

**DALTON STATE COLLEGE
SCHOOL OF HEALTH PROFESSIONS
MEDICAL ASSISTING
PROGRAM
STUDENT HANDBOOK**

FALL 2012

**Dalton State College
650 College Drive
Dalton, GA 30720
www.daltonstate.edu
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DALTON STATE COLLEGE MISSION STATEMENT

Dalton State College serves Northwest Georgia by offering certificate, associate, and targeted baccalaureate programs of study and a wide variety of public service and continuing education activities. Located at the center of the greatest concentration of carpet production in the world, the College is a comprehensive institution; one of only two in the University System authorized to offer a full range of technical programs in addition to the traditional pre-baccalaureate curricula and targeted baccalaureate offerings which meet workforce development needs of the Northwest Georgia area. Through direct and technological collaboration with neighboring technical institutes and other colleges and universities on the one hand, and outreach and cooperation with local preschool, primary, and secondary systems on the other, Dalton State College acts as an educational broker to meet the needs of business and industry and to provide opportunities for all persons within its service area to live self-fulfilling and productive lives.

Admission Statement

Admission policies, activities, services, and facilities of the College do not exclude any person on the basis of race, color, age, sex, religion, national origin or disability. Dalton State College is an Affirmative Action Program Institution. Any individual who requires assistance for admission to or participation in any program, service or activity of Dalton State College under Title II of the Americans with Disabilities Act should contact the designated Title IX and Section 504 Coordinator, Dr. Sandra Stone, Vice President for Academic Affairs, Westcott Administration Building Room 166, 706-272-4421. sstone@daltonstate.edu

A Unit of the University System of Georgia
An Affirmative Action Institution

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Welcome to the Medical Assisting Program

TO THE STUDENT:

Welcome to the Dalton State College Medical Assisting Program.

The faculty congratulates you on meeting the requirements for admission. We welcome you and sincerely hope you will progress through this program successfully and will meet the requirements for graduation.

The student handbook is designed to provide medical assisting students with a ready reference manual for the program. This handbook deals specifically with the policies and procedures for the program and serves to assist students toward successful completion of their course of study. As such, it is intended to supplement not replace, the policy and procedure publications to which all students of Dalton State College are subject, such as the:

Current College Catalog and Student handbook.
Current Semester Schedule of Classes
College Policy and Procedure Manual.

Each student must **sign a statement** indicating agreement to follow all Medical Assisting program policies. This signed statement will be retained in a file along with health physical form, CPR certification, advisement folder and clinical evaluations. This file will be maintained in the clerical office while the student is in the Medical Assisting program.

It is the responsibility of each student to review this handbook regularly and to understand its contents. The faculty reserves the right to modify, change or delete any or all of these policies and procedures, in whole or in part. Students will be informed of all changes in a timely manner.

In addition to tuition, fees, travel, textbooks and insurance, you will need to plan for the following expenses during your last two semesters: graduation fees, and application for the AAMA certification exam. Remember graduation from this program does not guarantee the student will pass the certification exam but as faculty we commit to providing the tools to enable you to be successful on the exam

We hope you enjoy your studies at Dalton State College. Two semesters of intensive study lie ahead of you but we feel that your graduation from this program will be the reward for your efforts. We encourage you to come to us with any difficulties you may have during your medical assisting education.

Deborah Gilbert, Associate Professor and Director of
Medical Assisting Program
Cheryl Owens, Assistant Professor of Medical Assisting



AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS

AAMA Medical Assistant Code of Ethics

The Code of Ethics of the American Association of Medical Assistants shall set forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting.

Members of AAMA dedicated to the conscientious pursuit of their profession, and desiring to merit the high regard of the entire medical profession and the respect of the general public which they serve, do pledge themselves to strive always to:

- A.** render service with full respect for the dignity of humanity;
- B.** respect confidential information obtained through employment unless legally authorized or required by the responsible performance of duty to divulge such information;
- C.** uphold the honor and high principles of the profession and accept its disciplines;
- D.** seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues;
- E.** participate in additional service activities aimed toward improving the health and well-being of the community.

AAMA Medical Assistant Creed

I believe in the principles and purposes of the profession of medical assisting.

I endeavor to be more effective.

I aspire to render greater service.

I protect the confidence entrusted to me.

I am dedicated to the care and well-being of all people.

I am loyal to my employer.

I am true to the ethics of my profession.

I am strengthened by compassion, courage and faith.

Legal Disclaimer

AAMA may decline to certify any person who has:

- (1) Been convicted of a felony, a crime involving moral turpitude, or any crime violating a federal or state law relating to controlled substances or dangerous drugs or marijuana in the courts of this state, or any other state, territory, or country or in the courts of the United States, including, but not limited to, a plea of nolo contendere entered to the charge.
- (2) Engaged in any unprofessional, unethical, deceptive, or deleterious conduct or practice harmful to the public, which conduct or practice need not have resulted in actual injury to any person. As used in this paragraph, the term “unprofessional conduct” includes the improper charting of medication and any departure from, or the failure to conform to, the minimal standards of acceptable and prevailing medical assisting practice;
- (3) Violated or attempted to violate a law or any lawfully promulgated rule or regulation of this state, any other state, the board, the United States, or any other lawful authority, without regard to whether the violation is criminally punishable, which statute, law, or rule or regulation relates to or in part regulates the practice of nursing, when the licensee or applicant knows or should know that such action is violation of such law or rule;
- (4) Displayed an inability to practice with reasonable skill and safety due to illness, use of alcohol, drugs, narcotics, chemicals, or any other types of material, or as a result of any mental or physical condition.

Philosophy

The Medical Assisting Program, under the direction of Dalton State College confirms the dignity and worth of the individual within the framework of a democratic society. The program fosters an environment that encourages the individual to benefit and contribute as a partner in Georgia's economic progress, development, and stability.

The program of instruction acknowledges individual differences and respects the right of individuals to seek fulfillment of their physical, mental, social, educational, emotional, spiritual, and economic needs. The program does not discriminate on the basis of race, color, national origin, religion, sex, age, disability, academic disadvantage, or economic disadvantage.

We believe healthcare practice is a relational, interactive and caring process. We believe that individuals and groups respond to health and illness as unified wholes, and the essence of healthcare is in the provision of holistic care.

We believe the medical assistant is an essential member of the health team whose practice is defined by the AAMA. The medical assistant is prepared to care for clients with common, well-defined health needs in supervised roles within the community.

We believe the primary purpose of the medical assisting program is to provide a curriculum in which the knowledge, skills and values of the profession are acquired. The community college exists to provide for the educational needs of its constituents. The medical assisting program equips the student to assume roles of the medical assistant within the community. We believe in the articulation process and in the value of lifelong learning. Faculty are the architects of the curriculum. Faculty and students establish a partnership wherein the faculty provides diverse learning opportunities and **the student assumes responsibility for learning by actively participating in the learning process.**

Purpose

The purpose of the Medical Assisting program is to provide educational opportunities to individuals that will enable them to obtain the knowledge, skills, and attributes necessary to succeed in the field of medical assisting regardless of race, color, national origin, religion, sex, age, disability, academic or economic disadvantage.

The Medical Assisting program is intended to prepare graduates who will be assets to the healthcare profession and function safely within the framework of their defined role.

Program Specific Learning Outcomes

Program graduates are to be competent in the general areas of: communications, math, and interpersonal relations. Graduates are to be competent in the clerical, administrative and clinical areas including: physical assessment, medication administration, nutrition and diet therapy, ethics, patient care, and wellness and prevention of illness.

Objectives

The graduate of the Medical Assisting Program at Dalton State College will demonstrate:

1. Caring as a core value of their practice.
2. Self-Directed learning methods for life-long learning.
3. Critical thinking skills appropriate to the newly trained medical assistant.
4. Competence in the performance of skills as provider of care, communicator, teacher, and member of the profession appropriate to the level of the newly trained medical assistant.
5. Collaboration with other health team members.
6. A basic understanding of health care in the context of the community, nation and the world.
7. Understanding and respect for the holistic nature of persons with consideration of individual responses to wellness and illness.

Program Outcomes

1. The graduates of the Medical Assisting program who take the AAMA certification examination within one year of graduation will pass on the first try at a pass rate at or above the national average.
2. Within 6 months of obtaining AAMA certification 70% of Dalton State College graduates will be employed as staff nurses in physician offices and similar agencies.
3. In any given semester, the attrition rate of students failing to progress in the program due to academic failure will not be greater than 15%.

Academic Standards Policy and Procedure

Academic Requirements:

A "C" or better must be received in **all** required and general education courses. Students must maintain a cumulative average of 75, based on all courses taken, in order to continue in the program and to be eligible for graduation.

In order to demonstrate adequate competency in the knowledge of course content, each student must perform as follows:

Any student with a final course grade of less than 75% will be suspended with failure of the course. Such students may be considered for re-entry into the program at a later date.

A student who has been suspended for attendance reasons has the right to appeal in writing and will remain in school during the appeal process. When the appeal process is completed, the final decision is made retroactive to the date of the original notice of suspension.

Suspension from a course can influence a student's financial aid status.

Grading Scale:

All course requisites require a "C" as the minimal passing standard to receive a diploma or certificate.

- A - 90 - 100
- B - 83 - 89
- C - 75 - 82
- D - 70 - 74
- F - 69 or below

Grades will be issued at the end of each semester. All students' progress and grades will be monitored closely throughout the program.

Evaluation

Student progress will be evaluated by the use of both written and performance tests. In addition, student's Professional Accountability will be evaluated. (See page 18)

Proper and professional conduct, attitude, cooperation and appearance are essentials for a successful medical assisting. These factors will be included in evaluating student's status and progress.

Students will be periodically informed as to academic and/or performance progress by evaluations and conference interviews with their instructors as needed. **Students are also responsible for self assessment of academic progress/performance and may request a conference at any time.** Instructors will schedule an appointment for the earliest possible date.

Attendance Policy and Procedure

Students are required to attend all scheduled classes, laboratory sessions, and clinical preceptorships . These may include field trips, seminars, and individual conferences, as well as lectures, which may require distant travel and added expense. Attendance requirements are important and required by the AAMA for certification and all missed hours must be made up. An absence occurs when theory or clinical hours are missed for any reason. Please note that tardiness or missing portions of theory time such as leaving early or arriving late will count as absences. -All absences must be made up in order to meet the requirements of the AAMA. Therefore, when an absence occurs you will be marked absent and make-up class or laboratory time will be scheduled by the clinical procedures instructor. Make-up clinical time will be scheduled as allowed by availability of clinical sites and faculty. Any clinical/class time not made up during the semester it was accrued will result in a class grade of incomplete. If the missed clinical time is not made up in a timely manner during the next semester a grade of "F" will be given for the class in which the deficiency of time existed. All missed or laboratory time must be made up during the semester it was accrued. Class time not made up during the semester is was accrued will result in a class grade of "F".

Excused Absence: There are three types of absences, which may be excused, with proper documentation. Excused absences do not need to be made up and do not count against attendance probation or suspension. This time will not be deducted from the mandatory board requirements.

1. Legal requirements in which the student's attendance is required. A legal proceeding in which the student has been charged is not included in this provision.
2. Military duty training.
3. Death in the immediate family. Immediate family includes: spouse, children, grandchildren, parents, immediate in-laws, siblings and grandparents.

Employment cannot be considered as a basis for being absent.

Your right to a make-up exam is per the discretion of your instructor. All late assignments may be accepted or declined as stated on individual course syllabi. Makeup time does not remove the absence from your record in the Medical Assisting program.

1. Theory Class: If the student is 1-60 minutes tardy to class, the student will be allowed to attend but required to make up the 1 hour of time.
2. Clinical: If a student is tardy to clinical, the student will be allowed at the discretion of the clinical site to attend but will be required to complete the make-up work as directed by the program director and the clinical site supervisor. Program director must be notified if a student is going to be tardy.

It is the **student's** responsibility to meet with the instructor, within a timely manner, to discuss the makeup time needed. Missed time must be made up by the end of the semester in which time was missed. Negligence to make up missed time will result in the student receiving a course grade of IP and not being able to progress to the next class or to graduation.

Clinical Rotation Policy and Procedure

The agencies for the clinical rotations will be determined by the director of Medical Assisting program. The clinical schedules will be distributed in advance of your participation. Remember, although your clinical assignment is part of your learning experience, you are interviewing for future employment. Therefore, your performance will be seriously evaluated. **Failure to progress successfully in clinical competencies will result in failure of class and removal from the Medical Assisting Program. Students who fail the clinical preceptorship will not be readmitted to the program.**

The student's clinical performance in each course will be evaluated on his/her ability to meet the clinical objectives for the course as stated in each course syllabus and clinical evaluation forms.

1. **Clinical failure** may result from either of the following situations:
 - a. The student violates the Competency for Safety (see policy). (An unsatisfactory grade in this area may result in dismissal from the program.)

- b. The student consistently demonstrates unsatisfactory behavior in the clinical area and fails to show improvement by the end of the course.
Unsatisfactory behaviors are:
(1) Those that violate the policy on Professional Accountability (see policy).
(2) Clinical performance level below that which is expected.

2. For situations related to violation of the Competency for Safety (see policy), the following sequence of events shall occur:

- a. The student shall be informed by his/her clinical preceptor and professor of the violation of safety on the day of occurrence.
- b. The incident shall be documented on a Incident Form (see Incident policy.) with specific details.
- c. The program director will call a meeting of the medical assisting faculty and student to consider the recommendation made by the course instructor.
- d. A decision will be made as to whether the student (1) shall fail the course, (2) be required to withdraw, if prior to mid semester, or (3) be allowed to continue with written stipulations.
- e. The student may not be allowed to attend clinical during the interim which a faculty decision is being made.
- f. The director/professor will follow up with written notification to the student.

3. For situations related to Unsatisfactory Behavior the following sequence of events shall occur:

- a) The professor will meet with the student by the end of the clinical week to discuss his/her unsatisfactory performance and inform him/her of any actions that must take place to facilitate improvement.
- b) The instructor will then consult with the program director regarding the situation.
- c) If the student does not then demonstrate satisfactory clinical performance as documented by the clinical professor, the faculty will meet to consider the appropriate action (i.e., clinical failure, requirement for withdrawal from courses, continuation with written stipulation).
- d) The program director will inform the student verbally as soon as possible of the decision and will follow up with written notification to the student.

Examples (but not limited to) of ineffective (unsatisfactory) behavior:

- a. Failure to abide by school policy.
- b. Failure to prepare for clinical experience.
- c. A medication error. This will necessitate a clinical facility incident report in addition to a program **Incident Report**. A copy will be maintained for the school records. This may result in dismissal from the program
- d. Any omission of patient care (written or unwritten). This may necessitate a clinical facility incident report in addition to a program **Incident Report**.
- e. Lack of personal hygiene and neatness.
Failure to report absence or tardiness to class, laboratory, or clinical area.

- f. Late assignments without acceptable reason.
- g. Lack of courtesy/respect at all times and places.
- h. Abuse of clinical facility or school property.
- i. Abuse of patient's privacy and/or dignity.
- j. Failure to prepare, implement and evaluate patient nursing care plan.
- k. *Causing dissension among students and/or staff.* Lack of professional attitude & language in clinical and theory settings.
- l. No pagers or cell phones in clinical areas. In the event of an emergency, the clinical site operator may be contacted. In classroom, pagers/cell phones must be turned off or on silent to avoid disruption of class.
- ~~k.m.~~ m. The following items should be carried **at all times** while in the clinical area: **black ball point pen, small pocket notebook, stethoscope,**. Also students should wear a watch with sweep second hand or digital second counter.
- ~~l.n.~~ n. Students **will not** speak to a physician or other health care provider in the clinical area concerning their own or family medical problem.
- ~~m.o.~~ o. Students will not approach a physician or mid-level provider except as directed by a clinical supervisor or unless requested by the physician.

While in the clinical areas students are to remember that they are guests of the facility and respect this privilege at all times. Rules and policies of the facility (for example, parking, visiting, telephone use, and smoking) apply to each student while on duty.

Any student who leaves the assigned clinical area without instructor's/ preceptor's permission will be dismissed from the program.

Confidentiality

1. Students and faculty are bound by law and the established professional code of ethics concerning client confidentiality. Students may not use client names on student paper work - students may not Xerox client charts for study.
2. It is strictly forbidden for the student to return to the clinical area after established clinical hours and represent themselves to the facility staff as a medical assisting student of Dalton State College to gain access to otherwise confidential client data regardless of the relationship of the student to said client.
3. Failure to abide by this code of ethics will be dealt with accordingly.
4. Due to requirements with the malpractice provider of DSC, the student may not attend clinical If the college is closed . It is the student's responsibility to notify the clinical site of their absence.

Parking - (See Dalton State College Catalog)

1. At clinical sites, park at the designated areas assigned to students.
2. Parking policies in place on campus and at each clinical facility or school function location must be followed without exception. Violation of these policies may result in the automobile being towed at the owner's expense. Students parking in unauthorized areas at clinical sites will be sent home will receive an incident form.

Smoking Policy- (See Dalton State College Catalog)

In addition to DSC policy, any Medical Assisting student who chooses to violate the smoking policy will be disciplined as follows:

1st offense: Major Incident

2nd offense: Dismissal from the program without the opportunity to re-enter at a later date.

This applies to all areas as stipulated in the DSC catalog and all off campus MA program related activities.

Competency for Safety Policy and Procedure

The Medical Assisting Faculty believes that every patient has a right to care given by a SAFE practitioner. To that end, the following criteria have been identified that apply to all facets of MA practice. Further, the student will adhere to these criteria each time he/she administers care to a patient. Failure to abide by any of the following competencies is subject to disciplinary action and may result in dismissal from the MA program.

The student will:

1. Prepare for patient care.
 - a. arrive at the clinical site as required by the clinical preceptor
2. Act to prevent accidents and injury to patients, self and other personnel.
 - a. Patient's physical safety
 - b. Self
 1. Dispose of all needles in sharps container provided (**DO NOT RECAP NEEDLES**)
 2. **Use PPE as required by OSHA**
 - c. Environment
 1. safety devices
 2. furniture arrangement
 3. use of electrical equipment
 4. temperature control and ventilation
 5. floors, dry and uncluttered
 6. clean linens
 - d. Use of proper body mechanics
 1. in terms of the patient
 2. in terms of the student
 - e. Patient's emotional security
 1. confidentiality
 2. action or inaction to interpersonal communication
3. Use aseptic technique as indicated.
 - a. Protect self/patient from contamination to include hand washing before and after every patient contact
 - b. Dispose of contaminated material_appropriately

- c. Confine contaminated material to contaminated areas
 - d. When necessary, establish and/or maintain a sterile field including instruments, other equipment and working area.
4. Interpret written information and verbal direction correctly.
- a. Read orders correctly.
 - b. Check agency's procedure or manuals for further clarification and guidance before initial action.
 - c. Carry out actions without injecting personal biases or distorting details.
 - d. Seek professional guidance/assistance as needed.
 - e. Arrive at a safe conclusion.
 - f. Accompany messages with specific instructions and information to co-worker, patients and families.
5. Administer drugs **effectively and safely**.
- a. Secure RIGHT medication as per physicians order.
 - b. Measure RIGHT dose and **always** check medication with supervisor before administering.
 - c. Administer medication to RIGHT patient by verifying patient ID per facility protocol.
 - d. Use RIGHT route and/or site for administering medication per physician's order.
 - e. Administer medication at RIGHT time per facility protocol.
 - f. RIGHT documentation of medication administration per facility protocol.
 - g. Observe for the RIGHT response.
 - h. Seek professional guidance/assistance for interpretation and clarification when needed.

NEVER ADMINISTER ANY PRESCRIBED OR OVER-THE-COUNTER MEDICATION WITHOUT CLINICAL SUPERVISOR APPROVAL. VIOLATION OF THIS WILL RESULT IN DISMISSAL FROM THE PROGRAM.

6. Report ANY errors promptly.
- a. Report error AS IT HAPPENED to immediate supervisor.
 - b. Fill out and sign incident/accident report as directed by the agency and school.
 - c. Re-evaluate actions leading to the error with supervisor.
 - d. Report error to professor by the end of the clinical shift.
7. Report significant changes in patient's condition promptly.
- a. Report to the supervisor.
 - b. Recognize what to look for in terms of changes perceived.
 - c. Report observations clearly and concisely, to include:
 - 1. patient's behavior
 - 2. physical manifestations
 - 3. etiology of change
 - 4. patient's response to stress and/or therapeutic measure.

Dress Code/Appearance Policy

1. Designated school uniform - must be clean, neatly pressed with starch at all times. Pants should not gather on top of shoes or touch the floor. Uniforms should fit loosely enough to allow easy movement. If your clothing size changes during the program, appropriate alterations in uniforms should be made.
2. No smoking while in uniform or while driving to the clinical site. Remember, no smoking allowed during school related functions.

See smoking policy previous page.
3. White socks support hose without designs, or trouser socks (nylon) with elastic top may be worn with shoes
4. Shoes – white or black, with closed toe and heel. Shoes must always be clean.
5. Identification - Name pin on upper left side of uniform. Pins are ordered at uniform shop at time of uniform purchase.
6. Students assigned to patient areas must wear uniform, including name pin.
7. Solid white or flesh toned **full covering** undergarments (no thongs) must be worn with uniforms, scrubs, or under any clothing that may allow the outline of undergarments to be seen. Male students must wear white crew neck t-shirt without design under uniform.
8. Hair must be clean, neatly groomed, a naturally occurring color, and worn off the face and collar in a simple arrangement (no tousled look). No decorative hair ornaments.
Males must be clean shaven. Partial beard and mustache allowed if kept neatly trimmed. Hair must be cut above the collar.
9. Avoid excessive use of make-up. It should be in good taste. Use only black or brown mascara. No thick dark eyeliner. No make-up will be allowed for male students.
10. No tattoos shall be visible while the student is in clinical rotation. Tattoos must be covered with makeup, a dressing, etc. There will be no exceptions to this rule.
11. Nail polish should not be used. This includes clear nail polish. Nails must be clean and shall not extend past the end of the fingertip. No artificial nails.

12. No perfume or cologne as patients may be sensitive to these odors. Use discretion with all scented personal hygiene products to include hair sprays, lotions, etc.
13. No chewing gum while in clinical or school related functions.
14. Only the following jewelry is allowed: plain wedding band, no stones, watch and **small** stud earrings (for female students only), limited to one in each ear **lobe**. No earrings allowed for male students. No other body piercings allowed. Neither DSC nor the clinical facility will be responsible for lost jewelry.
15. **Professional attire** must be worn in settings where the school uniform is not required such as some community seminars, field trips, etc. (no denim, no bare midriff, no frayed hem, no pant legs above the ankle or dragging pant legs no tank tops or revealing clothing). Length of dress/skirt must be at or below the knee while sitting.
16. Personal hygiene and neatness should be observed at all times.
17. Odors - Student should be alert to his/her changing needs at all times and correct them accordingly. Any detection of offensive breath or body odors may be cause for an incident report and dismissal from clinical.

If the Director, Professor, or preceptor considers a student's appearance unacceptable of the medical assisting profession, that student may be asked to leave the facility until the condition is corrected. An incident form may be completed and placed in the student's file.

Grievance Policy and Procedure

Regarding concerns, discrepancies, or disagreements between students and faculty, and as a matter of respect and program policy, the following chain of command should be strictly adhered to:

- Current Instructor(s)
- Debbie Gilbert—Program Director, Medical Assisting
- Susan West—Chairperson, Allied Health
- Dr. Cordia Starling—Dean, School of Health Professions
- Dr. Sandra Stone—Vice President, Academic Affairs
- Dr. John Schwenn—President, Dalton State College

Regarding concerns, discrepancies, or disagreements between students, please remember that as adults and future healthcare professionals, expectation of the program is that any students having a disagreement with other student(s) should handle the matter in a mature and appropriate manner that is not disruptive to the learning environment. Should an agreement/reconciliation between the parties involved not be met, the chain of command above should be followed.

Dissent among students/faculty will not be tolerated and can be grounds for dismissal.

Incident Policy and Procedure

Three types of incidents will be recognized in the DSC MA program. Each incident will be documented with proper administrative action taken for each incident.

- 1) Minor Incident: A minor incident is not life threatening nor does it pose a serious danger to client/ staff or student. Examples are: unprofessional behavior and/or appearance, tardiness and cell phone violations. Two minor incidents of the same incident are equivalent to a major incident. Three minor incidents of any description will result in probation.

- 2) Major Incident: A major incident has the potential for being life threatening and does pose a serious danger to client and staff. Examples are: disruptive and/or unprofessional behavior, and violation of theory or clinical student procedural standards. One major incident results in a student being placed on probation for the remainder of the semester and counseled. Two major incidents of any kind is equivalent to one critical incident.

2. Critical Incident: A critical incident is life threatening and/or has the potential to incur a crisis to life or to property and/or is inclusive of exhibiting unethical behavior. Critical incidents are grounds for immediate dismissal from the program and/or DSC. Examples of critical incidents include:
 - No Call/No Show
 - Harmful medication or clinical performance errors
 - Threatening behaviors or fighting
 - Cheating
 - Reporting under the influence of mind-altering substances or using such substances while at clinical (prescribed or not)
 - Failure to follow safety rules
 - Gross insubordination to faculty members or clinical staff members
 - Involvement in physical or verbal altercations with patients, visitors, fellow classmates, faculty, or staff in the clinical or classroom setting
 - Any illegal activity

- Any behavior that is so unethical or unprofessional as to reflect negatively upon the MA Program or Dalton State College
- Breaking client confidentiality (violation of HIPPA)
- Violation of Smoking/Alcohol/Drug Policy

Please note that the student's 2nd violation of the smoking policy results in dismissal from the program, without the opportunity for re-entry at a later date.

Upon discovery of a critical incident, the student will be removed from the class and/or the clinical area and the program director will be notified by instructor or clinical preceptor. Suspension/Dismissal MA Program or Dalton State College.

Program Requirements Policy and Procedure

In addition to the requirements for admission to Dalton State College a student entering the Medical Assisting Program must submit the following documents each year enrolled:

1. Physical and mental examination report, with documentation of required immunizations. This must include urine drug screening. **Additional random drug screens may be required to fulfill facility requirements at the student's expense.**
2. CPR Certification through the Healthcare Provider Course by the American Heart Association prior to clinical preceptorship.

Medical Assisting students are required to achieve and maintain a grade of "C" or better in all required courses (medical terminology, MOAS, math, and biological science, and MLTH 1101) while enrolled in the program or the course must be repeated. **Science and/or nursing courses shall have been taken within three (3) years of admission/readmission or transfer into the program, or they must be repeated.** Students may be required to complete a test to demonstrate competency in the previously taken courses.

A satisfactory evaluation on the off campus clinical component of medical assisting program is required in order to pass the course. A student who does not satisfactorily meet the course objectives will be unable to progress in the curriculum.

Former medical assisting desiring to re-enter the medical assisting sequence and transfer students will be considered on an available space basis and MUST meet the reinstatement policy criteria and current catalog requirements. **Only one re-admission will be allowed due to academic reasons. Other situations will be considered individually. Students who wish to re-enter the medical assisting program for any reason must do so on a space available basis and at the discretion of the nursing faculty.**

ADA Statement

Students with disabilities or special needs are encouraged to contact Disability Support Services in Academic Resources. In order to make an appointment to obtain information on the process for qualifying for accommodations, the **student** must contact the Disability Support Specialist.

Contact information:

Andrea Roberson

Pope Student Center, lower level

706/272-2524

aroberson@daltonstate.edu

Testing policy for student's with DSS Accommodations

Email notification by the student to the instructor of the class must be made at the time the student schedules the test with the testing center and must be 48 hours prior to regular class schedule of the test. See testing center guidelines on www.daltonstate.edu.

Equal Opportunity

Admissions policies, activities, services, and facilities of the college do not exclude any person on the basis of race, color, age, sex, religion, national origin or disability. Dalton State College is an Affirmative Action Program Institution.

Professional Accountability Policy

By the end of each course in the Medical Assisting program, the student must be functioning satisfactorily or demonstrating satisfactory progress toward the development of the following behaviors that are considered essential in the safe and effective practice of nursing. The following behaviors will be reflected on the Periodic Clinical Evaluation:

The student will:

1. recognize his/her abilities and limitations
2. follow instructions accurately and promptly
3. comply with work ethics code and conduct
4. accept and profit from constructive criticism and suggestions
5. seek appropriate guidance when problems and needs arise
6. use time and resources purposefully
7. report situations and events honestly, without excuses
8. cope with his/her own anxiety, or seek appropriate help
9. establish and maintain rapport with health team members, faculty, students, patients and patient's family
10. adjust to new situations within a reasonable period of time
11. attend clinical conferences or meeting as made available for the student.
12. avoid unprofessional relationships with other students, instructors, patients and clinical site employees
13. utilize appropriate channels of communication.
14. comply with the Competency for Safety Policy
15. comply with the Attendance Policy
16. comply with the Dress Code/Appearance Policy
17. comply with Clinical Rotation Policy

Any student who leaves clinical or the assigned clinical area without notifying the clinical supervisor and the assigned Medical assisting instructor will be automatically DISMISSED from the program.

Required Abilities/Skills Policy and Procedure

A candidate for the certificate program must have abilities and skills of four varieties: OBSERVATION, COMMUNICATION, MOTOR, and BEHAVIORAL. Reasonable accommodations may be made for some disabilities. However, a candidate is expected to perform in a reasonably independent manner.

Observation (Sensory):

A candidate must be able to observe/assess a patient/client accurately. Examples of observation/assessment include: listening to heart and breath sounds, visualizing the appearance of a surgical wound, detecting the presence of a foul odor, and palpating an abdomen.

Communication:

A candidate must be able to communicate effectively with patients/clients and other members of the health care team. He/she must be able to interact with patients/clients and other members of the health care team in order to obtain information, describe patient situations, perceive nonverbal communication and document collected data required in the clinical practice setting. Documentation is defined as handwritten, correctly spelled, clearly stated, objective description of patient's condition, and responses to treatment.

Motor:

A candidate must have adequate motor function, fine and gross, to effectively work with medical assisting problems and issues and carry out related patient care. Examples of patient care include: ambulating and positioning patients, lifting up to 50 lbs.; working 6-8 hours daily; cardiopulmonary resuscitation; the administration of intramuscular, subcutaneous and oral medications; the application of pressure to stop bleeding.

Behavioral (Mental/Emotional):

A candidate must possess the mental and emotional health required for total utilization of his or her intellectual abilities in making critical thinking decisions. Candidates need to be able to tolerate physically taxing work loads and to function effectively during stressful situations. They must be capable of adapting to ever-changing environments, of displaying flexibility, of appropriately interacting with others, and of learning to function in the case of uncertainty that is inherent in clinical situations involving patients/clients. A physician's statement of mental and physical competence will be required.

Counseling

1. Objectives:

- a. To consider each student as an individual.
- b. To promote each student's personal and vocational growth on the basis of the student's individuality.

2. Part of the philosophy of this school is to instill in each student the desire to compete against himself/herself rather than the fellow student.
3. All students will be assigned a faculty advisor.
4. The student is assured that his or her privacy will not suffer invasion by any member of the school staff.
5. For problems related to specific classes and/or clinical area, see assigned instructor. Students may request an appointment with the College Counselor (Kristi Casey-Hart @ (706) 272-4429, email--jhart@daltonstate.edu) for counseling needs.

Student Health Care/Safety Policy and Procedure

All illnesses or infectious diseases must be reported to the instructor and clinical coordinator (see responsibility of all students). **Failure to do so will result in the reassessment of the student's academic/clinical standing.** Should a student become ill while on clinical duty, he/she should report to their instructor immediately. STUDENT MUST INFORM INSTRUCTOR OF ANY MEDICATIONS THEY ARE TAKING.

Students **will not** present themselves to a doctor in the clinical area concerning their own or family medical problem. Students are urged to seek health counseling for any reason that is indicated. Doctor and dental appointments are to be made after class hours.

A student who experiences a change in his/her health status (hospitalization or absence one week or greater) **will be required to submit the MAProgram Long Term Medical Release Form (see appendix F) completed by the treating physician, in order to return to class/clinical.** If unable to continue in the program, the student may reapply to enter the next class or at a later date. **Re-admission will depend upon academic standing, health status, and available space in the program (Reinstatement Form, see appendix E).**

Any student with an illness that results in less than one week's absence will be required to submit a Short Term Medical Release Form completed by a physician.

Students are responsible for their own medical expenses, illnesses, conditions, or accidents. It is suggested that each student have hospitalization insurance.

Procedure for Student Injuries Acquired in a Clinical Facility

1. The student will notify the area supervisor and initiate protocol per facility protocol.
2. Student will decide treatment options. If the student is unable to make treatment decision, then the treatment option will be made based upon the professional judgment of the instructor.
3. If facility protocol is refused, then a waiver must be signed.

PREGNANCY

Student must notify your academic advisor and instructor of your pregnancy prior to attending any course(s) with a lab or clinical. A MA program medical release form must be completed by your obstetrician. Use of this form is mandatory. Other written documentation may also be required.

OCCUPATIONAL EXPOSURE TO BLOOD AND AIRBORNE PATHOGENS

The professor will review the exposure control plan which will help you to recognize tasks, procedures and activities which present the potential for occupational exposure to blood and airborne pathogens and means of eliminating or minimizing exposure in the performance of instructional duties and activities.

Appropriate use of Personal Protective Equipment is required by the MA program. Failure to do so may result in dismissal from the program.

Student Responsibilities Policy

All Students are expected to:

1. Conduct themselves as mature, honest, ethically sensitive, and responsible persons.
2. **Inform instructor of personal illness to include nausea, vomiting, diarrhea and temperature over 100.0 F and any potentially communicable condition.**
3. Maintain orderliness in classroom and lab at all times.
4. Clean and replace equipment used in returning a demonstration.
5. Turn in all assignments as directed by clinical instructors.
6. Subscribe to liability insurance.
7. Maintain an accurate record of diagnoses, case studies, and skills including clerical skills performed while in clinical sites.
8. Adhere to the use of tobacco policy (see Dalton State College Catalog). **Absolutely no smoking, use of alcohol or drugs while wearing uniform or attending any school related function.**
9. Cell phones/tablets are not allowed in clinical sites. No tablets or lap tops are allowed during class time. In the classroom, all cell phones should be kept on **silent** and in a book bag or purse. Cell phones should not be present on a student's desk or other work area during any class or lab period.
10. Refrain from food or drink in clinical work areas.
11. Provide their own transportation at their own expense to all clinical agencies and field trips. All students are required to sign the RELEASE and WAIVER OF LIABILITY FORM prior to off campus activities. (see Dalton State College Catalog).
12. Inform the office at Dalton State College Medical Assisting Program of any changes of address or telephone number and submit the Change of Status form to the DSC Admissions Department. It is vital that our students' records be accurate. A change of status form is available in the Administrative Assistant of Allied Health office.
13. Give medication according to the seven rights. The student will be prepared discuss with the clinical preceptor drug information in relation to-
 - a. Category
 - b. Action
 - c. Average dosage/Indications
 - d. Drug interactions
 - e. Side effects and toxicity
 - f. Nursing implications
14. Maintain American Heart Association CPR certification for health care providers.

Written Assignment Policy and Procedure

All written work submitted will be evaluated for correct grammar, punctuation and spelling, as well as content. Legibility and grammatical/spelling errors will be marked by the instructor, points will be deducted and corrections made per the instructor's discretion.

All work may be handwritten or typed unless otherwise instructed.

Dishonesty

Academic dishonesty refers to forms of lying, cheating and plagiarism which result in students giving or receiving unauthorized assistance in an academic exercise or receiving credit for work which is not their own. Academic dishonesty seriously lowers the standard of professional practice, harms the integrity of the academic institution and its community and impairs the quality of the health care system. A student who witnesses dishonest actions on the part of another student must report it to the supervising instructor and make the student aware of their unacceptable actions. **Academic dishonesty in the Medical Assisting program will result in failure of the course, dismissal from program, and reported to the Student Conduct Committee at DSC.**

PLAGIARISM IS PROHIBITED. This includes violation of copyright regulations.

Cheating:

Students are expected to maintain high standards of academic conduct and integrity. Examples of cheating include but are not limited to these listed.

1. Giving and/or receiving unauthorized information from another student during any type of test or examination.
2. Obtaining or providing unauthorized questions or answers relating to a test or examination prior to or after the time of the test or examination.
3. Using unauthorized sources for answers during any test, examination, or assignment.
4. Obtaining patient information from classmate instead of obtaining from chart.

Remember....

1. Use only BLACK ink pen.
2. Write only on one side of the paper.
3. Clearly mark name and date on each assignment in upper right corner.
4. Observe proper rules of grammar, spelling, punctuation and neatness.

Drug Free Workplace

Dalton State College supports and complies with the provisions of the Drug Free Workplace Act of 1988 and the Drug Free Schools and Communities Act of 1989.

The possession or use (without legal prescription), manufacture, distribution, or sale of marijuana, a controlled substance or other illegal or dangerous drug is prohibited on the campus of Dalton State College and on any site at which the College conducts or sponsors programs or activities. Students, employees, participants, and guests are also subject to applicable local, state, and federal laws and policies of the Board of Regents of the University System of Georgia.

The illegal use of drugs can affect the performance of employees and students, may affect the attendance record of employees and students, and may cause danger to employees, students, or others at the College. The use of illegal substances or behavior brought on by the use of illegal substances is unacceptable in a college environment. Such unlawful activity will be considered sufficient grounds for serious disciplinary action, including possible dismissal, after compliance with procedural requirements.

Information about drug counseling programs for employees is available from the Comptroller's Office; for students, from the Counseling Center.

An employee convicted (including a plea of nolo contendere) for violating any criminal drug law must notify the Comptroller's Office in writing within five days of the conviction.

Random drug testing may be required at student's expense.

Emergency Plans

Fire

1. Upon discovering a fire, close the door to the room where the fire is located and immediately sound the building fire alarm.
2. Call **Public Safety at Ext. 4461**; give your name, department and location of fire.
3. Always locate the fire alarm and extinguisher in your area and note its location.
4. If the fire is large, very smoky, or spreading rapidly, evacuate the building immediately. Inform others in the building who may not have responded to the alarm to evacuate immediately. If the alarm stops, continue to evacuate.
5. Take purses, lock file cabinets, and office door upon leaving. Walk, do not run to the nearest exit. If you are disabled, yell for help to go down the stairs.
6. When the fire alarm sounds, **do not use an elevator**.
7. Evacuate to a distance of at least 500 feet from the building.
8. Notify either Public Safety or Firefighters on the scene if you suspect someone may be trapped.

Tornado

1. In office or classroom building, stand in an interior hallway on a lower floor or preferable move to the basement.
2. Avoid auditoriums, gymnasiums, or other areas with large, free span roofs.
3. During a tornado warning, do not leave the building until told to do so by Public Safety Officers.
4. Do not tie up telephone lines. Call **Public Safety at Ext. 4461** only to report a tornado or other emergency.
5. Tornado Watch: Means tornadoes are expected to develop.
6. Tornado Warning: Means a tornado has actually been sighted

*****Emergency phone boxes are located in all buildings and on campus grounds. These buttons will summon public safety in case of an emergency*****

Appendix A

**DALTON STATE COLLEGE
School of Health Professions
Estimated Expenses**

*Please note that every effort will be made to decrease additional fees and costs, however, travel and other expenses are a required responsibility of the individual student.

The following supplies will be required of the MA Student while in the MOAS Clinical Procedures and Clinical Preceptor Classes.

Malpractice Insurance	\$15.00
Name Pin	\$6.00
Stethoscope	\$30.00
Scrub Tops and Pants (2 sets)	\$80.00
Scissors	\$10.00
Shoes	\$20.00
Watch	\$10.00
Books for program	\$150.00
i-Clicker remotes	\$50.00
Graduation and Certification Expenses	
Cap and Gown	\$60.00
DSC Graduation Application Fee	\$20.00
AMMA certification exam fee	\$125.00

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Appendix B

**Dalton State College
Medical Assisting Program
Long Term Medical Release Form**

_____, a student in the DSC MA program, is currently enrolled in courses which require certain physical and psychological abilities in order to adequately and safely perform patient care in various class and clinical settings. Please read the following requirements carefully and initial the areas you feel this student to be capable of at this time.

_____ **Sensory abilities**; to include but not limited to: listening to breath/cardiac sounds, visually inspecting wounds, detecting foul odors, and palpating an abdomen.

_____ **Fine and gross motor skills**; to include but not limited to: computer skills, ambulating and positioning patients, lifting up to 50 lbs. independently, CPR, and working 6-8 hour days.

_____ **Behavioral (Mental/Emotional)**; to include but not limited to: handling physically and psychologically stressful situations, adapting to ever-changing environments, displaying flexibility, appropriately interacting with others, functioning in the case of uncertainty inherent in clinical situations.

By signing below, I am indicating that I have personally evaluated the above student and initialed in the appropriate blanks indicating which areas that I feel this student adequately meets the requirements for this program at this time.

Signature _____ Date _____

Printed name _____ Title _____

Area of practice/specialty _____

License # _____ State _____

Address _____

Phone _____

Appendix C

**Dalton State College
Medical Assisting Program
Short Term Medical Release Form**

_____, a student in the DSC MA program, is currently enrolled in courses which require certain physical abilities in order to adequately and safely perform patient care in various class and clinical settings.

To the best of my knowledge, I am indicating that this student is physically capable of participating in class and clinical activities and is no longer considered to have a communicable illness as of _____.
(date)

Signature _____ Date _____

Printed name _____ Title _____

Area of practice/specialty _____

License # _____ State _____

Address _____

Phone _____

Appendix D

Reinstatement Policy and Procedure

Readmission Request Procedure and Form

To be considered for readmission to the Medical Assisting Program you must:

- Have at least a 2.5 cumulative GPA on courses required in the MOAS program.
- Students who do not enroll for two consecutive semesters must meet reinstatement criteria determined by faculty.
- Complete this form accurately and completely
- Submit this form to the Administrative Assistant, Allied Health

Date form submitted: _____

Full Name:

Student ID Number: _____

Address:

Phone Number: _____

Semester and year last enrolled in MA Program: _____

*NOTE:

Students who do not earn a grade of "C" or higher in any one course will be suspended from the program until next available offering of course. A student who does not earn a grade of "C" or higher in any two courses will not be allowed to reenter the program.

A student who is not enrolled in consecutive semesters will have to submit a new application requesting acceptance into program. A grade of "C" or above is required for all courses in the curriculum outline.

Course(s) in which you were last enrolled

Course(s) in which you need to enroll

If you are not readmitted, you must resubmit this form each semester you wish to be considered for readmission.

Consideration for readmission: Date readmit form submitted, GPA, space availability and selected MA admission requirements.