and again at the completion of 200 hours:

• Administrative Responsibilities
• Clinical Responsibilities
• Office Surgery
• Administration of Medications
• Electrocardiogram
• Laboratory
• Bacteriology
• Radiology (optional to the practicum site)

These objectives are described in detail on the Practicum Affiliation Agreement and
Evaluation Form, and will be used to determine the student's progress and level of competency.

A participating practicum facility may request the Program to withdraw any student whose work and/or conduct may have a deleterious effect on patients or personnel, and/or whose progress, achievement or adjustment does not justify his/her continuance with the program.

If at any time during the practicum, the student and/or the supervisor/preceptor of the facility, experience situations of sufficient concern that cannot be resolved, either party may terminate the practicum upon written notification of all concerned. If a student is withdrawn from a practicum, the student will arrange one time for a second practicum site. If for any reason there is similar issue at the second practicum site with the student, the student will be unable to complete his or her practicum and thus will not receive a Certificate of Completion from the Medical Assistant Program at Salt Lake Community College.

If the student voluntarily leaves the practicum site, the student will be responsible for finding a new practicum site. The site will be contacted by the Practicum Coordinator and Practicum Affiliation Agreement will need to be completed before the student can finish their hours.

**STUDENTS MUST DEMONSTRATE EFFICIENCY AND PASS ALL COMPETENCIES BEFORE COMPLETION OF THE PRACTICUM.**

**Radiology Form and Dosimeters**

**RADIATION PROTECTION POLICIES AND RADIATION MONITORING SERVICE**

**ISSUING DOSIMETERS**

New students who use radiation sources must be issued a dosimeter. A "radiation user", being defined as any individual whose official duties or authorized activities include handling, operating or working in the presence of any type of radiation source on a regular basis, must follow a procedure that provides monitoring of personal data to establish radiation exposure records.

A dosimeter service will be set-up at the beginning of the program. A dosimeter will be ordered for each student and radiation exposure to the individual will be monitored on a monthly basis.

Please note that the cost of this monitoring service is charged to the student. The cost will be approximately $35.

The student is issued a dosimeter badge holder which they keep for the duration of their education. Badge inserts are removed from the holder and new inserts are issued on monthly basis. The old inserts are sent back to the monitoring service for processing and readings. This exchange occurs on or near the first of each month.

Persons issued dosimeters are required to wear them at all times they are working with
radiation sources. They must be worn on the individual’s collar and if any protective lead aprons are worn, the film badge must be on the outside of such protective device. When not being worn, they must be kept in a location protected from radiation and heat.

**EXCHANGE SCHEDULE**

If a badge is lost or not returned an additional $40.00 fee will be accessed to the student’s SLCC account. Payment must be by check to SLCC cashiering.

The purpose of these fees is to encourage a timely and responsible exchange of inserts, and thus, an accurate monitoring of radiation exposure. Students will use the badge in MA 1710 and MA 2710.

**MONITORING RADIATION READINGS**

The clinical coordinator will be responsible for monitoring all readings from the inserts. Attempts will be made to ensure the radiation sources are within safe limits and that the students are using safe radiation practices. Situations not meeting appropriate standards will be identified and corrected.

The program has established a recommended annual exposure level of 500 mR/yr. for students enrolled full-time in the radiology program. The established level is consistent with the NCRP annual dose limit for occupational radiation workers of 5 rem per year whole body exposure. The program has established a monthly investigation level of 50 mR. In the event that a student receives 50 mR or more of radiation exposure in any given month, they will be advised and counseled regarding their radiation safety habits. Attempts will be made to determine if they are using unsafe radiation practices by looking at the types of exams they are performing, areas they are rotating through and safety measures being utilized. Documentation of the counseling session, level of exposure and clinical site will be completed. In the event that a student exceeds the established 500 mR./yr. of exposure, alterations in their clinical schedule will be made until the next annual exposure period occurs. It will be necessary for any deficiency in clinical competency requirements to be made up.

Quality assurance personnel at each affiliate are responsible for assuring that radiation safety standards are met in their departments. The clinical coordinator will advise them in the event of excessive radiation readings. It is expected that the clinical education center will assist the student in achieving safe radiation practices and reduce exposure levels. Students may be removed from clinical education centers where high exposures are persistent. Students are required to record the time and date of any examination in which they held a patient and/or a film during a radiological procedure. Frequency of patterns will be monitored by the program faculty and students and clinical education centers will be advised accordingly.

**PREGNANCY**

A student is encouraged to inform the clinical coordinator if she becomes pregnant, although the student does have the right not to declare her pregnancy. At that point, a second badge will be ordered and paid for by the student. This badge will be worn on the student’s abdomen, on the inside of any lead aprons. Students will be counseled
about the hazards of radiation to the fetus. Attempts will be made to assign those
students to areas of decreased radiation exposure. The clinical coordinator will
monitor exposure reports to ensure that the fetus does not receive more than 0.5 mSv,
or 0.05 rem monthly.

PERSONAL RADIATION RECORDS

Exposure reading reports are sent to the clinical coordinator on a monthly basis. Students may see their exposure reports at any time. Personal records are treated as confidential and should only be viewed by the individual student.

Students will be given a yearly summary of their exposure reports, which they may keep. A copy of these reports will also be kept with their school records in a locked file. Records will not be posted according to the Family Educational Rights and Privacy Act (FERPA).

If students have jobs outside of school that requires use of radiation, the employer at that job is responsible for maintaining separate records. The school will assume responsibility for radiation records only while the student is involved in activities required by the school.

Please acknowledge your awareness of the radiation monitoring services, responsibilities and fees by signing the form below:
“I have read and understand the policy for radiation monitoring services. I understand my responsibility for returning the film inserts in a timely manner. I also understand all the fees required of this service and know it is my responsibility to adhere to these policies.”

Student Signature___________________________ Date ____________________

Faculty Signature___________________________ Date ____________________
SALT LAKE COMMUNITY COLLEGE
RADIATION PROTECTION
Counseling for MA

1710/2710 Student Name: ________________________

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<tr>
<th>Exposure Period</th>
<th>Exposure Level</th>
<th>*Clinical Education Center</th>
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Comments: .........................................................................................................................

Date: __________________

Signatures:

Faculty: ____________________  Student: ____________________
Salt Lake Community
College Medical Assistant
Program

Release of Information in connection with a practicum, internship or externship

As a Health Sciences student you will be required to complete one or more Clinical Placements (which may be identified as a practicum, internship, externship or other title) during your course of study. A Clinical Placement takes place outside of the College, in a hospital, clinic, school or other provider location (Provider). A Provider will likely ask for certain information about you and without providing that information you cannot participate.

_____ (initial) This Release allows the College and its faculty, staff, volunteers and agents to provide information to Providers in connection with a Clinical Placement. You agree that the College may provide your name, address, telephone number, email address, date of birth, or other Directory Information (as defined by FERPA) to the Provider for the purpose of coordinating and monitoring said clinical placement. Even if you have opted out of having Directory Information provided by the College generally you agree that Directory Information, as well as the other information identified herein, may be provided in connection with a Clinical Placement. You also agree that other relevant information may be supplied such as your status in the program, level of achievement, grades, conduct, discipline, or standing in the program. You agree that the College may determine relevancy in its reasonable discretion.

Due to contracts and regulation with some of our clinical partners, there may be additional tests or screens that you will be required to complete in a timely manner to be placed at that facility per our contract agreement with the particular facility. You will be notified of these as a part of the placement process. If you choose not to complete these additional tests, you will be placed at another facility.

Depending on your program you may be required to directly give a Provider results of a drug screen, a background check and/or immunization status. However, you agree that the College may provide such information as it may have and discuss any of these with a Provider in connection with a Clinical Placement. You also authorize and instruct the College to obtain the information necessary to comply with Provider requirements including a background check.

If you have questions about any of this you should contact the Associate Dean before signing. I agree to the release of information as described above:

______________________________
Printed Name
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<th>Signature</th>
<th>Date</th>
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Model Release

For valuable consideration received, I hereby give
Salt Lake Community College
Hereafter referred to as: “SLCC”

The absolute and irrevocable right and permission, with respect to the photographs that have been taken of me or in which I may be included with others:

A. To copyright the same in his/her own name or any other name he/she may choose.

B. To use, reuse, publish and republish the same in whole or part, individually or in conjunction with other photographs, in any medium and or any purpose whatsoever, including (but not by way of limitation) illustration, promotion and advertising and trade, and

C. To use my name in connection therewith if he/she so chooses.

I hereby release and discharge “SLCC” from any and all claims and demands arising out of or in connection with the use of the photographs, including any and all claims of libel.

This authorization and release shall ensure to the benefit of the legal representatives, licensees and assigns of “SLCC” as well as, the person(s) for whom he/she took the photographs.

I am over the age of eighteen.
I have read the foregoing and fully understand the contents thereof.

Witnessed by ___________________________ Talent signature ___________________________ Date ___________________________
Pregnancy/Radiation Safety Protection Verification Form

I verify by my signature below that:

1. I have voluntarily notified Salt Lake Community College Medical Assistant Program of my pregnancy.

2. I have been advised of protective measures as well as the risks associated with radiation exposure to the fetus. I have also been advised of and have read the appropriate federal guidelines regarding the declared pregnant radiation worker.

3. I have been advised that I should wear an additional radiation monitor for radiation dose to the fetus and I agree to wear such monitor at the level of the pelvis.

4. It has been explained to me that by wearing a 0.5mm lead equivalent protective apron, that the dosage to the abdomen/pelvis can be reduced by more than 88% at 75KvP. It has also been explained to me that a lead apron with 1.0 mm of lead equivalent should be worn when the beam is over 75 kVp.

5. I have had the opportunity to discuss questions concerning radiation safety during my pregnancy with the Program Coordinator. Furthermore, I understand that should additional questions arise, I should consult my Program Coordinator.

6. I understand I have the option to withdraw this declaration at any time.

I do understand the risks involved to the fetus and me during my pregnancy in regard to pregnancy-related radiation safety. I elect to remain in the program and to adhere to the requirements stated. In doing so, I agree to indemnify and hold harmless Salt Lake Community College, its instructors, officers, officials, employees, trustees, and volunteers from and against any and all claims, suits, actions, or liabilities for injury or death to myself or to my fetus as a result of my participation in the Surgical Technology program, program activities, or program required clinical rotations.

I do understand the risks involved to the fetus and me in regard to pregnancy-related radiation safety. I elect to withdraw from the program. I also understand my readmission to the next program cohort is dependent upon space available.

________________________________________________________________________________________________
Student Printed Name                                      Date

________________________________________________________________________________________________
Student Signature                                        Date
I, ________________________________, agree to adhere to all the policies, expectations, and standards of conduct and appearance as set forth in this handbook for the Medical Assistant Program at Salt Lake Community College. I have also read the SLCC Student Conduct Guide. I understand SLCC’s drug screening, criminal background policy and that it is my responsibility to keep current on immunizations and CPR certification.

Student Signature ________________________________ Date ________________

Faculty Signature ________________________________ Date ________________