

Workforce Solutions

Fast-Track Healthcare Training Handbook

(Medical Assisting, Patient Service Representative, Phlebotomy and Dental Assisting)



Welcome to Laurel Ridge Community College

Congratulations upon your acceptance into a Healthcare Training Program at Laurel Ridge Community College! The faculty and staff are here to assist in achieving your goal of successfully completing the program and earning a Certificate of Completion.

Please review this handbook, as well as the Laurel Ridge Student Handbook and Student Codes of Conduct at www.laurelridge.edu

All graduates receive a Certificate of Completion from Laurel Ridge Community College.

Graduates of the following courses are eligible to sit for the National Healthcareer Association (NHA) exam in their area of study:

- **Medical Assistant**
- **Patient Service Representative**
- **Phlebotomy**

Dental Assisting graduates will receive a BLS/CPR certification and a certificate in Dental Radiation safety.

Admission Requirements

1. High School Diploma or GED or be eligible to graduate High School or pass a GED test within 12 months
2. Complete registration for the class, including payment to Laurel Ridge
3. Regular and reliable internet access
4. Access to a computer with the ability to use it for creation, communication, and collaboration
5. Attend a healthcare orientation (except for Dental Assisting)

Documentation Required

To be signed on the first day of class

1. Assumption of risk form (see addendum)
2. Statement of understanding form (see addendum)
3. Lab Safety Manual form and Quiz
4. Other program specific forms

Essential Performance Standards

Students are expected to complete course requirements that prepare them to perform essential job functions as a healthcare professional. 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 equipment signals and to use telephones
3. **Vision:** Visual acuity to written data and distinguish colors
4. **Mobility:** Ability to walk or stand for extended periods, bend, squat, kneel, and assist in lifting or moving clients
5. **Manual Dexterity:** Ability to use equipment like syringes and sharps
6. **Fine Motor:** Use hands for grasping, pushing, pulling, and fine manipulation including palpating veins/arteries
7. **Mentation:** Ability to assimilate and apply knowledge acquired through lectures and assignments
8. **Smell:** Sufficient ability to monitor and assess health needs
9. **Reading Comprehension:** Understanding written material in work related documents
10. **Writing:** Communicating effectively and preparing written documents that are correct in style, grammar, and mechanics

Any student who thinks they don't 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/> .

Essential Skills

Students are encouraged to develop the following essential skills for success in the classroom and workplace.

Job requires

1. **Time Management/Attention to Detail:** thorough in completing work tasks in a timely manner
2. **Strong Work Ethic/Integrity:** being honest
3. **Dependability:** reliable, responsible and fulfilling obligations
4. **Leadership Skills/Self Control:** maintaining composure, controlling emotions and behavior, even in very difficult situations
5. **Customer Service/Concern for Others:** Giving full attention and being sensitive to others
6. **Teamwork and Collaboration:** Requires being pleasant, working with others and being cooperative
7. **Adaptability/Flexibility:** open to change and variety in the workplace
8. **Independence:** guiding self with little/no supervision
9. **Conflict Resolution/Stress Tolerance:** accepting criticism, dealing calmly and effectively with high stress situations
10. **Initiative:** willingness to take on responsibilities and challenges
11. **Critical Thinking/Problem Solving:** analyzing information and using logic to address problems

Course Delivery

Healthcare programs are delivered hybrid format, combining in-person classroom teaching and online learning. Online learning can include real time, such as a Zoom class, or assignments and pre-recorded lectures. Cameras must be turned on for virtual classes.

Canvas is the learning management system (LMS) used to deliver content. All students receive an email with instructions on how to access Canvas.

Students should bring their laptop or tablet to the healthcare orientation and class.

Externships are not included in these programs. All skills are learned during lab classes. Students may seek their own clinical experience; many free clinics offer opportunities through volunteer hours.

Grade Policy

Each of the following make up a portion of your total grade:

1. Tests and Quizzes
2. Homework/Projects
3. Skills Assessments
4. Attendance/class participation

Grading scale

- Pass: 70-100%
- Fail: 0-69%

Class Expectations

All programs: students need to spend a **minimum of 8-12 hours per week** outside of class on assignments and studying for tests/quizzes.

- **Medical Assisting and Phlebotomy Program:**
 - Students will practice invasive procedures (such as blood draws and specimen collection) on each other. All required skills must be completed in class to meet certification eligibility requirements.
 - Instruction on safety and potential risks will be provided prior to practice. Participation in these procedures is mandatory.
- **Dental Assisting**
 - Students will practice skills on each other.
 - Instruction on safety and potential risks will be provided prior to practice. Participation in these procedures is mandatory.

Books, supplies and exam fees

All books, supplies, and NHA certification exam fees are included in the cost of tuition. Textbooks will be distributed at the first class.

NHA Certification Exam Information

For Medical Assisting, Patient Service Representative and Phlebotomy

- **Certification Exam Schedule:**
Students will take the certification exam approximately one week after their last class. The exam cost for the first attempt is covered in tuition. The exam will be held on campus, and detailed information will be provided in class.
- **Exam Fee:**
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.
- **Retakes:**
Students are responsible for scheduling any retakes. Information on retakes will be emailed to you. Please note that retakes are at the student's expense.
- **Accommodation for NHA Exam:**
Students who wish to request accommodation for the NHA National Certification Exam must submit the necessary documentation directly to the NHA at least 30 days in advance of the exam date. Laurel Ridge staff cannot approve accommodations for NHA exams. To request accommodation, visit www.nhanow.com and search for the accommodation forms.

Dress Code & Personal Hygiene

In healthcare, personal presentation is crucial for both employment and maintaining professional standards.

- Long hair must be tied back
- No artificial fingernails, gel or stick on polishes, as they can harbor bacteria
- Minimum jewelry-wristwatch and maximum of 2 rings
- Maintain good grooming habits, including oral hygiene
- By the 2nd week of class, students must purchase
 - Scrubs (any color)-clean, wrinkle free, fitting appropriately and free from strong odors (e.g. perfume or cigarette smoke)
 - Closed-toe shoes
 - A white lab coat (Dental Assisting only)

Attendance Policy

Attendance is vital to success in healthcare programs. Being consistently tardy or absent can negatively impact your grade and future career.

- Students must be present, on time, and ready to participate in all scheduled classes and labs.
- There is no distinction between excused and unexcused absences; all absences count as missed time.
- Being tardy more than 10 minutes or leaving early will count as an absence.
- Students must notify the instructor in case of emergency or illness.
- Students are responsible for making up any missed work; failure to do so will result in a grade of zero for the assignments.
- Missing 10% of class time will result in dismissal from the program. **Check with your instructor about the maximum number of absences allowed on the first day of class.**

Other attendance considerations

- For in person classes, students may only zoom in if authorized by the instructor or this will count as an absence.
- Virtual classes will remain at regularly scheduled times unless notified by the instructor,
- Students are required to complete lectures posted online.

Grounds for Dismissal

Included but not limited to:

- Disrupting the learning environment
- Failure to comply with safety standards
- Cheating or plagiarism
- Refusing to participate in skills training (students practice on each other).
- Missing 12% or more of class (if more than 10 minutes late to class, counts as an absence)
- Low grades or failure to complete assignments.
- Threatening the safety of themselves or others

No refunds will be issued upon dismissal. Students are responsible for repaying 1/3 the cost of tuition if FastForward funding was used. Students may follow the college's grievance process to request a review of the decision.

Healthcare Laboratory Policy

To maintain a safe environment the following policies are to be followed:

- Only students and staff may be in the lab
- The lab will be locked when not in use
- Supplies and equipment may not be removed from the lab
- Extra supervised lab time can be requested with instructor approval
- Adhere to safety standards

High Risk Lab Classes

Laurel Ridge Community College, along with your instructor, is dedicated to ensuring your safety. Each program adheres to the safety standards set by relevant governing bodies and organizations.

Healthcare labs are classified as "High Risk," meaning it involves activities that could potentially cause immediate, serious, and unique bodily harm to students in the learning environment.

Before participating in ANY lab work, students must review the High-Risk Student Handbook and pass a safety test.

Safety equipment and personal protective equipment (PPE) are mandatory during any lab activities, which may include:

- Goggles
- Face masks
- Gowns
- Gloves

Cancelled Classes

If a class is cancelled, students will be notified via email or phone call as soon as possible. It is the student's responsibility to keep their contact information current to ensure they can be reached. **Check Canvas for messages from your instructor regarding assignments and zoom information.**

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. In the workplace, healthcare workers often must report to work in inclement weather. **Always check canvas for your instructor's plan anytime you receive an alert of other communication.**

Sign up for Laurel Ridge Alert to receive emergency messages, weather-related notifications, and other important messages from Laurel Ridge Community College! <https://laurelridge.edu/emergency-alerts/> or text the word "Laurelalert" to 22678.

Cell Phone/Electronics Policy

Cell phones should be turned off or set to silent (not vibrate) during class. Students are allowed to bring laptops or tablets for class-related activities only.

Smoking

Smoking is allowed only in designated areas on campus. However, it is important to note that some patients may have medical conditions that make them sensitive to cigarette smoke. Many healthcare facilities do not permit smoking on-site, and some employers do not hire individuals who use tobacco products.

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

Health Considerations

A student with a health condition that may have a safety consideration (i.e., pregnancy, seizure disorder, diabetes, exposure to infectious disease) must immediately notify the instructor

Pregnancy

Pregnant students should inform the instructor to ensure their safety and welfare. Students may continue in the program with written physician approval. It is important for students to be tested for susceptibility to cytomegalovirus (CMV), as clinical exposure may increase the risk to the fetus.

Immunizations

While up-to-date vaccinations are not required to enter the program, we strongly encourage students to ensure their immunizations are current. While safety precautions are taught throughout the class, it is ultimately the student's responsibility to protect their health. Some employers require candidates have up-to-date immunizations before being hired.

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](#).

Community Resources

If you need additional support during your course, please check out our website at <https://laurelridge.edu/community-resources/> for resources such as food assistance, financial assistance, mental health resources and more. Don't wait to reach out if you need help!

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

STATEMENT OF UNDERSTANDING-All Programs

I have read, understand, and agree to abide by the requirements of the Healthcare program as stated in The Health Careers 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 this healthcare 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: _____

Assumption of Risk Form-Dental Assisting

Students are required to learn and practice invasive procedures. The undersigned agree they understand 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 to become entry-level dental assistants. These skills will include, but not be limited to, proper infection control and OSHA standards; anatomy and physiology; tooth morphology; oral histology; preventative dentistry; applied psychology; effective communication; office administration and management; use of dental software; operative dentistry techniques; and dental materials/laboratory skills.
2. Students will practice 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 potential hazards may include instrument and needle sticks, autoclave and/or chemical burns, exposure to saliva and blood borne pathogens, jaw pain and others.
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: _____

Assumption of Risk Form-Medical Assisting and Phlebotomy

Students of Certified Medical Assisting Training and Phlebotomy 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 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 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: _____