



# Medical Assistant Program Student Handbook



August 18, 2022

## Welcome to the Medical Assistant 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 Certified Clinical Medical Assisting (CCMA) exam through the National Healthcareer Association (NHA).

### Admission Requirements

1. Must have High School Diploma or GED, or will be taking the GED test within the next 12 months.
2. Must complete registration for the class, including payment to Laurel Ridge.
3. Must have regular access to a computer and internet

### Student Essential Performance Standards

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

1. Speech: Establish rapport and communicate with clients, family members and the health care team
2. Hearing: Auditory acuity to perceive and interpret various equipment signals and to use the telephone.
3. Vision: Visual acuity to read any handwritten or printed data.
4. Mobility: Walk or stand for prolonged periods over six to eight hours. Must be able to bend, squat or kneel, and assist in lifting or moving clients of all age groups and weights. Perform CPR
5. Manual Dexterity: Determine eye/hand coordination and manipulation of equipment such as syringes and sharps.
6. Fine Motor: Use hands for grasping, pushing, pulling, and fine manipulation and possess tactile ability sufficient for palpating veins/artries.
7. Mentation: Ability to assimilate and apply knowledge acquired through lecture discussions and readings.
8. Writing: Communicate and organize thoughts to prepare written documents that are correct in style, grammar, and mechanics.

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/>.

\*\*Any student who would like to request accommodations for the NHA National Certification, would need to submit documentation directly to the NHA for approval 30 days in advance of the exam. Staff at Laurel Ridge cannot approve accommodations for NHA exams. Go to the [www.nhanow.com](http://www.nhanow.com) website and search for accommodations forms.

### **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**

Student is responsible for obtaining the following documentation at their own expense.

1. Signed Assumption of Risk Form
2. Signed Statement of Understanding Form

### **Course Structure**

This course is 160 hours of classroom instruction. 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 are required as some components of the course are online. On average, students spend around 4-8 hours per week on homework and other activities (reading, studying, etc.) outside of the classroom.

We are hopeful that the majority of this course will be done in the classroom setting. However, at times, we may need to utilize “remote learning” to get everyone successfully through this course. This may include the use of “zoom” for live classes and/or prerecorded 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.

### **Class Expectations**

Students will practice invasive procedures (blood draws and specimen collection) on each other as a part of the class. Students complete all their stick requirements on each other to meet all certification eligibility requirements. Prior to the skill practice, students will receive instruction regarding the skills to be practiced, including information on safety and the potential dangers inherent in such procedures. This teaches students empathy and understanding and is not optional.

### **Grading System**

- Must achieve a minimum of a 70% cumulative grade average AND sit for your national certification exam in order to receive a Certificate of Completion.
- Each of the following make up one-fifth of your total grade:
  - Final Exam
  - Quizzes/Tests
  - Presentation
  - Homework
  - Skills Assessments

### **Books, supplies and additional expenses**

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

### **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 future workplace.

- Being tardy **more than 10 minutes** (or leaving early) 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.
- **An absence for a Saturday class will count as 2 misses as it is really 2 classes combined.**

**Missing more than 5 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. There is no distinction between "excused" and "unexcused" absences, use your absences wisely in case an emergency occurs.

**A good motto -- PLAN TO BE IN EVERY CLASS, don't plan to be gone.**

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. If a lecture is posted online, students will be required to complete this.

**\*\*If any portion of this course is offered through "remote delivery", 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. Students may not zoom unless previously authorized by the instructor (which is only allowable for Covid illnesses) or this will count as an absence.**

### 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, such as injections or blood draws
- More than 5 absences
- Low grades/not completing assignments

**\*\* If a student comes to class smelling like alcohol or any other drug, security will be notified and you will be removed from the class. Everyone's safety is a priority, and this will not be tolerated!**

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.

### 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. This information will be emailed to you. Retakes are at the expense of the student.

### Cancelled Classes/Emergency Alerts

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.*

### 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. Wearing scrubs and closed toed shoes to class on will aide in preparing students for the workplace and is therefore mandatory. This is at the student's expense since these are personal items. Scrubs may be any color of your choice, but must be clean, wrinkle-free, and fit appropriately. The instructor will give more guidance on this during the handbook review. Long hair should be tied back, and artificial fingernails, gel or stick on type polishes, are not be permitted, as they harbor bacteria.

## **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 to protect the welfare and safety of the student. Pregnant students may continue in the program with written physician approval (and permission of the externship site, if applicable). Susceptibility to cytomegalovirus (CMV) should be tested at the student's expense, as continued clinical involvement will expose the student to blood, urine, and other bodily fluids. Non-immunity to CMV increases the risk to the fetus and continuation in the course should be considered carefully.

## **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.

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

## Assumption of Risk Form

Students of Certified Medical Assisting Training Programs will be required to learn and practice invasive procedures. The undersigned agrees that he/she understands that learning and practicing these skills may be accompanied by potential dangers as identified below:

I understand and acknowledge that:

1. Students will be required to learn skills necessary for practice in the field. These skills will include, but not be limited to, finger sticks, venipunctures, and injections.
2. Students will practice invasive procedures on each other. Prior to the skill practice, students will receive instruction regarding the skills to be practiced, including information on safety and the potential dangers inherent in such procedures.
3. Such activities by their very nature can be very dangerous and involve the risk of serious injury/illness and/or death. The risk of injury/illness may include but is not limited to blood-borne pathogen infections, phlebitis, thrombophlebitis, septicemia, hemorrhage, tissue sloughing, nerve damage, loss of limb, and other injuries.
4. Students may be subject to drug screening at any time during the course.
5. If a student requires "source testing" or needs testing themselves due to an in-class injury (example, accidental needle stick), this financial responsibility is at the cost of the student.

I agree to assume liability and responsibility for any and all potential risks, which may be associated with participation in such educational activities. Moreover, I understand and agree that I will indemnify and hold harmless Laurel Ridge Community College, its Board of Directors, Instructors, Employees, Clinical Affiliates, or hosting facility and that other students shall not be held liable for injury or illness which is incidental to or associated with the preparation for and the participation in these learning activities and which may be sustained.

I have received a personal copy of the Student Handbook containing rules and regulations relative to the program. The Program Instructor has reviewed the content with all members of the class and time was made available to the student for questions and clarification of content. I agree to follow the outlined guidelines of the program.

Date: \_\_\_\_\_

Student's Printed Name: \_\_\_\_\_

Student's Signature: \_\_\_\_\_



## STATEMENT OF UNDERSTANDING

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