



College of The Albemarle

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Medical Assisting Student Handbook

Effective: July 2011

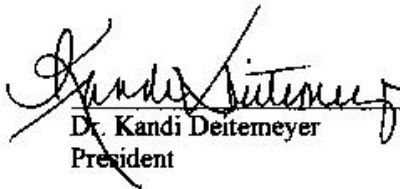
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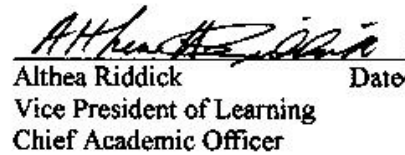
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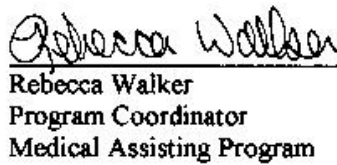
**College of The Albemarle
Department of Allied Health
Medical Assisting Program**

MEDICAL ASSISTING STUDENT HANDBOOK

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I. Welcome

College of The Albemarle Medical Assisting Faculty would like to welcome you into the program of Medical Assisting.

Medical Assisting is designed to prepare you for employment in a variety of positions including, but not limited to medical offices, health maintenance organizations, health department and hospitals.

It is the responsibility of each Medical Assisting student to review the handbook independently and to refer to it as needed during his/her enrollment. This handbook is designed to provide general information that is appropriate to the Medical Assisting program.

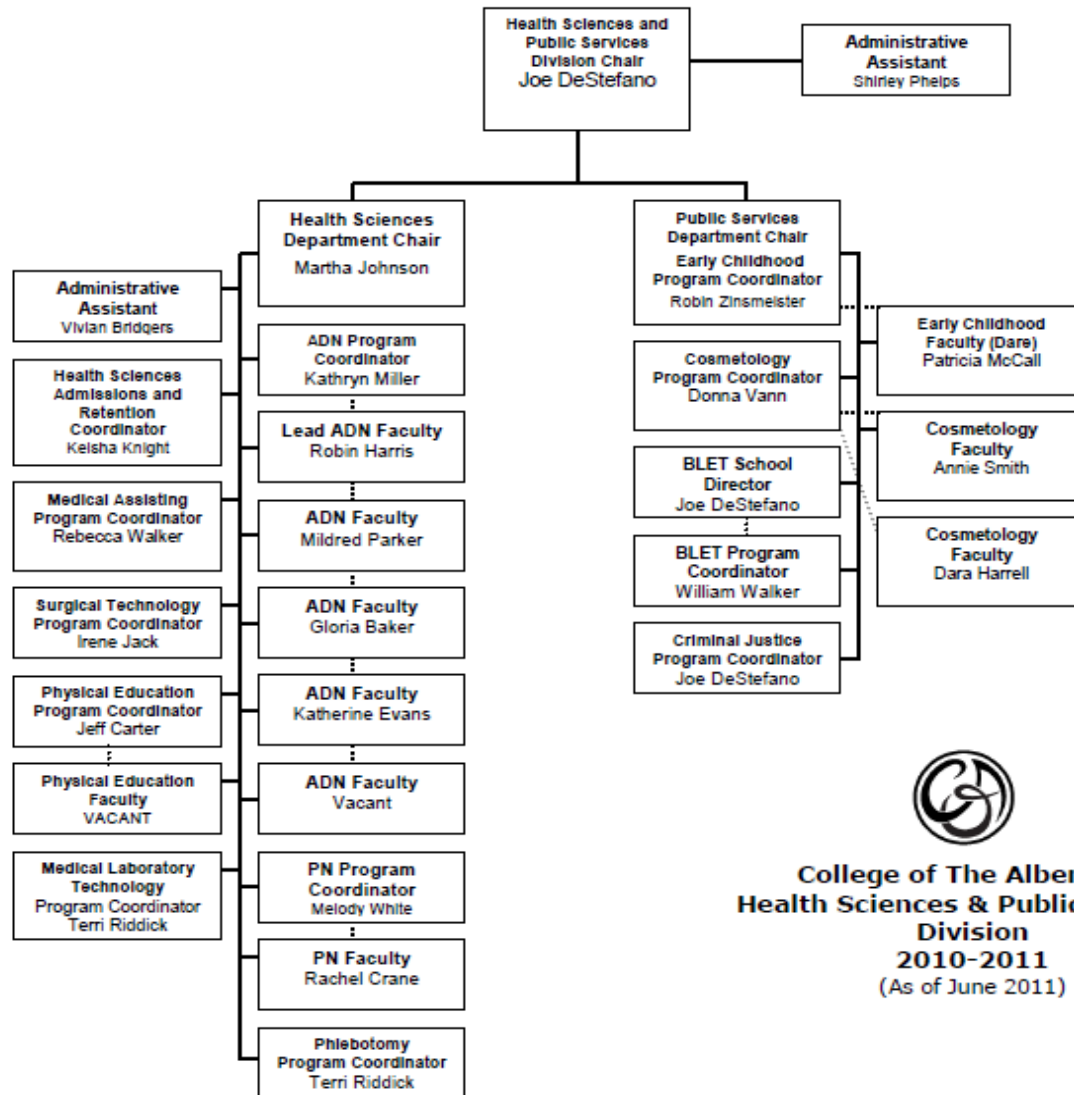
This Medical Assisting Handbook supplements the policies and procedures adopted by the COA Board of Trustees. In the event of any conflict between a Board of Trustees' policy and any policy of provision of this Handbook, the Board of Trustees' policies shall be construed as setting forth the minimum expectations, rule or procedure applicable. In other words, some components of the policies set forth in this Handbook may impose greater obligations, expectations or responsibilities on students in the Medical Assisting Program than are generally applicable to other students. In the event a student has a question or concern regarding inconsistencies in these policies, they should direct them to the program's Coordinator. The Program Coordinator may confer with the Department Chair, Division Chair, Vice President of Learning/Chief Academic Officer and other administrative officials to resolve any such issue or conflict.

All statements in the Medical Assisting Student Handbook are announcements of present Medical Assisting program's policies and are subject to change at any time. While every effort will be made to give advance notice of any change in Medical Assisting program's policies, such notice is not guaranteed nor required.

If there are questions concerning information in this handbook, the faculty advisor should be consulted.

II. Medical Assisting Program Faculty

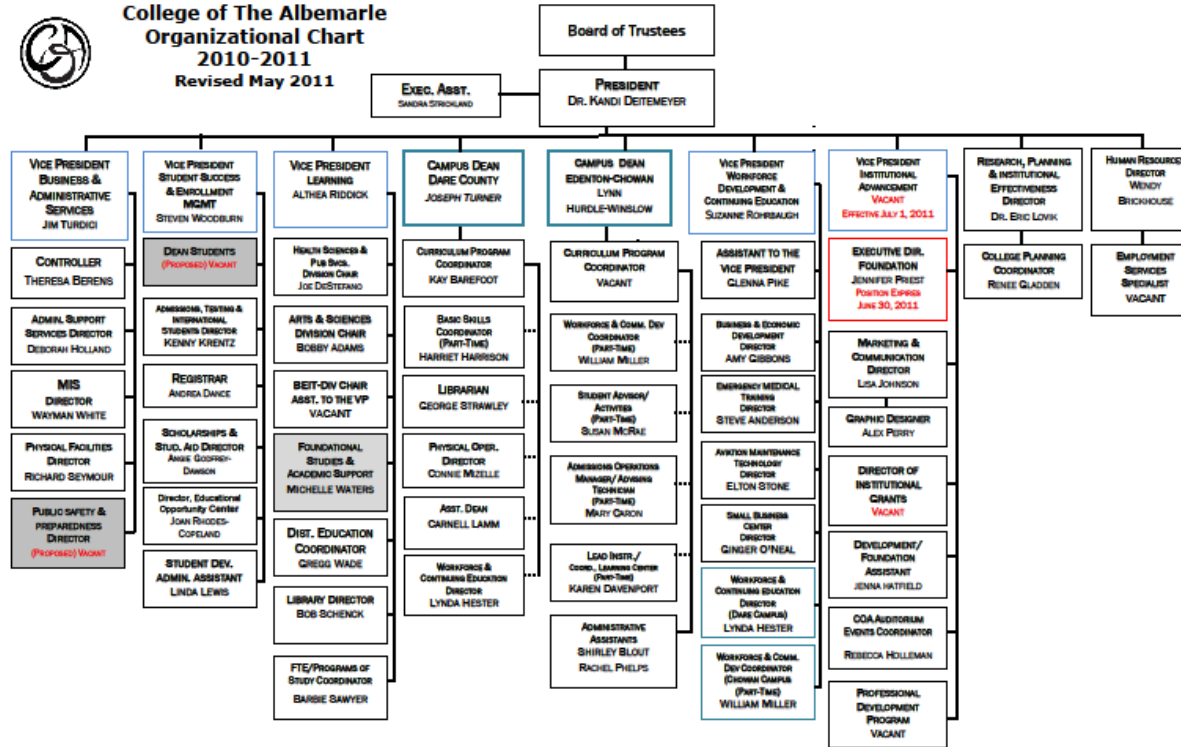
	Extension	Office
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College of The Albemarle
Health Sciences & Public Services
Division
2010-2011
 (As of June 2011)



**College of The Albemarle
Organizational Chart
2010-2011
Revised May 2011**



— Indicates that a position has an otherwise primary reporting line for job accountability and knowledge; but on a day-to-day operational basis receives direction, supervision, and support from an on-campus dean.

IV. HISTORY AND PURPOSE OF MEDICAL ASSISTING

The need for medical assistants began when doctors found demands on their time multiplying. As demands increased, specialized health professionals were needed to help meet these demands. In 1934, Dr. M. Mandi founded the first school training individuals to work specifically in doctors' offices.

By 1956, standards for educational programs were a must; therefore, The American Association of Medical Assistants was founded to standardize educational programs and offer accreditation to those meeting specific criteria.

In 1978, the United States Department of Health Education and Welfare formally recognized the Medical Assistant as a Health Sciences profession. The AAMA Board of Trustees adopted the following definition: "A Medical Assistant is a professional, multi-skilled person dedicated to assisting all aspects of medical practice under the supervision of a physician. The practitioner assists with patient care management, executes administrative and practicum procedures, and often performs managerial and supervisory functions. Competence in the field also requires that a Medical Assistant communicate effectively, adhere to ethical and legal standards of medical practice, recognize and respond to emergencies, and demonstrate professional characteristics." Today, the Medical Assistant's occupational outlook is excellent. It is listed as one of the ten fastest growing jobs in the United States.

The Medical Assisting curriculum began at College of The Albemarle in August 2003. Surveys of community physicians' offices communicated a definite need in the area for a Medical Assisting program. The Medical Assisting Program at College of The Albemarle goal is "To prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains." Additionally the program assesses the needs of each of its communities of interest and responds by educating students to meet those needs.

"The College of the Albemarle Medical Assisting diploma program is accredited by the Commission on Accreditation of Health Sciences Education Programs (www.caahep.org) upon the recommendation of the Medical Assisting Educators Review Board (MAERB).

Commission on Accreditation of Health Sciences Programs
1361 Park Street
Clearwater, FL 33756
Phone: 727-210-2350"

V. Medical Assisting Program Objectives

Upon completion of the objectives, the student will meet the requirements for a diploma as a Medical Assistant and will be prepared to do the following:

1. Perform administrative duties to include: answer telephone, greet patients, update and file patient medical records, fill out insurance forms, handle correspondence, schedule appointments, arrange for hospital admissions, laboratory services admissions, and handle billing and bookkeeping.
2. Apply basic knowledge of practicum medical assisting process and concepts of health and illness when implementing medical care.
3. Perform practicum duties to include: take patient medical history, vital signs, explain treatments, prepare patients for examinations, assist during an examination, collect lab specimens, basic lab testing, dispose of contaminated supplies, sterilize medical instruments, prepare and administer medications, authorize drug refills as directed, prepare patients for x-ray, take electrocardiograms, remove sutures and change dressings.
4. Demonstrate knowledge of Medical Assisting code of ethics and basic skills in applying ethical/legal principles in the delivery of care.
5. Assume responsibility for continued career development as related to expanding knowledge based on a changing health care system.
6. Exhibit beginning level competencies in the delegation of tasks to health team members.

VI. Admissions

To be considered a “Qualified Candidate” for the Medical Assisting Program, one must achieve the minimum scores on COA’s Placement Test as listed below:

PLACEMENT TEST/SAT/ACT MINIMUM SCORE CHART

For those who took SAT/ACT after 2005, the following scores apply.

	COMPASS	ASSET	SAT	ACT
Reading	81	41	440 *	19 *
English	70	41	440 *	19 *
Math	47 Pre-Algebra	41 Numeric		
Math	46/Beginning Algebra	41/Elementary Algebra		

- **SAT and ACT scores prior to 2005 will not have scores for Reading. These test scores require a Verbal Score of 440 for the SAT and a English score of 19 for the ACT.**

After testing, an appointment should be made with the Director of Admissions and Testing or a Student Development counselor to discuss Placement Test scores and the courses needed.

A student must achieve a minimum of “C” grade on each relevant COA or transfer course. Only grades of “C” or better will be accepted for point earning, transfer purposes, and program completion.

A. ADMISSION REQUIREMENTS/PROCESS

Admission to College of The Albemarle's Medical Assisting Program is based on objective data of the applicant's achievements. Having achieved the status of "qualified applicant," one must meet the minimum academic requirements listed below:

1. Complete and submit a written COA Application for Admission
2. Bring or send an official high school transcript and official post-secondary transcripts. Student must be a high school graduate or equivalent GED recipient.
3. Achieve minimum English, Math, and Reading competencies.
4. Achieve the required minimum cumulative grade point average of 2.0.
5. Completed one unit of biology in high school with a “C” or higher or the equivalent at a post secondary institution (BIO 090 or higher).

The numerical ranking system assigns points from the following three different areas:

1) TEAS Score – 50%

The applicant will receive the number of percentage points based on their **COMPOSITE PERCENTAGE SCORE** on the TEAS (Test of Essential Academic Skills)

2) POINTS System – 25%

The applicant will receive a point total based on specific courses within the Medical Assistant Program that have already been completed, previous degrees earned and previous health care work related experience.

Points are awarded as follows:

A) SPECIFIC COURSE POINTS

The Course Points section of the ranking process assigns points based on academic performance from these four (4) academic courses. All of the courses are required for the Medical Assisting program.

BIO 163 –Basic Anatomy & Physiology (If a student elects to meet the Biology requirement by taking the higher level BIO 168 and 169 courses, the ranking process will give points for the BIO 168 score as the grade for computing the 5 credit hour point total for BIO 163 (whether or not the student has completed BIO 169). BOTH courses must be completed with a “C” or better to receive course credit and both must be completed by the end of the Fall semester to continue to progress in the Medical Assisting program.).

PSY 150 –General Psychology

ENG 111 – Expository Writing

MED 110- Orientation to Medical Assisting

MED 121- Medical Terminology I

MED 122- Medical Terminology II

Points will not be assigned for BIO 163, PSY 150, and ENG 111 if the course(s) was/were completed five years or more prior to enrollment in first semester medical assisting classes. Points will not be assigned for courses the student has enrolled in more than twice.

B) POINTS FOR PREVIOUSLY EARNED DEGREE(S)

5 points will be assigned for an Associates Degree which was earned at a regionally accredited institution. (Limit of one degree)

5 points will be assigned for a Bachelor’s Degree which was earned at a regionally accredited institution. (Limit of one degree)

5 points will be assigned for a Master’s Degree which was earned at a regionally accredited institution. (Limit of one degree)

C) POINTS FOR PREVIOUS HEALTH CARE EXPERIENCE

One point will be assigned for every full year of paid fulltime (32 hours or more per week) health care related work experience within the past 10 years, not to exceed a total of 10 points. Acceptable fields of work experience are CNA I, CNA II, Paramedic (EMT), Surgical Technology, and Phlebotomy. Awarding of points for other health related occupations will be at the discretion of the Medical Assisting Program Coordinator, whose decision is final. **Proper documentation must be provided when submitting the MA application or by the deadline date** and must include a dated statement on official letterhead from the Personnel/Resource Officer of the health care facility where the applicant worked. The letter must include the following information:

Beginning and ending dates of work

Basic description of job duties
Average number of hours worked per week
Applicant's current employment status

Awarding of all points related to previous health care experience is at the discretion of the MA Program Coordinator, whose decision is final. The program DOES NOT grant advanced placement or experiential credit for health care work related experience.

3) OVERALL GRADE POINT AVERAGE - 25%

The cumulative OVERALL GRADE POINT AVERAGE section of the ranking process assigns points from the most recent college transcript. This transcript must contain a minimum of twelve (12) semester hours or eighteen (18) quarter hours of non-developmental course work. High school transcripts will be used for ranking purposes if college transcripts do not meet the necessary criteria.

High School GPA

For those applicants who have not attended college (including those still enrolled in high school), the high school GPA will be used for calculation.

Post-Secondary GPA

Achieve and maintain the minimum cumulative grade point average on the transcript of record (most recent transcript with 12 credit hours or more) AND the COA transcript, when applicable. Achieve a minimum of "C" grade on each relevant COA or transfer course. Only grades of "C" or better will be accepted for point earning, transfer purposes, and program completion.

- A. Results from the TEAS Composite Percentage Score, Points System, and Overall Grade Point Average point assignment will be added together for the total points assigned to each applicant.
- B. Applicants will be ranked in a descending numerical order which is based on total points.

B. Curriculum Description

1. Medical Assisting curriculum prepares multi-skilled health care professionals qualified to perform administrative, practicum and laboratory procedures.

Course work includes instruction in scheduling appointments, coding and processing insurance accounts, billing, collections, computer operation, assisting with examinations/treatments, performing routine laboratory procedures, electrocardiography, supervised medication administration; and ethical/legal issues associated with patient care.

Employment opportunities include physicians' offices, health maintenance organizations, health departments, and hospitals.

2. Achieve at or above all the set scores for the TEAS test for the Medical Assisting program within a single test administration.
3. Submit the completed health sciences **ADMISSION APPLICATION** by 5:00 p.m. on the deadline date indicating application to the Medical Assisting program.

Pre-Admission Meeting / Orientation Meeting

After meeting the minimum qualifications for admission to the Medical Assisting Program, applicants will be notified of a pre-admission and/or orientation meeting with the Medical Assisting faculty.

The purpose of the pre-admission meeting, if held, is to inform prospective Medical Assisting applicants about the Medical Assisting Program and answer questions or concerns of the applicants. During the meeting applicants may be requested to validate the accuracy of the compiled academic data on their Admissions Summary Sheet for ranking purposes.

The pre-admission and/or orientation meeting is mandatory. Applicants failing to report at the scheduled time for the pre-admission and/or orientation meeting will have their names withdrawn from consideration unless they have previously received a waiver from the Program's Coordinator.

Competitive Ranking

All students who have met all the required academic and testing criteria, have a complete Medical Assisting application on file, have attended the pre-admission meeting, and have validated the accuracy of the compiled academic data will be ranked based on a numerically objective and weighted ranking system if there are more applicants than allotted slots. This system is utilized to determine the most qualified students based on their performance on the TEAS (50%), college or high school cumulative GPA (25%), and points awarded for courses completed in the Medical Assisting curriculum schema, previously earned degree(s), and health care related work experience (25%).

Notification of Admission Status

The qualified applicants seen by medical assisting faculty during the pre-admission meeting are notified by the Medical Assisting Program regarding their admission status.

C. Admission Requirements of Contingently Accepted Applicants

1. General Information

Number of Applicants

The maximum number of applicants annually accepted for the Medical Assisting program is twenty (20).

Competitive Ranking

If the number of qualified applicants exceeds the number listed above, then the admission process becomes competitive and the selection criteria of the top applicants for the program are based on a rank system. This system of competitive ranking is utilized to determine the top students based on their college or high school grades and cumulative GPA and points awarded for courses completed in the Medical Assisting program.

If the number of qualified applicants does not exceed the maximum number of applicants then no pre-admission will be held. Instead the applicants will be required to attend a mandatory orientation meeting. .

Pre Admission Meeting (If Needed)

The purpose of the pre-admission meeting is to inform prospective medical assisting applicants about the medical assisting program and answer questions or concerns of the applicants. During the meeting, applicants are requested to validate the accuracy of the compiled academic data on their Admissions Summary Sheet.

Information Shared During Pre-Admission and/or Orientation Meeting (Held in Summer Semester)

- Question/Answer Session on Admission Requirements/Process/Competitive ranking
- Applicant reviews/validates individual admission data as related to placement test scores, GPA, and academic performance.
- Applicant's readiness for medical assisting program
- Contingencies related to acceptance status:
Completed Student Health Form,
CPR Training for the Health Care Providers
- Program Content for required Medical Assisting Orientation Meeting
- Master Curriculum Plan for Program
- Criteria for progression as related to academic courses in Medical Assisting Program
- Practicum Facilities utilized (travel involved)
- Criminal background check and/or drug testing required by some practicum agencies

Applicants failing to report at the scheduled time for the pre-admission meeting will have their names withdrawn from consideration unless they have previously received a waiver from the Program Coordinator.

2. Health Requirements

a. Physical Health

Physical health is defined as being free of disabling and contagious disease, being able to perform fine and gross motor skills, being able to perform normal weight-bearing ambulatory activities as well as abstaining from illegal use of controlled substances or abuse of alcohol or prescribed medication. Assessment of the physical health of the applicant is made through the use of a physical examination performed by the applicant's physician, physician assistant, or nurse practitioner and required tests as stated on the Student Health Form. If a physical condition threatens to prevent satisfactory performance, the applicant is counseled and referred to an appropriate professional. **This is due no later than October 14, 2011.**

See also Section D, "Americans with Disabilities Act".

b. Emotional Health

Emotional health is defined as reacting appropriately to stressful situations, coping with every day environmental stresses with little difficulty, using healthy coping mechanisms, and understanding one's own ability to cope with stressful situations.

Assessment of the emotional health of an applicant is made through the use of physical examinations, personal conferences, references, letters from mental health care providers if intensive therapy is in progress or has occurred, and psychological evaluations if necessary.

See also Section D, "Americans With Disabilities Act".

c. Health Problems and Admission

An applicant who has had an existing problem(s) (physical or emotional) must provide certification from a physician that the condition(s) is/are stable and the student is able to participate fully in the program. A plan of treatment for said condition(s) is to be in the applicant's file in the Medical Assistant Program Coordinator's Office, which is kept in a locked file drawer.

See also Section D, "Americans with Disabilities Act".

d. Immunizations and Health Requirements

Each individual is required to complete the immunization section of the Student Health Form prior to registration in the nursing program. Immunization requirements are subject to change as a result of any practicum agency's policy revisions. **It is the ongoing responsibility of the student to monitor and comply with immunization and health requirements. Failure to do so will result in the student's inability to participate in practicum rotations and meet the requirements of the medical assisting program.**

e. **Hepatitis Status**

Each individual will receive a "Hepatitis Status" form at the Medical Assisting Orientation Session. These forms must be completed and returned by the designated date. Hepatitis vaccines are required unless a medical condition, as confirmed by a physician, prevents the applicant from receiving the vaccine. Students must provide documentation that he/she has received the initial dose of the hepatitis vaccine series prior to enrollment in the medical assisting program.

3. Uniforms

Applicants are given information and requirements regarding uniforms at the Orientation Session. Each applicant is responsible for purchasing the required uniforms by the designated time.

4. Basic Cardiac Life Support/First Aid

Prior to **December 1, 2011**, all students are required to show proof of current certification in Basic Cardiac Life Support and current certification in First Aid. Current equivalent certifications include:

American Heart Association – Health Care Provider, Modules 1-4

American Red Cross – Professional Rescuer

First Aid Certification

Each student must maintain current certification throughout their educational experience.

5. Liability Insurance

Each student is required to have Liability insurance. Medical Assisting students are enrolled in a group policy through C. Berry & Smith Insurance Company with the premium being paid by the applicant to the Business Office when Spring Semester tuition and fees are collected. Applicants who enter the program must pay their insurance prior to enrollment in practicum course during the spring semesters.

6. Medical Assisting Orientation Session

Attendance is **required** at the Medical Assisting Program's Orientation Session. If an applicant cannot be present due to extenuating circumstances, a waiver must be obtained from the Program Coordinator prior to the Orientation Session.

7. Bloodborne Pathogens

Each student will **be required to print a copy** of the Health Sciences Program's Exposure Control Plan on Bloodborne Pathogens. Each student will sign a statement reflecting that they have received and understand the Bloodborne Pathogen Exposure Control Plan. This statement will be filed in the student's folder located in the Medical Assisting Program Office.

8. Criminal Background Check and Drug Screen

Medical Assisting students will be required by certain practicum sites to have a criminal background check and a drug screen prior to practicum rotations. By applying for admission to the Medical Assisting program, a student consents to drug and alcohol screening and criminal background checks. A written consent form must be signed by each student prior to the performance of a background check and drug screen. Information obtained within the criminal background check and sex offender check will be provided to any hospital or other practicum facility prior to practicum rotations. COA does not guarantee the admission of any student to a practicum facility or practicum site. A student's acceptance, participation and continuation at any practicum site are subject at all times to the approval and consent of the practicum site. For these reasons, all Medical Assisting students must understand that it is critical that they comply with all policies and procedures of these practicum sites and that they must satisfactorily perform and conduct themselves at any practicum site. Students are under a continuing obligation to supplement the information provided to COA and any practicum facility concerning background checks, criminal histories or convictions or any other background information. Failure to promptly provide updated or corrected information may be cause for removal from a practicum facility or practicum site and/or from the Medical Assisting program.

9. ESTIMATED PROGRAM FEES AND COSTS

(all quoted fees and charges are subject to change or may vary)

2011 Tuition Rates

Resident Rate Per Credit Hour: (July 2011, subject to change)	\$66.50
Maximum tuition charge: (Maximum number of credit hours is 16)	\$1,064.00
Nonresident Rate Per Credit Hour : (July 2011, subject to change)	\$258.50
Maximum tuition charge: (Maximum number of credit hours is 16)	\$4136.00
Physical exams, labs and immunizations	\$50.00-\$200.00
CPR/First Aid Certification	\$35.00
Professional Liability Insurance	\$22.50
Lab fees	\$50.00
Uniforms (for 2 uniforms)	\$200.00
Books	\$900.00

Transportation to practicum sites	\$100.00
Pinning (varies)	\$50.00
Graduation fees	\$65.00
CMA (AAMA Exam Fees)	\$125.00

E. Americans with Disabilities Act

The Medical Assisting program complies with the provisions contained in the 1990 “Americans with Disabilities Act”.

The Medical Assisting faculty believes that the practice of medical assisting involves cognitive, sensory, affective and psychomotor performance requirements. Therefore, the essential eligibility requirements for participants in a medical assisting education program shall be further defined according to the following physical and emotional standards.

Physical and Emotional Standards

Medical Assisting students should possess and be able to demonstrate the following:

1. *Critical Thinking*: Critical thinking ability sufficient for practicum judgment. For example, a student must be able to identify cause-effect relationships in practicum situations; collect and analyze data to aid in problem solving.
2. *Interpersonal Skills*: Interpersonal abilities sufficient to interact with individuals, families, groups, etc. from a variety of social, emotional, cultural and intellectual backgrounds. For example, student shall establish rapport with patients/clients and health care team members.
3. *Communication Skills*: Communication abilities sufficient for interaction with others in verbal and written form. For example, explain treatment procedures; initiate health teaching; document and interpret medical actions and patient/client responses.
4. *Mobility*: Physical abilities sufficient to move from room to room and maneuver in small spaces stand and walk for extensive periods of time. For example, frequent trips from workstation to patients’ rooms; move around in patient’s rooms, work spaces and treatment areas.
5. *Motor Skills*: Gross and fine motor abilities sufficient to provide safe and effective medical assisting care. For example, calibrate and use equipment, document care, position and move patients/clients, administer cardiopulmonary resuscitation procedures, and perform skill procedures.
6. *Hearing*: Auditory ability, sufficient to monitor and assess health needs. For example, hear monitor alarms, emergency signals, auscultator sounds, and cries for help.
7. *Visual*: Visual ability sufficient for observation and assessment necessary in medical care. For example, observe patient/client responses and specimen color.
8. *Tactile*: Tactile ability sufficient for physical assessment. For example, perform palpation, functions of physical examination and/or those related to therapeutic intervention, and taking pulses.
9. *Weight-bearing*: Ability to lift and manipulate/move 45-50 pounds daily. For example, position patients/clients and move equipment.

10. *Cognitive Abilities*: Ability to be oriented to time, place, and person; organize responsibilities and make decisions. For example, student shall assess patient/client complaints, provide prioritized patient care and implement appropriate plans.

The above examples are illustrative only and are not all inclusive!

If a medical assisting student or applicant believes that he or she cannot meet one or more of the standards without accommodations or modifications, the student should confer directly with the Program Coordinator to determine whether or not any additional accommodations can be provided and whether such accommodations are feasible. Students needing any form of accommodation are expected to engage in an interactive process with the Program Coordinator, and any other administrative officials, to determine what modifications or accommodations may be reasonable and appropriate. Please refer to the College catalog for specific information.

F. Special Admission Circumstances

Re-admission

A re-admission applicant is defined as an individual who withdrew or was dismissed from the Medical Assisting program within the last two years prior to semester seeking enrollment and is seeking admission to the Medical Assisting program. Re-admission is limited to one time to the program. Applicants seeking re-admission will be considered on a space available basis and at the discretion of the Medical Assisting faculty.

Any former Medical Assisting student from COA’s program or any other Medical Assisting program desiring re-admission to the Medical Assisting program must:

1. Meet the current admission requirements and procedures required of all Medical Assisting applicants.
2. Submit a letter, prior to the pre-admission meeting, to the Program Coordinator of the program stating:
 - a. the reasons for previous withdrawal or dismissal from the program;
 - b. the reasons he/she desires to be re-admitted;
 - c. the circumstances that have changed to indicate that the applicant would successfully complete his/her Medical Assisting education at this time.
3. Have a pre-admission conference with Medical Assisting faculty.

Any applicant not enrolled in the Medical Assisting program after two years from the time of withdrawal/dismissal will be asked to repeat all Medical Assisting courses. Those seeking re-admission within the two-year period will discuss their point of entry in the Medical Assisting curriculum with the Medical Assisting faculty.

COA Medical Assisting Curriculum Schema

Fall Semester	Spring Semester
----------------------	------------------------

BIO 163 Basic Anatomy and Physiology	5	PSY 150 General Psychology	3
MED 110 Orientation to Medical Assisting	1	MED 118 Medical Law and Ethics	2
MED 121 Medical Terminology I	3	MED 131 Administrative Office Procedures II	2
MED 122 Medical Terminology II	3	MED 150 Laboratory Procedures I	5
MED 130 Administrative Office Procedures I	2	*MED 260 MED Clinical Practicum	5
MED 140 Exam Room Procedures I	5	MED 262 Clinical Perspectives	1
ENG 111 Expository Writing	3	MED 264 Overview	2
TOTAL semester hours	22		20

Total Credit Hours Required for Graduation = 42 Semester Hours

* This is a supervised practicum experience. Students shall not receive compensation/payment, monetary or otherwise, from the practicum site.

Prior to graduation, students **MUST** participate in the National Certification Exam in order to graduate.

After completion of this diploma program, students may opt to continue onto an Associate in Applied Science Degree in Medical Assisting.

VII. Progression Policy

A. College Advisement System

Student Development personnel assign curriculum students to full-time faculty members for academic advisement. Advisors are responsible for working with their advisees as needed during registration periods, posted office hours, and by appointment. Specifically, advisors are responsible for assisting students with registration functions, dropping/adding, withdrawing, as well as for graduation and transfer planning, in addition to other related tasks.

Students are encouraged to discuss their course selections and educational plans with advisors. It is the responsibility of the student to know the Program requirements and to register for these classes each semester. It is the ultimate responsibility of the student who plans to transfer to a four-year institution to know the program requirements and the graduation requirements of the senior institution.

B. Academic Progression

1. Grading Scale

The majority of Medical Assisting courses also contain clinical competencies.

Competencies under class work must be demonstrated by the student at 77%

or better to pass the course:

The grading scale in all Medical Assisting courses is as follows:

<u>Letter</u>	<u>Numerical Equivalent</u>	<u>Quality Points Per Quality Hour</u>
A	100-93	4
B	92-86	3
C	85-77	2
D	76-70	1
F	Below 70	0
I	Incomplete	
W	Withdrawal	
A	Audit	

A student must successfully complete each general education course with a “final letter grade of “C” or better. A student must maintain a grade of C or better in any medical assisting course and demonstrate any competencies at 77% or better in order to progress in the program. A grade point average of 2.0 is required for a student to enter, progress, re-enter, or graduate.

2. Sequence of Courses

Students may not take Medical Assisting courses out of sequence, and must comply with all departmental policies.

Students will have two (2) years to complete the medical assisting diploma program. The two (2) year window will start from the point of acceptance into the program.

All students who successfully complete the required courses will be eligible to apply for a diploma or associate degree in Medical Assisting.

Any student who exits the Medical Assisting program for any reason should complete an exit interview with the program coordinator.

There will also be an Exit Interview for each student with the Medical Assisting Program Coordinator prior to graduation.

C. Attendance Policy

The general attendance policy for College of The Albemarle as stated in the College catalog will apply to all courses. Medical Assisting students are expected to meet all scheduled classes, labs, and practicum learning experiences. Excessive absences is defined as in excess of ten percent (10%) of total class hours, ten percent (10%) of total lab hours, or ten percent (10%) of total practicum hours. Excessive absences in one course or across multiple medical assisting courses may result in disenrollment from the program. These medical assisting requirements will be strictly enforced.

Tardy is defined as not being on-site at the beginning but entering within the time of any hour of instructional time. Three (3) tardies = 1 hour of absence. Not being present during any time of an instructional hour is counted as an hour of absence. Excessive absences or habitual tardiness may be cause for dismissal.

If a student knows in advance that he/she will be absent, especially for any type of testing, the instructor is to be notified prior to the absence. Whenever a student is ill and/or absent from class, lab, or practicum, it is the student's responsibility to obtain assignments and materials missed. When a student is unable to attend a practicum session, he/she is to notify the assigned affiliating agency/instructor per the practicum instructor's guidelines. If a student is absent for any testing, no makeup exam will be offered unless the absence is excused or the instructor is notified prior to the exam. Make up exams may or may not be the same format as the original exam.

When inclement weather occurs (snow, storms, etc.), students should check the local radio stations, area TV stations, main college switchboard (252-335-0821) or COA Website (www.albemarle.edu) for information about the closing of the College. Individual instructors will discuss with students the procedure to follow when trying to ascertain road conditions for safe travel.

Online Attendance

Students in online and hybrid courses are **required to complete the COA Online Attendance (COA) Assignment by 11:55 pm on the third day of the course starting date.** Failure to complete the Online Attendance Assignment will result in the student being withdrawn from the course. If the student is unable to log on to Moodle or Campus Cruiser it is the student's responsibility to notify the instructor. Failure to communicate with the instructor will result in withdrawal from the course.

Religious Observance Policy

In compliance with the North Carolina Administrative Code, Title 23, Chapter 2, Sub-Chapter 2C, Section .0213 requirement as authorized by Section 115D of the NC General Statutes, College of The Albemarle will grant any student of the College two excused absences each academic year for religious observances required by the faith of the student in accordance with the following clarifications:

1. An academic year shall be defined as starting on July 1 in one year and ending on June 30 in the following year.
2. The two excused absences may be taken at any time during the academic year either on separate days or on two consecutive days.
3. The excused absences shall be taken within the absences allowed in the College's approved attendance policy as published in the COA Academic Catalog and specific program handbooks for those students enrolled in a program.
4. The student must submit a "Request to be Excused For Religious Observance Form" to the Vice President, Student Development and Dean of Students or his/her designee for the excused absences within the first two weeks of the semester in which the absence will occur.
5. A "Request to be excused for Religious Observance Form" must be completed for each class missed. Forms may be obtained from the Student Development Office.
6. The Vice President, Student Development and Dean of Students or his/her designee shall notify appropriate faculty within 72 hours of receiving the request. Faculty members are expected to note the excused absences as appropriate in class record documents.

7. Students granted an excused absence for the purpose of religious observance shall be given the opportunity to make up any work or tests missed due to an excused absence.
8. No more than two tests per day may be given to a student who is making up a test or tests due to the excused absence(s).
9. Instructors/faculty are prohibited from implementing unnecessary sanctions, requiring additional work, or making unreasonable requests of students who are duly granted excused absences for religious observance.
10. Should other provisions of the NC Administrative Code or the General Statutes apply, the College shall implement requirements to comply with those provisions.

D. Health Status

Students, who pose a risk to the health, safety or well being of patients or other students, whether due to infectious diseases or otherwise, may be removed from practicum settings. If a student should contract or be a carrier of any infectious disease whether acute, chronic, active or inactive, it is the student's responsibility to report this immediately to the course/practicum instructor. Patient well being, safety and health are the primary concerns of all practicum facilities and practicum sites. All practicum sites and practicum facilities, as well as COA, reserve the right to require medical verification that a student may participate in a practicum setting without posing a risk to the health, safety or well being of patients, other students or staff.

Update of Health and Other Requirements

Student records will be assessed each month for expiration dates of CPR, PPD and necessary Hepatitis vaccines. Failure to comply results in inability of the student to attend practicum until file is complete. Students are accountable to monitor and maintain compliance with all health screening requirements.

VIII. Non-Progression

A. Withdrawal

If a student, for any reason, desires to withdraw from the program, he/she is required to follow the procedure outlined below in order to maintain a complete academic record:

1. Confer with both his/her faculty advisor and course instructor;
2. Write a letter of resignation to the Program Coordinator stating the reason(s) for withdrawal;
3. Complete the necessary withdrawal forms available in Student Development;
4. Confer with Director of Financial Aid, if applicable, in his/her case.

B. Dismissal

The Medical Assisting faculty reserves the right to recommend the dismissal of a student from the Medical Assisting program. The Program Coordinator has the right, authority, and responsibility to make a decision on such a recommendation.

Causes for Dismissal

The following reasons, though not intended to be all-inclusive, constitute due cause for a student to be dismissed from the Medical Assisting program.

1. **Failure to meet the academic standards as set forth in the College Catalog and the Medical Assisting Student Handbook.**
2. **Health problems.** A student's physical and emotional health is discussed at faculty-student conferences. It should be noted that health problems, which result in excessive absences or non-completion of practicum competencies, may be grounds for dismissal from the program. It is the philosophy of the Medical Assisting faculty that a student's personal health has priority over one's educational program. A student should not continue in the program at the expense of endangering one's health.
3. **Excessive absences or habitual tardiness.**
4. **Falsification of information in any form – verbal or written.** Any student who submits false, incorrect, and/or incomplete information as part of the Medical Assisting Program Admission Process or while enrolled in the program may be dismissed from the program.
5. **Cheating.** It is expected that all Medical Assisting students will be honest in their dealing with members of the faculty and staff at COA as well as with staff members and patients at all practicum facilities. Students are expected to report any observed instances of dishonesty to the instructor in charge. Failure to do so makes the observer morally as guilty as the one who is cheating. Any instructor who discovers possible cheating or to whom it is reported will investigate the matter fully. If after careful consideration of all evidence the instructor documents that cheating has occurred, the evidence will be presented to the Program Coordinator who will meet with all parties involved. If the Program Coordinator concurs that cheating has occurred, the student will be dismissed from the program and will receive a grade of "F" for the course grade.
 - Cheating in any form will not be tolerated and could result in automatic, immediate dismissal from the program and the student will receive a grade of "F" for the course grade.
 - Students that are discovered making or receiving notes of any kind that contain information covered in any testing situation will be found guilty of cheating.
 - Students who are found in possession of any information on test content may also be found guilty of cheating.
6. **Plagiarism is the use of someone else's words, writings, thoughts, or ideas without giving proper credit.** Taking a section of a book, Internet, or magazine article and copying it essentially word for word without giving proper credit to the author is one example of plagiarism. The instructor who detects plagiarism will

review with the student the circumstances that constitute plagiarism. The student will be required to re-submit the work to receive credit and the student's grade will be adjusted accordingly. A second instance of plagiarism during any period of the Medical Assisting program will be considered cheating and treated as such. **Refer to Policy 4-18 as printed in the College Catalog on Plagiarism or in Appendix C of this handbook.**

7. **Infraction of health agency policies while on affiliation in that agency.** Each student is to review a copy of the Contractual Agreement between the college and the practicum agency as well as the policy regulations of the affiliating practicum agency at the beginning of the course. It is the student's responsibility to understand and abide by these policies.
8. **Violation of the patient's right to confidentiality.** The Medical Assisting student is legally (privilege Doctrine and HIPAA Regulations) and ethically (AAMA Code of Ethics) obligated to maintain confidentiality regarding any information concerning a patient's illness or treatment that is obtained in the normal course of his/her professional duties. No patient information is to be revealed without the patient's permission. It is appropriate to discuss patient condition/medical assisting care in a learning situation such as instructor/student conference with the understanding that said discussion will not be repeated outside of the conference setting.
9. **Negligent acts resulting in harm to patient.**
10. **Student behavior in the practicum setting that (1) indicates difficulty in making practicum judgment or (2) conflicts with patient safety essential to safe Medical Assisting practice.** Such behavior is defined as a failure to assess or act appropriately on information that another or a majority of students at the same level would recognize as important to patient health and safety. Any student who requires an inordinate amount of instructor's time in the practicum setting because of poor judgment, poor decision-making skills, or safety violations will be subject to dismissal from the program.
11. **Drug/Alcohol Use**
 - (a) Any student found to possess (meaning consumed or carried on one's body) any alcoholic beverage, mind-altering chemical or non-prescribed controlled substance on the COA campus or at any practicum facility will be dismissed from the Medical Assisting program.
 - (b) Any student who diverts any controlled substance from a practicum facility will be dismissed from the Medical Assisting program.
 - (c) Any student whose behavior or appearance provides reasonable suspicion that the student is under the influence of alcohol or non-prescribed controlled substances, any chemical that alters cognitive functions, and/or is abusing prescribed medications may be required to submit to a breath analysis, saliva test, urinalysis, or blood analysis. Medical Assisting faculty may make the determination that reasonable suspicion exists. Refusal to offer the required sample will be grounds for dismissal from the program. A positive test indicating use of controlled substances, mind-altering chemicals,

or alcoholic beverages will be grounds for dismissal from the program. The student will be responsible for the cost of testing.

Any student dismissed from the Medical Assisting program for the above reasons with the exception of 1, 2, 3 and 4 is not encouraged to apply for readmission to the program.

The Dismissal Process

Any student who is recommended for dismissal from the Medical Assisting program will have a conference with the instructor to discuss the reason(s) for the dismissal. Then the student, the instructor, and the Program Coordinator will discuss the reason(s) for recommendation of the dismissal. The student will receive a letter stating the reason(s) for dismissal. The dismissal will take place immediately unless the student appeals the decision.

C. Appeals Process

The student disciplinary procedure set forth in Section 4-15 of the COA Policy and Procedure Manual shall apply to all students in the Medical Assisting program. Students removed from the program shall have the right to appeal his/her suspension or removal from the program as provided in the disciplinary appeals procedure set forth in the COA Policy 4-15, Appendix B.

IX. Graduation

Graduation Requirements

A student is subject to the graduation requirements of the college. In addition, medical assisting students must:

1. Progress satisfactorily through the medical assisting curriculum as defined in the Progression Policy.
2. Maintain a minimum grade point average of 2.0 in the required courses of the curriculum.
3. Demonstrate physical and emotional health which underscores their ability to provide safe medical assisting care to the public.

X. GENERAL POLICY INFORMATION

A. MEDICAL ASSISTING STUDENT'S PROFESSIONAL BEHAVIOR

General Guidelines

The following guidelines for professional behavior are required of Medical Assisting students. Failure to follow these guidelines may result in an unsatisfactory grade in classroom, lab, and/or practicum evaluation and consequently in dismissal from the Medical Assisting program.

Each Medical Assisting student must:

- Comply with
 - a. Policies of the practicum facility as stated in current Policies and Procedures Manual;
 - b. Patient's Bill of Rights;
 - c. AAMA Code of Ethics, CAAHEP Standards

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 thus 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 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.
- d. Contractual Agreement between COA and Practicum Facility
 - Report patient situations accurately, regardless of reflection upon self or others. If situation requires agency occurrence report or the equivalent, student will complete report according to the agency policy
 - Ask for supervision and assistance when needed
 - Interact professionally, courteously, and respectfully with faculty, peers, health team members, patients, and family members
 - Address patients, family members, health team members, instructors and staff by Mr., Mrs., Ms. and Miss and the surname unless otherwise directed.
 - Demonstrate self-confidence in administering patient care
 - Utilize time efficiently and constructively
 - Display initiative and self-motivation
 - Perform self evaluation regarding attainment of course objectives
 - Complete all written work on time
 - Demonstrate punctuality for class, lab, and practicum

- Maintain a reliable means of communication and transportation, valid telephone and email address via the COA Campus Cruiser and Moodle account.
- Check their Campus Cruiser account regularly Monday-Friday during each semester enrolled.
- Refrain from using social networking, text messaging or other electronic media for posting insulting, disparaging or inflammatory comments regarding COA, the medical assisting, any member of the COA campus community or affiliated practicum sites and their employees. Criticisms of or concerns regarding these issues should be expressed in a way in which they may be addressed, as opposed to in a manner which could disrupt the program or operations at practicum sites. Students are also prohibited disclosing confidential information through such media or in any other manner.

B. CLASSROOM/PRACTICUM BEHAVIORS

- Each Medical Assisting student will demonstrate appropriate behavior in regard to faculty and fellow students in the classroom/practicum setting.
- Students are expected to be on time and appropriately prepared for class/practicum.
- Students are expected to adhere to the College's Drug-Free and Smoke-Free Environment Policies. No smoking or use of tobacco products is allowed in college vans, campus buildings, or campus parking lots.
- Any information learned about a patient is considered confidential. There will be no discussion of practicum experiences in public places (elevators, stairs, hallways, etc.). Discussion should occur only in practicum conferences or in private conversations with instructor and/or fellow students. Students are not to make copies of any part of patients' records nor be in possession of copies of any part of patients' records. Violation of this confidentiality policy will result in a grade of unsatisfactory in practicum, consequently an "F" in the Medical Assisting course, and dismissal from the Program.
- If a violation of confidentiality becomes evident after completion of a course, the student is subject to dismissal from the Program.
- A student who is responsible for an act of negligence or deviation from expected performance in the practicum area will complete an agency report per agency policy. At the discretion of the faculty member, the student will meet with the Instructor and the Program's Coordinator to discuss this area of concern and the student's retention in the program. The Medical Assisting faculty member is to submit a written descriptive memo regarding such an incident to the Program Coordinator, Department Chair, and Division Chair.
- When at all possible, a student will not be assigned to the same practicum site where he/she is or has been an employee.
- Students should not wear the uniform in public places such as grocery stores, malls, etc.
- Students shall not visit units in assigned or unassigned health care agencies in a visitor role while wearing the medical assisting student uniform.

- Students shall not make or receive any personal phone calls while on duty in a practicum facility unless it is an absolute emergency and the instructor has given permission. Use of cell phones or electronic devices (such as tape recorders, pagers, Blackberries, etc) is not allowed in the classroom during testing or test reviews, and all such devices are to be turned off during class, lab, and practicum.
- Students should refrain from wearing perfume or heavily scented products, after shave, cologne, hair spray while in uniform and/or on duty in practicum facility.
- Outside visitors are not to visit with students during scheduled practicum experiences.
- Students are not to leave the facility unless the instructor has been notified and consent has been given. Prior to leaving the facility, students are to report to the assigned instructor.

C. PERSONAL APPEARANCE - DRESS CODE

- Medical Assisting students are expected to be examples of healthy persons. This includes being clean and well-groomed, particularly when assigned to the practicum area. Good personal hygiene must be practiced. It is required that all students wear the appropriate Medical Assisting Program uniform when reporting to their practicum assignment unless otherwise directed.
- Excessively short skirts, sweatpants, sweatshirts, leggings, capri pants, see through shirts, jeans or jean shorts, low-neck or low-back tops, crop top (no midriff should be visible), are not to be worn in the practicum area.
- Uniforms should be clean and neat (ironed, if necessary).
- It should be noted that the student's dress code may vary according to the practicum assignment. While assigned to a mental health agency, the student will follow the dress policies of that agency.

While in uniform the student will:

- Have his/her hair clean and pulled back away from the face and styled in such a manner that will prevent hair from falling forward. Beards, mustaches, and sideburns are to be neatly trimmed and groomed.
- Wear clean, polished white shoes and white above the ankle socks.
- Limit visible jewelry to two pairs of post-earrings in ear lobes only, one watch and one smooth surface ring on either left or right third finger.
- Have clean, short, manicured fingernails; only natural polish may be worn, if desired; artificial nails are prohibited.
- Wear only lab coat or lab jacket with uniform in the practicum area.
- Wear photo identification badge. ID badge must be worn conspicuously with picture facing out so that it may be easily read.
- Refrain from chewing gum.
- Have no visible body piercing jewelry (with the exception of ear lobes) and tattoos must be covered.
- Hair should be of natural color.

D. STUDENT INJURY IN PRACTICUM AREA

Students will be assigned to an on-site supervisor for the practicum. Students MUST follow agency protocol for patient care and fire and safety regulations. Should a Medical Assisting student sustain personal injury while participating in a practicum assignment, he/she should report immediately to the supervisor and the Medical Assisting instructor. If the student is unable to summon the supervisor, he/she must notify the Medical Assisting instructor. An agency incident report with specific details of the injury must be completed. A program incident report is to be completed and directed to the Medical Assisting Program Coordinator to be filed in the student's record. The college does not assume responsibility for fees incurred.

E. SEXUAL HARASSMENT

Refer to current Appendix D—Policy 2-26 Unlawful Harassment Policy and Procedures.

F. EXPOSURE CONTROL PLAN

If medical assisting students find themselves in a situation where there is a suspected infection exposure, they must immediately report to their supervisor/ practicum instructor for implementation of the Exposure Incident Evaluation and Follow-up as noted on pages 31-37 of the Health Sciences Program's Exposure Control Plan for Bloodborne Pathogens.

G. PRACTICUM EVALUATION

A student will be provided with a practicum booklet that contains objectives and checklists for instructors and practicum supervisors. During practicum, students must initiate conferences with their supervisors to determine evaluation of procedures done and procedures that are yet to be done. Grades will be determined by a combination of practicum supervisors' evaluation, instructors' evaluation, student journal and any other assignments. Students who are performing less than satisfactory (i.e., consistently not meeting objectives, delivering care that is unsafe, showing unprofessional conduct) may be terminated. Students receiving a grade of 70 or less on the practicum supervisor's evaluation will need to repeat their practicum.

H. PRACTICUM PRACTICE

Students will be expected to care for patients with infectious diseases in the practicum setting. Students who have open lesions or weeping dermatitis MUST refrain from all direct patient contact. Students with any known transmissible infection will not be assigned to immune-compromised patients. Patient care assignments for the immune-compromised students will be made on a case-by-case basis. Students who are pregnant will not be assigned to patients with a known infectious disease.

I. PRACTICUM PROBATION POLICY

College of The Albemarle and affiliating agencies reserve the right to dismiss any student who performs in an unsafe, disruptive, or disrespectful manner when assigned to patient care. Students will be supervised by a practicum instructor who will determine if the student's performance is unsafe. The practicum instructor will contact the Medical Assisting instructor who will place the student on practicum probation for the following:

1. Actual and prevented medication administration errors.
2. Inability to perform basic assessment and procedures.
3. Performing invasive procedures without practicum supervision and/or permission.
4. Inability to set priorities which ensure patient safety.
5. Demonstration of lack of knowledge which impacts patient safety.
6. Insubordination.
7. Unprofessional conduct.
8. Excessive tardies or absences

Any student who is placed on practicum probation will be notified in writing by the instructor who will determine criteria for removal. A student who is unable to come off probation by the end of the semester will NOT progress in the program and will receive a grade of "D". A student who repeatedly performs in an unsafe manner will be reported to the Medical Assisting Program Coordinator, who will process administrative dismissal.

All professional behaviors, classroom/ practicum behaviors, handbook policies, and practicum agreements apply to the student at all times when completing the practicum experience. If the student is dismissed from their practicum, they will not progress as we cannot provide other experience locations.

J. LABORATORY/PRACTICUM PRACTICE

1. Laboratory Practice

Due to the nature of the Medical Assisting program it will be necessary for students to practice skills before actually being assigned to patients in practicum. Generally, a fellow student is chosen as a lab partner. All practice should be done with the same care and responsibility as if it were being performed on a real patient. Instructors will be available to supervise lab experience.

Gloves must be worn while practicing any skills that require contact with blood or body fluids in the laboratory setting. All contaminated sharps must be disposed of in the appropriate container located in the medical assisting lab. When a container becomes full, a member of the medical assisting faculty will dispose of the container. All contaminated gloves will be placed in the plastic-lined garbage container in the lab.

Any spill of blood or body fluids is to be cleaned according to College of The Albemarle protocol. Any injury must be reported on a College of The Albemarle Medical Assisting Incident Report and given to the Medical Assisting Program Coordinator. Supplies and equipment used in lab practice are the property of College of The Albemarle and MUST NOT be removed from the lab without written permission. Following each lab experience, equipment MUST be cleaned and returned to the proper storage.

2. Drug Administration Policy

Before administering drugs to patients during practicum, students must be checked by practicum supervisor. Counting, obtaining, or administering narcotics must be witnessed by appropriate staff.

3. Malpractice Insurance Policy

All Medical Assisting students are required to carry student professional malpractice insurance through College of The Albemarle. This will be paid for Spring Semester. The student is responsible for telling the cashier malpractice is needed.

4. Health Insurance Policy

Due to the student being in a medical environment where infectious diseases may be transmitted, it is highly recommended for all students to have health insurance.

K. STUDENT EMPLOYMENT POLICY

Students will be placed in a practicum and a practicum instructor in the physician's office and COA instructors will supervise this practicum. Students will pay regular tuition and malpractice insurance, but WILL NOT be paid as employees. The student will be working for education credit only. Employment in a physician's office does not qualify as practicum even if the office is an approved practicum site.

Medical Assisting students are encouraged to work part time in a medical facility as long as their GPA remains satisfactory.

L. TRANSPORTATION

The student is responsible for both providing his/her own transportation and the cost of that transportation to and from the practicum facility assignment. Most facilities for the Medical Assisting program are within a seven-county area and are within a sixty-mile, one-way trip for the student.

M. ETHICS POLICY

The Medical Assisting students at College of The Albemarle are expected to conduct themselves as a professional at all times. Medical Assisting students are expected to adhere to the Code of Conduct established for all College of The Albemarle students. The college reserves the right to dismiss any student who demonstrates behavior which conflicts with safe and ethical medical assisting practice.

1. Patient confidentiality MUST be maintained at all times. There will be no discussion of practicum experiences in public places (elevators, stairs, etc.). This will occur only in practicum conferences. Violation of this policy must result in dismissal from the program.
2. Students are not allowed visitors during practicum experiences.
3. Only phone calls of an emergency nature may be received by students during practicum. These calls are to be directed to the practicum instructor who will relay the message to the student. The instructor will delegate patient care responsibilities to allow the student to take appropriate action of these calls.
4. Students must adhere to all policies of each practicum facility to which he/she is assigned.

N. APPLICATION FOR CERTIFICATION

In order to take the Medical Assisting Certification Exam, the student must complete the application to the American Association of Medical Assistants for examination. The application (AAMA CERTIFICATION/RE-CERTIFICATION EXAMINATION FOR MEDICAL ASSISTANTS) can be found on the website at www.aama-ntl.org/becomeCMA/apply_CMA.aspx.

O. STUDENT ACTIVITIES/RESPONSIBILITIES

A. CLASS ORGANIZATION

After school has been in session for approximately four weeks, each class will elect officers, including a President, Vice President, Secretary, Treasurer, Historian, and a Student Senate representative. A Medical Assisting faculty member will be assigned as Advisor by the Program Coordinator. The Advisor will be available for class meetings and serve as a resource person and consultant.

The Officers will preside over class meetings and be the official representatives for all business matters concerning the class. Class meetings should be announced at least 48 hours prior to the meeting time; an agenda should also be posted.

B. PINNING CEREMONY

Medical Assisting

The Pinning Ceremony, which honors graduating Medical Assisting students, is generally held on an evening preceding the College's spring graduation exercises. AAMA members will serve as Marshals for the ceremony.

The recipients of the annual Medical Assisting awards – The Stella B. Gallop Spirit of Medical Assisting Award, the Academic Excellence Award and the Academic Recognition are announced at the pinning ceremony. The Stella B. Gallop Spirit of Medical Assisting Award recognizes the Medical Assisting student who has shown outstanding abilities and

involvement in all facets of the Medical Assisting Program. The Academic Excellence Award honors the Medical Assisting student who has achieved the highest academic grade point average at the completion of the program. The Academic Recognition honors the students with a 3.5 G.P.A. or higher.

C. STUDENT SENATE ASSOCIATION

All Medical Assisting students are encouraged to participate in the Student Senate Association. The Student Senate plans and directs a program of activities and as well as lends financial support to student clubs, organizations, publications, intramural, and fine arts events.

D. STUDENT RESPONSIBILITIES

Medical Assisting students are subject to the same student responsibilities, regulations, and conduct as stated in the COA catalog.

E. COMPLAINT POLICY

Students have rights and responsibilities to express concerns regarding faculty-student matters and perceived problems. Students are encouraged to follow the chain of command and seek assistance from faculty members and academic advisors to resolve issues at the lowest level of authority. If the matter cannot be resolved at the level of occurrence, the student is to use the established policies for grievances and complaints in the college catalog. Complaints are defined as any written appeal that has been filed by a student in accordance with the student grievance procedures for Disciplinary, Sexual Harassment, or Non-disciplinary issues as noted in the college catalog of the current year or any written complaints filed with agencies that have governance over the Medical Assisting program. A record of the student complaint and its resolution will be placed in the program's student file and a copy kept in a Complaint file located in the locked file cabinet that serves the Medical Assisting program.

APPENDIX A

Chapter Name:	Student Relations	Policy 4-12
Policy Title:	Substance Abuse Policy	
Date Approved:	<u>02/99</u>	
Date Revised:	<u>02/03, 05/08</u>	

4-12 Substance Abuse Policy

College of The Albemarle provides a safe and healthy environment for students to pursue academic excellence, technical and vocational training, career opportunities, and personal growth and development. Protecting this environment includes keeping it drug-free. College of The Albemarle may permit or request law enforcement personnel to conduct drug searches on College of The Albemarle property. Such searches may be performed on a random or periodic basis and may also be performed when administration or law enforcement officers have a reasonable suspicion that illegal drugs may be present on campus. All searches will be executed in compliance with and to the fullest extent allowed by state and federal laws. Some programs, such as nursing, have a more detailed substance abuse policy. If there is any suspicion of substance abuse, the student is required to have and pay for a drug screen.

Under no condition will intoxicating liquor (defined as any beverage containing as much as one-half of one percent of alcohol), narcotics, illicit drugs, hallucinogens, barbiturates, or amphetamines be permitted in or on college property. Off-campus college-sponsored events are subject to the requirements of state and federal laws (Chapter 18B of General Statutes of North Carolina, 21 CFR Part 1308 and other Federal Regulations). Students representing the college at off-campus events are required to know and follow the student rights and responsibilities printed in the current college catalog. No student organization or club shall purchase, give away, or sell any aforementioned intoxicating beverage or substance. Anyone known to be under the influence of any aforementioned substance is prohibited from the college property. In addition, the introduction, possession, sale, exchange, and/or use thereof is considered grounds for dismissal and possible legal action. Use of a drug authorized by a medical prescription from a registered physician shall not be considered a violation of this rule.

“Controlled substances” include any drug listed in 21 CFR Part 1308 and other federal regulations. Generally, these include, but are not limited to, heroin, marijuana, cocaine, PCP, and “crack”. They also include “legal drugs” which are not prescribed by a licensed physician.

Alcoholic beverages include beer, wine, whiskey, and any other beverage listed in Chapter 18B of the General Statute of North Carolina.

Any student convicted of violating any criminal drug statute while in the workplace (work-study), on the college premises, or while part of a college-sponsored activity will be subject to disciplinary action up to and including termination and dismissal. An alternative may include completion of an approved drug abuse or alcohol rehabilitation program as a precondition for continued employment or enrollment at the college.

Students must inform the college in writing within ten (10) working days of being convicted of a violation of any criminal drug statute or alcoholic beverage statute that occurred while on the college campus or while participating in college-sponsored activities.

If work-study students working under federal grant monies are convicted of violating drug laws in the workplace, on college premises or as part of a college-sponsored activity, they will be reported to the appropriate federal agency. As a condition of further employment on any federal government grant, the law requires all employees to abide by this policy.

Students receiving Federal Student Aid must abide by the Anti-Drug Abuse Act Certification printed on the Student Aid Report.

APPENDIX B

Chapter Name:	Student Relations	Policy 4-15
Policy Title:	Student Disciplinary Procedure	
Date Approved:	02/99	
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4-15 Student Disciplinary Procedure

Procedures for the handling of student disciplinary matters are listed below. Faculty and staff members are reminded that it is their first responsibility to take such actions as are necessary to avoid or eliminate disruptive, aggravating, difficult, or dangerous situations. Argumentative and threatening statements shall not be made. No action should be taken which is prejudicial to the rights of the student or which may restrict the course of action that may later be taken by the college.

I. Reporting Incidents

A College of The Albemarle student who violates a college regulation or any other policy of College of The Albemarle as listed under *Students Rights, Responsibilities, and Regulations* in the college catalog and *Policy and Procedure Manual* is subject to disciplinary action. Any College of The Albemarle student, faculty, or administrator may submit a complaint against a student accused of infractions of rules applying to student behavior. The complaint should be written on an incident report form as soon as practical but no later than two college working days following the incident. Incident report forms are available on COA's Groupwise Default Library, and from the Administrative Assistant, Student Development.

The incident report form must be submitted to the director or coordinator of the program in which the student is enrolled within two college working days of the incident. An incident not reported within two college working days may be investigated and disciplinary action taken with the permission of the appropriate Vice President or designee.

The incident report form must also be submitted to the following individuals or their designees:

- For all Basic Skills students..... V.P. Business and Finance, Assoc. V.P. Basic Skills and Workforce Readiness, and Security.
- For all Continuing Ed. students..... V.P. Business and Finance, V.P. Corporate and Continuing Education, and Security.
- For all Curriculum students..... V.P. Business and Finance, V.P. Student Development, and Security.

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For Dare County Campus students, a copy of the incident report form must also be submitted to the Dean, Dare County Campus.

For Edenton-Chowan Campus students, a copy of the incident report form must also be submitted to the Dean, Edenton-Chowan Campus.

On the Elizabeth City Campus, a duty counselor from the Student Development Division is assigned each day to investigate incidents involving curriculum students. The Administrative Assistant, Student Development, keeps a schedule of duty counselors.

The complainant shall submit an incident report form to include the name of the accused, the date and time of the incident, a specific description of the alleged behavior, witnesses to the incident, and the rules violated by the alleged behavior. The college official shall immediately schedule an appointment with the complainant. The college official will decide with the complainant if the complaint can be resolved by a discussion between the complainant, the accused, and the college official or whether the complaint should be forwarded to the Student Disciplinary Committee.

For complaints to be heard by the Student Disciplinary Committee, the complainant or the appropriate college official who received the complaint must notify in writing the Vice President who supervises the accused student's program, or designee, of the complaint and request that the Student Disciplinary Committee be convened to hear the charges.

II. Sanctions

A. Reprimand: A COA student committing minor misconduct will be counseled and reprimanded by a college official. A copy of the incident report will be placed in a student discipline file to be kept in the following offices:

1. Office of the program director or coordinator of the program in which the student is enrolled;
2. Office of the Associate Vice President, Basic Skills and Workforce Readiness, for Basic Skills Students;
3. Office of the Vice President, Corporate and Continuing Education, for continuing education students;

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4. Office of the Vice President, Student Development, for curriculum students; and
5. Security office

Also, a copy of the incident report will be given to the student as an official written notice that any subsequent offense against the Student Rights, Responsibilities, and Regulations policy will carry heavier penalties because of this prior infraction.

B. Conditional Status: A COA student who has received a reprimand and then violates a college regulation may be placed on conditional status. A student who violates a college regulation as listed under Students Rights, Responsibilities, and Regulations may be placed on conditional status without having previously received a reprimand. A faculty or staff member supervising the program and holding the title of director or program coordinator has authority to place a student on conditional status. Administrators supervising the director or program coordinator also have authority to place a student on conditional status.

A student placed on conditional status must be in a class or program in which he/she is currently enrolled or studying in the library when on campus. He/she will be limited to one-half hour daily in the student center. Conditional status may include a restriction from an area or service a student has abused (e.g. computer access in the LRC) or from the college campus entirely. Conditional status may include other requirements such as specific academic, attendance, or behavioral standards.

The staff or faculty member placing the student on conditional status will notify the student in writing. Conditional status will remain in effect for no less than one month. Security guards will be notified and will enforce the student's conditional status. The appropriate Vice President, Dean, Program Director, Program Coordinator or their designee shall be notified as well.

If any of the conditions of conditional status are violated, the student who is placed on conditional status will be subject to more severe sanctions up to and including dismissal.

C. Restitution: A student who damages, misuses, destroys, or loses college property will be required to pay for the replacement of such property. An incident report will be completed and the fair market value of the property will be calculated. Students with an outstanding monetary balance may

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be barred from continuing their education at College of The Albemarle and from receiving transcripts. Other disciplinary procedures and criminal charges may be applied in addition to restitution.

- D. Withdrawal from Class or Program:** Responsibility for classroom control and discipline rests with the instructor. Instructors are not expected to tolerate the continued presence of any student whose behavior adversely affects the progress of a class. An instructor who believes it is necessary to withdraw a student because of a serious violation of college policy or other behavior which adversely influences the educational process should report the incident to the immediate supervisor. If both the supervisor and the instructor decide that removal of the student from the class or program is necessary, the student will be informed and a withdrawal form will be completed and processed.

The student may appeal a withdrawal to the next administrative level. If the student appeals to the next administrative level and is denied admittance back into the class or program, the faculty or staff member making this decision shall inform the student of the Disciplinary Appeals Procedures. The incident shall be reported to the appropriate Vice President who supervises the class or program.

- E. Suspension:** A COA student who commits an act of misconduct which threatens the health or well being of any member of the academic community or causes serious disruption at the college will be suspended from the college for no less than one semester. An incident report form shall be completed and submitted to the Vice President, Business and Finance; to Security; and to the appropriate Vice President, Associate Vice President, Program Director, Program Coordinator, and Dean supervising the program in which the student is enrolled. The appropriate director, program coordinator, or one of his/her supervising administrators is responsible for investigating the incident and for implementing the suspension of a student from College of The Albemarle's program under his/her respective purview. The student shall be notified of the suspension in writing immediately. Written notice shall be presented in person or by mail, providing the student with a list of the charges, the rules that were violated, the suspension decision, and Disciplinary Appeals Procedures. A student may be notified by phone of his/her suspension but written notice must also be given.
- F. Dismissal:** A COA student who engages in criminal actions, or serious or repeated violations of college policies will be dismissed immediately from

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the college for no less than one year. The student may also face criminal prosecution for violations of law. The Vice President, Associate Vice President, Program Director, Program Coordinator, or Dean supervising the program in which the student is enrolled or his/her designee is responsible for investigating the incident and for implementing the dismissal of a student from College of The Albemarle. The student shall be notified of the dismissal in writing immediately. Written notice shall be presented in person or by mail, providing the student with a list of the charges, the rules that were violated, the dismissal decision and Disciplinary Appeals Procedures. A student may be notified by phone of his/her dismissal but written notice must also be given.

The above sanctions will be imposed by College of The Albemarle for infractions of college regulations or other college policies. Criminal charges may be filed for violations of state and federal law.

III. Disciplinary Appeals Procedures

A student may appeal his/her "F" course grade for cheating, withdrawal, suspension, or dismissal to the Student Disciplinary Committee. This appeal must be made in writing to the Vice President or designee supervising the class or program from which the student was withdrawn, suspended, or dismissed. The written appeal must be delivered by 4:30 p.m. on the next college working day after the student's notification of withdrawal, suspension, or dismissal.

The Vice President or designee will notify the Chairperson of the Student Disciplinary Committee to convene members of the committee to hear the student appeal. The hearing shall be held within two college working days following receipt of the appeal from the student except in unusual circumstances or with the consent of the student. The Student Disciplinary Committee members hearing the appeal shall not have initiated or been involved in the action(s) leading to the disciplinary action taken against the student or any administrative appeals by the student.

The purpose of the Student Disciplinary Committee is to hear appeals of disciplinary actions and to uphold, modify, or reverse a disciplinary action against a COA student. This committee may also conduct hearings to investigate charges against a student made by any COA student, faculty, or administrator of infractions of rules applying to student behavior; to judge the guilt or innocence of students so charged; and to decide upon actions to be taken against students judged to be guilty of rules violations.

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The following process will be initiated after a written appeal is made or after a college official refers an incident to the Student Disciplinary Committee.

- A. The committee Chair shall distribute copies of the appeal or complaint to committee members. For an appeal, the committee Chair will notify the college official who made the decision to implement the disciplinary action that a letter of appeal has been received. A copy of the incident report and documented investigative reports relevant to the case will be forwarded to the committee Chair. For a complaint, the committee Chair will hand deliver or mail a copy of the complaint to the accused student. The committee Chair will also notify the accused student by phone. The committee Chair will request a written response to those charges to be submitted prior to the scheduled hearing.
- B. The committee Chair will notify committee members, the student making the appeal, or the complainant and the accused of the hearing date and time. No more than two college working days will elapse between the receipt of the complaint and the hearing except in unusual circumstances or with the consent of the student. The committee Chair must be notified, in advance, if any party is unable to appear at the scheduled meeting for a valid reason and the hearing will be re-scheduled.
- C. If any party fails to appear at the scheduled hearing without valid reason, the committee may make its decision based upon any information received from parties or witnesses appearing at the hearing and/or the written documentation submitted prior to the hearing.
- D. No member of the committee who has an interest in the case shall sit in judgment. A temporary replacement shall be appointed by the committee Chair except in the event of replacing the Student Government Association representative, whose replacement shall be appointed by the President of the Student Government Association.
- E. The committee Chair shall preside over the hearing and shall establish procedures for the hearing including:
 - 1. Determining who will be allowed to attend the hearing;
 - 2. Deciding whether to allow any party to the proceeding to have a representative;
 - 3. Establishing the order in which the sides shall present their information and establishing time frames therefore;

APPENDIX C

Chapter Name:	Student Relations	Policy 4-18
Policy Title:	Plagiarism and Cheating	
Date Approved:	02/06	
Date Revised:	10/08	Page 1 of 3

4-18 Plagiarism and Cheating

Students attending College of The Albemarle are expected to adhere to the highest ethical standards of college students. Students who are found to have engaged in plagiarism and/or cheating will be subject to disciplinary action up to and including expulsion from College of The Albemarle, and in appropriate cases, criminal prosecution. There is no “statute of limitations” on violations of the cheating portion of this policy meaning that students may be subject to disciplinary action at anytime that the cheating is discovered, even after graduation in appropriate cases.

Plagiarism includes, but is not limited to, use of a work or a source, published or unpublished, of another without giving proper credit to the original author in a work submitted by a student in any college sponsored class, lab, or examination, either orally or in writing.

The term “work” includes research, strategies, or ideas. It applies to the spoken word whether recorded or live as well as written works, music, computer codes, art, and any other creative ideas or expression.

“Source” includes, but is not limited to, published works such as newspapers, textbooks, or websites and unpublished sources such as lectures or interviews.

- a. Unintentional plagiarism normally occurs when a student is unfamiliar with proper documentation of sources or works or inadequately does so. While unintentional plagiarism does constitute a violation of this policy, it will normally be dealt with by the instructor through remedial instruction or other corrective action deemed appropriate by the instructor.
- b. Intentional plagiarism includes the deliberate taking of another’s ideas or works and presenting them as your own. This is the more serious form of plagiarism and will normally be dealt with through more severe sanctions.

Cheating includes, but is not limited to, the following:

- a. Intentional Plagiarism
- b. Submission of work that is not the student’s own for any paper, assignment, or examination
- c. Submission of falsified data or sources
- d. Theft, or the attempted theft, of any test or examination
- e. Unauthorized access to any exam or test by any means or device

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- f. Use, or the attempted use, of a stand in or proxy for any assignment, test, or examination
- g. Use of notes, textbooks, or other materials to include computer programs in preparation of any assignment, or during any test or examination without the instructor's explicit approval
- h. Supplying or receiving unauthorized information or assistance in preparation for an assignment, test or examination; or during a test or examination, whether written, verbal, through gestures or signals, or by the use of electronic communication devices
- i. Copying any assignment, test, or examination without authorization from the instructor whether electronically or mechanically; this would include photographing with a digital camera or appropriately equipped cell phone or other electronic devices
- j. Copying answers from another student's assignment, test, or examination and submitting as your own
- k. Collaboration in the preparation of an assignment unless specifically permitted by the instructor of the course for the particular assignment
- l. Submitting the same work for credit in two or more classes without the permission of the instructors for any class subsequent to the first class the work was prepared for
- m. Reproducing, either alone or with others, any test or examination after sitting for the test or examination without the express permission of the instructor
- n. Any student who is aware of any cheating being committed by others in violation of this policy and does not report it to the instructor, program coordinator, department chair, division chair, or other administrative officer of the college may be subject to disciplinary action.

Disciplinary Action

Disciplinary Action for any student found by an instructor to have engaged in any form of cheating will include, as a minimum, that the student receive a grade of "F" (0) for the assignment, test, or examination. The instructor may assign an "F" grade for the course at any time during a semester to a student found cheating in violation of this policy. The instructor may, after consulting with his/her supervisor, withdraw the student from the class in accordance with the procedures contained in Policy 4-15: Student Disciplinary Procedure governing withdrawal from class. An incident report must be completed in all cases as described in Policy 4-15 under *Filing of Complaints*.

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This in no way prohibits the instructor or College of The Albemarle from imposing more severe sanctions in accordance with its policies and procedures for disciplining students.

The unauthorized use, or attempted use, of a communication device during an assignment, test, or examination shall create a presumption that the student was at the time engaged in sending or receiving information in violation of this policy. The burden of showing that the use of the device was not in violation of this policy would then be the responsibility of the student.

The provisions of this policy shall apply to all courses/classes offered by the college regardless of the delivery method and must be enforced by all instructors.

APPENDIX D

Chapter Name:	Personnel Policies	Policy 2-26
Policy Title:	Unlawful Harassment Policy and Procedures	
Date Approved:	10/94	
Date Revised:	<u>02/03, (03/07)</u>	

2-26 Unlawful Harassment Policy and Procedures

It is the policy of College of The Albemarle to prohibit sexual and other unlawful harassment of staff, faculty, and students. All administrators, department heads, and supervisors are responsible for disseminating and enforcing this policy.

Actions, words, jokes or comments based on an individual's protected characteristic such as: sex, race, national origin, age, religion or any other legal protected characteristic will not be tolerated. Unlawful harassment includes but is not limited to unwelcome unlawful advances, requests for unlawful favors, unlawful discussions or comments and other verbal or physical conduct of an unlawful nature when:

- a. Submission to the conduct is made, either explicitly or implicitly, a term or condition of an individual's employment;
- b. Submission to or rejection of such conduct is used as the basis for employment decisions affecting such individual; or
- c. Such conduct has the purpose or effect of unreasonably interfering with an employee's work or performance or creating an intimidating, hostile or offensive environment.

Examples of unlawful harassment include, but are not limited to deliberate, unwelcome touching; suggestions or demands for unlawful involvement accompanied by implied or overt promises of preferential treatment or threats; pressure of unlawful activity; continued or repeated offensive unlawful flirtations, advances or propositions; continued or repeated verbal remarks about an individual's body, physical characteristics, nationality, religious beliefs, race or other protected characteristics; unlawfully degrading words used toward an individual or to describe an individual; or the display in the workplace of unlawfully suggestive objects or pictures. Unlawful harassment does not include personal compliments welcomed by the recipient or social interactions or relations freely entered into by employees or prospective employees.

Any other act of harassment relating to protected characteristics that is demeaning to another person or group of persons, undermines the integrity of the employment relationship, or creates a hostile or offensive working environment is strictly prohibited.

In addition to constituting a violation of the policy of College of The Albemarle, discrimination is unlawful and a violation of Title VII of the Civil Rights Act of 1964 where submission to such conduct is made (explicitly or implicitly) a condition of an individual's employment or education; or, submission to or rejection of such conduct by an individual is used as the basis for employment or academic decisions affecting such individuals; or, such conduct has the purpose or effect of unreasonably interfering with an individual's work or academic performance or creating an intimidating, hostile or offensive working or academic environment.

The college will make diligent efforts to correct, prohibit or remedy the harassment, and to protect the employee from further harassment. Retaliation against an employee who reports improper conduct in good faith is strictly prohibited.

Any faculty, staff, or student, male or female, found to have engaged in unlawful harassment, whether or not same rises to the level of a civil rights violation, will be subject to appropriate disciplinary measures commensurate with the offense, including but not limited to termination of employment or expulsion as a student. Any faculty or staff who receives a complaint of unlawful harassment from another faculty, staff, or student and fails to report the complaint to the proper office as hereinafter stated shall be subject to appropriate disciplinary action, including but not limited to termination of employment.

Irresponsible Complaints

Irresponsible accusations made against another employee with a motive to harass, embarrass, or discredit that employee, are contrary to this policy and may lead to disciplinary action.

Retaliation

Retaliation in any form against any person who has made a complaint of unlawful harassment in violation of the policy of College of The Albemarle is prohibited. Retaliation is defined as seeking to get back at, punish, or cause harm or detriment to the employment or academic standing of a person who asserts a claim of unlawful harassment. Regardless of the merits of the alleged unlawful harassment, any faculty, staff, or student found to have retaliated, or threatened to retaliate, against any person pursuing his or her rights under College of The Albemarle's "Unlawful Harassment Policy and Procedures" shall be subject to appropriate disciplinary measures, including but not limited to termination of employment or expulsion as a student.

Procedures

Because of the sensitive nature of conduct constituting unlawful harassment, a balance must be struck between confidentiality and due process. Accordingly, an informal grievance procedure is offered with emphasis on confidentiality and with the following procedural features:

- Most complaints are handled informally.

- Informal procedures are optional, and individuals can choose to bypass them, discontinue them, or initiate a formal complaint while using them.
- The purpose of dealing with a complaint informally is to stop the offending behavior and to resolve the matter as expeditiously as possible.

A formal grievance procedure is offered with emphasis upon due process.

Informal Grievance Procedure

Any faculty, staff, or student who believes he or she has been a victim of unlawful harassment should contemporaneously document in writing the name of the person believed to have engaged in unlawful harassment, the objectionable conduct believed to constitute unlawful harassment, the nature of the objectionable conduct, and the names of any other witnesses thereto. The writing or documentation is not required, but it will be useful in any investigation or proceeding subsequently arising from the objectionable conduct.

The faculty, staff, or student who believes he or she has been a victim of unlawful harassment is encouraged, but not required, to privately confront the harasser, firmly discuss the specific objectionable conduct at issue, and request that the harasser cease and desist from further incidence of such conduct.

If the faculty, staff, or student who believes he or she has been a victim of unlawful harassment does not wish to confront the person believed to have engaged in such objectionable conduct, or if unlawful harassment continues after such confrontation, or if retaliation occurs, or is threatened by virtue of the complaint alleging unlawful harassment, the said victim of unlawful harassment shall report the matter to the Vice President, Student Development if the victim and the alleged harasser are students or to the Director, Human Resources in all other situations. Any faculty or staff who receives notice of a complaint of unlawful harassment shall immediately refer the complainant to the Vice President, Student Development or Director, Human Resources, as appropriate, and shall not attempt to investigate or otherwise dispose of the matter.

Upon receipt of a complaint alleging unlawful harassment or retaliation arising out of conduct alleged to constitute unlawful harassment, the Vice President, Student Development or Director, Human Resources, as applicable, shall immediately schedule a confidential appointment with the victim of the alleged unlawful harassment or retaliation. The Vice President, Student Development or Director, Human Resources, as applicable, shall immediately schedule a confidential appointment with the victim of the alleged unlawful harassment or retaliation. The Vice President, Student Development or the Director, Human Resources, as applicable, shall conduct the initial interview, and any other interviews or conferences subsequent thereto, in the presence of a counselor of the same gender as the victim selected by the Vice President, Student Development or Director, Human Resources, as applicable, to provide the victim with support in discussing sensitive subjects and circumstances. At the initial interview, the Vice President, Student Development or Director, Human Resources, as applicable, shall assist the victim of the alleged unlawful harassment or retaliation in preparing a written statement of the complaint to include the name and position of the accused, the date or dates of the alleged unlawful harassment and/or retaliation, a specific description of the conduct, actions or words which occurred on those dates and which are alleged to constitute unlawful harassment or retaliation, the names of any other witnesses to such

conduct, words or actions, and the date and statements made during any private confrontation with the accused together with the results thereof. This statement of complaint shall be deemed complete when signed and dated by the victim. The Vice President, Student Development or Director, Human Resources, as applicable, shall request any contemporaneous writing documenting the objectionable conduct alleged to constitute unlawful harassment prepared by the victim of such conduct, if any, at the initial interview. The Vice President, Student Development or Director, Human Resources, as applicable, shall retain all documents and writings in a separate, confidential file which shall not be released to anyone who is not directly involved in making the complaint, defending the complaint, or investigating the complaint on behalf of College of The Albemarle.

Within ten (10) working days of the preparation and receipt of the complete written statement of complaint, the Vice President, Student Development or Director, Human Resources, as applicable, shall meet confidentially with the person accused of unlawful harassment in the presence of the counselor who was present during the alleged victim's initial interview. The college officials should seek resolution without identification of the complainant, if possible. If confidentiality is not possible, the complainant must determine whether or not to proceed to the next step. If so, the person accused shall be permitted to read the written statement of complaint, and may, but is not required, to make any comments or defense thereto. The accused shall be instructed that he or she shall not approach, write, or in any manner discuss the matter with the alleged victim until such time as the informal resolution conference occurs. During said ten (10) working days, the Vice President, Student Development or Director, Human Resources, as applicable, may make other discreet and confidential inquiries deemed necessary to investigate the merits of the alleged unlawful harassment. Any such inquiry shall avoid to the extent possible disclosing the existence of the complaint and the names of those persons involved therewith.

Within ten (10) working days of the preparation and receipt of the complete written statement of complaint, the Vice President, Student Development or Director, Human Resources, as applicable, shall schedule an informal resolution conference at such time and location as will ensure and protect confidentiality. The complainant and the accused shall each be provided with at least twenty-four (24) hours advance notice of the time and place of the conference. The complainant and the accused shall be afforded the opportunity to meet together with the Vice President, Student Development or Director, Human Resources, as applicable, and the counselor selected for the initial interview with the alleged victim and the initial meeting with the accused. However, if either the complainant or the accused objects to meeting in the other's presence then the conference shall be conducted by means of the Vice President, Student Development or Director, Human Resources, as applicable, and the counselor meeting in separate rooms with the complainant and accused at the location selected. The Vice President, Student Development or Director, Human Resources, as applicable, shall attempt to negotiate and mediate a resolution of the matter at the informal resolution conference. The agreed resolution or the fact that no agreed resolution resulted shall be documented in writing and included in the college's record of the incident.

If no satisfactory resolution is achieved through the informal process, the complainant will be free to choose whether to proceed with a formal grievance.

Formal Grievance Procedure

1. Any faculty, staff, or student, who believes he/she has been a victim of unlawful harassment by another faculty, staff, or student, may file a formal grievance against the alleged harasser without first completing the informal grievance procedure. A written complaint to the Vice President, Instruction requesting that the Student Disciplinary Committee be convened shall include the rule(s) or regulation(s) of student rights, responsibilities, and regulations, which allegedly have been violated. The Vice President, Student Development may assist the victim of the alleged unlawful harassment or retaliation in preparing a written statement of the complaint to include the name and position of the accused, the date or dates of the alleged unlawful harassment and/or retaliation, a specific description of the conduct, actions or words which occurred on those dates and which are alleged to constitute unlawful harassment or retaliation, the names of any other witnesses to such conduct, words or actions, and the date and statements made during any private confrontation with the accused together with the results thereof. The procedures of the Student Disciplinary Committee will then be initiated.
2. For complaints in which the alleged harasser is a college employee, the complainant, who believes he or she has been a victim of unlawful harassment, may file a formal grievance against the alleged harasser without first completing the informal grievance procedure by submitting a written complaint to the Director, Human Resources. Such claims should be filed within thirty (30) days of the alleged incident. The Director, Human Resources shall appoint a five (5) member committee of which three (3) persons are members of the Student Disciplinary Committee within ten (10) working days after receipt of the complainants notice of intention to pursue the formal grievance procedure, to hear and determine the facts of the alleged unlawful harassment and/or retaliation, and to conclude by the greater weight of the evidence whether the policy has been violated, and, if so, recommend disciplinary action, if any. If either the accused or the complainant finds that additional time is needed to prepare his/her case for the hearing, then a request for an extension of time must be submitted in writing to the committee chair.
3. The committee shall be charged with the duties imposed hereby and shall agree to keep the matter as confidential as possible. The committee shall select a chair, select the date, time, and place for the hearing and thereafter advise the accused and the complainant at least ten (10) working days in advance of the hearing date, time, place, and their respective rights to be present, to present evidence, to call witnesses, to cross-examine adverse parties or witnesses, and to be represented by counsel. The chair shall be responsible for conducting the hearing. The hearing shall be recorded. Within ten (10) working days after the hearing is completed, the committee (by majority vote) shall issue in writing its findings, conclusions, and recommendations as to disciplinary action, if any, to the President.

4. Copies of the committee's findings, conclusions, and recommendations shall be delivered to the accused and the complainant who shall have ten (10) working days thereafter to submit a written appeal to the President regarding the hearing, committee findings, conclusion, or recommendation. The letter of appeal must include a complete statement of the grounds for the appeal, which may not include new evidence not previously considered by the hearing committee. While the appellant may or may not be invited by the President to make an oral argument, the President shall not receive any additional evidence in the matter, and his or her decision shall be based upon the record in the proceedings up to the date of the appeal to the President. Within ten (10) working days after receipt of the appeal, the President shall advise the accused and the complainant of his or her decision to adopt, modify, or reverse the findings, conclusion, or recommendations of the committee. If any finding, conclusion, or recommendation is not adopted, then reasons therefore will be stated by the President. The accused or complainant may appeal the President's decision to the Board of Trustees (or an ad hoc committee thereof) by letter to the Office of the President within ten (10) working days after receipt of the President's decision. The letter of appeal must include a full and complete statement of the grounds for the appeal.
5. Upon a timely appeal, the decision of the Board of Trustees (or an ad hoc committee thereof) shall be expressed in writing, with a copy to the accused and the complainant, and same shall be final.
6. The decision of the President and, if applicable, the Board of Trustees, shall specify the disciplinary action, if any, taken against the accused [i.e. warning, reprimand, suspension, (with or without pay), termination, probation, expulsion] and shall further specify what record, if any, shall be made of the incident in the accused person's regular personnel or student file.

The Grievance Procedure outlined above shall be the exclusive procedure utilized in unlawful harassment complaints and/or retaliations arising wherefrom notwithstanding any other grievance procedure set forth by the Board of Trustees.

Relationships between Students and Faculty/Staff

The relationship between a College of The Albemarle faculty or staff and a student is inherently one involving a difference in power, a difference which may be slight under most circumstances but which may be substantial when that student is under the direct tutelage or supervision of the faculty or staff. Because of the power difference under such circumstances, it may be impossible for a balanced, truly consensual "romantic or sexual" relationship between such parties to exist. Rather, there is a potential for power to be used to prolong or shape the relationship in ways that could not occur in absence of the potentially

coercive power differential; thus, such relationships, though apparently consensual at the start, can develop very serious complications, including unlawful harassment. If an unlawful harassment claim arises out of a relationship between any member of the faculty or staff

and a student, then consideration of age and the relative positions at the college of the two parties involved will be permitted in determining whether the claim is valid or not and whether the relationship is truly consensual or a result of unfair advantage. For that reason, faculty or staff and students are discouraged from promoting or becoming involved in a “romantic or sexual” relationship.

M.A. FORMS

College of The Albemarle
Medical Assisting Program

Incident Report

Student _____ Date of Incident _____

Report completed by _____ Date report completed _____

1. Facility and exact location where incident occurred.

2. Brief description of incident (facts-not opinions or conclusion).

3. List any witnesses to the incident.

4. List or describe any injury.
 - a. Seen in hospital Emergency Department _____ No _____ Yes
Date _____ Time _____
 - b. Follow up recommended _____ No _____ Yes

5. Describe final outcome of incident.

INFORMATION ON HEPATITIS B

The Disease

Hepatitis means inflammation of the liver. Hepatitis B, which is a viral infection, is one of multiple causes of hepatitis. Most people with Hepatitis B recover completely, but approximately 5-50% become chronic carriers; 1-25 die of fulminant hepatitis. In the group of chronic carriers, many have no symptoms and appear well, yet can transmit the virus to others. Others may develop a variety of symptoms and liver problems varying from mild to severe (chronic persistent hepatitis, chronic active hepatitis, cirrhosis and liver failure). There is also an association between Hepatitis B virus and hepatoma (a form of liver cancer).

Hepatitis B virus can be transmitted by contact with blood/body fluids (including contaminated needles), semen, tears, saliva, urine, breast milk and vaginal secretions. Health workers are at high risk of acquiring Hepatitis B because of frequent contact with blood or potentially contaminated body fluids and, therefore, vaccine is recommended to prevent the illness.

The Vaccine

Engerix B (Hepatitis B Vaccine Recombinant) is a noninfectious Recombinant DNA Hepatitis B Vaccine. Practicum studies have shown that after three doses 96% of healthy adults have seroconverted.

Persons with immune system abnormalities, such as dialysis patients, have less response to the vaccine, but over 67% of those receiving it do develop antibodies. If you have immune deficiency problems, you should obtain a written release from your physician. If at such future time the U.S. Public Health Service recommends a booster dose(s) of Hepatitis B vaccine, such booster dose(s) shall be the student's responsibility to obtain.

Dosing Schedule

Three doses of Hepatitis B Vaccine are needed to confer protection. Engerix B is administered either at 0, 1, and 6 months or alternatively at a 0, 1, and 2 month regimen. This regimen is designated for protection of individuals at immediate risk Hepatitis B infection—those recently exposed to the virus (including needlestick exposure), certain travelers to high risk areas, and neonates born of infected mothers. Studies have shown that 99% of subjects vaccinated with the 0, 1, 2 month dosing regimen have developed protective antibody titers by month 3.

Adverse Reactions

Engerix B is generally well tolerated. During practicum studies involving over 10,000 individuals distributed over all age groups, no serious adverse reactions attributable to vaccine administration were reported. As with any vaccine, however, it is possible that expanded commercial use of the vaccine could reveal rare adverse reactions not observed in practicum studies. The most frequently reported adverse reactions were injection site soreness, fatigue, induration, erythema, swelling, fever, headache, and dizziness. Other more serious adverse reactions have occurred infrequently. If you have any questions about Hepatitis B or about Engerix B, please ask.

Contraindications

Hypersensitivity to yeast or any other component of the vaccine is a contraindication for use of the vaccine. Persons with fever or any active infection should delay use of the vaccine or must have written medical approval.

Warnings

Patients experiencing hypersensitivity after an Engerix B injection should not receive further injections of Engerix B.

Hepatitis B has a long incubation period. Hepatitis B Vaccination may not prevent Hepatitis B infection in individuals who have an unrecognized Hepatitis B infection at the time of vaccine administration. Additionally, a small percentage of healthy people do not respond to the vaccine and do not develop an immunity to HBV.

Pregnancy

Pregnancy Category C: Animal reproduction studies have not been conducted with Engerix B. It is also not known whether Engerix B can cause fetal harm when administered to a pregnant woman or can affect reproduction capacity. Engerix B should be given to a pregnant woman only if clearly needed and cleared with the obstetrician.

Nursing Mothers

It is not known whether Engerix B is excreted in human milk. Because many drugs are excreted in human milk, caution should be exercised when Engerix B is administered to a nursing mother.

Physician Consultant

Should there be any questions regarding the above information or the student's suitability for vaccination, he/she should consult a qualified physician.

Source: Exposure Control Plan for Bloodborne Pathogens: A Guide for Implementation. 1992. Program Develop Source, North Carolina Department of Community College, Raleigh, N. C., page

My signature below denotes that I have read and understand the above information on Hepatitis B. I have been given a copy of this information for my personal file.

Student's Signature

Date

College of The Albemarle
Health Sciences Programs
Exposure Control Plan

Hepatitis B Virus Vaccination Declination Form

THIS IS A LEGAL DOCUMENT. READ IT CAREFULLY BEFORE SIGNING.

- I. I understand that due to the potential exposure to blood or other potentially infectious materials during my practicum learning experiences I may be at risk of acquiring Hepatitis B virus (HBV) infection. However, I decline Hepatitis B vaccination at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring Hepatitis B, a serious disease. The college has discussed with me the following information:
- A. The purpose of the vaccination: to immunize me against Hepatitis B virus, which I may encounter during the course of enrollment in the Medical Assisting program;
 - B. The known risks associated with the vaccination as indicated on the attached “Information on Hepatitis B” including but not limited to injection-site soreness, fatigue, induration, erythema, swelling, fever, headache, and dizziness, as well as the possibility of more rare, unknown, adverse reactions;
 - C. The possibility that I may not develop an immunity to the Hepatitis B virus upon vaccination and that the vaccination may not prevent the Hepatitis B infection; and
 - D. The fact that if I do not receive the vaccination I risk infection and developing the virus.

I acknowledge that College of The Albemarle has made no guarantees concerning the results of the proposed vaccination. I have had sufficient opportunity to discuss the administration of the vaccination with College of The Albemarle officials. I have read the attached “Information on Hepatitis B” and all of my questions have been answered to my satisfaction. I believe that I have adequate knowledge upon which to base an informed consent to decline the vaccination.

- II. I personally assume all risks incident to not being vaccinated. I also waive, release and forever discharge the College of The Albemarle and any of its employees or agents from all liabilities, losses, damages, claims, actions, causes of action, demands or costs of any nature whatsoever that may arise as a result of not being vaccinated. I hereby agree not to file suit against the College of The Albemarle, its students, agents or any of its employees on account of not being vaccinated. The terms of this document shall bind me, my heirs and personal representatives.

III. Prior to signing this document, I have had adequate opportunity to read it, ask questions about it, and to understand it, and any questions I have had have been answered to my satisfaction. I further state that I am _____ years old and competent to sign this document.

Name _____

Signature _____

Date _____

Note: If the student is younger than 18, a parent's signature is required.

I am the parent or guardian of the student identified above who is under eighteen years of age. I have carefully read this document, fully understand its contents, agree to its terms and sign it voluntarily ON BEHALF OF MY CHILD. I agree to release the College of The Albemarle and its employees or agents from all liabilities, losses, damages, claims, actions, causes of action, demands or costs of any nature whatsoever that may arise as a result of my child not being vaccinated and to indemnify and hold the College of The Albemarle, its employees or agents harmless for any liability arising out of claims or suits made by my child against the College of The Albemarle, its employees or agents arising out of my child not receiving the Hepatitis B vaccination.

Parent's Signature _____

Date _____

College of The Albemarle
Health Sciences Programs
Hepatitis B Status Sheet

Name: _____

Address: _____

Telephone: _____

Date of Birth: _____ Are you 18 or younger? _____

Social Security Number: _____

Please check appropriate space:

_____ ADN Student _____ PN Student _____ Faculty

_____ Surgical Tech Student _____ Medical Assisting Student

_____ Nurse Aide

Faculty/Students are to check appropriate space:

- _____ 1. I have previously received the complete Hepatitis B Vaccination series and am submitting documentation for validation of this status.
- _____ 2. I have received antibody testing which has revealed immunity to Hepatitis B and am submitting documentation for validation of this status.
- _____ 3. I need to receive the Hepatitis B vaccine which may be offered by the Albemarle Regional Health Services at my own cost. I understand I will be responsible for making appropriate arrangements to receive the first vaccination prior to the first day of classes Fall Semester. I will be responsible for completing the series, and providing COA with appropriate documentation.
- _____ 4. Due to medical reasons, I'm unable to take Hepatitis B vaccine and am submitting documentation validating this status and a signed Hepatitis B Virus Vaccination Declination Form.

Comments:

Developed: 07/92 WH
Revised: 04/00 MW
Reviewed: 04/05 MPJ
Revised: 03/07 MPJ

**College of The Albemarle
Health Sciences Programs**

Exposure Control Plan

VACCINATION WAIVER

_____ SHOULD NOT RECEIVE THE Hepatitis B virus
due to the fact that:

_____ Tests indicate that this person has protective antibody titers.

_____ Existing medical conditions prevent this person from receiving the
vaccine.

Physician's Signature

Date

SAFETY AGREEMENT FORM
Medical Assisting

Although there are certain hazards present in a medical laboratory, it is possible to make it a safe working environment. All personnel and students must agree to observe all safety rules, which are enforced by the employer or instructor. The following are some general rules, which will aid in your safety.

- Refrain from horseplay
- Avoid eating, drinking, smoking, gum chewing, or applying makeup in the work area
- Wear a buttoned laboratory jacket and closed-toe shoes (canvas shoes are not accepted)
- Pull long hair away from the face
- Avoid wearing loose hanging jewelry and keep your jewelry to a minimum
- Wear PPE (Personal Protective Equipment) when handling any biohazard specimen or chemical
- Disinfect the work area before and after procedures, immediately if there is a spill
- Wash your hands before and after procedures, before and after gloving, and any other time that is necessary
- Discard all contaminated materials into an appropriate labeled biohazard container. A rigid puncture-proof container, (Sharps), must be used for disposal of any object that would puncture a garbage bag, i.e. needles and lancets
- Wear safety goggles when working with chemicals or when splashes are likely to occur
- Avoid testing, smelling, or breathing chemicals
- Follow the manufacturer's instructions for operating equipment
- Handle equipment with care and store chemicals properly
- Report any broken or frayed electrical cord to your supervisor
- Discard any broken glassware into a "Sharps" container
- Use appropriate chemical spill kits to clean up spills
- Do not allow visitors in the working area of the Laboratory
- Report any accident to your supervisor

_____ I agree to follow all set rules as required.

_____ I have been informed that any biological specimen or blood product may possess the potential of transmitting diseases such as hepatitis and human immunodeficiency virus, which is the cause of AIDS.

_____ I understand that I must not remove any supplies or equipment from the lab without written permission. I am also aware that I should not practice invasive or potentially hazardous procedures on persons outside of the supervised laboratory setting.

_____ I understand that even though diagnostic products are tested for HIV antibodies and Hepatitis B Surface Antigen (HbsAg), no known test offers 100% assurance that products derived from human blood will not transmit disease.

_____ I am giving permission to have my blood collected by another student using venipuncture and capillary techniques as part of my learning process.

_____ I will follow all universal precaution measures but am aware that a blood spill, accident, or needle stick is a possibility of which I will not hold College of The Albemarle, staff or faculty, or fellow student responsible.

_____ I am covered by the malpractice insurance policy offered by College of The Albemarle.

_____ I am responsible for any medical attention (doctor's bill, etc.) that may be the result of an accident during laboratory classes.

Student's Name (please print): _____

Date: _____

Student's Signature _____

Date: _____

**COLLEGE OF THE ALBEMARLE
MEDICAL ASSISTING PROGRAM
Venipuncture/Microcollection
INFORMED CONSENT FORM**

I, the undersigned, volunteer for venipuncture and microcollection procedures to be performed on me as part of the phlebotomy class. I am aware that these are invasive procedures and there are risks such as hepatitis, HIV, and other diseases.

I have read and agree to follow all lab rules and procedures listed for my protection and the safety of others as outlined in the safety agreement form. I have no knowledge of having any communicable disease such as hepatitis, HIV, or other disease such as anemia, cancer, TB, etc.

I understand that I may only perform venipunctures and microcollections within the lab/practicum setting and under the supervision of the instructor(s) or practicum supervisor(s).

I do not hold College of The Albemarle, faculty, or classmates responsible for any untoward effect from these procedures.

If applicable, I will obtain a physician's excuse which will exempt me from either/or both venipuncture and/or microcollection procedures to be performed on me before the beginning of MED 150 course. The physician will need to specify which technique(s) I will be exempted from.

My grade will not be jeopardized by an exemption from these procedures.

Student signature: _____ Date: _____

Witness signature: _____ Date: _____

**COLLEGE OF THE ALBEMARLE
MEDICAL ASSISTING PROGRAM
Venipuncture/Microcollection
EXEMPTION FORM**

To Whom It May Concern:

The following student, _____, is exempt from **venipuncture** procedures to be performed on him or her.

The following student, _____, is exempt from **microcollection** procedures to be performed on him or her.

Physician's signature

Date

College of The Albemarle
Department of Health Sciences
Medical Assisting Program

Practicum Involvement Agreement

As an applicant for or a student currently enrolled in a program of College of The Albemarle which includes practicum practice involvement, I, the undersigned, understand fully the sensitive nature of such programs and recognize that it is a privilege to be accepted as a student in a health sciences program. I further understand that as a student participating in practicum practice, I should be free from any controlled substances that might impair the abilities to perform my assignments in the practicum area. This is true whether the substances are prescribed or not.

In view of the foregoing, I affirm that I do not currently use any illegal drugs, nor do I abuse alcohol or prescribed/non-prescribed medications.

During my practicum practice involvement as a student at College of The Albemarle, I agree to voluntarily give body fluid samples should the instructor or manager of the unit where I am assigned so request on the basis of impaired job performance. I understand and agree that refusal to provide samples, when requested, will make me subject to disciplinary action as provided in the rules and regulations of the college which could include dismissal from the health sciences program I am enrolled in. I further agree that the college should be relieved from any liability for taking and testing of samples of my body fluids, which shall be done by independent medical or laboratory personnel.

FURTHERMORE, I authorize the release of the results of these tests and examinations to the designated College of The Albemarle representatives. By this authorization, I do hereby release the previously designated doctors, medical personnel, and/or employees of the college and practicum facility from any and all liabilities arising from the release or use of the information derived from or contained in my physical examination and test results.

I have read and do fully understand the foregoing and have executed this agreement of my own free will and volition without any compulsion or coercion whatsoever.

Signature

Witness Signature

Date

Date

College of The Albemarle
Department of Health Sciences
Medical Assisting Program

Medical Assisting Student Contractual Agreement

I, the undersigned, have

- (1) received a copy of;
- (2) read;
- (3) received an explanation of; and understand

the policies and guidelines as stated in the Medical Assisting Student Handbook and Medical Assisting Program’s Exposure Control Plan for Blood borne Pathogens.

I also understand that I must comply with and follow these guidelines and policies during my enrollment as a Medical Assisting student at College of The Albemarle. I also understand that this signed agreement will be filed in my student file.

Signature

Social Security #

Date

Signature of Medical Assisting Program Coordinator

Date