

# **Medical Assisting Program Handbook**

A graphic featuring a blue background with a semi-transparent white box containing the text "Medical Assisting Program". Above the box, there are red heart outlines and a stethoscope. The background also shows a blurred image of a medical professional in blue scrubs holding a clipboard.

**Medical Assisting Program**

**SECTION III:  
MEDICAL ASSISTING  
PROFESSION POLICIES**

## **Definition of the Medical Assisting Profession**

Medical assistants are multi-skilled members of the health care team who perform administrative and clinical procedures under the supervision of licensed health care providers.

## **Definition of the CMA (AAMA)**

The CMA (AAMA) is awarded to candidates who pass the CMA (AAMA) Certification/Recertification Examination. The National Board of Medical Examiners serves as test consultant for the exam. The CMA (AAMA) credential must be recertified every 60 months by the continuing education or re-examination method in order to use the credential.

## **CAAHEP Program Accreditation**

The Medical Assisting Diploma Program at Piedmont Technical College is accredited by the Commission on Accreditation of Allied Health Education Programs ([www.caahep.org](http://www.caahep.org)) upon the recommendation of the Medical Assisting Education Review Board (MAERB)

Students who graduate from a CAAHEP (Commission on Accreditation of Allied Health Education Programs), accredited medical assisting program, are eligible to sit for the National Certification Examination. This examination is administered by the Certifying Board of the American Association of Medical Assistants year-round. Completing students may take the test no earlier than 30 days prior to completion of the program and externship.

The exam consists of 200 multiple-choice questions administered in four 40-minute segments. The exam covers three areas: General, Administrative and Clinical.

## MEDICAL ASSISTING MISSION

### Purpose Statement

The purpose of the CAAHEP accredited Medical Assisting Program at Piedmont Technical College is to prepare competent certified medical assistants to perform in entry level positions in ambulatory health care settings. These medical assistants will assume responsibility for life-long learning and professional growth as well as become a contributing member of the community.

### Philosophy

We, the medical assisting faculty, are committed to an educational program that provides an individual the opportunity to develop positive abilities and attitudes that will serve the medical needs of the community in which he or she lives. Members of the faculty have a responsibility to model professional behavior by maintaining clinical and administrative skills, involving themselves in community and professional issues, and displaying generosity, creativity, enthusiasm, and flexibility. The Medical Assisting faculty have a responsibility to foster a climate of trust and openness in which learning can occur.

We subscribe to and support the mission statement of Piedmont Technical College.

We believe that: **Individuals** are composed of physical, psychological, social and spiritual factors, which contribute to the whole self. The individuals' beliefs, values, attitudes and ideals are influenced by these factors. The individual's response and interaction with others and to the community are governed by these factors.

**Community** is the human environment in which the individual functions.

Community encompasses all conditions, factors, and circumstances encountered

outside of an individual. Community can be altered by individuals, medical assistants or other persons to maintain or disrupt the state of a person's equilibrium.

**Health** is a state in which interaction between internal and external factors is balanced to maintain physical, psychological, social and spiritual well-being.

**Education** is a dynamic, lifelong process in which individuals acquire knowledge and skills. The educational environment plays a fundamental role in allowing the individual to reach his or her potential, which includes social, professional and personal growth. The educational process prepares the individual to value continuing education for the adaptation of knowledge and skills to the community's changing needs. **Teaching-learning process** is an essential element of education. Motivation, problem solving and the processing of information are important to the teaching-learning process. The learning environment should provide the individual the opportunity to achieve personal and career goals. **Medical Assisting Education**

provides the foundation of knowledge which is essential to the preparation of medical assistants. Education should begin in an accredited institution of higher learning. Medical Assisting Education should include preparation in general competencies as well as in the technical competencies of medical assisting. **Medical Assisting** is a profession which utilizes intellect, competencies, and the interpersonal process to assist the health care recipient in achieving a maximum level of health and wellness. Medical assisting responds to the health needs of individuals and the community. The medical assistant is a contributing member of the health care team and functions within prescribed limits. The Medical Assistant's position, as a member of the healthcare team, and relationship, with health care recipients, promotes the role of the medical assistant as a facilitator of wellness. The educational and professional standards of the medical assistant promote the medical assistant's role of teacher, patient advocate and physician/patient liaison.

## **PROGRAM STUDENT LEARNING OUTCOMES**

Learners who complete the Medical Assisting degree will be able to:

1. Perform entry-level competencies in the psychomotor (skills), cognitive (knowledge), and affective (behavior) domains for a medical assistant as developed and published by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) in cooperation with the Medical Assisting Education Review Board (MAERB).
2. Perform all administrative and clinical procedures, which are assigned by a supervising medical assistant, with a high degree of technical skill, effectiveness, efficiency, and safety as an entry level medical assistant.
1. Recognize emergency situations and respond appropriately to emergency care techniques in various life-threatening situations.
2. Demonstrate basic pharmacology dosage calculations, and route for administration of medications.
3. Demonstrate a working knowledge of the human body including structure, function, and basic pathologies.
4. Comply with ethical, legal, and professional guidelines as a member of a health care service profession.

\*All coursework for MED must be completed prior to Externship/Practicum. Students must have current American Heart Association BLS for the healthcare provider during the entire externship experience. There is a mandatory pre-externship meeting prior to the beginning of summer semester.

## **PROGRAM GOALS**

The educational goals of the Medical Assisting Program at Piedmont Technical College are founded upon the learning domains established by Commission on Accreditation of Allied Health Education Programs (CAAHEP), and those adopted by the American Association of Medical Assistants (AAMA).

The 2022 Core Curriculum for Medical Assistants, as established by the Medical Assisting Education Review Board (MAERB), requires that individuals graduating

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

**The Medical Assisting Program will:**

1. Prepare graduates to become licensed, entry-level medical assistants in an ambulatory health care setting that requires a multi-skilled health care professional, performing clinical and administrative duties.
2. Educate students enabling the graduate to demonstrate proficiency in all entry-level competencies as set forth in the Medical Assisting Education Review Board (MAERB) curricula. Students will be instructed and assessed in the achievement of cognitive, psychomotor, and affective domain learning objectives as established by the MAERB.
3. Assess the needs of the local community through the program advisory committee and other various avenues in order to provide a Medical Assistant educational program that is responsive to change and designed to meet the needs of the community so that students receive the best educational preparation for local employment.
4. Prepare graduates for the Certified Medical Assistant examination through quality curriculum, instruction, practice, and assessment.

**Minimum Expectations**

Specifically, the minimum expectation is “To prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.”

1. Psychomotor skills are to be demonstrated and assessed through instructor demonstration, open lab time, practice and “check-offs. Each psychomotor skill must be performed competently at entry level. Graduates must be able to perform all skills at entry level.
2. Affective skills are to be demonstrated and assessed through presentations, written, verbal or non-verbal means at entry level. Graduates must demonstrate all affective skills at entry level.
3. Cognitive knowledge is demonstrated and assessed by quizzes, assignments, projects, games, internet research, papers and written exams utilizing the

grading scale established by the Medical Assisting program. Cognitive knowledge must be applied to practice and is assessed by written means within the program and by taking the CMA examination upon completion of the program.

## **MEDICAL ASSISTING CODE OF ETHICS**

The Medical Assisting Code of Ethics of the AAMA sets forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting.

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:

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



## **MEDICAL ASSISTING CREED**

The Medical Assisting Creed of the AAMA sets forth medical assisting statements of belief:

- 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

## MEDICAL ASSISTING ACADEMICS REQUIREMENTS

The Medical Assisting program requires successful completion of all general education and major (core MED) courses. Courses are offered in a prescribed sequence and must be taken in that sequence. BIO 112, ENG 101, PSY 201, AHS 102 and MAT 155 or (Algebra exemption) may be taken prior to entering the program. A minimum grade of B (80%) is required on all general education and major (core) courses. A grade below a B (80%) on any MED course will not allow a student to continue and progress through the Medical Assisting Program. Final course grades will be computed out one decimal place. Then the final grade will be determined **without rounding so that 80.0 and above is passing but 79.9 and below is not.** The student will then be withdrawn from the MED program. If the student seeks readmission to the program, the Health Science Readmission and Audit Policy is followed.

90 – 100	=	A
80 – 89	=	B
70 – 79	=	C
60 – 69	=	D
0 – 69	=	F

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For completion of any course, a minimum final theory grade of 80% and a satisfactory clinical evaluation are necessary. Those students who receive a theory grade “B” or above, but have an unsatisfactory clinical evaluation, will be required to withdraw from the course (if prior to the withdrawal period) or receive an “F” for the course and will not continue in the healthcare program sequence.

**Criteria for progression in the Medical Assisting program:**

1. For the student to progress in the Medical Assisting program, a grade of “B” (80) or higher must be achieved in all courses with the prefix MED. Students earning less than a “B” (80%) in such course will be automatically withdrawn from the Medical Assisting program.
2. Medical Assisting students must obtain a passing score of 100% satisfaction on 100% of all psychomotor and affective domain competencies within three attempts to progress in the medical assisting program. Students will be allowed three attempts to successfully pass a psychomotor or affective competency. A grade of pass or fail is only given. Failure to pass a psychomotor or affective competency in three attempts will result in the student failing the course resulting in dismissal from the program.

Faculty members will NOT issue grades or progress reports to parents or anyone other than the student. Faculty members will NOT give grades over the phone to anyone.

## **Readmission and Health Care Attempts Policy**

**Readmission is limited to ONLY 2 unsuccessful attempts in the Health Care Division.** An unsuccessful attempt is defined as receiving a C, D, F, U or W in the Health Care Division in a semester. **See Nursing Handbook for unsuccessful attempts.**

**Any student who has used the maximum (2) allowable attempts may be granted one additional Health Care program attempt after a minimum of 5 years from the last Health Care program semester.**

### **Readmission Guidelines after (1) unsuccessful attempt:**

- Complete and submit the Readmission Application available online within the established timeframe.
- Must be in good academic standing with the college (e.g. overall GPA of at least 2.0);
- Have no more than one prior unsuccessful attempt in a Health Care Division program semester.
- Students who are eligible for readmission but cannot complete the specific program within the time limits allowed for the program must re-apply for the beginning of the program based on specific program accreditation policy.  
**Re-entry at the beginning of a program does not negate previous attempts in a program and may require some additional remediation.**
- Any student desiring readmission to the any Health Care Program may be required to demonstrate competency and remediation in all classes completed.

### **Meet the following additional conditions of eligibility:**

- Updated Castle Branch health requirements according to current criteria, proof of current BLS Provider CPR certification and healthcare orientation;

- Submit to a new background check and drug screening if the student has been out for one entire semester or longer.

## Medical Assisting Diploma Curriculum

### Program Ready and General Education Courses: Credits

ENG 101 English Composition 1	3.0
PSY 201 General Psychology	3.0
MAT 155 or exemption (algebra)	3.0
BIO 112 Basic Anatomy and Physiology	4.0
AHS 102 Medical Terminology	3.0
	<b>16.0</b>

### Day Program-3 semesters

#### Fall semester-

MED 103- Medical Assisting Introduction	3.0
MED 107- Medical Office Management	4.0
MED 118- Pharmacology for the Medical Assistant	<u>4.0</u>
	<b>11.0</b>

#### Spring semester-

MED 114- Medical Assisting Clinical Procedures	4.0
MED 115- Medical Office Lab Procedures	4.0
MED 104- Medical Assisting Administrative Procedures	<u>4.0</u>
	<b>12.0</b>

#### Summer Semester-

MED 108- Common Diseases of the Medical Office	3.0
MED 117- Clinical Practice	<u>5.0</u>

**Total Credit hours 47.0**

## **Practicum and Lab Policies for Medical Assisting Students**

### **Student Files and Records**

Castle Branch, Inc. is used to store student's confidential records (health forms, CPR, criminal background and drug screening reports, vaccination records, etc.). If a student desires to have copies of his/her personal health records, he/she must sign in to his/her personal Castle Branch account by going to [www.castlebranch.com](http://www.castlebranch.com).

### **Criminal Record Checks/ Drug Testing for Medical Assisting**

In order to protect the public, health care agencies require extensive pre-clinical criminal background checks (CBC) and drug screens (DS). These requirements must be met in order to comply with clinical affiliation agreements. The results of the CBC and DS must be obtained and reviewed for any positive findings before the student will be allowed into the clinical site. The CBC and DS will be shared with and approved by each clinical site prior to any clinical rotation. Healthcare agencies may require updated CBC or drug test prior to any clinical experience. If the results of either of these procedures document a violation as indicated below, the student may be denied entry or further progression into the program of study. Any student who changes programs or stays out of a program for one semester or longer will be required to submit a new criminal background check and drug screen upon reentry to any Health Care Division program. All CBC's and DS will be done at the student's expense. Each student will create a Castle Branch account and the CBC and DS are purchased through Castle Branch. The student is solely responsible for the Castle Branch fees for CBC and DS, following Castle Branch instructions for providing DS sample, and uploading health records.

### **Criminal Record Checks**

Once students have created a Castle Branch account and paid, Castle Branch will run a CBC. Students who had convictions of, pleas of guilty, pleas of no contest (nolo contendere), or pending criminal charges during the past 7 years included, but not limited to the following crimes may make the student ineligible for enrollment or participation in clinical/laboratory courses:

- Crimes of violence; murder, manslaughter, criminal sexual assault, crimes involving use of deadly force, simple assault, assault and battery of high and aggravated nature, assault and battery with intent to kill, criminal domestic

violence, abuse of children or the elderly, abduction, distribution of illegal drugs;

- Crimes that involve moral turpitude, including but not limited to breach of trust, fraud, identity theft (excluding fraudulent checks, shoplifting, petit larceny and other crimes not deemed to raise a substantial question as to the qualification and fitness of the applicant);
- An acceptable CBC is required for taking licensure exams. Students with a criminal record may not be eligible to become a licensed healthcare professional even if a degree has been conferred. The Health Care Division has no way to determine the future decision of the licensure boards. Students may contact the licensure boards with inquiries.
- The results of the criminal background check and the drug screen will be available for review by designated personnel in each clinical or field placement agency. Clinical agencies may deny a student with a criminal record permission to be assigned to their agency. Some clinical agencies reserve the right to perform their own criminal background check on students prior to placement. Students must be able to attend clinical experiences in all agencies used by the college. If a student is denied access to any clinical agency, it may result in the student being ineligible for enrollment or participation in clinical/lab courses. The Health Care Division Dean will be notified immediately of a student's refused status.
- It is the student's responsibility to inform their instructor and Health Care Division Dean of new documented offenses as listed above, but not limited to, on their criminal record in writing within 5 instructional days of the offense occurring. Failure to report any new arrest or conviction may result in removal from the Medical Assisting program.
- Students may dispute inaccuracies on the background check by calling Castle Branch or filling out the Dispute Accuracy of My Background Check form. The form's link is located on the bottom of the CastleBranch website or can be accessed using <https://www.castlebranch.com/dispute-accuracy-of-my-background-check> . By law CastleBranch or any other consumer reporting agency has 30 days to complete the dispute resolution process.

### **Drug Screening**

Students are strictly prohibited from being under the influence of alcohol or any drug/medication which alters behavior or appearance of capability while engaged in any portion of their educational experience and/or associated events with Piedmont Technical College. Regarding medications, it is the student's

responsibility with assistance from the student's physician or pharmacist to determine if the medicine you are taking will impair your ability to function safely and accurately in class and clinical. Legally, you should not be taking any medication that would impair your judgment when caring for patients. All drug testing expenses are the responsibility of the student.

- Students will undergo an initial 10-panel drug screening upon acceptance into the program. After a student creates a CastleBranch account, the student will login to CastleBranch and print a Drug Test Form. Instructions are on the CastleBranch website on how/where to perform the drug test. Students must perform drug test prior to the first day of class in the program. If the result is positive, then the student will be removed from the program.
- The Health Care Division reserves the right to implement additional drug or alcohol screenings at any time without prior notification in both the classroom and clinical settings. If a student refuses to provide a specimen for testing, the student may not be offered a second opportunity for testing and may be removed from the program.
- Students who display reasonable suspicion will be reported to the Health Care Division Dean and to the Campus Public Safety Officer and may be removed from the education experience and required to submit to an immediate drug screen.
- Students removed from any program of study for drug related issues will not be eligible to reapply to any Health Care Division program for 12 months.

### **Castle Branch Procedure for Positive Drug Screen:**

- Upon a positive DS result, an independent Medical Review Officer (MRO) who is a physician designated by CastleBranch will reach out to the student. The student has 3 business days to respond. If no response, the result will report as the lab reported (generally positive). The MRO tries to contact the donor at least twice within the first 24 hours. If there is no response, they leave a generic message for the donor to call in.
- If the donor is in contact with the MRO, the MRO will conduct an interview with the donor. The donor is asked to provide a medically verifiable reason for the substance in question.
- If there is a medically verifiable reason, the MRO will ask for the



documentation and the donor will have 3 business days from this point to provide documentation. Documentation is in the form of a prescription that must be uploaded into CastleBranch. The prescription must be in the donor's name and must be dated prior to the drug test.

- If the donor confirms there is not a medically verifiable reason, the result is posted as the lab reported (generally positive).
- If the donor does indicate they have medically documented verification for the substance in question but fails to provide the documentation within 3 business days, the result will be reported as the lab reported it (generally positive).
- If the donor does indicate they have medically documented verification for the substance in question and provides incorrect documentation, he or she has one more day to comply with the appropriate documentation. Otherwise, it will be reported as the lab reported it (generally positive).
- If the donor does indicate they have medically documented verification for the substance in question and provides correct documentation, it will be reported as negative.
- A donor may dispute a positive drug test. The student must call the CastleBranch
- User Support Center (888-723-4263 x7196) and initiate a drug test dispute within 3 calendar days of the student receiving the positive drug test notification. CastleBranch will then supply the student with a new package code that they must order (approx. \$250) and the specimen will then be sent to a different lab than initially ran the test, for re-testing. The turnaround time for results will be 10 days from the time that the specimen is received at the lab where it will be retested. If the specimen result is overturned, the student will be refunded the fees by CastleBranch.

### **Clinical Compliance Policy**

An integral part of your health care education will be your clinical experiences. The college has affiliation agreements with the facilities where you will be doing your direct and/or indirect clinical hours. These facility affiliation agreements require records of your background check, drug screen results, health assessment forms, immunizations, CPR certification, certificate of professional liability

insurance, and any other site-specific requirements in order to gain clearance from the clinical facility. Records are to be submitted to and held by our compliance vendor, Castlebranch©. **Failure to complete requirements by the designated deadline or update them before they expire will be counted as clinical absences and may impact your progression in the program.**

Note that the Influenza vaccine, Tuberculosis test, Fit Testing as well as Care Learning (HIPPA and OSHA) must be completed and submitted every year. In addition, most of our clinical sites are now requiring the COVID-19 vaccine. Please see the information listed below regarding the COVID-19 Vaccine/Booster.

### **Student Health Forms**

The student health assessment forms include the following:

- the Completed Checklist
- the Completed Student Information and Declaration Page
- the Completed Physical & Mental Standards Page
- and the Physical Examination Page to be completed by a Health Care Provider (Physician, NP, or PA).

### **Immunizations and Testing**

#### **Tuberculosis Test**

One of the following is required:

- Negative two-step PPD skin test (Mantoux) within the past 12 months. The two tests must be administered 1-3 weeks apart and read within 48-72 hours within the past 12 months OR
- Negative two-step skin test administered 1-3 weeks apart and all subsequent 1 step skin tests with the most recent 1 step test being administered within the past 12 months OR
- Negative QuantiFERON Gold Blood Test administered within the past 12 months OR
- Negative T-Spot Blood Test administered within the past 12 months.
- If result is positive, a clear chest x-ray report must be submitted following last positive test result, administered within the past 12 months along with a physician clearance documented on letterhead.
  - The renewal date will be set for 1 year, requiring one of the following:
  - Negative one-step test OR

- Negative QuantiFERON Gold Blood Test OR
- Negative T-Spot Blood Test

### **MMR (Measles, Mumps, and Rubella)**

One of the following is required:

- Two immunizations are required OR
- A Positive Measles Titer, A Positive Mumps Titer, and a Positive Rubella Titer
- A positive IgG (not IgM) antibody titer (lab report required) indicates immunity. If a titer is negative or equivocal, the negative or equivocal titer result must be accompanied by a booster injection. An additional titer is not required after a booster injection.

Note: The MMR vaccine and its component vaccines should not be administered to women known to be pregnant. Because a risk to the fetus from administration of these live virus vaccines can occur, women should avoid becoming pregnant for 28 days after vaccination with MMR or other measles, mumps, or rubella-containing vaccines.

### **Varicella**

One of the following is required:

- Two immunizations are required OR
- A Positive Varicella Titer,
- A positive IgG (not IgM) antibody titer (lab report required) indicates immunity. If a titer is negative or equivocal, the negative or equivocal titer result must be accompanied by a booster injection. An additional titer is not required after a booster injection.

\* Chicken pox self-reports are not acceptable in lieu of documented immunizations or titer.

### **Hepatitis B Series**

One of the following is required:

- A series of 3 immunizations are required OR
- A Positive Hepatitis B Titer,
- A positive surface antibody titer (lab report required) indicates immunity. If a titer is negative or equivocal, Hepatitis B vaccines and a 2nd titer are required. Full immunization consists of a two or three Hepatitis B vaccination series followed by a 2nd titer given 1-2 months after the final

vaccination. Students must begin the vaccination series prior to clinical course registration. Evidence of a positive titer must be provided prior to next semester's course registration. If the post-vaccination titer is negative or equivocal, then one will be considered as a non-responder, not expected to convert and documented as not immune to the Hepatitis B virus.

Tdap (Tetanus-Diphtheria-Pertussis)

Tdap administered within the past 10 years is required

### **Influenza (Flu Vaccination)**

One of the following is required:

- Documentation of a flu shot administered during the current flu season OR
- Declination approval from the clinical facility.

### **COVID-19 Vaccine/Booster**

As a response to the increasing prevalence of COVID-19, many clinical facilities are instituting vaccine mandates for their employees and students. While Piedmont Technical College (PTC) Health Care Division has no specific policy mandating the COVID-19 vaccines for employees or students, the PTC Health Care Division requires that students must be eligible and able to attend all clinical rotations at sites the program utilizes for clinical practice. Therefore, students in the PTC Health Care Division must meet the eligibility requirements mandated by these clinical facilities.

Many of our health care programs are mandated by State Boards and our various accrediting bodies to provide students with clinical experiences. We are not able to provide substitute or alternate clinical experiences based on students' request or vaccine preference. Just as the Health Care Division and our affiliated clinical facilities require other vaccines, the facilities have the option to mandate the COVID-19 vaccine. Additionally, State Boards and accreditors have no obligation to waive their current rules and regulations for clinical experiences for unvaccinated students.

Therefore, to maintain compliance of these programs, it is essential for you, as a student, to understand that all clinical requirements must be completed in order to progress and graduate. The Health Care Division cannot customize student schedules for any reason, due to the regulations and requirements set forth by our clinical facilities, State Boards, and accreditors. Again, this is not a PTC initiative or mandate, but a requirement by our affiliated clinical facilities, State Boards, and accreditors for programs specific to the Health Care Division.

## **N-95 Fit Testing**

Due to the possibility of exposure to infectious diseases, students are required to have an annual qualitative fit test with a personal respirometer (i.e. N-95 mask). The fit test includes training on appropriate use, limitations, donning and removal, as well as storage and replacement. Hospitals such as Self Regional Healthcare and Prisma Health require fit testing with their masks. This testing will be **scheduled** by the Program Director and the student will be issued documentation that the annual fit testing was completed.

## **CPR Certification**

Students entering select Health Care Division programs must obtain/maintain CPR certification upon admission and throughout the entire program. It is also the student's responsibility to upload current documentation of certification into Castle Branch. The student is responsible for uploading documentation prior to the beginning of the semester of the expiration. Failure to turn in completed CPR documentation by the due date will prevent students from attending clinic/lab. The CPR certification must be obtained through the American Heart Association – A BLS provider card is required. Students may contact the American Heart Association to inquire when and where CPR courses are being offered. Make sure the course is geared toward Healthcare Providers, so you achieve the correct certification. Current certification through the American Heart Association as a Basic Cardiac Life Support (CPR) Instructor would also fulfill this requirement. Student must possess a current card. If student has lost their documentation card, it is the student's responsibility to obtain proof by notifying the Regional Community Training Center and purchasing another card. Address of PTC's Regional Training Center is:

Piedmont Technical College Community Training Center  
PO Box 1467  
Greenwood, SC 29648-1467  
864-941-8246

## **Student Health Status Changes**

Students are required to promptly notify the College of any changes in their status that could affect their ability to fulfill the obligations of their clinical assignment. Any student who has been subject to surgery, injury, or extended physical/mental illness must have a signed clinical release from his/her physician indicating that he/she may return to clinical at full capacity. A student may not return to clinical if he/she cannot perform at full capacity. Clinical agencies reserve the right to determine if a student may practice in their facility while under a physician's care. Students who fail to provide a signed clinical release will be unable to attend clinical/laboratory and will be subject to the clinical/lab attendance policy.

### **Student Pregnancy**

Piedmont Technical College is committed to ensuring that pregnant students receive reasonable accommodations to ensure access to our educational programs. A student should advise the Student Disability Services (SDS) Counselor of a potential need for accommodations as soon as she knows she is pregnant. It is extremely important that communication between student, instructors, and the SDS Counselor begin as soon as possible. Each situation is unique and will be addressed individually.

<https://www.ptc.edu/college-resources/student-disability-resources/pregnant-parenting-students/frequently-asked>

## **Infectious Disease Policy and Procedures**

Students need to be aware that they may be exposed to various diseases and bodily fluids in clinical rotations. If a student acquires or is notified that there was exposure to an infectious disease during a clinical rotation, they will follow the Accidental Injury/Exposure Protocol.

### **Exposure to Infectious Disease**

It is the policy of PTC to ensure the safety of all students, faculty, staff and patients from contracting and/or spreading infectious diseases.

The following are excerpts from PTC institutional directive 8-7-1040.1.

Under all circumstances, the individual's right of privacy will be protected. Only those individuals who are directly involved with the student(s) or employee's daily activities will be notified concerning the presence of a communicable disease.

Contagious and Infectious Diseases-For the purposes of this procedure, communicable disease shall include, but not be limited to:

Influenza  
Viral Hepatitis-A  
Viral Hepatitis-B  
Human immunodeficiency virus (HIV)  
Acquired immune Deficiency Syndrome (AIDS)  
AIDS Related Complex  
Coronavirus Disease 2019 (COVID-19)  
Severe Acute Respiratory Syndrome (SARS)  
Tuberculosis  
Chicken Pox  
Ringworm  
German Measles  
Measles  
Whooping Cough  
Scabies  
Trachoma, Granulated lids  
Impetigo  
Acute conjunctivitis  
Lice

#### 1. Student's Responsibility

If any student has knowledge of having a contagious or infectious disease or having been exposed to a contagious or infectious disease, it is the responsibility of the student to notify the Instructor and Department Head.

#### 2. Employee Responsibility

If an employee suspects a student of having a health condition which could possibly be communicated to others, the Dean of Health Care should be notified immediately. The student may be excluded from the campus until an appropriate assessment of the student's medical condition can be made.

#### 3. Assessment of Students

a. The assessment of a student with a suspected contagious or infectious disease and the determination of a student's ability to remain at school will be made by the President after a preliminary consultation with the Vice President for Student

Development, based upon recommendation from local health authorities.

b. If the President feels that the situation poses a real threat to the College or the community at large, he will notify the Public Health Authority of all known details and seek their advice and counsel.

c. Under provision of South Carolina Code 44-29-200, the President will prohibit the attendance of any student until a satisfactory certificate is obtained from one or more licensed physicians and the Public Health Authority stating that such attendance is no longer a risk to others at the college.

### **Occupational Risks**

Medical Assisting is a profession with many rewards, as practitioners can perform both administrative and clinical services, filling several roles in a variety of healthcare environments. The Bureau of Labor Statistics clearly outlines that it is a growth field, with an anticipated 18% growth from 2020-2030.

Medical Assistants work directly with providers and patients, with the goal of providing healthcare and ensuring patient safety. It is a position with a great deal of responsibility.

As with any healthcare position, there are certain occupational risks that come into play with being a medical assistant, and those hazards include the following:

- Exposure to infectious diseases
- Sharps injuries
- Bloodborne pathogens and biological hazards
- Chemical and drug exposure

### **Accidental Injury or Exposure Protocol for Students in Clinical**

This protocol is to provide detailed information on how to obtain appropriate treatment for a student who has been involved with an accidental injury in the clinical agency.

1. Immediately inform the instructor of the incident and the supervisory personnel in the clinical agency;
2. Complete the Incident Report for the agency and/or an Accidental Injury/Exposure Report for the college. On campus exposure must be reported to



Campus Police and Security to complete and file the report for the college;  
3. If an agency has an Employee Health Office, refer student to that office for assessment. If no Employee Health Office or the equivalent is available refer the student to the Emergency Room; Campus Police and Security require additional information from the following as well: supervisory report from clinical agency, employee health at the clinical agency, and any emergency room or physician care documentation;

4. A student who is exposed in clinical/externships must submit all bills to the Human Resource Officer of the college, to initiate payment. A student who is exposed in the laboratories on campus must take all bills to the Business Office at Piedmont Technical College. Failure to do so may make the student ultimately responsible for all costs incurred.

Note from Campus Police and Security: Report from clinical agency or physician must be provided to PTC Campus Police and Security.

### **Dress Code and Clinical Requirements**

**UNIFORM:** Only school mandated tops and pants with the official Piedmont Technical College Health Care Student logo will be acceptable. Undergarments should not be visible. Colors of undershirts are limited to solid options of white, navy, black, and grey.

**LAB COATS:** Only approved PTC lab coats with the official Piedmont Technical College Health Care Student logo may be worn over the uniform in clinical, fieldwork, or lab settings. Personal coats are not allowed in clinical facilities.

\*Some healthcare programs may not require lab coats.

**SHOES:** Shoes must be one solid color. Extravagant designs or colors are not allowed. No clogs, sandals, canvas, or open heels or toes.

**HOSIERY/SOCKS:** Student are permitted to wear solid colored socks and/or stockings.

**WATCH:** A watch with ability to count seconds.

\*Some healthcare programs may not require watches.

**NAME/PICTURE BADGE:** PTC Student ID and specific agency badge must be worn on uniform top. Obtain picture ID from library on Lex Walters Campus and

appropriate healthcare facility. At the end of each course or upon withdrawal, the agency specific badge must be returned to the course instructor. A fee may be assessed for replacement badges.

**JEWELRY:** Only a wedding band is permissible. Facial jewelry may only be worn on the ears, limited to one small stud per ear. Nose rings, brow piercings, nose piercings, tongue piercings, and/or cheek piercings are not allowed.

**HAIR:** Hair should be neat, clean and off the uniform collar in a controlled fashion. Ponytails must be controlled and not drop forward when giving patient care. Bangs must be contained and not drop forward into the face when providing care. Hair must be a natural human color. Beards and mustaches must be neatly trimmed.

**COSMETICS:** Natural looking only. No bright eye or lip color. No artificial eyelashes.

**NAILS:** Clean, short, and without polish. Nails should not protrude over the ends of the fingers when the hand is held directly in front of the face with the palm toward the face. No nail treatment of any kind is allowed.

**SMOKING/VAPING:** Not permitted at any clinical setting, whether in uniform or street clothes. Smoke odor will be brought to the attention of the student and may result in being dismissed from the clinical site.

**CHEWING GUM:** Chewing gum is not allowed while in clinical.

**TATTOOS:** Tattoos considered offensive or inappropriate are not permitted and must be covered while at clinical. Tattoos and body art from the neck up are not permitted.

**PERSONAL HYGIENE:** Body must be kept clean and free from odor. Use of deodorant is recommended. Perfume or aftershave is not permitted. Noticeable halitosis, body or smoke odor will be brought to the attention of the student.

**ADDITIONAL NOTES:**

- The student is required to adhere to the uniform policy of the clinical facility in which he/she is assigned. Any additional regulations of the

clinical facility which are not covered in this handbook must be met by the student.

- Students may not wear any Piedmont Technical College healthcare student identification or uniform except while they are in their role as the student. Doing so will result in disciplinary action up to and including dismissal from the program.
- Electronic devices are not allowed in the clinical setting for personal use unless prior permission is given by your instructor.

### **Clinical/Lab Attendance Policy**

Because of the unique nature of the clinical experience and to prepare students for employment, the faculty will adhere to the following clinical/laboratory attendance policy.

#### **Tardies**

Tardies and early departures are not professional attributes. A tardy is five minutes late. After the first tardy the student will receive a documented verbal warning. For any subsequent tardies, the student will not be permitted to remain in clinical/laboratory for that day and an absence(s) will be recorded. In addition, if a student arrives more than 15 minutes after the onset of the clinical/laboratory, the student will not be permitted to remain in clinical/laboratory for that day and an absence will be recorded.

#### **Early Departures**

Early departure is leaving prior to the end of the scheduled clinical/laboratory day. No student is allowed to leave clinical/laboratory early without the instructor's permission. After the first early departure, the student will receive a documented verbal warning. For any subsequent early departure(s), the student will not receive credit for the day and an absence(s) will be recorded.

#### **Absences**

Absences from clinical/laboratory experiences are unacceptable and all students are required to attend all scheduled clinicals. If a student must miss clinical/laboratory due to extenuating circumstances, the student **MUST** call the clinical unit and call/email the primary instructor 30 minutes prior to the starting time. Failure to notify the clinical unit and the primary instructor with an

explanation of the absence 30 minutes prior to the start of the clinical day demonstrates unprofessional clinical behavior and will be documented. The student will then have 5 instructional days from the missed clinical date to email the instructor via D2L BRIGHTSPACE to provide documentation verifying the absence and to request the make-up clinical experience. Failure to request the make-up experience per the above policy will result in forfeit of those clinical hours and no-makeup experience will be scheduled. Failure to arrive at clinical/laboratory with appropriate ID badge(s) will result in dismissal from the clinical site that day and an absence will be recorded.

### **Make-up Clinical Experience**

Only 1 make-up clinical experience will be allowed per course. Make-up clinical experiences may not be the same as originally scheduled. At the end of the semester, if the student does not have the set number of clinical hours per the original clinical schedule, the student will receive an “F” for the clinical component of the course.

**Note:** Under no circumstances will friends, family, or pets be allowed in the clinical/laboratory unless required by disability services.

### **Patient Abandonment**

Patient abandonment is defined as any student who leaves the assigned clinical area and/or clinical facility without the instructor’s permission. If violated, disciplinary action may result by adherence to the Student Code for the South Carolina Technical College System located in the Student Handbook.

### **Emergency Contact of Student during Class or Clinical**

While on campus, students should provide the number for Public Safety (941-8000) to significant others in case that emergent contact should need to be made.

Students are responsible for notifying significant family members, babysitters, etc., of their location during the day(s) of their clinical experience. The phone number of the clinical area where the student can be reached should be provided to the appropriate individual(s) for contact in the case of extreme emergencies.

### **Student Dismissal from a Clinical Facility or Health Care System**

If a student is denied access to any clinical agency, it may result in the student being ineligible for enrollment in clinical/lab courses that may impact progression

in the program. It is the student's responsibility to notify the Health Care Division Dean in writing if he/she has been dismissed as an employee from a facility or health care system where he/she is scheduled to have a clinical experience. All clinical sites used by the college have their own particular Human Resources policy and have the right to determine if a student will be allowed to come to their facility for clinical study.

### **Clinical Group Assignment**

Students will receive course/clinical assignments each semester. A great deal of planning goes into making courses/clinical assignments which ensure that students have quality experiences that meet our standards. Clinical assignments are made without regard to race, color, sex, religion, national origin, sexual orientation, age, or disability. Faculty make efforts to ensure as much diversity as possible in classes/clinical. For these reasons, students are expected to abide by the course/clinical assignments as posted. If student evaluations show less than satisfactory in particular skill sets, students may be remediated or reassigned per the clinical affiliation request.

### **Student Refusal of Clinical Assignment**

Student assignments are made conscientiously and designed to meet learning needs of the student. Consideration of special needs of the student may be included when making assignments. Student safety is also considered when clinical assignments are made. Students who are concerned about an assignment must review their programs Code of Ethics, Standard Precautions, and/or relevant hospital policies prior to discussing the assignment with the instructor. This discussion will be documented and will include the:

1. Nature of the assignment including data that indicate that the assignment is appropriate for the student based on the student's knowledge level;
2. Student's reasons for concern;
3. Final outcome/decision

### **Clinical Availability**

Due to the increase of student enrollment and the limited availability of clinical facilities, clinical hours will be varied. Clinical hours may include mornings,

afternoons, evenings and nights. Occasional weekend shifts are possible in all clinical areas. Clinical times will be posted as soon as possible each semester to allow time to adjust family and work schedules.

### **Professional Confidentiality**

All information regarding patients must remain strictly confidential. Information about a patient will not be shared or discussed with any person other than those directly involved with the aspect of care that requires such knowledge. At no time should a student use his or her position to seek information about a patient other than the patient to which he or she has been assigned. Case discussion, consultation, examination and treatment are confidential and will be conducted discreetly. At no time should patients be discussed on breaks, elevators or other settings aside from the above stated learning experiences. All health care institutions have policies and guidelines concerning confidentiality and HIPAA laws (Health Insurance Portability and Accountability Act). Upon accepting clinical assignments, students agree to abide by HIPAA's privacy protections.

At no time should clients be identified in assignments by first and/or last name. Follow individual instructor guidelines for identifying clients. Copying and/or removing any portion of the medical record or printed client information from any Clinical or Simulation experience is strictly prohibited. In order to maintain client confidentiality – no photo copying and no photos of any client data or clients will be allowed.

**If violated, disciplinary action may result by adherence to the Student Code for the South Carolina Technical College System located in the Student Handbook.**

### **Narcotic Medications and Parenteral Administration of Medications**

In select programs medications are administered to clients. Due to the narcotic laws, no student shall be in possession of the narcotic keys or codes at any time. Also, no student shall retrieve any medication from the narcotic drawer or cabinet EXCEPT in the presence of a faculty member or a registered nurse. Preparation and administration of all parenteral medication must be performed under the DIRECT supervision of a faculty member, approved preceptor, or a registered nurse (If violated, disciplinary action may result by adherence to the Student Code for the South Carolina Technical College System located in the

Student Handbook.

### **Invasive Procedures**

Students **MUST** be under the **DIRECT** supervision of a faculty member, approved preceptor, or Registered Nurse when performing procedures. Students may be allowed to perform procedures independently only after obtaining permission from clinical faculty.

### **Professional Incompetence**

“Incompetence” means the failure to demonstrate and apply the knowledge, skill and care that is ordinarily possessed and exercised by other healthcare professionals of the same licensure status and required by the generally accepted standards of the profession.

Charges of incompetence may be based upon a single act of incompetence or upon a course of conduct or series of acts or omissions that extend over a period of time and that, taken as a whole, demonstrate incompetence.

It is not necessary to show that actual harm resulted from the act or omission or series of acts or omissions if the conduct is such that harm could have resulted to the patient or to the public from the act or omission or series of acts or omissions. **If violated, disciplinary action may result by adherence to the Student Code for the South Carolina Technical College System located in the Student Handbook.**

## PHYSICAL AND MENTAL STANDARDS

All nursing and health science programs require physical agility and strength sufficient to move from room to room, lift and position patients, maneuver in small places, and perform clinical services. Students must possess gross and fine motor abilities as well as auditory, visual, and tactile acuity, which are required to assess health status and perform effective patient care. See the chart below for specific requirements by program.

O = Occasionally (1 – 33%)

F = Frequently (34 – 66%)

C = Constantly (67 – 100%)

Physical Stamina Required (Description)	RES RAD	MAS	ADN PN PCT	CVT	MED	PHB	PHM	VET OTA	SUR
<i>Lift</i> - up to 50 lbs. to assist moving patients, supplies, equipment	F	F	F	F	F	O	O	F	F
<i>Lift</i> - up to 200 lbs. when moving patients	O	O	F	F	O	O	O	C	F
<i>Steep</i> - adjust equipment	F	F	F	F	F	F	C	C	F
<i>Kneel</i> - manipulate equipment, perform CPR, plug in electrical equipment	O	F	O	O	O	O	O	F	O
<i>Reach</i> - overhead lights, equipment, cabinets, attach oxygen to outlets, stocking	C	C	C	C	F	O	C	C	C
<i>Motor skills, manual dexterity</i> - small and large equipment for storing, moving; apply sterile gloves; take BP; operate computers; perform CPR; utilize syringes, tubes, catheters; set up and maintain sterile field.	C	C	C	C	C	C	C	C	C
<i>Stand</i> for prolonged periods of time (to deliver therapy, check equipment and patients; perform surgical procedures)	C	C	C	C	C	C	C	C	C
<i>Feel</i> - palpate pulses; perform physical exams; feel arteries or veins for puncture; assess skin temperature	C	O	C	F	C	C	O	F	F
<i>Push/pull</i> - large wheeled equipment, i.e. mechanical ventilators, wheelchairs, patients, x-ray, equipment, EKG machines, and office equipment.	C	C	C	F	O	O	O	O	F
<i>Walk</i> for extended periods of time	C	O	C	O	C	C	C	C	O
<i>Manipulate</i> - knobs, dials associated with diagnostic or therapeutic devices, small instruments, syringes.	C	C	C	C	C	C	C	C	C
<i>Hear</i> - verbal directions, alarms, telephone; hear through a stethoscope for heart sounds, lung sounds, and blood pressure.	C	C	C	C	C	C	C	C	C
<i>See</i> - patient conditions such as skin color, work of breathing; read small print and calibration on equipment; perceive color	C	C	C	C	C	C	C	C	C
<i>Talk</i> - communicate goals and procedures to patients in English	C	C	C	C	C	C	C	C	C
<i>Read</i> - typed, handwritten, computer information in English	C	C	C	C	C	C	C	C	C
<i>Write</i> - communicate pertinent information (patients' assessment, outcome assessments) in English.	C	C	C	C	C	C	C	C	C
<b>MENTAL ATTITUDE</b>									
Function safely, effectively, and calmly under stressful situations.	C	C	C	C	C	F	F	C	C
Maintain composure while managing multiple tasks simultaneously	C	C	C	C	C	C	C	C	C
Prioritize multiple tasks	C	C	C	C	C	C	C	C	C
Social skills necessary to interact with patients, families, co-workers - of the same or different cultures; respectful, polite, discrete; able to work as a team	C	C	C	C	C	C	C	C	C
Maintain personal hygiene consistent with close contact during patient care	C	C	C	C	C	C	C	C	C
Display actions, attitudes, consistent with ethical standards of the profession	C	C	C	C	C	C	C	C	C
Exposure to blood borne pathogens - Hepatitis, HIV.	F	O	C	F	F	F	C	O	F

I have read the above requirements and understand that my inability to comply with these may result in my failure to successfully complete the program I have chosen. Student signature \_\_\_\_\_ Date \_\_\_\_\_



## **Medical Assisting Program Cost Approximation**

**Tuition:** based on county of residence and credit hours

**Uniforms:** (2) \$125-\$150

**Shoes:** \$50-\$75

**Medical Assisting pin:** \$20 (included in fall tuition)

**Watch:** (with second hand) \$10-\$20

**BP Cuff and Stethoscope:** \$50-\$100

**Clinical Requirements:** (Physical exam, immunizations, lab tests, drug test, background check) \$250-\$300

**Books: (3 Semesters)** \$600-\$700

**Liability Insurance:** \$20 (charged in every clinical semester)

**AAMA Membership:** \$25 (included in fall tuition)

**CMA exam:** \$125 (included in spring tuition)

\*You must provide your own transportation to and from your externship, which could be in any of the seven counties served by Piedmont Technical College.