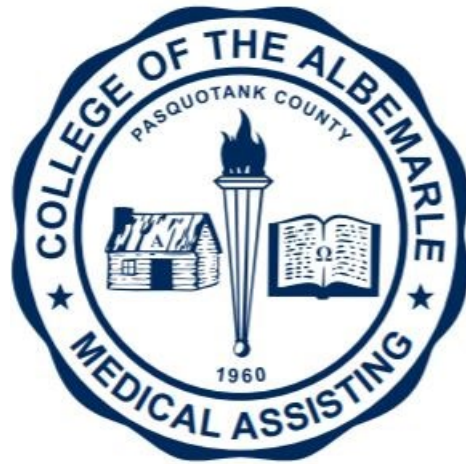


College of The Albemarle



Medical Assisting Student Handbook

Effective: July 2026

Revised

6/04 LJ/RDH	6/05 LJ/RDH	06/06 KC	06/08 KC	06/09 KC	06/10 MPJ	07/11 RLW	07/12 RLW
07/13 RLW/RDH	05/14 RLW/RDH	05/15 RLW/RDH	05/16 RLW/RDH	05/17 RLW	06/18 RLW	07/19 RLW	07/2020 RLW
07/2021 RLW	07/2022 RLW	07/20/23 RLW	05/27/2026 RLW				

COLLEGE OF THE ALBEMARLE
DIVISION OF HEALTH SCIENCES & WELLNESS PROGRAMS
DEPARTMENT OF ALLIED HEALTH
MEDICAL ASSISTING PROGRAM

MEDICAL ASSISTING STUDENT HANDBOOK

Approved:



08/03/2026

Dr. Jack Bagwell
President

Date



08/03/2026

Jennifer Lopes (Aug 3, 2026 12:04:11 EDT)

Dr. Jennifer Lopes
Vice President of Learning

Date



07/15/2026

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07/15/2026

Rebecca Walker (Jul 15, 2026 10:45:06 EDT)

Full Name
Program Coordinator
Program Name

Date

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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 departments 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.

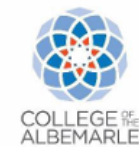
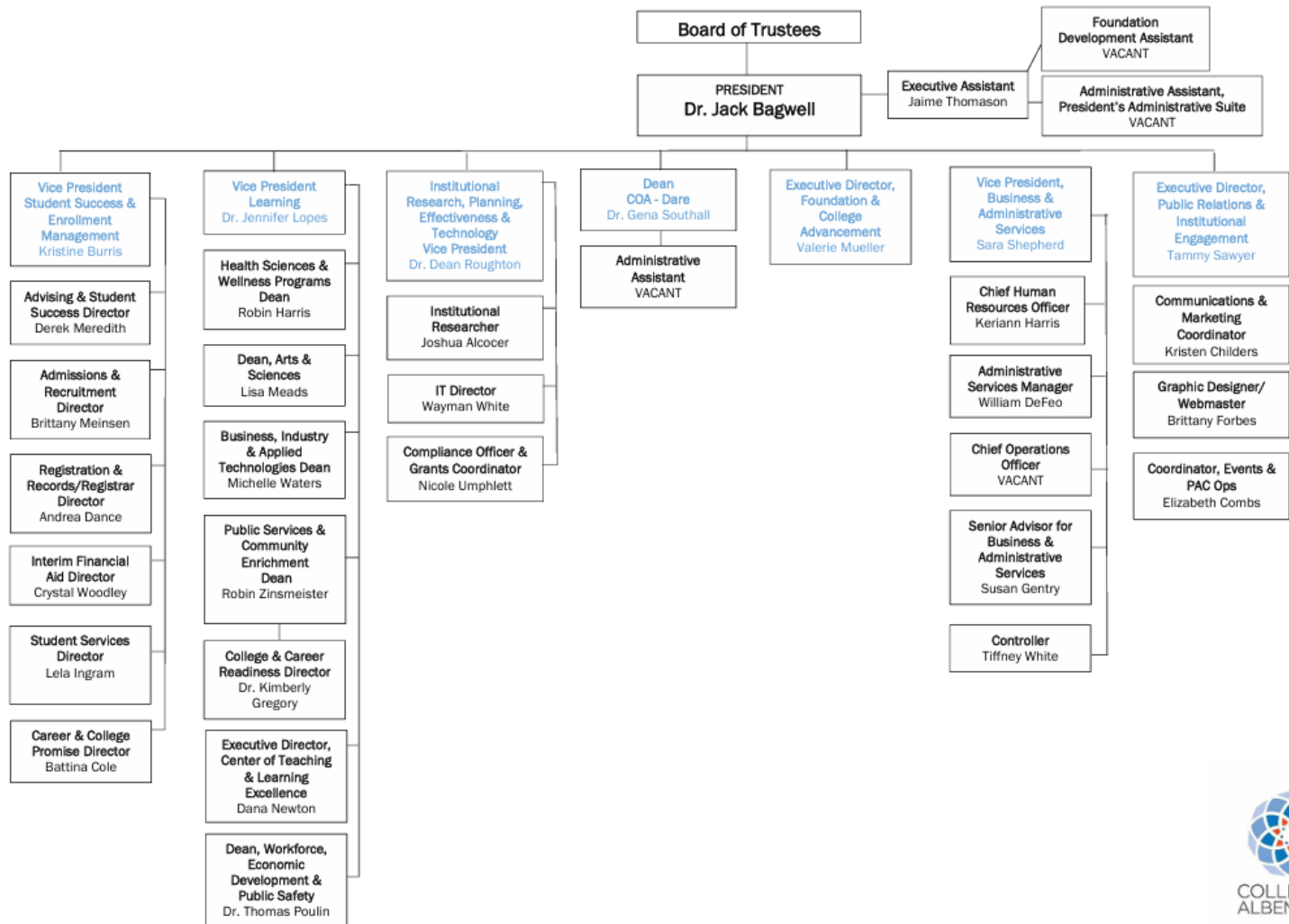
This Medical Assisting Handbook supplements the policies and procedures adopted by the COA Board of Trustees. In the event of any conflict between a Board of Trustees' policy and any policy of provision of this Handbook, the Board of Trustees' policies shall be construed as setting forth the minimum 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, Dean, 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.

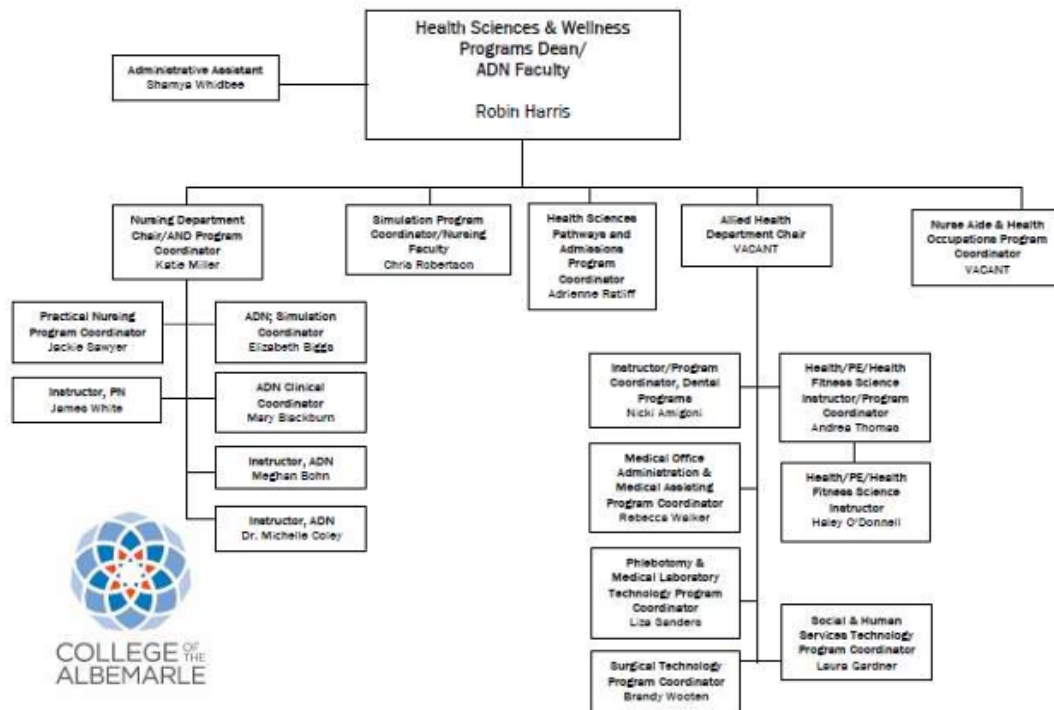
If there are questions concerning information in this handbook, the Program Coordinator should be consulted.

II. Medical Assisting Program Faculty

	Extension	Office
Faculty/Program Coordinator		
Rebecca Walker, CMA (AAMA), BS rebecca_walker@albemarle.edu	2307	OC 101
Staff		
Chris Robertson Director, Health Sciences and Wellness Programs Admissions/Advisement <u>chris_robertson37@albemarle.edu</u>	2304	OC 107



2025-2026
Organizational Chart



Division of Health Sciences & Wellness Programs
2026-2027 Organizational Chart

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 1924, Mr. M. Mandl founded the first school training individuals to work specifically in doctors' offices.

By 1955, the American Association of Medical Assistants was founded. In 1966 a committee was appointed to develop curriculum standards for the training of medical assistants. Three years later, in 1969, the Essentials of an approved Educational Program for Medical Assistants was approved by the American Medical Association Council on Medical Education and the AMA House of Delegates, resulting in 5 educational programs being accredited.

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: "Medical assistants are multiskilled members of the health care team who perform administrative and clinical procedures under the supervision of licensed health care providers." The practitioner assists with patient care management, executes administrative and clinical 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 medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession." 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
9355 * 113th St. N, #7709
Seminole, FL 33775
Phone: 727-210-2350
www.caahep.org

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 the 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 basic bookkeeping.
2. Apply basic knowledge of medical assisting process and concepts of health and illness when implementing medical care.
 3. Perform clinical 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.

Program Outcomes

College of The Albemarle's Medical Assisting Program uses the following criteria as outcome measures of the effectiveness of the program.

1. 60% of those entering the medical assisting diploma program will graduate from the program. (MAERB retention is based on successful completion of MED140)
2. 60% of graduates will find positive placement in employment as a medical assistant or in a related field.
3. 100% of all diploma graduates will sit for the Certified Medical Assistant Examination [CMA(AAMA)] offered by the American Association of Medical Assistants.
4. 60% of all graduates will become credentialed as a CMA (AAMA). (* indicates years not included in aggregate)
5. 80% of graduate survey responders will "Strongly Agree" or "Agree" when asked to rate the overall quality of their preparation as a medical assistant.
6. 80 % of employers will "Strongly Agree" or "Agree" when asked "Overall, this graduate is a well-prepared employee?"
7. 90% of students completing the program will Strongly Agree or Agree that the overall quality of the resources supporting the program are adequate.

ARF Year	Retention MAERB	Placement	Grad Part	Grad Sat	Emp Surv sent	Emp Sat	Exam Part	Exam Pass	Student Resource	Retention COA
Goal	60%	60%	30%	80%	100%	80%	30%	60%	90%	60%
2024	66.67%	100%	100%	100%	100%	100%	100%	75%	MET	29%
2023	100%	100%	100%	100%	100%	100%	100%	80%	MET	36%
2022	66.67%	75%	100%	100%	100%	100%	100%	75%	MET	29%
2021	83.33%	89%	89%	100%	100%	100%	100%	89%	MET	56%

VI. Admissions

To be considered a "qualified applicant" for the medical assisting program, one must achieve the minimum scores on COA's Placement Tests or multiple measures requirements as listed for the college and in the Admission Fact sheet for specifics of the program.

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 recipient.
3. Achieve minimum English, Math, and Reading competencies.
4. Achieve the required minimum cumulative grade point average of 2.0.

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.

5. Completed one unit of biology in high school or the equivalent at a post-secondary
6. Submit the completed health sciences ADMISSION APPLICATION by 5:00 p.m. on the deadline date indicating application to the Medical Assisting program.

B. Curriculum Description

1. Medical Assisting curriculum prepares multi-skilled health care professionals qualified to perform administrative, clinical 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.

COA Medical Assisting Curriculum Schema

Fall Semester	
BIO 163 Basic Anatomy and Physiology - <i>Hybrid</i>	5
MED 110 Orientation to Medical Assisting – <i>Online 1st 8 weeks</i>	1
MED 121 Medical Terminology I - <i>Online</i>	3
MED 130 Administrative Office Procedures I - <i>Hybrid 1st 8 weeks</i> <i>Online – Class portion - Face-to-Face – Lab component</i>	2
MED 131 Administrative Office Procedures II - <i>Hybrid 2nd 8 weeks</i> <i>Online – Class portion - Face-to-Face – Lab component</i>	2
MED 140 Exam Room Procedures I – <i>Hybrid</i> <i>Online - Class portion Face-To-Face – Lab component</i>	5
TOTAL Credit Hours	18
Spring Semester	
PSY 150 General Psychology - <i>Online or Face-to-Face</i>	3
ENG 111 Expository Writing - <i>Online or hybrid</i>	3
MED 118 Medical Law and Ethics - <i>Online 1st 8 weeks</i>	2
MED 122 Medical Terminology II - <i>Online 1st 8 weeks</i>	3
MED 150 Laboratory Procedures I – <i>Hybrid 1st 8 weeks</i> <i>Online – Class portion Face-To-Face – Lab component</i>	5
*MED 260 AB MED Clinical Practicum – 2 nd 8 weeks *Supervised unpaid Practicum	2
TOTAL Credit Hours	18
Summer Semester	
*MED 260 BB MED Clinical Practicum *Supervised unpaid Practicum	3
MED 264 Overview - <i>Online</i>	2
Total Credit Hours	5
TOTAL CREDIT HOURS for Diploma	41

* This is a supervised practicum experience of 240 hours (96 hours in Spring and 144 in Summer). Students shall not receive compensation/payment, monetary or otherwise, from the practicum site. Students are not assigned to a site where they are currently employed.

Prior to graduation, students **MUST** participate in the National Credentialing Exam offered by the American Association of Medical Assistants to graduate. Successful candidates who meet all the requirements of graduation and pass the credentialing exam will be awarded the CMA (AAMA) credential.

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

Notification of Admission Status

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

C. Admission Requirements

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 ranking system. This system is utilized to determine the most qualified students based on their performance on their college or high school cumulative GPA (50%), and points awarded for courses completed in the Medical Assisting curriculum schema, previously earned degree(s), and health care-related work experience (50%). Detailed information on how students are ranked can be found in the Medical Assisting Fact Sheet. The program does not grant advanced placement for experiential learning.

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

Orientation Meeting

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

Information Shared During Orientation Meeting (Held in Summer Semester)

- Question/Answer Session on Requirements/Process/Competitive ranking
- Applicant's readiness for the medical assisting program
- Health Requirements:
 - Completed Student Health Form, CPR, Training for Health Care Providers, vaccinations, etc.
- Program Content required for the Medical Assisting Program
- Master Curriculum Plan for Program
- Criteria for progression as related to academic courses in the Medical Assisting Program
- Practicum Facilities utilized (travel involved)
- Criminal background check and/or drug testing required

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

2. Occupational Risks and Health Requirements

Occupational Risks faced by medical assistants include:

- a. **Infectious agents:** high risk of contact with infectious agents due to the various types of activities involved with their jobs

- b. **Chemical Hazards:** exposure to potentially hazardous chemicals used to clean and disinfect work surfaces, fixatives for specimens, drugs/treatments used for patients and latex.
- c. **Physical hazards:** musculoskeletal disorders due to manual lifting, transferring or repositioning patients and working in awkward positions.
- d. **Work stress:** created by emotional situations, exposure to human suffering, demanding physical work and risk of injuries, risk of exposure to infectious disease and hazardous chemicals.
<https://www.cdc.gov/niosh/topics/healthcare/default.html>

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. **The completed COA Health Form is due by the designated deadline, utilizing the third-party compliance tracker selected by COA. Instructions on how to complete this process will be provided at the mandatory medical assisting orientation session.** See also Section E, "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 E, "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 and health requirements tracking utilizing the third-party compliance tracker selected by COA, by the designated deadline. Instructions on how to complete this process will be provided at the mandatory medical assisting orientation session. 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 rotation and meet the requirements of the medical assisting program.**

e. Hepatitis Status

Each individual will complete a "Hepatitis Status" form available in the Bloodborne Pathogens Handbook and provide it 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 the designated deadline.

All above requirements/processes must be completed by the designated date or the student will not be allowed to progress to clinical and laboratory classes, even if they have met all other criteria.

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 deadline.

4. Basic Cardiac Life Support

Prior to the designated deadline, all students are required to show proof of current certification in Basic Cardiac Life Support. Current equivalent certifications include:

American Heart Association – Basic Life Support / BLS

Each student must maintain current CPR 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.

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. Each student will be required to attend bloodborne pathogens training during the orientation session.

8. Criminal Background Check and Drug Screen

Medical assisting students must complete an unpaid supervised practicum of at least 180 hours as part of the program requirements. Medical Assisting students will be required by practicum sites to have a criminal background check and a drug screen prior to practicum. 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.

COA does not guarantee the admission of any student to any clinical facility or clinical site. A student's acceptance, participation and continuation at any clinical site is subject at all times to the approval and consent of the clinical site. Students must be able to attend and progress in the assigned clinical facility for each course. Alternate assignments will not be made because of inability to progress in an assigned clinical setting.

For these reasons, all students must understand that it is critical that they comply with all policies and procedures of these clinical sites and that they must satisfactorily perform and conduct themselves at any clinical site at all times. Students are under a continuing obligation to supplement the information provided to COA and any clinical facility concerning background checks, immunizations, health status, criminal histories or convictions or any other background information. Failure to promptly provide updated or corrected information may be cause for removal from a clinical facility or clinical site and/or from the program.

9. Estimated Program Fees and Costs

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

FALL SEMESTER	
TUITION/FEES (<i>in-state</i>) \$76.00 x 16	1,216.00
TUITION/FEES (<i>out-of-state</i>) \$268.00 X 16	4,288.00
STUDENT FEES	50.00
BOOKS	600.00
UNIFORMS	200.00
PHYSICAL	350.00
CPR	65.00
CERTIFIED BACKGROUND/COMPLIANCE TRACKER	86.00
TOTAL (<i>in-state</i>)	\$2,567.00
TOTAL (<i>out-of-state</i>)	\$5,639.00
SPRING SEMESTER	
TUITION/FEES (<i>in-state</i>) \$76.00 x 16	1,216.00
TUITION/FEES (<i>out-of-state</i>) \$268.00 X 16	4,288.00
STUDENT FEES	50.00
LIABILITY INSURANCE	22.50
BOOKS	300.00
TRAVEL	75.00
TOTAL (<i>in-state</i>)	\$1,663.50
TOTAL (<i>out-of-state</i>)	\$4,735.50
SUMMER SEMESTER	
TUITION/FEES (<i>in-state</i>) \$76.00 x 5	380.00
TUITION/FEES (<i>out-of-state</i>) \$268.00 X 5	1,340.00
LIABILITY INSURANCE	22.50
TRAVEL	150.00
CMA EXAM	125.00
TOTAL (<i>in-state</i>)	\$677.50
TOTAL (<i>out-of-state</i>)	\$1637.50
TOTAL PROGRAM (<i>in-state</i>)	\$4,908.00
TOTAL PROGRAM (<i>out-of-state</i>)	\$12,012.00

D. 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.

E. Title IX

Title IX (1972) protects students from gender bias in educational environments. The 2013 reauthorization of Title IX expands the definitions of gender bias, to include sexual assault, sexual harassment, domestic violence and stalking, and the expectations of colleges and universities handling gender bias incidents. College of The Albemarle is dedicated to providing an educational and work environment that is free from sexual assault, sexual harassment, domestic violence and stalking. As part of College of The Albemarle's efforts to fully comply with the Title IX law, all employees of the college are mandated to report to the Title IX Coordinator any known or suspected violations of Title IX. For more information, please see the Policy and Procedures Manual (Policy 2-37) at: http://www.albemarle.edu/uploads/college_documents

F. Special Admission Circumstances

1. Re-admission

A re-admission applicant is defined as an individual who withdrew or was dismissed from any Medical Assisting program. Re-admission is limited to one time to the program. Applicants seeking readmission will be considered on a space-available basis. Any former Medical Assisting student desiring re-admission to the Medical Assisting program must meet the current admission requirements and procedures required of all Medical Assisting applicants by the designated date. A re-admission applicant will be required to repeat any Medical Assisting program courses containing psychomotor or affective competencies not completed within the previous two years. The admission entry point of re-admission applicants will be determined by the Program Coordinator and may require the applicant to demonstrate competency of certain knowledge, skills, behaviors, and medication calculations appropriate for the point of re-entry to the program.

2. Transfer of Credits

Any individual desiring to transfer credit to enter the Medical Assisting Program must:

- a. Follow the same procedure required by COA for all transfer students as outlined in the COA catalog.
- b. Meet the same admission criteria required of all medical assisting students
- c. Request the following items from his/her former medical assisting program and have them mailed to the medical assisting Program Coordinator
 - a. Course outlines (syllabus) of those medical assisting courses for which one is seeking to receive transfer credit
 - b. Scores from any tests, psychomotor or affective assessments, or other standardized assessments taken at former schools
 - c. Letter of recommendation from medical assisting instructor or program coordinator who most recently supervised applicant

- d. Have been enrolled in a Medical Assisting program within two years immediately preceding transfer to COA's Medical Assisting program
- e. Satisfy the COA resident requirement by completing at COA a minimum of twenty-five percent of the credit hours for a degree

Transfer credit for Medical Assisting courses is granted only in the following instances:

- Space is available to accommodate the applicant
- The Medical Assisting Program Coordinator, in consultation with appropriate faculty recommends acceptance of the specific medical assisting course(s).
- Final course grade in any medical assisting course(s) is 77 or C or better
- Psychomotor and affective competencies included in the course were each successfully completed.
- Final course grade in required non-medical assisting course is C or better.

Transfer of credit WILL NOT be granted for experiential learning.

Transfer of credit WILL NOT be granted for cooperative education or work-based learning.

SPECIAL ADMISSION CIRCUMSTANCES – “DEFERRED ACTION FOR CHILDHOOD ARRIVALS (DACA)” AND “UNDOCUMENTED IMMIGRANT” STUDENTS

COA Health Sciences and Wellness programs will allow the admission of students with DACA classification. However, DACA students should be aware of the following:

- a. Neither federal law, nor North Carolina law permits individuals with DACA classification to receive professional licenses. See 8 U.S.C. § 1621(a) and (c)(1)(A). Ability to obtain other certifications may also be limited.
- b. It is the current position of the State Residence Committee that individuals with DACA classification do not have the capacity to receive in-state tuition.

COA Health Sciences programs will allow the admission of students with “undocumented immigrant” classification. However, undocumented immigrant students should be aware of the following:

- a. For the purposes of this Section, "undocumented immigrant" means any immigrant who is not lawfully present in the United States.
- b. An undocumented immigrant admitted shall not be considered a North Carolina resident for tuition purposes.
- c. Federal law prohibits states from granting professional licenses to undocumented immigrants. Ability to obtain other certifications may also be limited.
- d. Students lawfully present in the United States shall have priority over any undocumented immigrant in any class or program of study when capacity limitations exist.

VII. Progression Policy

A. College Advisement System

Student Success and Enrollment Management 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

Per Policy 5.3.2, Certain College programs may have academic and non-academic related conduct and sanction requirements in addition to those listed in the college's policy.

To ensure students demonstrate the knowledge, skills, and clinical judgment necessary for safe patient care, Medical Assisting courses/program maintain more rigorous academic progression and graduation requirements due to regulatory standards and competency expectations established by state boards, national accreditation, credentialing agencies, and healthcare industry best practices for safe entry-level practice. Additionally, program requirements align with college and university articulation agreements and grade requirements to support seamless academic progression.

1. Grading Scale

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

Letter	Numerical Equivalent	Quality Points per Quality Hour
A	100-90	4
B	89-80	3
C	79-77	2
D	76-70	1
F	Below 70	0
I	Incomplete	
W	Withdrawal	
A	Audit	

A student must 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. A grade point average of 2.0 is required for a student to enter, progress, re-enter, or graduate. In addition, medical assisting students must pass 100% of the psychomotor and affective domain objectives (competencies) in all medical assisting program courses to progress. Students will be allowed three attempts to successfully pass a psychomotor or affective competency. Failure to pass a psychomotor or affective competency in three attempts will result in the student failing the course, resulting in dismissal from the program.

2. Sequence of Courses

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

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

All courses required in the medical assisting program must be taken in the sequence outlined in the curriculum. General education courses may be taken prior to enrollment in the medical assisting courses. In order to progress to the next semester's course, the student must successfully complete

- (1) each medical assisting course with a final grade of 77 or better,
- (2) 100% of the psychomotor and affective competencies,
- (3) each general education course with a final letter grade of "C" or better, and
- (4) must maintain a minimum cumulative grade point average (GPA) of 2.0 each semester.

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 are 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 and the 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. Students are encouraged to enroll in the COA Alert Now system for updates about changes to the normal college operating schedule. 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 first**

assignment by 11:55 pm on the census date, or ten percent point of the class. Failure to complete the first assignment will result in the student being withdrawn from the course. If the student is unable to log on to myCourses or email it is the student's responsibility to notify the instructor. Failure to communicate with the instructor will result in withdrawal from the course.

Withdrawal Policy

Students may withdraw from class after ten percent but prior to the completion of seventy-five percent of a class. Prior to the seventy-five percent date students may also be withdrawn for non-attendance. Withdrawals completed prior to the seventy-five percent date will result in a "W" grade. After the seventy-five percent date withdrawals are only given in rare circumstances with approval of the instructor and department chair.

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. The two excused absences may be taken at any time during the academic year either on separate days or on two consecutive days and must 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. Students must submit a "Request to be Excused For Religious Observance Form" to the Vice President of Student Success and Enrollment Management within the first two weeks of the semester in which the absence will occur.

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.

The College may take a number of steps and precautions at all campuses including: providing additional information and resources related to COVID 19 for students; implementing additional health and safety protocols; adjusting some facility, physical space and campus operations; and modifying classes and academic delivery as needed.

Students should understand that COVID-19 and other communicable diseases are a public health risk; that COA and clinical facilities cannot guarantee safety or immunity from any infection; and that each student voluntarily assumes all risks associated with participating in health science programs related activities on campus and at clinical

facilities, including the risk of exposure or infection with COVID-19 and other infectious diseases.

Update of Health and Other Requirements

Students are accountable to monitor and maintain compliance with all health screening requirements. Student records will be assessed for expiration dates of CPR, PPD, and required vaccines. Failure to comply results in inability of the student to attend practicum until file is complete. Students unable to attend practicum due to incomplete health records will be counted as absent.

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 Success and Enrollment Management
4. Confer with Director of Financial Aid, if applicable, in his/her case.
5. Any student who exits the Medical Assisting program for any reason should complete an exit interview with the program coordinator.

A student who is otherwise in good standing, but fails to complete all the required courses in the diploma program within two years of the time they began the program will be withdrawn from the program.

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 as defined in the attendance policy found in this handbook.**
4. **Student performance behavior in the practicum setting that (1) indicates difficulty in making appropriate judgments in the practicum setting or (2) conflicts with patient safety essential to safe Medical Assisting practice** leading to unsatisfactory clinical performance and failure. 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. If a student is asked to leave a practicum setting, they will not be placed in another site and will be dismissed from the program.
5. **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.
6. **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.
 - a. 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.
 - b. 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.
 - c. Students who are found in possession of any information on test content may also be found guilty of cheating.
7. **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 use of Artificial Intelligence (AI) to create or assist in the completion of writing assignments, papers, reports, or other academic work without properly documenting or acknowledging sources will be considered plagiarism. All papers and assignments may be subject to screening via plagiarism and AI detection software.

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.**

8. **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.
9. **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.
10. **Negligent acts resulting in harm to patient.**
11. **Drug/Alcohol Use**
 - a. The presence, purchase, sale, consumption or use, and/or being under the influence of alcoholic beverage or controlled substances (except when used in strict compliance with the prescription) is strictly forbidden on campus, at campus sponsored functions, at clinical laboratory experiences or any time while in the COA Program uniform. Violations of the chemical abuse policy of the Program will render a student subject to disciplinary action including immediate dismissal from the Program with a grade of "F" and removal from all Program courses.
 - 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.
12. **Practicum**
 - a. Any student who is asked to leave a practicum site for any reason

related to performance , behavior or patient sa or behavior will not be placed into another site, and will be dismissed from the program. Additionally, any student who does not demonstrate the skills, competencies, and professionalism to attend clinicals will not be placed into a clinical site, and will be dismissed from the program.

Any student dismissed from the medical assisting program for the above reasons with the exception of 1, 2, and 3 is not encouraged to apply for readmission to the program. Student's dismissed from the program related to items numbered 3, 4, 5, 6, 7, 8, 9, 10, 11 and 12 will receive a final course grade of "F". Students dismissed from the program related to item 2 will receive a grade of "W".

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 reasons(s) for the dismissal. The student will receive a letter stating the reason(s) for dismissal.

Students dismissed from the program related to item number 1 will receive the grade as earned per the course syllabus and program academic policies.

Dismissal from the course will take effect immediately and the student will not be allowed to return to class, lab or clinical for that course. If a student is enrolled in multiple program courses within the same semester, the student will be allowed to complete any other program courses specific to progression within the program that they are enrolled in for the same semester, and then will be dismissed from the program at the end of that semester.

Students dismissed from the program related to item number 2 will receive a grade of "W." The program dismissal will take effect immediately and the student will not be allowed to return to class, lab or clinical and will be immediately withdrawn from all program courses specific to progression within the program. (i.e. MED130, MED131, MED140, MED150, MED260AB, MED260BB, MED264)

Students dismissed from the program related to item number 3 will receive a final course grade of "F"; and the dismissal from the course will take effect immediately and the student will not be allowed to return to class, lab or clinical for that course. If a student is enrolled in multiple program courses within the same semester, the student will be allowed to complete any other program courses specific to progression within the program that they are enrolled in for the same semester, and then will be dismissed from the program at the end of that semester.

Students dismissed from the program related to items numbered 4, 5, 6, 7, 8, 9, 10 and 11, involving a program course will receive a final course grade of "F"; and the program dismissal will take effect immediately. The student will not be allowed to return to class, lab or clinical for any program courses and will be immediately withdrawn from all other program courses specific to progression within the program.

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

C. Appeals Process

The Grade Appeal policy set forth in the COA Catalog shall apply to all students in the medical assisting program. Students dismissed from the program related to items 1, 2, 3, and 4 shall have the right to appeal his/her grade and dismissal from the program as provided in the Grade Appeal procedure set forth in the COA Policy on Grading, Grade reporting, and Grade Appeal.

The student disciplinary procedure set forth in the COA Catalog shall apply to all students in the medical assisting program. Students dismissed from the program related to items 5,6,7,8,9,10, and 11 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 on Student Code of Conduct.

IX. Graduation Graduation Requirements

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

- A. Progress satisfactorily through the medical assisting curriculum as defined in the Progression Policy.
- B. Maintain a minimum grade point average of 2.0 and earn a grade of “C” or better in all the required courses of the curriculum.
- C. Demonstrate physical and emotional health which underscores their ability to provide safe medical assisting care to the public.
- D. Participate in an exit interview with the Program Coordinator.

X. General Policy Information

Policy 5.3.2 Certain College programs may have academic and non-academic related conduct and sanction requirements in addition to those listed in the college’s policy.

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:

- 1. Policies of the practicum facility as stated in current Policies and Procedures Manual;
- 2. Patient’s Bill of Rights;

3. AAMA Code of Ethics

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

Members of AAMA dedicated to the conscientious pursuit of their profession, and 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 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.

4. Contractual Agreement between COA and Practicum Facility

5. Program Professional Behavior Expectations

- a. 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
- b. Ask for supervision and assistance when needed
- c. Interact professionally, courteously, and respectfully with faculty, peers, health team members, patients, and family members
- d. Address patients, family members, health team members, instructors and staff by Mr., Mrs., Ms. and Miss and the surname unless otherwise directed.
- e. Demonstrate self-confidence in administering patient care
- f. Utilize time efficiently and constructively
- g. Display initiative and self-motivation
- h. Perform self-evaluation regarding attainment of course objectives
- i. Complete all work on time
- j. Demonstrate punctuality for class, lab, and practicum
- k. Maintain a reliable means of communication and transportation, valid telephone and email address via the COA Self Service and myCourses (Moodle) account.
- l. Check their college email account regularly Monday-Friday during each semester enrolled.

- m. Refrain from using social networking, text messaging or other electronic media for posting insulting, disparaging or inflammatory comments regarding COA, the medical assisting program, 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 from discussing confidential information in any other manner that may reach third parties outside of COA staff or clinical site personnel.
 - n. COA Health Sciences and Wellness Programs Social Media Policy does not allow students in clinical/practicum/internship related activities to post ANY pictures or information depicting or while engaged in activities relating to hospital, practicum, and/or internship activities, facilities, staff, volunteers and/or patients without express, written consent from the College and the facility. This includes, but is not limited to, “selfies” taken while at these facilities and social media posts about facility events or staff.
 - o. Such actions have the tendency to disrupt program activities, to portray the student and COA staff in a negative and/or unprofessional light, to potentially violate the rights of facility staff, volunteers or patients, and to otherwise negatively impact COA’s programs and reputation.
- Students should be constantly aware that they represent the health science program and the College to the public when dressed in the COA program uniform and that they will be viewed by the College, by other professionals, and by the public in general as representatives of COA. Therefore, students are charged with portraying a positive image of health science and wellness occupations and the college. The COA health science program and the College reserve the right to dismiss any student whose on or off campus behavior violates any of COA’s rules or policies governing expected conduct of students including those prohibiting any student from engaging in any criminal conduct; any conduct or behavior prohibited by COA policy; or any other conduct or behavior particularly while dressed in uniform or otherwise while representing COA that tends to portray the student, the program or COA in a negative fashion or otherwise tends to cause harm to the reputation of the program or COA.

B. CLASSROOM/LABORATORY/ PRACTICUM BEHAVIORS

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.

- 1. Each Medical Assisting student will demonstrate appropriate behavior in regard to faculty and fellow students in the classroom/laboratory/practicum setting.

2. Students are expected to be on time and appropriately prepared for class/laboratory/practicum.
3. 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 the 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.
4. If a violation of confidentiality becomes evident after completion of a course, the student is subject to dismissal from the Program.
5. 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.
6. A student will not be assigned to the same practicum site where he/she is or has been an employee and/or volunteer.
7. Students should not wear the uniform in public places such as grocery stores, malls, etc.
8. Students shall not visit units in assigned or unassigned health care agencies in a visitor role while wearing the medical assisting student uniform.
9. 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, smartphones, etc.) is not allowed in the classroom during testing or test reviews.
10. 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.
11. Outside visitors are not to visit with students during scheduled practicum experiences.
12. Students are not to leave the facility unless the instructor has been notified and consent has been given.
13. Students are expected to adhere to the College's Drug-Free and Smoke-Free Environment Policies and Student Code of Conduct. No smoking, use of tobacco, use or purchase of alcohol, drug consumption, or other violations of the College Student Code of Conduct are allowed in college vans, campus buildings, campus parking lots, or in or on the grounds of clinical facilities or any time while in a COA health science program uniform.
14. Students may not buy, sell or consume alcoholic beverages or illicit drugs while in a COA Program uniform (including street clothes while in facilities) or lab coat. Violation of this alcohol/drug policy will result in disciplinary action up to and including a grade of unsatisfactory in clinical,

- consequently an "F" in the course, and immediate dismissal from the Program and all program courses.
15. Students may not smoke while in a COA Program uniform (including street clothes while in facilities) or lab coat. The smell of smoke on a student uniform will be considered unprofessional in the clinical setting and a "noxious odor". The student will be removed from the clinical setting until they are able to return without the odor as determined by the clinical instructor. Any missed time will count under the attendance policy as absent clinical time for the course. Repeated violations of this policy may result in disciplinary action up to and including clinical failure and dismissal from the clinical site, and/or consequently dismissal from the program.
 16. Students are prohibited from secretly recording classroom, lab or clinical activities; and any conversations, meetings, or conferences or other interactions with faculty, COA employees, patients, or anyone in any setting/facility associated with the program's activities. Use of personal recording devices to record lectures in class, lab or clinical is prohibited. Students with documented accommodations that request recording capability must meet with the Medical Assisting Program Director to determine appropriate means and parameters of making recordings.

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.
- Clinical/lab attire will be addressed in each clinical course.
- Each student is required to have the school's designated uniform the first clinical day or as designated by the program coordinator. The uniform must be neat, clean, well-pressed/ironed and well fitted throughout the student's participation in the program. Uniforms and physical appearance must meet the guidelines developed by the Program faculty and worn properly at all times while in uniform. Students will not be allowed to deliver patient care if the uniform guidelines are not met and any missed time from clinical will count as attendance hours missed.
- The COA health program uniform may only be worn when engaged in the role of a COA program student for an approved program activity.
- Students shall not visit units in assigned or unassigned health care agencies in a visitor role while wearing the program student uniform.
- Students should not wear the uniform in public places such as grocery stores, malls, etc. before, during, or after clinical experiences.
- The College Student Code of Conduct applies to students at all times they are in a COA uniform – whether on or off campus; and whether or not they are actively engaged in a college sponsored event.
- It should be noted that the student's dress code may vary only with permission of the Program Coordinator.

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 closed- toe and closed-back shoes and white above the ankle socks.
- Limit jewelry to one pair of small post-earrings in ear lobes only, one watch and, one smooth surface ring on either left or right third finger.
- No ear gauges are allowed.
- 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 issued by COA. 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.
- External artificial cosmetic enhancements (i.e. eye lashes, hair pieces, etc.) are not to be worn.

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 COA 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 College Catalog: 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 in the Health Sciences Program's Exposure Control Plan for Bloodborne Pathogens.

G. PRACTICUM EVALUATION

A student will be provided with a practicum packet 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, and 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 77 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 immunocompromised patients. Patient care assignments for the immunocompromised 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. 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 in the Spring Semester.

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.

J. STUDENT EMPLOYMENT POLICY

Students will be placed in a practicum site, chosen by the Practicum Coordinator. Students are not place in a practicum site in which they are a current or former employee or have an established relationship with that practice/providers/staff. A supervisor will be assigned by the site, and the Medical Assisting Practicum Coordinator will supervise this practicum. Students will pay regular tuition and malpractice insurance, but **WILL NOT** be paid or receive any compensation as employees. The student will be working for education credit only. Employment in a physician's office does not qualify as a practicum even if the office is an approved practicum site.

K. 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.

L. 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.

M. 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. Students are at all times responsible for determining and maintaining their own eligibility for taking the CMA(AAMA) examination

N. STUDENT ACTIVITIES/RESPONSIBILITIES

A. CLASS ORGANIZATION

Students will be offered the opportunity to form a medical assisting club under the College's Student Government Association (SGA), after school has been in session for approximately four weeks. If the class decides to form such a club, then each class will elect officers, including a President, Vice President, Secretary, Treasurer, Historian, and a Student Senate representative. The Program Coordinator will serve as advisor to the club. 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. Members of the Albemarle Area Medical Assistants, a local chapter of the American Association of Medical Assistants will be asked to participate in the ceremony.

The recipients of the annual Medical Assisting awards – The Stella B. Gallop Spirit of Medical Assisting Award, the Academic Excellence Award are announced at the pinning ceremony. The Stella B. Gallop Spirit of Medical Assisting Award, established by the Albemarle Area Medical Assistants, 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 in courses while in the program.

The COA Academic Excellence in Health Sciences Award in Medical Assisting will be awarded if a student meets the following criteria:

- Recipients must be currently enrolled, in good standing, in a Health Sciences Program or have successfully completed the program within the current academic year and meet the following criteria:
- Must successfully complete at least 6 hours of course work at 100-level or higher during each semester while enrolled in the program.
- Must receive a grade of "A" or "B" in the core curriculum courses, other required courses in the Health Sciences Program, and any other courses during each semester while enrolled in the program and be "satisfactory" in all clinical evaluations (including the current semester).
- Cumulative COA GPA must be maintained at 3.70 or higher each semester while enrolled in the program.

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

XI. Medical Assisting Forms

COLLEGE OF THE ALBEMARLE MEDICAL ASSISTING PROGRAM

Laboratory Procedures Agreement

I, the undersigned, volunteer for venipuncture and microcollection procedures to be performed on me as part of the MED 150 Laboratory Procedures class. I am aware that these are invasive procedures and there are risks such as hepatitis, HIV, and other diseases. 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.

I agree to follow all lab rules and procedures as explained in the Medical Assisting Handbook and the additional rules and procedures listed below for my protection and the safety of others.

- 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
- 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 instructor
- Discard any broken glassware into a "Sharps" container
- Use appropriate chemical spill kits to clean up spills
- Report any accident to your instructor

Student signature: _____

Date: _____

COLLEGE OF THE ALBEMARLE
MEDICAL ASSISTING PROGRAM

Venipuncture/Micro collection 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
Medical Assisting

Student Contractual Agreement

I, the undersigned, have

(1) received a copy of;

(2) read;

(3) received an explanation of;

(4) and have had the opportunity to have my questions answered regarding

the policies and guidelines as stated in the Medical Assisting Student Handbook and College of The Albemarle's Health Science Programs' Exposure Control Plan for Bloodborne Pathogens.

I 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

Student ID

Date

Signature of Medical Assisting Program Coordinator

Date

Acknowledgement of 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.

I have read and understand the above standards that are required in the medical assisting program.

Student Signature: _____ Date: _____