



Medical Assisting Handbook



Fall 2025

Student Rights and Responsibilities

Medical Assistant students have both rights and responsibilities. Students are expected to read and follow the policies contained in this handbook. In addition, faculty expects students to adhere to the rights and responsibilities of fellow Medical Assistant students as defined by the American Association of Medical Assistants.

Student Code of Conduct

Medical Assistant students must comply with all Medical Assisting program policies as stated in this handbook as well as the College of the Redwoods Board Policies. All College of the Redwoods Board Policies can be found on the College web page:

<https://www.boarddocs.com/ca/redwoods/Board.nsf/Public?open&id=policies>

The following is a portion of the Student Conduct Code and Disciplinary Procedures (AP 5500):

Students are expected to demonstrate qualities of morality, integrity, honesty, civility, honor, and respect. Students are required to engage in responsible social conduct that reflects credit upon the CR Community and to model good citizenship in any community.

Violations

Disciplinary action may be initiated by the College and sanctions imposed against any student or student organization found responsible of committing, attempting to commit, or intentionally assisting in the commission of any prohibited forms of conduct:

1. Academic dishonesty, which includes cheating, plagiarism, and hampering or discrediting the academic work of others,
2. Unauthorized distribution of copyrighted material, including unauthorized peer-to-peer file sharing, may subject the students to civil and criminal liabilities.
3. Continued disruptive behavior, or obstructing the work and operation of the College, including willful disruption of the orderly operation of the campus.
4. Defamation: An individual shall not use defamatory words or phrases or distribute defamatory materials. Defamatory words or materials are: (1) false and expose any person or the college to hatred, contempt, ridicule, disgust, or an equivalent reaction; or (2) false and tend to impugn a person's occupation, business, or office.

5. Violation of the College's computer use policy or any conduct that constitutes a computer-related crime pursuant to Penal Code, section 502. Use of electronic technology includes, but is not limited to internet, e-mail, telephone, fax machines, or instant messaging to intimidate another member of the College community.
6. Theft (actual or attempted) or destruction of college property or property belonging to a member of the College community or other abuse of college computer facilities, programs, technology, and equipment.
7. Coercion, which is defined as attempting to compel, control, or manipulate another through the threat of force, intimidation, exploitation of fear or anxiety, including explicit and implied physical and verbal threats against another person or bullying as defined in Board Policy 3431 and Administrative Procedure 3431.
8. Disruption or obstruction of teaching, research, administration, disciplinary proceedings, other College activities, including its public service functions on or off campus, or of other authorized non-College activities when the conduct occurs on college premises.
9. Intentionally obstructing or denying access to facilities or services to individuals entitled to use such services or facilities.
10. Intentionally interfering with the lawful rights of other persons on campus.
11. Violation of the District's nondiscrimination or sexual harassment policies, or engaging in harassing, or retaliatory behavior in violation of District policy or sexual assault or misconduct or physical abuse, including but not limited to rape, domestic violence, dating violence, sexual assault, stalking or sexual exploitation. Sexual misconduct, including discrimination based on gender, sexual harassment, dating violence, domestic violence, sexual assault, stalking, sexual exploitation, and hate crimes based on gender are subject to Administrative Procedure 5502.
12. Violation of local, county, state, or federal law, whether it be on or off campus, only when a definite College interest is involved and where the student misconduct distinctly and adversely affects the College's pursuit of its educational mission.
13. Wearing, transporting, storing, or possessing firearms or other weapons on college property (including College-owned vehicles and parking lots), at College-sponsored or College-related functions or events, and during times when acting as a representative of the College whether on or off College premises. "Weapons" prohibited by this procedure include firearms, knives, explosives, clubs, and other items used as a threat to do bodily harm and facsimiles of such weapons. The prohibitions described in this provision do not apply to any certified law enforcement personnel engaged in official duties. Activities requiring use of the prohibited items may be conducted on approval of the activity by the President/Superintendent or their designee.

14. Intentional obstruction of the freedom of movement of pedestrian or vehicular traffic on college premises.
15. Participation in a campus demonstration disrupts the normal operations of the College and infringes on the rights of other members of the College community.
16. Leading or inciting others to disrupt scheduled and/or normal activities within any campus building or area.
17. Detention or physical abuse, or assault or battery, extortion, or intimidation of any person or conduct which is intended to threaten imminent bodily harm or endanger the health or safety of any person on any property owned or controlled by the College or at any College sponsored or supervised functions.
18. Failure to comply with reasonable directions of college officials or public safety officers acting in performance of their duties on campus or affecting conduct on campus.
19. Unauthorized possession, duplication, or use of keys to any College premises, supplies, or equipment, including computing, networking, or information resources, or unauthorized entry to or use of college premises.
20. Being an accessory to any person on the College campus who is or who is not a member of the College community who violates this code.
21. Violation of College Board policies, published college policies, rules, procedures, or regulations.
22. Conduct that is disorderly, lewd, or indecent; breach of peace; or aiding, abetting, or procuring another person to breach the peace on CR premises or at functions sponsored by, or participated in by, CR or members of the College community.
23. Unlawful possession, use, sale, offer to sell, or furnishing, or being under the influence of, any controlled substance listed in California Health and Safety Code Section 11053 et seq., an alcoholic beverage, or an intoxicant of any kind; or unlawful possession of, or offering, arranging or negotiating the sale of any drug paraphernalia, as defined in California Health and Safety Code Section 11014.5 or use, sale or distribution of any poison defined in Section 4240 of the Business and Professions Code.
24. Willful or persistent smoking in any area where smoking has been prohibited by law or by regulation of the College.
25. Willful misconduct that results in injury or death to a student or to college personnel or which results in cutting, defacing, or other injury to any real or personal property owned by the College or on campus.
26. Dishonesty; forgery; alteration or misuse of college documents, records, or identification; or knowingly furnishing false information to the College.
27. Engaging in expression which is obscene, libelous, or slanderous, or which so incites students as to create a clear and present danger of the commission of

unlawful acts on college premises, or the violation of lawful College regulations, or the substantial disruption of the orderly operation of the College.

28. Persistent, serious misconduct where other means of correction have failed to bring about proper conduct.
29. Unauthorized preparation, giving, selling, transfer, distribution, or publication, for any commercial purpose, of any contemporaneous recording of an academic presentation in a classroom or equivalent site of instruction, including but not limited to handwritten or typewritten class notes, except as permitted by any district policy or administrative procedure.
30. The use by a student of any electronic listening or recording device in any classroom without the prior consent of the instructor, except as necessary to provide reasonable auxiliary aids and academic adjustments to a student with a disability.
31. Disengaging smoke or fire detection equipment including tampering with fire or safety equipment, including pull stations, fire extinguishers, fire hoses, smoke detectors, alarm horns and bells or any other fire or safety items, or failure to vacate facilities during fire drills or fire or other emergencies when directed to do so by District or public safety representatives.
32. Initiation of or participation in hate violence.
33. Solicitation or acceptance of money or other things of value as an inducement, encouragement, or reward for intercollegiate participation in violation of Education Code, section 67361, or false declarations regarding eligibility for participation in intercollegiate athletics under Education Code, section 67362.
34. The offering of any inducement or thing of value to influence the award of a grade or to alter any official College record.

Academic Integrity and Honesty

Integrity and honesty are of utmost importance to the profession of Medical Assisting and to academic programs at College of the Redwoods. Students are expected to maintain high standards of academic honesty.

Forms of academic dishonesty include, but are not limited to, the following:

- A. Cheating: intentionally using or attempting to use unauthorized materials in any academic exercise. Examples:
 - 1. Copying graded assignments from another student.
 - 2. Looking at another student's test during an exam.
 - 3. Removing exams from the classroom without the approval of the instructor.
 - 4. Stealing exams.
- B. Plagiarism: using another's words or ideas as if they were one's own, without giving credit to the source. Examples:
 - 1. Failing to give credit for facts, ideas, or conclusions obtained from another author. Not using quotation marks when quoting directly from another source.
 - 2. Copying another student's paper and turning it in as your own.
 - 3. Use of any AI program to create class work or content.
- C. Complicity: knowingly helping another to commit an act of academic dishonesty. Examples:
 - 1. Working together on a take-home exam or assignment without the permission of the instructor.
 - 2. Providing answers to another student during an exam.
 - 3. Giving your work to another student to be copied or used.
 - 4. After having taken an exam, provide information about the exam to another student in a later section of the same course.
 - 5. Taking an exam, writing a paper, or preparing another type of assignment for another student.

Penalties and Sanctions: The severity of the sanctions will be determined both by the seriousness of the offense and whether it is a first or repeated infraction by the student.

Academic Penalties: The academic penalty will be determined by the individual faculty on a case-by-case basis. Grade penalties for cheating, plagiarism, and complicity will result in a zero grade for the exam or assignment for all cheating or complicit persons. Major infractions may result in a failure of the course. As soon as possible after the incident, the

instructor will inform the student of the proposed sanction and of their appeal rights. Students will be asked to complete a Health Occupations anecdotal form related to the incident of academic dishonesty and return it to the course faculty/team.

Disciplinary Actions: All major infractions, regardless of the academic penalty imposed, will be reported to the Vice President, Student Development Student Learning Support Services, or designee, by the faculty member involved or the Director of Adult & Community Education. The Office of the Associate Vice President will maintain a cumulative record of all reported offenses by an individual student.

The Vice President, Instructions and Student Development, or designee shall review each case of academic dishonesty with the involved student. The student shall be informed of the charges against him or her and shall be given a fair opportunity to refute them. If an act of academic dishonesty is found to have occurred, the Vice President, Instructions and Student Development, or designee will determine the appropriate level of disciplinary action:

- The first reported offense by a student will result, at a minimum, in a written warning and may result in probation or suspension.
- The second reported offense by a student will result, at a minimum, in disciplinary probation.
- The third reported offense by a student will result in suspension or expulsion.

All charges of academic dishonesty shall be processed in accordance with the students' rights as designated in Board Policy and the Student Code of Conduct.

THEORY/LECTURE POLICIES

Attendance

In accordance with the College of the Redwoods Student Responsibilities listed in the College Catalog regular attendance in Medical Assisting program lectures, labs and clinical sessions promotes success in course work therefore students are expected to attend ALL sessions of each class in which they are enrolled. Absences are allowed to cover unavoidable emergencies. Students are responsible for all missed content and assignments.

Classroom or Virtual Attendance:

Attendance will be recorded at all Medical Assisting virtual class lectures. Individual student participation in classroom activities and discussion is required therefore arriving more than ten minutes late to class, leaving before the scheduled end of class (without permission of the instructor), and/or excessive absences will not be permitted.

Lab Attendance:

Medical Assisting has a large clinical component. It is **CRITICAL** that students do not miss more than 1 lab session on campus due to the quantity of material to be covered.

Unavoidable absence from any college laboratory classes requires that students arrange makeup activities to replace the missed learning experiences with the instructor. Missing lab experience contributes to lack of preparedness for clinical practice and jeopardizes clinical learning and success. **The Injections and Venipuncture labs can. be made up. If you miss one of these labs, you will not be able to pass the course or sit for the NHA exam.**

Externship Attendance:

Due to the set number of required externship hours, only a total of 8 hours can be missed. Missing over 1 day of clinical will result in not passing the clinical portion and therefore not passing the class. **PLEASE SCHEDULE YOUR APPOINTMENTS AROUND SCHOOL AND CLINICAL TIMES!!**

****If you are unable to attend a clinic day, YOU MUST!! CALL THE CLINIC AND THE INSTRUCTOR TO STATE THAT YOU ARE NOT ABLE TO ATTEND CLINICALS THAT DAY. NOT CALLING TO EXCUSE YOURSELF CAN RESULT IN A "FAIL"!!**

Externship consists of 144 hours of unpaid training in a contracted Medical Clinic/Office. Hours and days per week will be by agreement between student and externship site. Once hours are established **a student may not miss more than 8 hours for the duration of the Externship.** If the student needs to be absent for any reason they must notify their

Externship site manager and the instructor, on each occasion. Failure to complete your 144-hour Externship will prohibit you from sitting for the NHA examination.

Grading will be done with combined evaluation by the Externship site manager/preceptor and the MA Instructor.

If the Student is discharged from or fails their Externship for any reason they will be immediately dismissed from the Medical Assisting program. Students who have been dismissed from the Medical Assisting Program will be ineligible to reapply to the program. If you have been dismissed or fail your externship you will be unable to sit for the NHA examination.

Grading Policy

- A minimum average of seventy (70%) percent is required for a passing grade of “C” For each section. You must pass both sections in order to pass the program.
- Sections 201 and 201a each represent 50% of the credit needed to pass the Medical Assisting program.
- Each individual part must have a minimum 70% average to pass.

SECTION 201

Course Work: =25%

- Includes all Canvas Assignments, Quizzes, and Virtual Attendance.

Labs: = 25%

- Mandatory Attendance, **no more than 1 lab may be missed**, and must be made up.
- (Injection and Venipuncture Lab are Pass/Fail graded individually and cannot be made up. ***(Failure to attend will result in dismissal from CMA Program.)***)

Practical Examination: = 20%

- Success or Failure of Practical Examination may determine Externship placement.

Midterm and Final Examinations =30%

- Failure of either the Midterm or Final Examination may require consultation with the Instructor and Department Director to determine continuation in Medical Assisintg program.

SECTION 201A

Externship

Externship consists of 144 hours of **unpaid** training in a contracted Medical Clinic/Office. Hours and days per week will be by agreement between student and externship site. Once hours are established **a student may not miss more than 8 hours for the duration of the Externship**. If the student needs to be absent for any reason they must notify their **Externship site manager and the instructor, on each and every occasion**. Failure to complete your 144-hour Externship will prohibit you from sitting for the NHA examination.

Grading will be done with combined evaluation by the Externship site manager/Preceptor and the MA Instructor.

If the Student is discharged from or fails their Externship for any reason they will be immediately dismissed from the CMA program. Students who have been dismissed from externship will be ineligible to reapply to the program. If you have been dismissed or fail your externship you will be unable to sit for the NHA examination.

Examinations

Mid-Term examinations will be available for review by the student within one week of grading. Students may be able to review final exams prior to the end of semester. The course instructional team completes a review of final exams including item analysis and content validity and adjustments in grading are made prior to issuing final course grades. Midterms and finals are retained by the faculty unless otherwise excepted.

Review of Graded Work

Review of graded work (assignments, quizzes, exams, etc.) is limited to three school weeks following grading of the work. No alterations will be made to the grading after the three-week period.

Critical Thinking Assignments

Each course has one or more critical thinking assignments, which must be satisfactorily completed. If not satisfactorily completed/failed on the first attempt, the student may be allowed to redo the assignment only once and will receive a grade no higher than 75% on the assignment.

Advising Poor Performing Students

If students are struggling to maintain the 70% grade average required, the student should approach the instructor to discuss viable options of support and strategies for success. Faculty will direct the student to appropriate counselors and advisors. We emphasize early connection between students and counselors, so remedial action can be taken to address issues such as low to failing quiz grades, difficulty in taking manual/clinical skills tests, expressions of defeat.

All critical thinking and knowledge of medical assisting science is tested when the student graduate sits for the National Healthcare Association (NHA) Certified Medical Assistant (CCMA) exam.

College of the Redwoods Health Occupations Injury or Exposure Guidelines Summary

Location	In Clinical Setting	In CR Skills or Dental Lab	In Other College Setting
Report	To instructor immediately	To instructor or lab coordinator immediately	To instructor immediately
Call Immediately	H.O. Director and Environmental Health & Safety (476-4128)	Ext. 4111	Ext. 4111
Blood Exposure Use Protocols	Of Clinical Agency and CR Blood-borne Pathogens Exposure Control Plan	CR Blood-borne Pathogens Exposure Control Plan	CR Blood-borne Pathogens Exposure Control Plan
Injury Use Protocols	Of Clinical Agency	CR's	CR's
Provider of Care	Use Agency's Protocols depending on injury severity	Students' own health provider or emergency room	Students' own health provider or emergency room
Payment	CR Worker's Comp	Primary - Student's own insurance Secondary - CR Student Accident Insurance	Primary - Student's own insurance Secondary - CR Student Accident Insurance
Paperwork and Forms	Worker's Comp Form DWC-1 Student Injury Report or Sharps Injury Report	Student Accident Insurance Claim form completed by student and instructor. Student Injury Report or Sharps Injury Report completed by instructor	Student Accident Insurance Claim form completed by student and instructor. Student Injury Report or Sharps Injury Report completed by instructor

Externship Requirements

Responsibility/Liability of Instructors and Students:

- 1) Instructors and students are always liable for their own actions.
- 2) It is the responsibility of the instructor to:
 - a. Make student placements compatible with the expected level of student learning.
 - b. Individual clinic supervisors at externship sites will direct and supervise the administration of medications and performance of skills in which the student does not have mastery.
- 3) It is the responsibility of the student to:
 - a. Keep the instructor informed of the status of assigned projects and progress with Medical Assisting Clinical activities.
 - b. Inform the instructor prior to assuming participation in an assigned externship if there is a reason they feel unprepared to assume that assignment.
 - c. Have all medications checked by the instructor or licensed staff person in the clinical setting prior to administration.
 - d. Perform independently only those skills in which a student has received instruction, feels confident to perform, and has been approved by the instructor to perform.
- 4) The instructor has the right to refuse a previously failed student into the clinical phase of the curriculum, if they know that the student poses a threat to the health and safety of the patients they care for due to proven inability to perform safe medical assisting skills and judgments; and the student has not demonstrated satisfactory remediation of previous deficit in medical assisting practice.
- 5) The instructor is **NOT** liable for the student who:
 - a. Acts without supervision or is inconsistent with instructor's authorization.
 - b. Does not follow instructions when performing in the clinical area.
 - c. Does not perform responsibly as outlined in section three above.

Confidentiality

Medical Assisting students, as members of the medical assisting profession, must demonstrate respect for the privacy and confidentiality of others. As the client, often in a vulnerable state, encounters the medical assistant, she or he has utmost responsibility to respect the client's right to determine his or her own self-disclosure. Based upon the belief

in the dignity of the human being, each medical Assisting faculty member and student shall maintain the privacy and confidentiality of each human being.

Students that breach patient confidentiality will be liable for damages resulting from the breach and face possible termination from the program. Each student is required to sign and submit the “Student Acknowledgement of Patient Confidentiality” form (to follow) upon entry to the medical assistant program. This signed form will be kept as part of the student file.

Physical Examination

Each student of the Medical Assistant Program must have a satisfactory physical examination completed by a physician, physician’s assistant, or family nurse practitioner. Be sure to have the examiner use the appropriate forms provided by the Adult and Community Education. This MUST be completed prior to beginning the program.

Cognitive & Physical Requirements for Medical Assisting Students

The following list of physical requirements is to assist the MD, NP, and/or PA in evaluating your ability to meet the physical requirements of the CR Medical Assistant Program. If at any time throughout the Medical Assistant Program you are unable to meet any of these requirements, it is the student’s responsibility to make an appointment with their health care provider immediately and notify the MA faculty of your change in health status.

1. COMMUNICTING IN VERBAL AND WRITTEN FORM – 95% ability to communicate nursing actions, interpret patient responses, initiate health teaching, document and understand health care activities, and interact with patients, staff, faculty, and peers.
2. HEARING – 95% ability to hear and interpret many people and correctly interpret what is heard: auscultation, physician orders whether verbal or over the telephone, patient reports and cries for help, fire and equipment alarms, etc.
3. SEEING – 95% acute visual skills necessary to detect signs and symptoms, coloring and body language of patients, color of wounds and drainage, and infections anywhere. Interpret written words accurately, read characters and identify colors in the patient’s record and on the computer screen.
4. STANDING/WALKING – 75 – 95% of workday spent standing/walking on carpet, tile, linoleum, asphalt, and cement while providing and managing client care, gathering client supplies and medications, obtaining, and returning equipment. Approximate distance = 3 to 5 miles.

5. SITTING – 5 – 25% of workday spent sitting while communicating with and teaching clients, operating computers, answering the telephone, writing reports, documenting, calling doctors, and scheduling appointments.
6. LIFTING – 10 – 15% of workday spent floor to knee, knee to waist, waist to waist, and waist to shoulder level lifting while handling supplies (5 lbs. – 20 to 30 times per shift), using trays (5 – 10 lbs.), and assisting with positioning patients in bed/moving patients on and off gurneys and exam tables (average weight 200 lbs.).
7. CARRYING – 65% of workday spent carrying items at waist level.
8. PUSHING/PULLING – 40% of workday spent pushing/pulling, using carts, utilizing crash carts, opening, and closing doors, pushing/pulling beds, gurneys, and wheelchairs, and moving equipment and furniture.
9. CLIMBING – 15 – 25% of workday spent climbing stairs going to and from other departments, offices, and homes.
10. BALANCING – 15 – 25% see climbing.
11. STOOPING/KNEELING – 10% spent stooping/kneeling while retrieving supplies from medication carts, bedside stands, bathrooms, storerooms, etc.
12. BENDING – 20% of workday spent bending at the waist while performing patient assessments and treatments, gathering supplies, assisting patients with positioning, adjusting patient beds and exam tables, bathing patients, and emptying drainage apparatus.
13. CROUCHING/CRAWLING – 2% retrieving patient belongings.
14. REACHING/STRETCHING – 35% of workday spent reaching/stretching administering and monitoring IV therapy, gathering supplies, operating computers, disposing of equipment and linens, assisting with patient positioning, connecting equipment. Cleaning office equipment. Retrieving patient files.
15. MANIPULATING – 90% hand-wrist movement, hand-eye coordination, simple firm grasping required and 90% fine and gross motor dexterity required to calibrate and use equipment and perform CPR.
16. FEELING – 90% normal tactile feeling required to complete physical assessment including palpation and notation of skin temperature.
17. TWISTING – 15% of workday spent twisting at the waist while gathering supplies and equipment, administering care, and operating equipment.

Malpractice Insurance

Students are not required to carry professional liability insurance. College of the Redwoods provides minimal malpractice insurance in the event of student liability at scheduled clinical or College laboratory sessions only. Individual coverage at the student's expense is recommended for all non-program activities related to volunteerism or employment.

CPR

A valid/current CPR certificate is required to participate in the clinical portion of the program. Certification from the American Heart Association BLS-C or American Red Cross CPR for the professional rescuer for adults, children & infants both one and two rescuers are the only acceptable certification.

EXTERNSHIP POLICIES

1. Introduction

The following are externship policies for College of the Redwoods Medical Assisting students. Further limitations may be instituted by individual externship site policies.

2. Professionalism and Ethics

- A. In keeping with the guidelines established by the American Association of Medical Assistants students are apprised that abuse of drugs, alcoholic beverages, or other chemicals can prevent them from being certified or can result in criminal and civil censure.
- B. It is mandatory that the instructor has the unquestioned authority to take immediate corrective action in the externship area about student conduct and performance.
- C. Unprofessional/unethical student conduct and/or performance as determined by the individual instructor will be brought before a faculty committee for resolution.
- D. Chemical abuse (alcohol, Rx drugs, etc.) is not condoned by the faculty because it puts the student's and client's safety at risk. Students found to have a recognized problem in externship will be identified and referred to the faculty committee. Abuse could jeopardize the student's ability to participate in the program. Students suspected of being under the influence of alcohol or other drugs may be required to have immediate testing by the externship faculty.
- E. Any student attending the externship experience under the influence of drugs, alcoholic beverages, or other chemicals (prescription or non-prescription), will be dismissed from the clinical area if, in the judgment of the instructor, the student is placing clients or others at risk and/or is unable to therapeutically

communicate or provide nursing care in a professional manner. An immediate evaluation for the ability to continue in the program will take place. The evaluation may include drug testing, physical or mental examination or assessment, referrals to appropriate professionals for testing. The costs are paid by the student.

F. Criminal offenses.

In the application for certification at program completion, graduates are required under law to report all misdemeanors and felony convictions as well as disciplinary action against an applicant. Students with prior legal or professional disciplinary action are encouraged to contact the American Association of Medical Assistants to ascertain their eligibility for certification.

3. Changes in Health Status

Permission from the health care provider to return to clinical practice is required for any student experiencing a change in health status e.g., communicable disease, surgery, cardiovascular complications, etc. or who has experienced an acute injury or emergency e.g., heart attack, accident, psychiatric crisis.

Students must report on duty and be ready for clinical responsibilities at the scheduled clinical time. In the event of unavoidable absence from the clinical area, the student must notify the clinical agency and the MA Instructor at least one hour prior to the scheduled clinical time as described in the agency's guidelines. Each clinical lab instructor will provide additional instructions for notifying the faculty of absences. Failure to notify the instructor may result in immediate dismissal from the program.

4. Dress Code

Students are required to appear in the classroom and clinical facilities in complete uniform unless otherwise designated. Uniforms must be clean, neat, wrinkle-free, and professional. The uniform will be ordered by Adult and Community Education during the Mandatory Orientation. It is expected that each student will dress for class and labs as if they are going to work. This practice promotes an atmosphere of professionalism and reinforces a professional image.

The clinical instructor has the authority to determine what meets these guidelines and make corrections and/or send the student home, resulting in a clinical absence. A student who does not conform to the above dress code may be dismissed from the clinical area, resulting in a clinical absence. Individual concerns regarding the dress code will be submitted to the faculty committee for review.

Scrubs:	Gray uniform scrubs, 1 pair is provided and should be worn to all lab classes and to your Externship unless otherwise excepted.
Name Tags/I.D. Badge (Required)	Photo I.D. name badges must be worn at most clinical experiences. Program faculty will announce any variation in name badge use.
Shoes:	It must be clean, and in good repair. Sandals or backless shoes without straps are not permitted. Highly recommended that you get the best shoes you can afford or get orthotics for them. <u>NO CROCS!</u>
Jewelry, Rings and Earrings:	All jewelry must comply with the principles of asepsis and not cause injury to the client. Large ring stones should be avoided.
Make-Up:	Lightly applied.
Hair:	Must be clean, well groomed, neatly arranged and secured to prevent falling into sterile field. Male students must keep beards and mustaches clean and neatly trimmed or be clean shaven.
Nails:	Fingernails should not extend beyond the fingertips, no artificial nails because they harbor bacteria. No nail jewelry. This policy is mandated for the duration of the time you are a student in any of the health occupation areas.
Tattoos:	They only need to be covered if they are political or obscene.
Hygiene:	Personal hygiene, including dental hygiene, is especially important. Due to the possible chemical sensitivity in others, you may not wear scented perfumes, aftershave, or lotions. Offensive body odor and cigarette smoke are to be avoided through regular hygiene measures. Personal cleanliness is mandatory to maintain asepsis.
Required Equipment:	Pen, note pad, stethoscope, and any watch with a second counting display.

5.

6. Evaluation Process

Students are graded on a pass/fail basis in the clinical area. The student must pass the clinical component to pass the course and continue in the program.

Students are encouraged to make an appointment with the instructor at any time they feel it is necessary. The instructor and/or student may request additional conferences to address concerns, problems, etc.

7. Think & Plan Ahead

Externship assignments are made by the Medical Assistant Faculty to meet the students' learning needs. It is the student's responsibility to make necessary arrangements so work schedules, transportation needs, family responsibilities, etc., do not conflict with clinical assignments.

8. Update Contact Information Promptly

Any changes in name, address and/or phone number must be reported in writing to the theory and clinical instructor(s) and the Adult & Community Education office prior to the change or within 24 hours. Each student must make available a telephone number where they can be reached directly or by message. Students must be available for contact following their externship to answer questions regarding their assignment.

EXTERNSHIP PRACTICE POLICIES

A. Procedure Policy

1. All externship procedures must be performed safely in compliance with and according to standardized practice as described in clinical facility policy and procedures manuals and/or published procedures textbooks.
2. All externship procedures will be performed in compliance within the student's scope of practice.
3. All procedures performed by a student in the externship setting for the first time must be supervised by a licensed person (preferably by the externship instructor).

B. Administration of Medications

1. **All medication administration will be supervised by the physician or by the staff RN.**
2. **Students are expected to:**
 - a. Practice the "Five Rights" of medication administration.
 - b. Implement appropriate actions for administered medications.
 - c. Make ongoing assessments of client pertinent to medication before, during and after administration (client observations, pain scale, vital signs, and lab reports).

- d. Document all administered medications on appropriate client records according to clinical facility policy. Designated staff RN will co-sign all medications administered by students.
- e. Use filter needles for all medications drawn from ampules.
- f. Use "Z" track technique of medication administration if required by medical facility.
- g. Give IM medications to clients under the age of six in the vastus lateralis only.
- h. Adhere to clinical facility policies when administering specially designated medications.

C. Perform Venipuncture following these guidelines:

- 1. Students have discussed the procedure with their externship preceptor prior to initiating the procedure.
- 2. Students will be directly supervised by the clinical instructor or the assigned staff nurse with the preceptor's permission.

D. Pediatrics

- 1. All medications must be prepared and administered under the direct supervision of the physician or designated RN.
- 2. IM medications to patients under the age of six will be administered only in the vastus lateralis.
- 3. Appropriate precautions will always be utilized to prevent falls for children under six.

POLICY ON UNSAFE PRACTICE BY STUDENTS IN EXTERNSHIP

a. Introduction

Maintaining client(s) safety is the overriding principle of clinical practice. Each student must perform in a safe manner as well as meet the clinical objectives to satisfactorily complete each semester. It is consistent with our philosophy that safe practice ensures the health of the medical assistant and client. It promotes psychological and physical well-being in a therapeutic environment.

b. Indicators of Unsafe Practice

The following indicators shall be used as a guideline for determining unsafe clinical practice:

Examples of student behavior:

1. Appearing in the clinical setting under the influence of drugs or alcohol.
2. Displaying unstable mental, physical, or emotional behavior(s), which may present danger to self or others' well-being (such as anorexia/repeated suicide attempts on part of student).
3. Failing to be accountable for legal responsibilities (i.e., covering own/other's errors or failing to report them).
4. Breaching confidentiality of client or failing to maintain confidentiality of interactions or records.
5. Violating or threatening the psychological safety of client by repeated use of judgmental or non-therapeutic techniques or attacks/derogatory statements about another individual's person, beliefs, values, race, religion, culture, or sexual orientation.
6. Refusing to care for a client due to race, age, culture, disease process, or religious or sexual orientation.
7. Falsifying records or information of any kind.
8. Failing to use judgment in the clinical setting, such as:
 - a. Failure to function at the expected clinical level and in accordance with appropriate standards of practice as stated in the course clinical objectives.
 - b. Failure to exercise appropriate professional judgment for the student level of responsibility in the clinical setting.
 - c. Use of inappropriate comments or questions to clients, family members, or clinical staff.
 - d. Making decisions and/or engaging in behaviors that place the client's safety and well-being at risk.

ENVIRONMENT: The student fails to provide for the total need of the client in a safe environment within a specific clinical area.

Examples of student behavior:

1. Violating the physical safety and environment of the client by neglecting to provide safe surroundings. This may also include actual physical abuse of a client.
2. Repeatedly violating microbiological safety (i.e., failure to practice proper hand washing, standard precautions, and/or medical/surgical asepsis).
3. Violating or threatening the chemical safety of the client (i.e., repeatedly violating the "5 Rights in Administering Medications" and/or failing to properly monitor IV infusions).
4. Violating the thermal safety of the client (i.e., injuring the client when applying hot/cold packs, heating lamp and other electrical thermal equipment).
5. Violating environmental safety by failing to remove harmful substances or objects from the room (including sharps, medications, and solutions).

HEALTH: Student fails to take sufficient care to protect the health of the client.

Such as: Performing skills/competencies in which they have not received instruction or received instructor's approval.

1. Procedure

A student who demonstrates unsafe clinical behavior as outlined in "Indicators of Unsafe Practice" in section 2 above will have the following action taken:

Step 1. The clinical instructor will provide the student with a verbal and written description of behaviors observed and may dismiss the student immediately from the clinical area. Students will complete an Anecdotal Form. The student and the clinical instructor will have a conference at an agreed upon time within 24 hours or the next academic day. A written remediation plan will be developed, and signed by the student and instructor, to address the student's identified needs so that the unsafe performance is not repeated. The Health Occupations Director and course instructors of the Medical Assisting Program will receive a copy of the remediation plan within 72 hours as well. **NOTE:** Some behaviors may result in immediate dismissal from the program.

Step 2. If the student fails to follow through with Step 1, or if the behavior(s) continues in the clinical area, the student may be dismissed from clinical, and the case will be submitted to the Faculty Advisory Committee for consideration. A conference will be held with the instructor, student, and Health Occupations Director to decide upon a course of action. If allowed to continue in the program, under probation status, an additional written contract will be developed to facilitate correction of inappropriate behavior(s). Continuation in the program is contingent upon follow-through with established contract directives. Clinical sites must be willing to accept them back.

Step 3. Students failing to comply with the contract shall be denied continuation in the program and shall receive a failing grade for the course. Students who failed the program for unsafe clinical practice may initiate the grievance process according to college policy AP 5530.

Externship

Externship consists of 144 hours of unpaid training in a contracted Medical Clinic/Office. Hours and days per week will be by agreement between student and externship site. Once hours are established **a student may not miss more than 8 hours for the duration of the Externship.** If the student needs to be absent for any reason they must notify their **Externship site manager and the instructor, on each and every occasion.** Failure to complete your 144-hour Externship will prohibit you from sitting for the NHA examination.

Grading will be done with combined evaluation by the Externship site manager/Preceptor and the MA Instructor.

If the Student is discharged from or fails their Externship for any reason they will be immediately dismissed from the CMA program. Students who have been dismissed from externship will be ineligible to reapply to the program. If you have been dismissed or fail your externship you will be unable to sit for the NHA examination.