

MEDICAL ASSISTING

Program Handbook

2017-2018



Spartanburg Community College Health and Human Services Division

Issued to: _____

Date: _____

It is the student's responsibility to read this program handbook. The student will be held responsible for policies and procedures contained therein. Rules are subject to change. The Medical Assisting Program Director, Department Chair and Dean of Health and Human Services reserve the right of final decision in disputes over interpretation. Any changes made after the handbook is distributed will be given to the student in written form.

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Spartanburg Community College Policies

For information regarding the following policies, please see the current SCC Student Planner & Handbook:

- Academic Misconduct**
- Alcohol and Drugs**
- Alerts – Campus Closings and Emergency Notifications**
- Cellular Phones, Pagers/Beepers and Electronic Devices**
- Classroom/Lab Conduct/Expectations**
 - Attendance**
 - Absences**
 - Sleep**
 - Attitude**
 - Profanity**
 - Cell phones, pagers/beepers, etc**
 - Guests and Children**
- Children on Campus**
- Class Attendance**
 - Tardiness**
 - Absences for Religious Holidays**
- Financial Aid and Veterans Benefits**
- Graduation Eligibility**
- Hazardous Weather**
- Library**
- Record Changes**
- Records and Transcripts**
- Services for Students with Disabilities**
- Smoking Policy**
- Student Code and Grievance Procedures**
- Student Refund/Withdrawal/Federal Return of Funds**
- Withdrawal from a Course/Term/College**

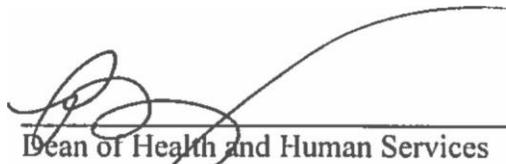
INTRODUCTION

This handbook is designed to provide students with information concerning the policies and procedures specific to the Health and Human Services Division. The faculty reserve the right to change, delete, or addend any of the content in this handbook pending written notification to the students.

This program handbook is designed as a supplement to the Spartanburg Community College Catalog and the College's Student Handbook/Planner.

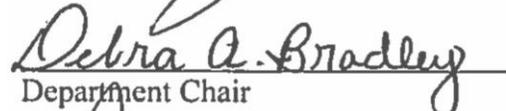
Students are expected to follow the general rules and regulations of the College as written in the College's Student Handbook and the specific requirements of the department and the clinical affiliate's handbook while in the program. The purpose of these rules and regulations is to protect the rights of students and allow students to prepare academically in a positive environment.

APPROVED:



Dean of Health and Human Services

7/20/17
Date



Debra A. Bradley
Department Chair

7/20/17
Date



Pam Morgan
Program Director

7/20/17
Date

**HEALTH AND HUMAN SERVICES DIVISION
GENERAL POLICIES AND PROCEDURES**

CODE OF ETHICS

While a student in the Health and Human Services Division, the following Code of Ethics will be demonstrated to all patients and healthcare professionals during classroom, lab and clinical rotations. This Code will apply to personal as well as professional attitudes and conduct.

AS A PROFESSIONAL THE STUDENT WILL:

1. Assume a professional manner in attire and conduct.
2. Establish a positive rapport with healthcare professionals.
3. Hold in confidence information relating to patients.
4. Strive for increased efficiency and quality through organization.
5. Accept responsibility for his/her own work and results.
6. Strive to learn the theories of disease processes, protocols, and procedures taught in the Medical Assisting Program.
7. Establish rapport and trust with the patient through kindness and empathy.
8. Follow all clinical procedures and guidelines.

IN PERSONAL CONDUCT THE STUDENT WILL:

1. Achieve the highest degree of honesty and integrity.
2. Maintain adaptability in action and attitude.
3. Establish a sense of fraternity among fellow students.
4. Strive to have a pleasant manner in the work area and with patients.
5. Strive to be an educated individual outside the existing technical field.

CRIMINAL BACKGROUND INVESTIGATION (CBI)/DRUG TESTING (DT) POLICY

A criminal background investigation (CBI) and drug test (DT) are required for each Health and Human Services student who has been accepted into a curriculum program of study.

Students who have been found guilty, by a court of law, or pled no contest (nolo contendere) to a crime, when conviction has occurred within the last 7-10 years, of the following crimes are deemed unqualified to attend clinical training. The clinical affiliate may exercise discretion regarding other convictions.

A criminal background investigation (CBI) must be completed for each state the student has been a resident in the last 12 months. Both the criminal background investigation (CBI) and drug test (DT) will be conducted at the student's expense only after he/she has been accepted into a curriculum program of study. The results of the criminal background investigation (CBI) and drug test (DT) must be obtained before the student will be allowed into a clinical site. If the results of the criminal background investigation document a violation as indicated above, the results will be sent to the clinical facility to be reviewed and a determination of whether the student will or will not be allowed in clinical by that facility. The healthcare facility will send a written statement to the Dean of Health and Human Services whether the student has approval to attend clinical rotations within their facility. A student with a positive drug test will be dismissed from the program for one (1) academic year. This will count as one (1) program attempt. He or she may recycle if eligible into a program only once. Upon readmission to the Program, drug testing at the student's expense will be required each semester until he or she completes or officially withdraws from the Program.

Any student unable to attend a clinical affiliate will be required to withdraw from his or her program of study.

If a student has a documented offense after completing the CBI check, he/she must notify the MA Program Director **in writing within 24 hours of the offense occurring.**

If the MA Program Director is not appropriately notified in writing within the time limit, disciplinary action will be taken against the student if this information has been documented in public records.

LIABILITY INSURANCE

All students must purchase the college approved liability insurance plan. The approximate cost is \$8.00. This will be paid by the student at the beginning of each academic year.

HOSPITALIZATION INSURANCE

Students are responsible for securing their own hospitalization insurance. Students are responsible for any medical costs incurred by them during their clinical training.

PERFORMANCE OF UNAUTHORIZED PROCEDURES

The performance of any unauthorized or unsupervised procedures during clinical training will result in immediate disciplinary action which may lead to suspension from the program or course. Unauthorized procedures will include the use of a computer code assigned to someone else or letting anyone use the computer code assigned to you.

PATIENT CONFIDENTIALITY

Patients have a right to privacy. They have a right to expect that details of their condition, treatment, medical history, personal and financial affairs will be kept confidential by students and all health personnel whose duties require that such information be disclosed to them. A student is not authorized to decide what information a patient would object to having disclosed, what one person considers to be unimportant may be considered highly sensitive and embarrassing by another person.

Students who breach this duty of confidentiality by disclosing patient information other than as is necessary to perform their jobs will be subject to disciplinary action.

CLINICAL-RELATED ACCIDENTS

Any clinical-related accident must be reported to the clinical instructor and the MA Program Director immediately. A call to Compendium at 877-709-2667 must be initiated immediately. A written report of the accident must be sent to the Compendium as soon as possible by the course instructor.

CLASS ATTENDANCE POLICY

Students are responsible for punctual and regular attendance in all classes, laboratories, field trips, and other class activities. The college does With the exception of federally mandated and religious holidays, the College does not grant excused absences and 100% attendance is expected.

If a student is absent due to illness or emergency, the student must notify the appropriate instructor prior to the scheduled class or clinic time. (The student must speak to the instructor or if the instructor is not available, a message must be left on the instructor's college voice mail or email). The student is responsible for contacting the instructor upon returning to campus (not the next time the class meets) to schedule a time to make up tests, labs, or other assigned work missed due to absence. **Failure to contact the instructor or to complete the test, lab, or other assigned work on the agreed upon day will result in a grade of "0".**

The student is responsible for all lecture notes missed due to absence. **Any pop quizzes or other unannounced work discussed in class cannot be made up. The student will receive a "0" daily grade for the missed work.**

Any assignments not returned on the designated day must be turned in to the instructor on the day the student returns to campus. Course syllabi reflect specific make-up requirements for each course.

TARDINESS

Students are tardy if not in class at the time the class is scheduled to begin. After class begins, the student must not knock on the door but must wait until the first break to enter the classroom. The student will be counted absent for the time missed. Excessive tardiness will result in dismissal from the program due to not meeting the required number of course or clinic hours in the program. During both didactic and clinical phases of the MA Program two (2) tardies will count as an absence and make-up work will be required. **Attendance and tardies are the first items an employer asks about when requesting a reference.**

MISSED TESTS/EXAMS

Make-up tests/exams may be composed of discussion questions, and should be taken the day upon returning to the campus. These tests must be made up no later than the end of the second day the student returns to the college. The student will take the tests/exams in the Testing Center in Room E-3. The Testing Center's operating hours vary and are posted on the door of E-3.

LEAVING CLASS EARLY

The student will be counted absent for the number of minutes he/she leaves early from a class. After the second offense of leaving class early, the student will be counted absent for the whole class period. The student must inform the course instructor if an emergency arises that requires him or her to leave class early.

REQUIRED SAFETY EQUIPMENT

The use of personal protection equipment (PPE), i.e. gloves, safety glasses, face shields, masks, etc, is required during the performance of specific procedures.

SMOKING

The Health and Human Services Division is committed to the promotion of good health. The smoking policies at all clinical affiliates, as well as the college, will be strictly enforced. Persons smoking may only do so in designated smoking areas. Individuals violating this policy may be fined by Campus Police.

STUDENTS MAY NOT SMOKE WHILE IN THEIR CLINICAL UNIFORM.

If a faculty member determines that there is any cigarette odor on a student's breath, body or clothing he/she will dismiss the student from the learning experience.

TRANSPORTATION TO CLINICAL AFFILIATES

While students may be assigned to rotate through clinical affiliates outside of the college's service area or a student's resident county as a requirement of the curriculum, the college does not assume any responsibility to transport students to clinical affiliates for any reason. It is the student's responsibility to arrange to have his/her transportation needs met.

FACULTY, ADMINISTRATION, AND STAFF

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MEDICAL ASSISTING PROGRAM

PURPOSE

The purpose of the Medical Assisting Program at Spartanburg Community College is to prepare competent and accountable certified medical assistants to perform in entry-level positions in diversified healthcare settings. In addition, these medical assistants will assume responsibility for personal and professional growth as a medical assistant, as a member of the community, and as a citizen.

PROGRAM 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.

We subscribe to and support the mission statement of Spartanburg Community College.

We believe that:

Individuals are composed of physical, psychosocial, cultural, developmental and spiritual factors which contribute to the whole self. Each individual responds and interacts differently with others and the environment. An individual's responses are influenced by beliefs, values, attitudes and ideals.

Society is the human environment in which the individual functions. Society encompasses all conditions, factors and circumstances encountered outside of an individual which are constantly changing and may influence the person's state of equilibrium in life. Society can be changed by the individual, medical assistant or other persons to maintain or disrupt the total state of a person's equilibrium.

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

Medical Assisting is the human art and science which utilizes intellect, skills, and the interpersonal process to assist the individual in achieving a maximum level of health and wellness. Medical Assisting responds to the health needs of individuals and of society through health teaching, counseling, anticipatory guidance, and direct and indirect patient care in health facilities.

Education is a dynamic, lifelong process of adaptation and growth in which individuals acquire values, attitudes, 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. Members of the Medical Assisting faculty have a responsibility to model professional behavior by maintaining clinical and administrative skills, involving themselves in social and professional issues, and displaying generosity, creativity, enthusiasm, and flexibility. The educational process prepares

the individual to value lifelong learning to adapt knowledge and skills to society's changing needs.

Medical Assisting education provides the foundation of knowledge which is essential to the preparation of all medical assistants. Education should begin in an accredited institution of higher learning and should continue in an environment that is supportive of student development. Medical Assisting education includes preparation in general education courses as well as the technical skills in medical assisting.

The teaching-learning process is an essential element to facilitate learning from the faculty to the student. Learning involves cognitive, psychomotor and affective domains. Motivation, problem-solving and the capability to process information are important to the teaching-learning process. The learning environment should be responsive to the adult learner and provide the students the opportunity to achieve personal and career goals. Medical Assisting faculty has a responsibility to foster a climate of trust and openness in which learning can occur.

The Medical Assistant's role as a contributing member of the healthcare team is vital. Medical Assistants function within prescribed limits. The knowledge, technical skills, and judgment of the Medical Assistants define the level of responsibility that he or she may assume.

The Medical Assistant's position as a member of the healthcare team and contact with healthcare recipients promotes the role of the Medical Assistant as a facilitator of wellness. The Medical Assistant's educational and professional standards promote the role of the Medical Assistant as a teacher and patient advocate.

GRADUATE OBJECTIVES

The Medical Assisting Program objectives form the foundation for of the program/graduate competencies. The objectives of the Medical Assisting Program are to provide skilled medical assistants who perform effectively by:

1. Applying knowledge of anatomy and physiology to better understand the disease process.
2. Applying knowledge of medical laboratory techniques to accurately interpret laboratory test results.
3. Demonstrating knowledge of clinical procedures and pharmacology administration in patient care in a health facility to culturally diverse populations.
4. Applying various administrative techniques in an administrative role in a health facility to deliver cost effective and quality health care.
5. Applying Standard Precautions to the patient, their self, and others.
6. Recognizing emergency patient conditions and initiating life-saving first aid and basic life-support procedures.
7. Incorporate critical thinking skills and computer literacy to provide quality care to patients.
8. Applying legal and ethical concepts within the scope of practice.
9. Demonstrating professionalism as a health care provider.
10. Communicating with peers and members of the healthcare team in the care of patients and their families.

GENERAL GUIDELINES FOR MEDICAL ASSISTING STUDENTS

ADVISING

The purposes of the advisor-student relationship are to:

1. Explore options that may be necessary for the student to meet the objectives of the program.
2. Provide the student access to a faculty member with whom he/she can discuss or explore issues important to the student.
3. Increase professional communication between the student and faculty.

The Medical Assisting faculty are available during normal college business hours to assist students with any problems or concerns that may be encountered while enrolled in the program. The MA Program Director maintains regular office hours for this purpose. The student may verbally request or email a request for an appointment with the MA Program Director or course

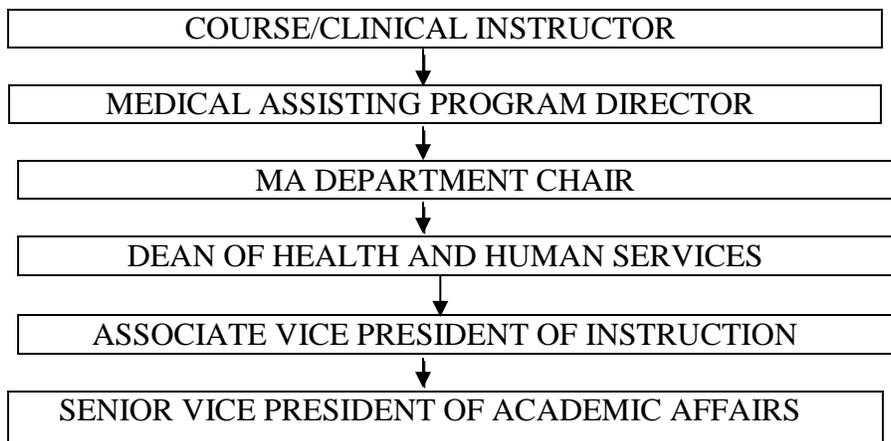
instructor. Part-time department faculty do not maintain office hours. Students may request an appointment to meet with a part-time faculty member before or after class by email or using the contact information that the part-time instructor has given the student for notification related to college matters.

It is the student's responsibility to ask for a conference when he/she feels assistance is needed. The student has the responsibility of meeting with the course instructor and/or MA Program Director when he/she requests a conference with the student.

LINES OF COMMUNICATION

In the Medical Assisting Program, there is a line of communication that students are expected to utilize when attempting to resolve issues, express concerns, offer suggestions, receive answers to their questions, etc. If the student is in the Medical Assisting Program, this line of communication begins with the course/clinical instructor of the specific course content. Communication then proceeds to the MA Program Director and follows through the appropriate channels until the situation is resolved or their questions are answered. Students filing a grievance must follow the protocol outlined in the college's Student Handbook /Planner.

COMMUNICATION CHANNEL



ACADEMIC REQUIREMENTS

Medical Assisting students must successfully complete all courses listed under the program description within this handbook and the college's catalog. Courses are offered in a prescribed sequence so that all prerequisite requirements can be fulfilled before entering the next term. These prerequisites are specified at the end of each course description at the back of the college catalog.

A minimum grade of "B" is required on all Medical Assisting curriculum courses to progress within the program and for graduation. A grade below "B" will prevent a student from enrolling in the next curriculum course or courses in which the unsuccessfully completed course is a prerequisite. In this situation, the student will not be able to complete the sequential course(s) in the curriculum and must withdraw from the curriculum for that

academic year. Additionally, the student must satisfactorily complete all required competencies in lab/clinical settings as outlined in each course and have completed all required hours in each clinical rotation.

Incomplete coursework must be finished by the end of the following semester. If course work is not completed by the deadline, a grade of “F” will automatically be assigned. Students are expected to follow the general rules and regulations of the college as written in the college’s Student Handbook/Planner and the specific requirements of the Medical Assisting Program and the HHS Division. The purpose of these rules and regulations is to protect the rights of students and allow students to prepare academically in a positive learning environment.

Students must meet the readmission requirements to be eligible to re-enter the Medical Assisting Program.

READMISSION INFORMATION

A student wishing to be readmitted within one (1) year of exit from the Medical Assisting Program is expected to be able to demonstrate adequate knowledge of course(s) successfully completed previously. In order for a student to demonstrate such knowledge, a validation exam will be required in all MED and AHS courses in the Medical Assisting Curriculum. Exam(s) must be scheduled at least two (2) months before the semester the student wishes to return to the MA Program. Failure to demonstrate adequate knowledge will result in the student being required to retake all MED and AHS courses. Exams will be scheduled by the Medical Assisting Program Director. The cost of each validation exam is \$50 and must be paid prior to the student taking the exam. The student must present the MA Program Director with a payment receipt at the time of taking the exam.

Due to the intensity of the class, lab, and clinical requirements, and the level of knowledge required for the national Medical Assisting certification exam, it is highly recommended that all students who recycle should repeat all courses with a MED and AHS prefix. This is in an effort to increase retention of material and success in the program and on the certifying exam.

The following criteria must be met in order to be readmitted to the Medical Assisting Program.

1. Reapply to the Medical Assisting Program and meet current admission and curriculum requirements.
2. Update files in Admissions and the Records Office in the Student Services Building. An appointment must be made with the Admission’s Counselor.
3. Update the Required Test/Immunizations documentation.
4. Update the Criminal Background Investigation (CBI) and Drug Test (DT) results.
5. Have a cumulative program GPA of 2.0 on a 4.0 scale.
6. Prove written competency levels in all MED and AHS courses successfully completed.

(A minimum grade of 80 is required on each test in order to be readmitted into the program). A \$50 fee will be charged for all courses in which exemption credit is attempted.

7. Meet current OSHA and HIPAA training and testing requirements.
8. Document current healthcare provider CPR recertification in adult, child and infant. CPR results must remain current the entire program. American Heart Healthcare Provider is the only type accepted in this program.
9. No student will be considered for readmission into the program more than once for any reason. Student may recycle in the program only once.
10. Consideration for readmission will be determined by the individual factors affecting the student's exit, the availability of space and time elapsed from the date of exit and readmission. Only students that withdraw from the program in good standing will be considered for readmission. A student who is not in good standing falls under the following criteria:
 - ❖ A student cannot recycle if he/she has been dropped for excessive absences in any course unless extenuating circumstances can be documented by the student and provided to the MA Program Director.
 - ❖ A student cannot recycle if he/she failed to complete the required exit interview with the MA Program Director and complete appropriate drop form(s) in the Records Office in the Student Services Building.
 - ❖ A student cannot recycle if he/she has displayed disciplinary or behavioral problems disruptive to the educational process while in the Medical Assisting Program.
 - ❖ A student cannot recycle if he/she has displayed unsafe practice in the clinical rotations, professional or unethical behaviors while in the clinical or didactic phases of the Medical Assisting Program.

MEDICAL ASSISTING PROGRAM EXPENSES

Books, uniforms (including scrubs, lab jackets, shoes, safety glasses, etc.), professional meetings, Medical Assisting Program pin, American Association of Medical Assistants National Certification exam fees, American Association of Medical Assistants student membership dues and other miscellaneous costs.

APPLYING FOR CERTIFICATION EXAMINATION

It is highly recommended that all students apply for the Certification Examination. The cost is approximately \$125 (which is subject to change without notice and determined by the AAMA), and is the responsibility of the student. It is also the responsibility of the student to take the examination at the time designated by the AAMA.

GUIDELINES FOR CLASSROOM/LAB

CLASSROOM/LAB RULES

1. Students falling asleep in class/lab will be asked to leave. This will count as an absence for that day.
2. No eating or drinking in the classroom or lab.
3. Everyone has the right to participate in classroom discussions. Students who abuse this right will be asked to meet with the course instructor for a conference on their lack of respect while in the classroom.
4. Students are to refrain from talking or whispering to other students during lectures, tests, presentations, etc.
5. Book bags are to be kept out of walking spaces.
6. No chewing gum will be allowed while in class, lab, or at clinical rotations.
7. Inappropriate language and acting in a unprofessional manner will not be tolerated. The student will be asked to leave, receive a grade of "0" for the class/lab and it will count as an absence for that instructional period for the day.
8. Students who are disruptive during tasks will be dismissed for the day and the time will count against their attendance. The student will receive a grade of "0" for work that is missed.
9. Students tardy to class will not be admitted until the next class break time is scheduled. This time will count as an absence for the instructional period for that day.

EQUIPMENT/BOOKS/SUPPLIES

Medical Assisting students are responsible for all equipment assigned to them including maintenance and care.

1. Any equipment that breaks down while in use is to be reported to the course instructor.
2. Students should not borrow instruments or equipment from other medical assisting students. This avoids loss or other potential problems.
3. All classroom and lab materials are to be stored in their proper place **prior** to leaving the class, lab, or clinic.
4. Each student is responsible for bringing books and course materials to each class or lab unless other arrangements are made by the course instructor.
5. In the event a student misplaces supplies, it is the student's responsibility to replace them, i.e., notebooks, safety glasses, sterile gloves, etc.

GUIDELINES FOR CLINICAL PRACTICUM

ATTENDANCE

In the didactic phase, students are expected to call in **prior** to their first scheduled class on each day of absence. Call 592-4272 and leave a message on the course instructor's voicemail. The time will be recorded.

It is the student's responsibility to contact the course instructor if they have to leave class or clinical. Failure to contact the instructor will result in the student being given a written warning for the first offense and being subject to disciplinary action, including being dropped, for the second offense. Students are not allowed to leave the clinical site for any reason during their

shift. When leaving their assigned clinical area, the preceptor and/or supervisor must be notified that the student is leaving the area.

During the clinical phase, students are required to maintain a time card. Students must have the card signed daily in order to be counted present for that day. If a student obtains a signature from another student, both students will be subject to disciplinary action. Any student found changing information on the card after it has been signed or falsifying any information will be subject to disciplinary action. If a complete time card is not turned in on the day it is required the student's clinical grade will drop one (1) point per day it is not turned in or completed. Two (2) failures to turn in a correctly completed card on time will result in a clinical absence being recorded.

If the student is absent during clinical the appropriate department supervisor must be notified at least 30 minutes **prior** to the scheduled time of arrival of the student for that day. The same rule applies if the student is tardy. When calling in, the student must find out the name of the person who took the message. The student must also call the Medical Assisting Program Director at 592-4272 and leave a message on her voicemail. In the event that the student does not call in the student will be given a warning for the first offense and will be dropped from this course, for the second offense.

CLINICAL PRACTICUM

The Medical Assisting Program utilizes physicians' offices, outpatient facilities, and other selected ambulatory agencies. At various times during the academic year, students may be touring/utilizing facilities within the college's service area that provide additional learning experiences. Transportation to and from these clinical sites is the responsibility of each student within the program.

100% attendance is expected at the externship site.

If a student is absent for more than 10% of the planned clinical experiences, the objectives of the course cannot be met satisfactorily, the student will be dropped from the course with a grade of **"F"**.

Any days missed in clinical will be made up at the convenience of the course instructor and the MA Program Director. This may require scheduling during semester breaks. Students will receive a grade of "I" until all required clinical work is completed. Due to the program design, the student who exceeds the allotted absences within a clinical course will receive an "F" and must withdraw from the course.

UNSATISFACTORY PERFORMANCE IN THE CLINICAL AREA WILL CONSTITUTE AN "F" IN THE COURSE. DISMISSAL FROM A CLINICAL SITE IS CONSIDERED UNSATISFACTORY AND THE STUDENT WILL RECEIVE AN "F" FOR THE COURSE AND WILL BE DISMISSED FROM THE PROGRAM.

Students are expected to work their assigned clinical rotation schedule. Adjustments or changes are made only in cases of emergency and/or at the discretion of the Medical Assisting Program Director.

DOCUMENTATION OF CLINICAL TIME

All students are required to document clinical time. This documentation is achieved by utilizing a time sheet provided by the MA Program Director. Having the time recorded is the responsibility of the student. Failure to record time properly will result in the student being counted absent from clinical.

ATTENDANCE

The time the student is to report to the clinical site will vary with each office.

Students must adhere to scheduled clinical hours. Students arriving early will not be allowed to leave the office early. The student may not accumulate time by coming in early and then using the time at a later date for an absence or tardy.

During clinical time, the student will be permitted to leave assigned areas for breaks and lunch. These breaks and lunch must be scheduled at the discretion of the clinical site supervisor. A student must not leave an assigned area without notifying the clinical instructor. Failure to comply with the guidelines for documenting clinical time will result in the following:

1. Verbal warning
2. Subject to disciplinary action and dismissal from the Medical Assisting Program with a grade of “F”.

GUIDELINES FOR CLINICAL SITES

1. Students will not receive any monetary compensation for their clinical practicum.
2. Students may not request to leave early during their clinical rotations.
In the event that a clinical site is slow, students must do the following:
 - A. Show an interest in completing all the objectives for that clinical site.
 - B. Offer to help the office staff restock, reorganize, etc. during any free time.
 - C. Review certification exams materials or other teaching materials at the clinical site with the approval of the clinic preceptor or clinical site supervisor.
 - D. In the event a clinical site closes the site early, all students must call the designated course instructor prior to leaving the site.
3. All students who encounter any unexpected problems at a clinical site must notify the designated course instructor the day of the occurrence as soon as possible after the occurrence.
4. Students are not allowed to visit other clinical sites during lunch or break times.
5. Students must dress and act professionally during class, lab, and clinical rotations.
6. All clinical sites are monitored closely with contact visits and phone calls made by the MA Program Director.

DRESS CODE

Professional Appearance:

Personal hygiene includes a daily bath, keeping skin in good condition, and clean hair. Fingernails must be kept short, clean, and healthy. Nail polish is prohibited. Artificial nails are strictly prohibited for all students. This includes bondings, tips, wrappings, and tape. Cosmetics shall be applied in a moderate manner. Scents should not be worn. Hair and beards must be

clean and neatly trimmed. College student photo ID must be worn and have the photo at all times. Care must be taken that student does not smell of cigarette smoke. Students may not smoke while in uniforms or uniform warm-up jacket. Uniforms must be freshly laundered and must fit properly. There will be 10 points deducted for each infringement.

Academic Phase:

It is expected that all students wear either conservative street clothes or the clinical uniform to class. If the student is in their clinical uniform (matching scrub top and pants), he/she must comply with the uniform dress code. Street clothes, warm-up jacket, and uniforms should be neat and clean at all times. If a student's attire is disruptive to the classroom environment, the student will be dismissed from class and referred to the Vice President of Student Affairs for disciplinary action.

Students are required to purchase matching scrub suits (top and pants) and a uniform warm-up jacket chosen by the program. The color will be determined by the program. During the academic phase, these items will be worn every day when in class and lab. Scrub attire is considered a uniform and all uniform requirements will apply. The Medical Assisting Program arm patch must be sewn 2 inches below the shoulder on the left sleeve of the warm-up jacket and scrub tops. White hose or socks and white fluid resistant enclosed toe and heel duty shoes must be worn with the scrub attire. Students must wear their college student photo ID at all times on either their lab coat, uniform or scrub suit. A uniform check will be conducted periodically and will count as a quiz grade. If the student is not in uniform, a zero (0) will be recorded.

Clinical Phase:

The Medical Assisting Program has a specific uniform that must be worn at all times at the clinical site. A professional image is to be portrayed while working in the clinical setting.

Any student who does not arrive at clinical in the appropriate uniform or wears an inappropriate uniform in the clinical setting will be sent home and will be counted absent for that day. The program absence policy will apply to this situation. Disciplinary action will also be taken.

Students must wear their college student photo ID and a program emblem patch on all uniforms and/or lab coats. The name pin will be purchased by the student during the final semester and is part of their uniform dress code.

The program emblem patch is to be worn (sewn neatly) on the left upper sleeve two (2) inches below the shoulder of the uniform and/or lab coat and is to be displayed at all times. Each separate program uniform must display the MA Program emblem patch. The patches are to be purchased at the College Book Inn. Failure to comply with this policy will result in the following:

1. Verbal warning
2. Subject to disciplinary action and dismissal from the Medical Assisting Program

During the clinical phase, students will be required to wear the program scrub suit and must wear white fluid resistant enclosed toe and heel duty shoes. No jewelry is allowed except small matching pierced earrings (one earring per ear).

In addition to the above specific requirements, students must abide by the dress code of the health facility through which the student is rotating.

The following dress code applies when in uniform:

1. Only standard matching uniforms (scrub top and pants) may be worn. If pants are worn, the top must completely cover the hips. (**Jumpsuits and pants with elastic/ankle bands are not allowed**). Students must wear the designated uniform, specified by the program, and a specified lab coat.
2. Wear uniforms for professional meetings and community sponsored activities as determined by the course instructor and MA Program Director.
3. Maintain personal appearance:

A. Uniform/Shoes:

1. Female-must wear matching scrub top and pants in the designated program color. If dresses are preferred instead of pants, the uniform dress must be two inches in length below the knee and must be the designated program color. White shoes and white hose are required when wearing a dress. No socks are to be worn with a dress uniform. Plain white trouser knee socks are allowed as long as they contain no designs and are only worn with a pants uniform.
2. Male- must wear matching scrub top and pants in the designated program color. White uniform socks must be worn with white duty shoes. No striped athletic socks are allowed.
3. Clinic shoes must be close-toed white, leather, and clean with low enclosed heels. All white shoes must be impermeable to fluids. No clogs or ankle boots are allowed. Clean solid white leather tennis shoes are permitted. Solid white socks (no designs) that cover the ankle are permitted.

B. Hygiene:

1. Each student is expected to have meticulous hygiene and physical appearance.
2. **Student may NOT smoke while in their uniform.**
3. Students who smoke must be aware that a smokey odor on their body, breath or clothes is unacceptable.
4. If a faculty member determines cigarette odor on a student's breath, body or clothing, the faculty member will dismiss the student from the class or clinical area. The student will receive a "missed class, lab or clinical day" for the occurrence.
5. Excessive use of colognes, perfumes, or toiletries must be avoided.
6. Natural fingernails must be clean and short. **Artificial fingernails or nail tips are not allowed.**

C. Hair:

1. Hair must be secured by pulling it back with a neutral or hair colored ornament. No additional hair ornaments are approved. No distracting hair colors or styles permitted.
2. Male students: moderate length, side burns no longer than the tip of the ear lobe. Mustaches should be conservatively styled, neatly trimmed. Beards will be maintained at the discretion of the clinical agency.

*Beards are to be started prior to beginning the clinical rotation OR over an extended holiday period. This is to discourage male students from having an unshaven, appearance in the clinical areas while "trying to grow" a beard.

D. Jewelry:

1. Wedding ring, engagement ring, or one other type of ring is allowed on each hand.
2. Earrings are limited to one hole per ear lobe. All earrings should be a matched set. Must be a small post. Dangling earrings are NOT ALLOWED. Earrings are allowed in the ear lobes only. No earrings will be allowed anywhere else on the body (ex: nose, lip, eyebrow, tongue, etc.)
3. Large rings, necklaces, anklets, or bracelets ARE NOT ALLOWED.
4. Tattoos may not be visible while in uniform in class, lab, clinic, or professional meetings.

Failure to comply with any of the handbook rules will result in the following actions:

1. Written Warning Notice and a 5 point deduction for each infringement.
2. Dismissal from the Medical Assisting Program with a grade of "F".

UNSAFE MEDICAL ASSISTING PRACTICE POLICY

As professional Medical Assistants with a commitment to the welfare of patients, the Medical Assisting faculty reserves the right to refuse the opportunity for a student to care for patients if the student gives evidence of unsafe and/or ineffective Medical Assisting competence. A student who demonstrates unsafe practice may fail the course and be dropped from the Program.

Unsafe competence or ineffective MA competence is defined as:

1. Failure to demonstrate knowledge about patients and/or patient's health state.
2. Failure to observe and report normal and abnormal signs and symptoms.

3. Errors in making substantive judgments.
4. Failure to set priorities and carry through with appropriate medical assisting interventions.
5. Overt and covert acts which endanger the patient or retard his progress. (These acts include the illicit use of drugs and/or alcohol).
6. Failure to calculate correctly and administer medications safely.
7. Failure to get permission and follow the supervision guidelines of the clinical instructor when performing procedures or treatments.

It is imperative that each student assume personal responsibility to prepare for clinical practice experiences. Each student is expected to check with the course instructor and/or agency staff if in doubt about patient care or other administrative duties and to report to the course instructor and staff when leaving the clinical area to assure continuity of care.

EXPOSURE POLICY

During the clinical rotation, if a student gets stuck with a contaminated needle or other exposure, the clinical instructor must be notified immediately and the student will be treated according to clinical facility's policy. Contact Compendium at 877-709-2667 immediately.

COMPENDIUM PROTOCOL

The State Accident Fund covers clinical students under Worker's Compensation. Claims are managed through Compendium, a third party administrator. In order for expenses to be paid by the State Accident Fund, incidents must be reported.

When an incident occurs, either a Spartanburg Community College faculty, Hospital Employee Health representative, Physician's Office representative, Emergency Room representative or the designated clinical supervisor must call **Compendium @ 877-709-2667 (Nurses are available 24 hours a day – 7 days a week)** with the following information:

1. Identify yourself and tell the Operator that you need to report an incident/injury of a Spartanburg Community College student.
2. A Medical Manager Nurse Consultant will take your call and ask the name of the injured student and specific questions about the incident.
3. Compendium will approve on-site treatment or assist in selecting a physician and scheduling an appointment or will direct the injured student to the Emergency Department. Compendium will notify the physician or the Emergency Department of the injury and the arrival of the injured student.
4. Compendium will fax a first report of the injury to Spartanburg Community College Human Resources Office (Fax 864-592-4694).

CLINICAL AFFILIATE'S RIGHTS IN STUDENT EVALUATION

In compliance with the written agreement between Spartanburg Community College and affiliated health facilities, the affiliate "reserves the privilege of referring to Spartanburg

Community College any student found to be lacking in ability to develop qualities essential for the Medical Assisting Program, or for failure or unwillingness to conform to the regulations of the health facility ” and “ has the right to recommend withdrawal from their facility of any student for reasons of unsatisfactory performance, violation of policies, or other misconduct.” Any recommendation must be in writing to the Medical Assisting Program Director, MA Department Chair, and Dean of Health and Human Services. A student who is dismissed from the clinical affiliation for reasons cited above will not be allowed to return to that clinical site pending further investigation by the college.

STUDENT’S CLINICAL WORK

Students are not to substitute for paid personnel in the clinical setting and may not receive any monetary compensation for clinical practicum.

FACULTY ATTENDANCE AT STUDENT FUNCTIONS

Faculty will attempt to attend student functions as much as possible; however, faculty cannot attend private functions (i.e., baby showers, weddings, parties, etc.).

SOCIAL NETWORKING

Faculty are not allowed to interact with students on any social network sites (i.e., Facebook, Twitter, My Space, etc.) on a personal level with students.

VACATION AND HOLIDAYS

Students are allowed vacation and holidays as listed in the College Catalog. **Do not** plan trips or vacations during class, lab, clinical time, or final exams.