



Medical Assistant Training Program Handbook

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 Assistant Program policies stated in this handbook and all applicable College of the Redwoods Board Policies and Administrative Procedures, including the Student Code of Conduct (AP 5500). College policies and procedures are available through the College of the Redwoods website.

Students are responsible for understanding and following current College conduct requirements. Alleged violations of the Student Code of Conduct are addressed through the applicable College process; this handbook does not replace or supersede College policy.

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:

Academic Integrity and Honesty

Integrity and honesty are essential to the profession of Medical Assisting and to College of the Redwoods. Students are expected to complete their work honestly and comply with the College Student Code of Conduct and instructor expectations regarding academic integrity.

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. Using artificial intelligence (AI) or other technology in a manner not authorized by the instructor, including submitting AI-generated work as the student's own.

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.

Program/Assessment Consequences: When academic dishonesty affects a Medical Assistant Program assignment, assessment, or competency, the instructor may assign no program credit for the affected work or require other corrective action consistent with the course syllabus and College policy. Academic integrity concerns that may constitute student misconduct will be referred through the applicable College process. Students will be informed of the concern and any applicable review or appeal process.

College Disciplinary Process: Formal student discipline, including warnings, probation, suspension, or expulsion under the Student Code of Conduct, is administered through College of the Redwoods procedures and is not imposed independently by the Medical Assistant Program.

All allegations of academic dishonesty will be addressed in accordance with applicable College of the Redwoods Board Policies, Administrative Procedures, and student rights.

THEORY/LECTURE POLICIES

Attendance

Regular attendance and active participation in Medical Assistant Program lectures, labs, and externship experiences are essential to successful completion of program requirements. Students are expected to attend all scheduled sessions and are responsible for missed content and requirements.

Classroom or Virtual Attendance:

Attendance and participation will be recorded as applicable. Students enrolled in MA 201 and MA 201A must have reliable access to a computer or tablet (a smartphone is not sufficient) equipped with functioning camera, microphone, and audio capabilities for required virtual activities. Students are expected to actively participate in scheduled virtual and in-person sessions. Cameras should remain on during virtual class sessions unless otherwise directed by the instructor or an approved exception or accommodation applies. Specific participation expectations are established in the course syllabus and Canvas. Failure to participate in accordance with course expectations may result in the student not receiving participation credit for that class session.

Required Course Materials and Participation

Students are expected to bring required textbooks and course materials to each class and lab and be prepared to participate in assigned reading, discussion, and classroom activities. This may include reading aloud. Students must be able to engage with and demonstrate comprehension of course materials and required communication necessary to successfully and safely perform Medical Assistant competencies.

Lab Attendance:

Laboratory participation is an essential component of MA 201. Students are expected to attend all scheduled laboratory sessions and successfully complete all required laboratory competencies. Students must successfully complete all required laboratory competencies to meet MA 201 completion requirements. Missing two laboratory sessions may result in the student being unable to successfully complete MA 201 and progress to MA 201A.

If an unavoidable lab absence occurs, the student must contact the instructor as soon as possible. When a laboratory experience is eligible for make-up, arrangements must be approved by the instructor. Because many laboratory activities require a partner, students may be responsible for coordinating an appropriate partner for an approved make-up session. The Injection, Venipuncture, EKG, and POL/Urinalysis labs are required non-make-up laboratories. Failure to attend and successfully complete a required non-make-up laboratory will result in the student being unable to meet MA 201 completion requirements or progress to MA 201A and will result in removal from the Medical Assistant Program.

Externship Attendance:

MA 201A requires completion of 144 externship hours. Attendance, notification, make-up requirements, and NHA eligibility are described in the MA 201A Externship Requirements section of this handbook.

Program Performance Requirements

- A. The Medical Assistant Program uses internal assessments and percentage scores to evaluate student progress and determine successful completion of program requirements. Because MA 201 and MA 201A are noncredit courses, these scores are internal program measures and do not constitute official College of the Redwoods course grades.

- B. Students must maintain a minimum overall performance score of 70% in each required component of MA 201 and successfully complete all required competencies to be eligible for successful completion of MA 201 and progression to MA 201A.
- C. Program performance components for MA 201 are outlined below. Specific assignment and assessment deadlines are established by the instructor in the course syllabus and Canvas.

MA SECTION 201 REQUIREMENTS

Coursework and Participation: 25%

- A. Includes required Canvas assignments, quizzes, and participation activities.

Laboratory Competencies: 25%

- A. Students must meet the laboratory attendance and competency requirements stated in this handbook.
- B. Injection, Venipuncture, EKG, and POL/Urinalysis are required non-make-up laboratories. Failure to complete a required non-make-up laboratory results in the student being unable to meet MA 201 completion requirements or progress to MA 201A.

Practical Examination: 20%

- A. The practical examination is an internal program assessment used to evaluate readiness for progression to externship. The Practical Exam is more important than either the Midterm or the Final.

Midterm and Final Examinations: 30%

- A. A student who does not achieve a passing score on the Midterm Examination will be required to meet with the instructor to review performance and develop an Academic Performance Improvement Plan. This is an internal Medical Assistant Program intervention and does not constitute College of the Redwoods Academic Probation, Progress Probation, or Financial Aid/Satisfactory Academic Progress Probation. A student who does not achieve a passing score on both the Midterm and Final Examinations will not have met the program's minimum performance requirements and will not be eligible for successful completion of MA 201 or progression to MA 201A. This will result in removal from the Medical Assistant Program.

MA 201A EXTERNSHIP REQUIREMENTS

Externship

Attendance, punctuality, communication, and professional conduct are essential requirements of MA 201A. MA 201A consists of 144 hours of unpaid training at a contracted medical clinic or office. Students must complete all 144 required externship hours to successfully complete MA 201A and be eligible to sit for the NHA certification examination.

Hours and days per week are established in coordination with the student and externship site. Once the schedule is established, students may not miss more than 8 hours without prior approval. Any approved missed hours

must be completed in accordance with arrangements approved by the instructor and externship site. If a student will be absent or late, the student must notify both the assigned externship site/preceptor and the MA instructor as soon as possible and in accordance with the site's notification requirements. A no-call/no-show may jeopardize the student's externship placement and ability to successfully complete MA 201A. Students are responsible for maintaining an accurate timesheet documenting all completed externship hours. The student's timesheet must correspond with the hours verified by the externship site and must be submitted to the College of the Redwoods Eureka Downtown Site office by the established deadline.

Externship performance is evaluated internally through the combined assessment of the externship site manager/preceptor and the MA instructor. Students must successfully meet MA 201A externship requirements to complete the Medical Assistant Program.

If a student is discharged from an assigned externship site or fails the MA 201A Externship, the student will be dismissed from the Medical Assistant Training Program. A student dismissed from the program for discharge from or failure of the externship is not eligible to reapply to the Medical Assistant Training Program. A student who is discharged from or fails the externship will not have successfully completed MA 201A, will not have completed the Medical Assistant Training Program, and will not be eligible to sit for the NHA certification examination through the program.

Examinations

Midterm examinations will be available for student review within one week after evaluation. Final examinations may be available for review before the end of the term. The instructional team may review assessment items for content validity and make appropriate adjustments to internal program scores before finalizing program completion determinations. Midterm and final examinations are retained by faculty unless otherwise specified.

Review of Assessed Work

Review of assessed work (assignments, quizzes, exams, competencies, etc.) is limited to three school weeks following evaluation of the work. Any changes to internal program scores must be addressed within that period unless otherwise required by College policy.

Critical Thinking Assignments

Each course may include one or more critical thinking assignments that must be satisfactorily completed. If an assignment is not satisfactorily completed on the first attempt, the instructor may permit one additional attempt. Any limits on the score awarded for a second attempt will be stated in the course syllabus.

Supporting Students Who Are Not Meeting Performance Standards

Students who are struggling to maintain the required 70% internal program performance standard should meet with the instructor to discuss available support and strategies for success. Faculty may refer students to appropriate College support services. Early intervention is encouraged when students demonstrate difficulty with quizzes, examinations, laboratory competencies, clinical skills, or other program requirements. Medical assisting knowledge and competencies are further assessed through the National Healthcareer Association (NHA) Certified Clinical Medical Assistant (CCMA) examination following successful completion of program requirements.

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:

- A. Instructors and students are always liable for their own actions.
- B. It is the responsibility of the instructor to:

1. Make student placements compatible with the expected level of student learning.
2. 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.

C. It is the responsibility of the student to:

1. Keep the instructor informed of the status of assigned projects and progress with Medical Assisting Clinical activities.
2. Inform the instructor prior to assuming participation in an assigned externship if there is a reason they feel unprepared to assume that assignment.
3. Have all medications checked by the instructor or licensed staff person in the clinical setting prior to administration.
4. 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.

D. 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.

E. The instructor is **NOT** liable for the student who:

1. Acts without supervision or is inconsistent with instructor's authorization.
2. Does not follow instructions when performing in the clinical area.
3. 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 patient, often in a vulnerable state, encounters the medical assistant, she or he has the utmost responsibility to respect the patient'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 who 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 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 assistant, or family nurse practitioner. Be sure to have the examiner use the appropriate forms provided by the Community Workforce Development. 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. **COMMUNICATING IN VERBAL AND WRITTEN FORM** – 95% ability to communicate medical assisting activities, 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 patient care, gathering patient 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 patients, 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

Introduction

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

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. The instructor has authority to take immediate action in the externship setting when necessary to protect patient, student, staff, or public safety. Immediate removal from the clinical area may occur when warranted; any decision regarding continued program eligibility will follow the program review process described in this handbook and applicable College procedures.
- C. Concerns regarding unprofessional or unethical conduct or performance will be documented and reviewed by the MA instructor and appropriate program administrator. Matters that may constitute violations of the College Student Code of Conduct will be referred through the applicable College process.
- D. Use or impairment from alcohol, drugs, or other substances that compromises safety is prohibited in the externship setting. A student whose behavior raises an immediate safety concern may be removed from the externship area and referred for appropriate review under program and College procedures.
- E. A student who appears impaired or otherwise unable to safely perform in the externship setting may be removed immediately from the clinical area when, in the judgment of the instructor or site supervisor, the student may place patients or others at risk or cannot perform safely and professionally. The circumstances will be documented and reviewed to determine appropriate next steps under program requirements and applicable College procedures.
- 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.

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 time. In the event of an unavoidable absence, the student must notify the clinical agency and MA instructor as soon as possible and in accordance with the agency's notification requirements. Failure to provide required notification may jeopardize the externship placement and the student's ability to successfully complete MA 201A.

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. 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:	Light gray uniform scrubs (top and bottom) 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:	They 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.

Evaluation Process

Externship performance is evaluated on a satisfactory/unsatisfactory basis for internal program completion purposes. Students must satisfactorily meet the clinical/externship competencies and requirements to successfully complete MA 201A and the Medical Assistant 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.

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.

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 Community Workforce Development 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

Procedure Policy

- A. 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.
- B. All externship procedures will be performed in compliance within the student's scope of practice.
- C. 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).

Administration of Medications

- A. All medication administration will be supervised by the physician or by the Staff RN.
- B. Students are expected to:
 - 1. Practice the "Five Rights" of medication administration.
 - 2. Implement appropriate actions for administered medications.
 - 3. Make ongoing assessments of patient pertinent to medication before, during and after administration (patient observations, pain scale, vital signs, and lab reports).
 - 4. Document all administered medications on appropriate patient records according to clinical facility policy. Designated Staff RN will co-sign all medications administered by students.
 - 5. Use filter needles for all medications drawn from ampules.
 - 6. Use "Z" track technique of medication administration if required by medical facility.
 - 7. Give IM medications to patients under the age of six in the vastus lateralis only.
 - 8. Adhere to clinical facility policies when administering specially designated medications.

Perform Venipuncture following these guidelines:

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

Pediatrics

A. All medications must be prepared and administered under the direct supervision of the physician or designated RN.

B. IM medications to patients under the age of six will be administered only in the vastus lateralis.

Appropriate precautions will always be utilized to prevent falls for children under six.

POLICY ON UNSAFE PRACTICE BY STUDENTS IN EXTERNSHIP

Introduction

Maintaining patient(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 complete each semester in a satisfactory manner. It is consistent with our philosophy that safe practice ensures the health of the medical assistant and patient. It promotes psychological and physical well-being in a therapeutic environment.

Indicators of Unsafe Practice

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

Examples of student behavior:

- A. Appearing in the clinical setting under the influence of drugs or alcohol.
- B. Demonstrating behavior or a condition that creates an immediate and documented safety risk to the student, patients, staff, or others in the clinical environment.
- C. Failing to be accountable for legal responsibilities (i.e., covering own/other's errors or failing to report them).
- D. Breaching confidentiality of patient or failing to maintain confidentiality of interactions or records.
- E. Violating or threatening the psychological safety of patient 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.
- F. Refusing to care for a patient due to race, age, culture, disease process, or religious or sexual orientation.
- G. Falsifying records or information of any kind.
- H. Failing to use judgment in the clinical setting, such as:
 - 1. Failure to function at the expected clinical level and in accordance with appropriate standards of practice as stated in the course clinical objectives.
 - 2. Failure to exercise appropriate professional judgment for the student level of responsibility in the clinical setting.
 - 3. Use of inappropriate comments or questions to patients, family members, or clinical staff.
 - 4. Making decisions and/or engaging in behaviors that place the patient's safety and well-being at risk.

- I. The student fails to provide for the total need of the patient in a safe environment within a specific clinical area.

Examples of student behavior:

1. Violating the physical safety and environment of the patient by neglecting to provide safe surroundings. This may also include actual physical abuse of a patient.
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 patient (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 patient (i.e., injuring the patient 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).

J. Student fails to take sufficient care to protect the health of the patient.

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

Procedural Consequences of Unsafe Procedures

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 the observed behavior and may remove the student immediately from the clinical area when necessary for safety. The student and instructor will meet within 24 hours or the next academic day, when practicable, to review the concern. When continued participation is appropriate, a written Clinical Remediation Plan will identify the concern, required corrective actions, support, and expectations for safe performance. The student and appropriate program administrator will receive a copy of the plan.

Step 2. If the student does not meet the requirements of the Clinical Remediation Plan or unsafe behavior continues, the student may be removed from the clinical setting while the MA instructor and appropriate program administrator review the student's eligibility to continue. If continuation is permitted, additional written conditions may be established. Continued externship participation is also dependent on the willingness and availability of an appropriate contracted clinical site.

Step 3. A student who does not successfully complete required remediation or who cannot safely meet required clinical competencies may be denied continued progression in the Medical Assistant Program. Because MA 201/MA 201A are noncredit, this determination is a program completion/progression decision rather than an official course grade or Academic Probation status. Students retain applicable rights under College policies and procedures, including the student grievance process where applicable.

Externship Requirements Summary

MA 201A externship attendance, performance, 144-hour completion, and NHA eligibility requirements are stated in the MA 201A Externship Requirements and Externship Policies sections above. Those requirements govern program completion. A student who is discharged from an assigned externship site or fails MA 201A will be dismissed from the Medical Assistant Training Program and is not eligible to reapply.