



# Medical Scribe Program

## Student Handbook



June 13, 2022

## Welcome to the Medical Scribe 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](http://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 Apprentice Medical Scribe Professional (AMSP) or the Certified Medical Scribe Professional (CMSP) certification through The American Healthcare Documentation Professionals Group.

### **Apprentice Medical Scribe Professional (AMSP)**

The Apprentice Medical Scribe Professional (AMSP) credential is awarded to a candidate who successfully passes the Medical Scribe Certification Exam and possesses less than 200 hours of documented front-line, on-the-job medical scribe experience.

### **Certified Medical Scribe Professional (CMSP)**

The Certified Medical Scribe Professional (CMSP) credential is awarded to a candidate who successfully passes the Medical Scribe Certification Exam *and* possesses 200 hours of documented front-line, on-the-job medical scribe experience.

### Admission Requirements

1. Must have High School Diploma or GED,
2. It is strongly recommended that you have one year of work experience in an ambulatory care setting (physician's office, hospital, etc.) and be able to type at 40 WPM. But, registration is encouraged for entry level candidates as well (if you have significant time to devote to the course).
3. Complete registration for the class, including payment to Laurel Ridge
4. Must have regular computer/internet access

### Student Essential Performance Standards

Students are expected to complete course requirements that prepare them to perform essential job functions as a Certified Medical Scribe. These functions and skills are:

1. **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.
2. **Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.
3. **Time Management** — Managing one's own time and the time of others.

4. **Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
5. **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
6. **Written Comprehension** — The ability to read and understand information and ideas presented in writing.
7. **Written Expression** — The ability to communicate information and ideas in writing so others will understand.
8. **Speech Recognition** — The ability to identify and understand the speech of another person.
9. **Near Vision** — The ability to see details at close range (within a few feet of the observer).

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 <https://laurelridge.edu/disability/>.

### **Student Essential Soft Skills Standards**

Students are encouraged to continually develop the following soft skills to be successful in the classroom and beyond. These skills will not only help you to get a job, but also 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

### **Documentation Required**

1. Signed Statement of Understanding Form (See Page 8)

## Course Structure

This course is 80 hours of classroom instruction done in a hybrid format. Primarily this will be offered through “remote delivery”. You will need to come to campus on the first night of class and for 2 other skills session dates. This is a condensed class and students need to be prepared to spend several hours outside of class each week completing homework and preparing for quizzes and exams to be successful. **Regular computer and internet access is required.** On average, students spend 4-6 hours per week on homework and other activities outside of the classroom/lectures.

**\*Components of this course will be offered through “Canvas” which is an online learning management system.** You will receive an email before the start of the class for how to access this. If you have a laptop or tablet that you will be using throughout the class, please feel free to bring it on the first night of class so that we can better assist you with accessing online components.

Since typing is a large skillset needed for this course, please take this quick typing test to give you a sense of your true typing speed.

<https://www.typingtest.com/>

**\*\*If this course is offered as an “intensive” program, this means that the course information is offered in a “super condensed” format. Be prepared for a lot of information in a short time! This format would be great for those that already have experience. It would be possible for someone who doesn’t have any experience at all to take the class in this format if they have time to dedicate to this.**

**\*\*If you have a laptop or tablet that you will be using throughout the class, please feel free to bring it on the first night of class so that we can better assist you with accessing online components.**

## Grading System

- Must achieve a minimum of a 70% cumulative grade average AND sit for your national certification exam to receive a Certificate of Completion.
- Each of the following make up your total grade:
  - Final Exam
  - Quizzes & Homework

## Books

All books and supplies are included in the cost of tuition, as well as the certification exam fee.

## Certification Exam Information

- Students will take their certification exam approximately one week after their last class. The exam will be taken on campus. Exam details will be given to you in class. The exam is usually scheduled on the same weekday as your regular class and around the same time.
- Any student who does not take the exam within 120 days from the end date of their class will be responsible for paying their own exam fee.
- Students are responsible to schedule any retakes with the Healthcare Program Manager.

## Attendance Policy

Students are expected to be present, on time, and ready to participate at all regularly scheduled classes. This is a rigorous program and attendance is vital to success. One of the top reasons why people are fired is for tardiness or not showing up for their scheduled shift! 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 externships and for their future workplace.

- Being tardy **more than 10 minutes** to class will count as an absence.
- In case of an emergency or illness that will result in an absence, students are to contact the instructor prior to class.
- Missing more than 2 classes will result in being dismissed from the program. It is recommended that you save your absences to use in case of illness or emergency.

Students will be required to make up any missed work, including quizzes, exams, and skills assessments. Failure to do so will result in a grade of zero for the assignments.

Even though this course is primarily in an “online format”, classes will remain at the regularly scheduled times. Unless notified by the instructor, students should plan to “be in class” at the same times as the regularly scheduled class. This allows for more class interaction. The instructor may choose to pre-record sessions throughout the course, but you will be notified if this is the case.

### Grounds for Dismissal from the Program

Include but are not limited to:

- Disrupting the learning environment
- Failure to comply with safety standards
- Any form of cheating or plagiarism
- Refusing to participate in skills training
- More than 2 absences
- Low grades and not doing required homework consistently

\*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.

### Cancelled Classes/Emergency Notifications

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 are able to 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.*

### 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. Students are permitted to bring laptops/tablets to class to be used only for class related material.

### Dress Code & Personal Hygiene

Personal presentation is important in the healthcare field both to find employment and to maintain it.

## **Smoking**

Although smoking is permitted in designated areas on campus, it is good practice to refrain from smoking during the workday. You will be in direct contact with patients, some of whom will have medical conditions that cause sensitivity to cigarette smoke, such as asthma or migraines. Please also be aware that the majority of healthcare facilities do not allow smoking on site, and some employers do not hire candidates who use tobacco products.

Students are free to make their own choices in regard to the use of tobacco products. We wish only to inform you of the potential limitations that smoking may place on your career goals.

## **Pregnancy**

It is expected that a student notifies the instructor of pregnancy in order to protect the welfare and safety of the student.

## **See Something, Say Something**

If you have a concern about something you've observed or heard that may give you concern about another student, impact the safety of our environment, or disrupt the delivery of our educational process, we encourage you to [fill out the See Something, Say Something report form](#). This link can be found at <https://laurelridge.edu/see-something-say-something/>.

## **Community Resources**

If you find yourself in need of additional support throughout your course, please check out our [www.laurelridge.edu/wecare](http://www.laurelridge.edu/wecare) website for more information. We offer food assistance, financial assistance, mental health resources and much more! Don't wait to reach out if you need help.

## **Externship Information**

This program does not come with an externship component to the course. Once you receive your AMSP certification, you can begin applying to positions and working in the field.

An Apprentice Medical Scribe Professional (AMSP) achieves Certified Medical Scribe Professional (CMSP) status immediately upon the submission and approval of attaining 200 hours of front-line, on-the-job medical scribe experience. [Documentation can be emailed to mscertification@ahdpg.com for approval](mailto:mscertification@ahdpg.com)

## STATEMENT OF UNDERSTANDING

I have read, understand, and agree to abide by the requirements of the Medical Scribe program as stated in The Medical Scribe 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 Medical Scribe Program, 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: \_\_\_\_\_