



Patient Service Representative Program Student Handbook



June 13, 2022

Welcome to the Patient Services Representative Program at Laurel Ridge Community College!

Please review this Course Specific Handbook, as well as the Laurel Ridge Student Handbook and Student Codes of Conduct. This information is found at www.laurelridge.edu .

Upon successful completion of this program, students will receive a Certificate of Completion. Students will then be eligible to sit for the Certified Medical Administrative Assisting (CMAA) exam through the National Healthcareer Association (NHA).

Admission Requirements

1. Complete registration for the class including the payment to Laurel Ridge Community College
2. Must have computer/internet access

To be eligible to sit for the Certified Medical Office Administrative Professional (CMAA) exam, candidates must satisfy the following eligibility requirements:

- Must have a High School Diploma, GED or will be taking the GED test within the next 12 months.

Contact Information

The instructor will provide contact information on the first day of class.

Books

All books and supplies are included in the cost of tuition. At this time, the CMAA exam is included in the cost of the class. All you need to bring to the first class is something to write with and a notebook. Textbooks will be given out at the first class or they will be mailed to you in advance of the class if it is offered as an online class. If a student does not pass the exam the first time, any additional tests will be at the expense of the student.

Student Learning Objectives /Course Outlines

This class is 60 hours of classroom instruction. Externships are not available with this program. This course will prepare students to take the CMAA exam and to have the tools necessary to be successful with future employment. *Students should be prepared to spend at least 2-4 hours in between classes to complete several chapters of reading, homework and to study. There is a lot of information to cover in a short period of time.*

*Components of this course will be offered through “Canvas” which is an online learning management system. We will be emailing the instructions for how to get access to your course prior to the start of the class.

Attendance Policy

Students are expected to be present, on time, and ready to participate at all regularly scheduled classes. Attendance is MANDATORY in order for you to meet course requirements and receive a certificate of completion. This is a rigorous program and attendance is vital to success.

- Being tardy or leaving early more than **10 minutes** to class will count as an absence.
- In case of an emergency or illness, which results in time being missed, students are to contact the instructor immediately before the start of class.
 - *One of the top reasons why people are fired from employment is because of tardiness or not showing up at all for their scheduled time. Workforce Solutions facilitates learning opportunities and connections that empower individuals, organizations, and communities. By meeting these expectations, students will be prepared for solid attendance at their future workplace.*
- To earn a certificate of completion for the course, students can have no more than **2 absences** throughout the class.

Students will be required to make up any work missed and complete additional work at the instructors’ discretion.

**Whenever “live remote online” classes are scheduled, students are expected to be there on time and participate just like you would in a classroom setting. Be prepared to have your cameras on for the duration of all the classes. This helps you, the class, and the instructor to get as much as possible from the class.

Cancelled Classes

If for any reason the instructor needs to cancel a class, students will receive an email or phone call as soon as Workforce Solutions is notified. **It is your responsibility to keep your contact information current so that we can reach you.** Cancellations are not always system wide. Please check cancellation notices for specific campus details. **Laurel Ridge Community College uses Laurel Ridge Alert to immediately contact you during a major crisis or emergency. All weather-related cancellations will also be relayed through Laurel Ridge Alert.**

Sign up for Laurel Ridge Alert to receive emergency messages, weather-related notifications, and other important messages from Laurel Ridge Community College!

Sign up here: <https://laurelridge.edu/emergency-alerts/> or text the word "Laurelalert" to 226787.

Grade Policy

1. Achieve a minimum 70% cumulative grade average

Cell Phone/Electronics Policy

Cell phones may not be used during class. Students are not to take or place calls, send or receive text messages, or use social media applications during class. All cell phones are to be turned to silent, not vibrate, while in class.

Dress Code

A student's personal presentation is important in the healthcare field both to find employment and to maintain it. Students are encouraged to present themselves for class in the same manner as they would need to within the workplace. Personal hygiene is an important part of personal presentation within any healthcare field.

Guidelines for what may cause a student to be dismissed from the program include but are not limited to:

- Receiving unsatisfactory marks on exams and quizzes.
- Disrupting the class.
 - Only one warning will be given before a student is removed from the class.
- Significant absences and/or tardiness.
- Any form of cheating or plagiarism
- ****No refunds will be given upon dismissal from the program. Students may follow the college's grievance process if they wish to have their decision reviewed.****

Exam Information

- Students will take their certification exam approximately one week after their last class. This exam can be taken on the Middletown or Fauquier Campus, at a PSI testing center or through live remote proctoring (LRP).
- If any student does not take the exam with 120 days of the ending of their class, Laurel Ridge will not pay for the exam fee.

- Students are responsible to schedule any retakes with the Healthcare Program Manager if they choose to take it with Laurel Ridge. Retakes are at the expense of the student.

Employment

There are many different job titles in our workforce region that represent the skills that are learned in this class. Here are a few examples of them:

- Patient Service Representative
- Medical Administrative Assistant
- Medical Secretary
- Medical Receptionist
- Medical Office Staff
- Admissions Coordinator
- Health Unit Coordinator
- Patient Coordinator
- Unit Secretary

Students are encouraged to keep their online job search broad. If any of these job titles appear, please read the descriptions to see if your training fits with what is needed.

Student Essential Performance Standards

Students are expected to complete course requirements that prepare them to perform essential job functions as a Patient Service Representative. These functions and/or skills are:

1. **Speaking** — Talking to others to convey information effectively.
2. **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
3. **Service Orientation** — Actively looking for ways to help people.
4. **Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.
5. **Coordination** — Adjusting actions in relation to others' actions.
6. **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.
7. **Time Management** — Managing one's own time and the time of others.
8. **Writing** — Communicating effectively in writing as appropriate for the needs of the audience.

9. **Complex Problem Solving** — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions. Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
10. **Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Any student who thinks he/she does not possess one or more of these functions should contact the disability services provider at the campus. Provisions for accommodations will be made in compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. For more information please go to the Laurel Ridge website at the following link: <http://www.laurelridge.edu/?s=accomodations>.

**Any student who would like to request accommodations for the NHA National Certification, would need to submit documentation directly to the NHA for approval. Laurel Ridge staff cannot approve accommodations for NHA exams. Please go to the NHA website www.nhanow.com and search for “accommodation form”.

Student Essential Soft Skills Standards

Students are encouraged to continually develop the following soft skills in order to be successful in the classroom and beyond. The good news is that any skill can be learned! These skills will not only help you to get a job, but they will help you to keep the job.

1. Customer Service Skills
2. Written and Verbal Communication Skills
3. Teamwork and Collaboration
4. Adaptability
5. Critical Thinking/problem Solving Skills
6. Conflict Resolution
7. Time Management
8. Commitment
9. Leadership Skills
10. Strong Work Ethic

**** This document is subject to change based on the needs of the program. ****

STATEMENT OF UNDERSTANDING

I have read, understand, and agree to abide by the requirements of the Patient Service Representative program as stated in The Patient Service Representative Student's Handbook.

I have read, understand, and agree to abide by the general policies of the College as stated in the College Catalog.

As I complete the Patient Service Representative course, it is my responsibility to clarify what I do not understand regarding the requirements of the course with the instructor, in a proactive and professional manner.

Date: _____

Student's Printed Name: _____

Student's Signature: _____