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Dear Medical Assisting Student:

Welcome to the Medical Assisting program at Tri-County Technical College. This is an exciting time to begin learning a variety of new skills in this unique curriculum. I look forward to working with you during the next three semesters as you start taking steps toward a career in the Medical Assisting profession. This Handbook will give you a general overview of the program and some of the Departmental Policies. Please read it carefully prior to signing the statement at the end. This Handbook is intended to supplement the information that is found in the College Catalog.

Please check the TCTC bookstore for books that you will need for your classes. These may be ordered online or purchased in the bookstore. They should be purchased no later than the second day of class. Student financial aid may be used for bookstore purchases starting the week before classes.

*Kaye F. Bathe*

**MEDICAL ASSISTING.....Kaye F. Bathe, Advisor**

**DIPLOMA:** Health Science

**MAJOR:** Medical Assisting

**MINIMUM CREDITS REQUIRED FOR GRADUATION:** 49

**EXPLANATION OF PROGRAM:**

Medical Assisting is a multi-skilled allied health profession; practitioners work primarily in ambulatory settings such as medical offices and clinics. Medical assistants function as members of the health care delivery team and perform administrative and clinical procedures under supervision of a physician or licensed nurse.

Administrative duties include basic clerical functions, scheduling and receiving patients, preparing and maintaining medical records, handling telephone communication, processing and writing correspondence, serving as a liaison between the physician and other individuals, and managing practice finances.

Clinical duties include asepsis and infection control, taking patient histories and vital signs, performing first aid and CPR, preparing patients for procedures, assisting the physician with examinations and treatments, collecting and processing specimens, performing selected diagnostic tests and preparing and administering medications as directed by the physician.

The growth of the population and the move of health care delivery from acute care settings to outpatient settings such as physicians' offices and clinics have created an expanded job market for health care workers. This growth is expected to continue well into the twenty-first century.

The Tri-County Technical College Medical Assisting program is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) upon recommendation of the Medical Assisting Education Review Board (MAERB). Graduates of the program will be expected to take the national AAMA certification examination. The examination is offered online. Scheduling information may be obtained from the AAMA website.

## **CLINICAL PLACEMENT:**

Students will be placed in physician offices and clinics to obtain practical experience in Medical Assisting. Efforts will be made to place the student in an office in their community. However, availability of placement in the student's community is not guaranteed.

## **EXPENSES:**

In addition to the cost of tuition and books, student expenses may include but not be limited to:

1. Professional uniforms and shoes.
2. Transportation to and from clinical sites.
3. Pin for graduation.
4. Fees for certification exam.
5. Physical exam, TB test and immunizations.
6. CPR card and mask.
7. Practice supplies for labs.
8. Personal safety items.
9. Student membership fee for the AAMA. (Approximately \$30.00)

## MEDICAL ASSISTING CURRICULUM

### Fall Semester

		C	L	Cr
MED 103	Medical Assisting Introduction	2	3	3
MED 118	Medical Assisting Pharmacology	3	3	4
AHS 104	Medical Vocabulary/Anatomy & Physiology	3	0	3
ENG 155	Communications I	3	0	3
MAT 155	Contemporary Mathematics	3	0	3
BIO 110	General Anatomy and Physiology	3	0	3
	Total	17	6	19

### Spring Semester

MED 104	Medical Assisting Administrative Procedures	3	3	4
MED 107	Medical Office Management	4	0	4
MED 114	Medical Assisting Clinical Procedures	3	3	4
MED 115	Medical Office Lab Procedures I	3	3	4
AHS 105	Medical Ethics and Law	2	0	2
	Total	15	9	18

### Summer Term

MED 116	Medical Office Lab Procedures II	3	3	4
MED 117	Clinical Practice	2	9	5
PSY 103	Human Relations	3	0	3
	Total	8	12	12

## **PROGRAM GOALS**

The Medical Assisting Program will work closely with the communities of interest to provide quality education and competency-based skills training in a safe, current learning environment. Minimum expectations are to prepare competent entry level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) domains. A global approach to teaching and learning will provide a solid framework for entry into this unique profession. The community will recognize the superior clinical, administrative, and multidisciplinary skills of our graduates. In this program, we will value integrity, responsibility, and high professional standards as we serve the community. Promoting and fostering the personal and professional growth of our students will be a high priority.

## **PROGRAM PHILOSOPHY**

We believe that Medical Assisting is an exciting, rewarding career for Health Care Professionals. The clinical, administrative, and trans-disciplinary skills possessed by Medical Assistants make them one of the most valuable, versatile workers in the Health Care market today. We feel that no other profession is better suited for medical office operation and management.

## **PROGRAM LEARNING OUTCOMES**

Upon successful completion of the medical assisting program, the student should be able to:

1. The MA graduate will apply principles of medical asepsis and basic infection control methods and safety in health care according to regulatory standards.
2. The MA graduate will demonstrate effective listening, written and verbal communication skills with diverse patients, families and health care professionals.
3. The MA graduate will demonstrate clinical knowledge and skills appropriate to ambulatory settings.
4. The MA graduate will apply legal concepts, ethical practices, professionalism and customer service to practice in the medical office.
5. The MA graduate will demonstrate administrative knowledge and skills appropriate to ambulatory settings.

## **PROGRAM REQUIREMENTS IN ORDER TO PROGRESS WITHIN THE MAJOR**

1. Attendance of classes and all labs
2. Satisfactory completion of 160 practicum hours
3. Preparation of a resume, cover letter and thank-you letter
4. Completion of a 300 question certification exam simulation with 75% accuracy
5. Satisfactory demonstration of terminal objectives within each course, a score of 80% or above is required
6. A score of 75% or above on all course work
7. Completion of a math competency exam for medication dosage calculations with 90% accuracy
8. Professional Behavior(per page 9)

## **EQUIPMENT AND SUPPLIES REQUIRED DURING THE PROGRAM**

1. Official student uniform and name badge
2. Personal goggles (available at uniform shops)
3. A stethoscope, CPR packet mask and bandage scissors
4. A watch with a second hand or watches with 60 second timers
5. CD or flash drive
6. Calculator
7. Lab manuals, textbooks, and practice supplies (from the Campus Bookstore)

## **PRACTICUM POLICY**

1. Students complete 25 hours in the front office during spring semester while enrolled in administration classes. One hour is allowed for their initial interview and orientation with the office manager. Students are required to comply with office policies regarding confidentiality, dress code, etc. Due to class schedules, most students will complete three 8-hour rotations on Fridays starting in March/April. Only one student will be assigned to an office.
2. Summer practicum includes clinical, administrative and trans-disciplinary skills. Students complete 135 hours focusing on both front and back office skills. Students may continue the summer practicum in the same office in which they worked in the spring. Students will generally work three (3) eight hour days on Mondays, Wednesdays, or Fridays during the 10-week summer session. Each student is responsible for getting their preceptor to complete a weekly evaluation checklist for spring and summer practicums. The student returns this form in a sealed envelope each week in class. A time sheet, signed by the preceptor, is returned at the completion of both practicums.
3. An agency may withdraw participation in the practicum program at any time. The Practicum Coordinator should be notified immediately if there are any concerns. Inability to complete the practicum will jeopardize the ability to complete the program.
4. Students work under the direct supervision of a CMA, Licensed Nurse, Physician, or Office Manager.
5. The Department maintains current health records on each student. Students must have a current annual PPD and CPR certification. Each student carries liability insurance. Each student is covered under the College accident insurance. Therefore, all exposures of blood or body fluids or any other workplace accident must be reported to the Program Coordinator immediately.
6. Failure to attend the practicum as assigned can result in inability to complete the Medical Assisting Program.

## **CLINICAL PRACTICUM GUIDELINES**

1. Students will keep a time verification sheet, noting the time of day clocked in and clocked out for each rotation. These are due at the end of the practicum. **Students are responsible for getting weekly evaluation sheets completed by the clinical supervisor.** These are due to the instructor each Monday.
2. Students are responsible for turning in **all** clinical or assigned course materials each Monday. Failure to do so will result in 10-point grade reduction for each day late.
3. All clinical sites are monitored closely with contact visits and phone calls made by the Practicum Coordinator.
4. Students are expected to be on time when reporting to clinical sites. They are also expected to show enthusiasm, initiative to learn, and display a professional attitude.
5. The time the student is to report to the practicum site will vary with each office. **It is the student's responsibility to notify the practicum site and Tri-County Technical College Practicum Coordinator if they are unable to report as assigned. Failure to provide timely notification may result in dismissal from the practicum site.**
6. Any student who is dressed or groomed inappropriately will be sent home and this day will be counted as a clinical absence.
7. During clinical time, the student will be permitted to leave assigned areas for breaks and lunch. Breaks and lunch must be taken at the discretion of the Practicum Site supervisor. **Students should NEVER leave their assigned area without notifying the office preceptor and Tri-County Technical College clinical instructor.**
8. In the event a student earns an overall weekly clinical grade less than 80%, the student will be unable to achieve course requirements. **Failure of the practicum will result in failure of the course, and inability to complete the program.**
9. In the event the clinical site asks the student to leave the site early, students are to call the Tri-County Technical College Program Coordinator on the day of the request.
10. All students who encounter any problems at a clinical site must notify the Tri-County Technical College Program Coordinator the day of the occurrence.
11. **Students are NOT allowed to receive any financial remuneration from the physician's office during their practicum.** Therefore, a student may not perform a practicum in an agency in which they are employed.

## **UNIFORM POLICY**

Medical Assisting students will maintain a neat, groomed, and professional appearance at all times. Proper precautions will be taken when body fluids or potentially infectious material is handled, so that the student's, patient's, co-worker's and the general public's health is protected at all times. Uniforms will be purchased by each student and worn when designated by the Program Coordinator.

The appropriate uniform includes:

1. Specified, properly fitted, **and ironed** student uniform
2. Name badge to be visible and **worn at all times**. Students will have name badges made at Tri-County Technical College Security Department.
3. Closed-toe, professional, leather shoes should be **CLEAN** and in good condition (canvas, track shoes, clogs, or sandals are **NOT** permitted). Socks or hose will be worn.
4. Fluid-proof gown/lab coat which meets OSHA specifications when the potential for contact of infectious material exists is required, along with protective eye-wear. These gowns/lab coats are available in the campus Bookstore. Goggles may be purchased at any uniform shop.
5. Long nails, artificial nails or nail polish are **NOT** allowed in the clinical area. Nails should be no more than 1/16<sup>th</sup> of an inch above the pad of the finger.
6. Personal cell phone use is not permitted in the medical office.
7. Hair must be pulled back away from the face in the clinical and lab areas. Hair color should be natural tones. Jewelry should be limited to a watch, wedding ring, and **one** pair of stud type earrings. AAMA members may wear their official AAMA pin on their uniform. No facial, tongue, or other visible body piercings are allowed.
8. Gum is not allowed during practicum rotations.

The Health Education Division will institute the following Professional Behavior Policy for all Health Education Students:

**Smoking will not be permitted for any Health Education student PRIOR TO or DURING THE CLINICAL DAY.** The odor of cigarettes (and related products) is offensive to many sick individuals. Additionally, some people are allergic to cigarettes. Smoke smell on the student's clothing, hair, or body will be cause to be dismissed from clinical and the student will earn a "zero" for the day.

9. Students are expected to dress and act professionally during practicums. If the practicum site reports a student for inappropriate dress or unprofessional behavior, he/she will be placed on clinical probation. If a student is dismissed from the practicum due to unprofessional behavior, the student will be given an "F" for course and will not be able to complete the program.

## **HEALTH EDUCATION DIVISION**

### **GUIDELINES FOR USE OF SOCIAL AND ELECTRONIC MEDIA**

#### **PURPOSE**

To provide guidelines outlining how Tri-County Technical College Health Education (HE) students (ADN, PNR, VET, MLT, MED, EDDA, SUR) support area clinical agencies, physician offices, and the division in terms of knowing boundaries of appropriate communication with social media (HIPAA, FERPA)

Students are prohibited from posting any comment that is personal health information including patient images on any social media site. Posting of veterinary-related images must be approved by the Veterinary Technology Department Head in advance.

The use of social media provides the ability for students to communicate with their peers in an expedient and even real-time basis. However, students should understand that publishing information on a social media site may be public, can be shared by others and is searchable in order to trace activity back to them as individuals for long periods of time. If a student provides identification that he/she is a Tri-County Technical College student, public perception expands beyond the individual student to the program, division and the College. Examples of social media include, but are not limited to,

YouTube

Facebook

iTunes

LinkedIn

Twitter

Blogs (except for course or College approved platforms such as Blackboard with faculty oversight)

Students in all areas of Health Education are preparing for professions which provide services to the public who expect high standards of care and in the handling of confidential information. Therefore, students should be constantly aware of HIPAA and or FERPA guidelines which require that confidential information related to patients or agencies/offices must not be disclosed. Students may be personally as well as legally responsible for anything that they post on social media sites. In addition, potential employers now commonly utilize analysis of public personal web sites as a determination of possible job offers.

#### **PDA USE**

PDA's can provide students with quick and easy access to up-to-date evidenced-based information in both the classroom and clinical setting. However, PDA use must be appropriate and within established guidelines by an instructor/clinical agency. HIPAA/FERPA guidelines still apply. During clinical and class time, it is expected that any PDA be utilized only when expressly authorized by TCTC faculty. If the PDA is combined with a cell phone, the cell phone should be silenced.

No personal conversation or texting is allowed at any time in a patient/animal care area. Please remember that in patient areas, PDA's may act as a reservoir for microorganisms and have the potential to deleteriously affect immunocompromised patients. Misuse of electronic devices can be interpreted as a classroom or clinical disruption and students may be dismissed by the instructor (See TCTC Student Code of Conduct).

#### eTC Accounts

Tri-County Technical College (TCTC) uses email as one of several means of communication with HE students. An official eTC email address is issued to each student at the time of admission to the College. This is the only email address that the College maintains for sending official communications to students. Students must check email on a regular basis (at least three times a week) in order to read important e-mail messages and notifications/announcements in a timely manner. In addition, certain communications may be time-sensitive, i.e. drug testing dates. Failure to read official College communications sent to the student's official eTC email address does not absolve the student from knowing and complying with the content of those communications.

Each HE student must manage his/her College email account to assure that the Inbox file has sufficient space to allow for email delivery. Students who choose to forward their eTC account email to another email address risk not receiving important official emails from the College. The HE Division will not be responsible for the non-receipt of any official communication that has been forwarded by a student to another email account.

#### RESPONSIBLE USE OF COMPUTER TECHNOLOGY AND SOCIAL MEDIA IN HEALTH EDUCATION

All forms of communication and behavior that are conducted in an electronic environment (TCTC procedure titled "External Communications" 1-2-1024.1) demand the same adherence to rules that provide expected levels of civility, safety, privacy, and respect. Students are, therefore, expected to govern their "electronic" behavior (social media) with the same care and self-control they exhibit face-to-face with patients, peers, instructors, and clinical employees.

#### **Disruptive Student Behavior**

Disruptive behavior in the classroom or other academic setting is strongly discouraged by the Health Education Division at Tri-County Technical College. Disruptive behavior is defined as any behavior that interferes (disrupts) with the collegiate educational process, college administration, and/or sanctioned college program activities. Determination of a behavior as disruptive is at the discretion of the division faculty or staff and can be dependent on many factors.

Behavior which health education personnel may declare disruptive includes, but is not limited to, the following:

- Entering class late or leaving early (without permission)
- Eating/drinking in class without permission
- Sleeping in class
- Persistent speaking without faculty invitation to do so as part of the learning process
- Inappropriate use of electronic devices
- Disputing the authority of faculty or staff
- Arguing with faculty, staff, or other students

- Electronic communications which are abusive, harassing, or excessive
- Incivility
- Threats of any kind and/or harassment
- Physical or verbal disruptions or assault

**Procedure:**

Disruptive behavior occurring within and outside the academic setting will be reported to the Dean of Health Education, the appropriate Department Head, and the Dean of Student Development (if deemed serious or repetitive by the Division Dean). Disruptive behavior will be handled according to the Student Code of Conduct as outlined in the College catalog.

Disruptive behavior occurring during academic activities will be addressed using the following procedure. The instructor will inform the student that he or she is disruptive. If the behavior continues or escalates, the instructor will ask the student to leave the activity/class/clinical for the day, possibly resulting in grade penalties for work missed. If the student does not leave, the instructor will call Public Safety to escort the student from campus if necessary. If disruptive behavior occurs during academic activities conducted outside a physical classroom, such as in on-line instruction or during clinical or field trips the instructor may dismiss the student from participation in that activity. If disruptive behavior occurs during a college sanctioned event, the instructor or staff member may dismiss the student from participation in that activity.

Instructors should call Public Safety and the Division Dean immediately if any of the following situations occur.

- A student threatens or intimidates faculty, staff or other students
- A student engages in violent behavior
- Faculty suspect criminal activity
- A situation begins to escalate, such as discussion turning into shouting

The instructor of record will retain documentation of disruptive academic behavior in the student's file and will meet with the student within five business days after the incident. If the disruption is deemed repetitive and/or serious by the Division Dean, the Dean of Student Development will be immediately involved in final disposition and handling of the matter.

## **EVALUATION STRATEGIES**

Grades will be based on a variety of methods. These will include written examinations, laboratory and competency checklists, evaluation of projects and written assignments.

Students must achieve an average of 75% on course work in **all** required curriculum courses. The grading scale of classes is:

93 - 100 = A
84 - 92 = B
75 - 83 = C
67 - 74 = D
0 - 66 = Failure

Standards of performance on terminal objectives will be distributed within each course. An unsatisfactory/failure on any of the terminal performance objectives will not be accepted.

Absences from labs will adversely affect ability to achieve required lab competencies. The instructor has no obligation to repeat a lab.

## **ACADEMIC FAILURE**

Incomplete grades default to "F" automatically after 20 days into the succeeding term. Therefore, an incomplete grade or failure in a Medical Assisting or any support course can result in the inability to continue in the Medical Assisting Program. Courses may be retaken, but Medical Assisting classes are only offered once a year.

## **ACADEMIC DISHONESTY**

Academic honesty is of utmost importance in preparing for a health career. Cheating on tests, exams, or written assignments is NOT acceptable. This includes using another's work without giving proper credit to the source. All work must represent the student's individual efforts. If academic misconduct is confirmed the instructor will follow procedure and will impose sanctions as defined in the Student Code for the South Carolina Technical College System.

## **PROBATION AND DISMISSAL**

Probation will be managed by the following process:

1. A student who does not have a "C" average in each Medical assisting course at mid-semester will be counseled by the instructor or Program Coordinator, and it will be documented in the student's record.
2. A student who is not performing satisfactorily in the lab or practicum at mid-semester will be placed on probation for the remainder of the course. An unsatisfactory practicum evaluation or failure of a terminal objective skill demonstration will constitute a failure in the course.

3. All students should refer to the College Handbook for general conduct, which can lead to disciplinary action by the college.
4. Demonstration of unsafe practice or breach of patient confidentiality can lead to administrative withdrawal from the program.

## **EDUCATIONAL COMPETENCIES FOR MEDICAL ASSISTING STUDENTS**

\*Competencies which require work products.

### **Competencies in Psychomotor & Affective Domains as found in 2008 Standards**

#### **I. Anatomy & Physiology**

##### **Psychomotor Domain**

1. Obtain vital signs
2. Perform venipuncture
3. Perform capillary puncture
4. Perform pulmonary function testing \*
5. Perform electrocardiography \*
6. Perform patient screening using established protocols \*
7. Select proper sites for administering parenteral medication
8. Administer oral medications \*
9. Administer parenteral (excluding IV) medications\*
10. Assist physician with patient care
11. Perform quality control measures\*
12. Perform CLIA-Waived hematology testing \*
13. Perform CLIA-Waived chemistry testing \*
14. Perform CLIA-Waived urinalysis \*
15. Perform CLIA-Waived immunology testing \*
16. Screen test results \*

##### **Affective Domain**

1. Apply critical thinking skills in performing patient assessment and care
2. Use language/verbal skills that enable patients' understanding
3. Demonstrate respect for diversity in approaching patients and families

#### **II. Applied Mathematics**

##### **Psychomotor Domain**

1. Prepare proper dosages of medication for administration \*
2. Maintain laboratory test results using flow sheets \*
3. Maintain growth charts \*

##### **Affective Domain**

1. Verify ordered doses/dosages prior to administration
2. Distinguish between normal and abnormal test results \*

#### **III. Applied Microbiology/Infection Control**

##### **Psychomotor Domain**

1. Participate in training on Standard Precautions
2. Practice Standard Precautions

3. Select appropriate barrier/personal protective equipment (PPE) for potentially infectious situations
4. Perform hand washing
5. Prepare items for autoclaving
6. Perform sterilization procedures
7. Obtain specimens for microbiological testing
8. Perform CLIA-waived microbiology testing \*

#### **Affective Domain**

1. Display sensitivity to patient rights and feelings in collecting specimens
2. Explain the rationale for performance of a procedure to the patient
3. Show awareness of patients' concerns regarding their perceptions related to the procedure being performed

### **IV. Concepts of Effective Communication**

#### **Psychomotor Domain**

1. Use reflection, restatement and clarification techniques to obtain a patient history
2. Report relevant information to others succinctly and accurately \*
3. Use medical terminology, pronouncing medical terms correctly, to communicate information, patient history, data and observations
4. Explain general office policies
5. Instruct patients according to their needs to promote health maintenance and disease prevention
6. Prepare a patient for procedures and/or treatments
7. Demonstrate telephone techniques
8. Document patient care \*
9. Document patient education \*
10. Compose professional/business letters \*
11. Respond to nonverbal communication
12. Develop and maintain a current list of community resources related to patients' healthcare needs \*
13. Advocate on behalf of patients

#### **Affective Domain**

1. Demonstrate empathy in communicating with patients, family and staff
2. Apply active listening skills
3. Use appropriate body language and other nonverbal skills in communicating with patients, family and staff
4. Demonstrate awareness of the territorial boundaries of the person with whom communicating
5. Demonstrate sensitivity appropriate to the message being delivered
6. Demonstrate awareness of how an individual's personal appearance affects anticipated responses
7. Demonstrate recognition of the patient's level of understanding in communication
8. Analyze communications in providing appropriate responses/feedback
9. Recognize and protect personal boundaries in communicating with others
10. Demonstrate respect for individual diversity, incorporating awareness of one's own biases in areas including gender, race, religion, age and economic status

## **V. Administrative Functions**

### **Psychomotor Domain**

1. Manage appointment schedule, using established priorities \*
2. Schedule patient admissions and/or procedures \*
3. Organize a patient's medical record \*
4. File medical records
5. Execute data management using electronic healthcare records such as the EMR \*
6. Use office hardware and software to maintain office systems \*
7. Use internet to access information related to the medical office \*
8. Maintain organization by filing
9. Perform routine maintenance of office equipment with documentation \*
10. Perform an office inventory \*

### **Affective Domain**

11. Consider staff needs and limitations in establishment of a filing system
12. Implement time management principles to maintain effective office function

## **VI. Basic Practice Finances**

### **Psychomotor Domain**

1. Prepare a bank deposit \*
2. Perform accounts receivable procedures, including:
  - a. Post entries on a day sheet \*
  - b. Perform billing procedures \*
  - c. Perform collection procedures \*
  - d. Post adjustments \*
  - e. Process a credit balance \*
  - f. Process refunds \*
  - g. Post non-sufficient fund (NSF) checks \*
  - h. Post collection agency payments \*
3. Utilize computerized office billing systems \*

### **Affective Domain**

1. Demonstrate sensitivity and professionalism in handling accounts receivable activities with clients

## **VII. Managed Care/Insurance**

### **Psychomotor Domain**

1. Apply both managed care policies and procedures \*
2. Apply third party guidelines \*
3. Complete insurance claim forms \*
4. Obtain precertification, including documentation \*
5. Obtain preauthorization, including documentation \*
6. Verify eligibility for managed care services \*

### **Affective Domain**

1. Demonstrate assertive communication with managed care and/or insurance providers
2. Demonstrate sensitivity in communicating with both providers and patients
3. Communicate in language the patient can understand regarding managed care and insurance plans

## **VIII. Procedural and Diagnostic Coding**

### **Psychomotor Domain**

1. Perform procedural coding \*
2. Perform diagnostic coding \*

### **Affective Domain**

1. Work with physician to achieve maximum reimbursement

## **IX. Legal Implications**

1. Respond to issues of confidentiality
2. Perform within scope of practice
3. Apply HIPAA rules in regard to privacy/release of information
4. Practice within the standard of care for a medical assistant
5. Incorporate the Patient's Bill of Rights into personal practice and medical office policies and procedures
6. Complete an incident report \*
7. Document accurately in the patient record \*
8. Apply local, state and federal health care legislation and regulation appropriate to the medical assisting practice setting

### **Affective Domain**

1. Demonstrate sensitivity to patient rights
2. Demonstrate awareness of the consequences of not working within the legal scope of practice
3. Recognize the importance of local, state and federal legislation and regulations in the practice setting

## **X. Ethical Considerations**

### **Psychomotor Domain**

1. Report illegal and/or unsafe activities and behaviors that affect health, safety and welfare of others to proper authorities
2. Develop a plan for separation of personal and professional ethics

### **Affective Domain**

1. Apply ethical behaviors, including honesty/integrity in performance of medical assisting practice
2. Examine the impact personal ethics and morals may have on the individual's practice
3. Demonstrate awareness of diversity in providing patient care

## **XI. Protective Practices**

### **Psychomotor Domain**

1. Comply with safety signs, symbols and labels
2. Evaluate the work environment to identify safe vs. unsafe working conditions
3. Develop a personal (patient and employee) safety plan \*
4. Develop an environmental safety plan \*
5. Demonstrate proper use of the following equipment:
  - a. Eyewash station
  - b. Fire extinguishers
  - c. Sharps disposal containers
6. Participate in a mock environmental exposure event with documentation of steps taken

7. Explain an evacuation plan for a physician's office
8. Demonstrate methods of fire prevention in the healthcare setting
9. Maintain provider/professional level CPR certification \*
10. Perform first aid procedures
11. Use proper body mechanics
12. Maintain a current list of community resources for emergency preparedness \*

#### **Affective Domain**

1. Recognize the effects of stress on all persons involved in emergency situations
2. Demonstrate self-awareness in responding to emergency situations

\*The competencies were adapted from the entry-level medical assisting occupational analysis. It has been used in this handbook and in course syllabi with the expressed permission of the Medical Assistants Educational Review Board

### **METHODS OF INSTRUCTION**

Within the Medical Assisting Program, there are a variety of instruction methods that will be utilized. They include some of the following:

1. Classroom lecture and discussion
2. Audio-visual and computer materials
3. Literature search/review
4. Group process
5. Administrative and Clinical Externship
6. Independent study
7. Guest Speakers
8. Case Studies
9. Assigned Readings
10. Student-instructor conferences
11. Demonstrations
12. Practice sessions
13. Simulations
14. Comprehensive Reviews
15. Workbook Exercise
16. Professional workshops and conferences
17. Community service projects
18. Lab Check-offs

## **CLASSROOM ETIQUETTE**

Medical Assisting students are expected to observe proper classroom behavior as outlined in Tri-County Technical College catalog. The use of cell phones or other electronic devices is not permitted during class or lab. Students who violate this policy will be dismissed from class for the day and will be considered absent.

## **INCLEMENT WEATHER**

Call the automated telephone information line for the College. Local television and radio stations carry information regarding school closings.

## **CONFIDENTIALITY**

The student must keep confidential any information learned about patients or the Medical Practice during their practicum experiences. Breaches of confidentiality will result in a clinical failure and dismissal from the program.

Disclosing patient information to anyone other than the patient's physician is a violation of HIPAA laws. All students are required to read and sign a confidentiality agreement.

## **LABORATORY SAFETY**

A mandatory Infection Control and Infectious Disease online course is required for all Medical Assisting students before the fall term begins. Students must abide by specific laboratory rules and OSHA guidelines. These will be discussed with terminal objectives for each lab. Any exposure to blood or blood fluids **MUST** be reported to the instructor **IMMEDIATELY!**

## **MEDICAL FORMS AND CERTIFICATIONS**

All students must have a current Health Education Immunization Form on file at the beginning of the fall semester. Documentation of immunization status is required. Students are encouraged to have the Hepatitis B vaccine, or sign a refusal form. All TB skin tests must be current throughout the program. CPR cards must be current. Medical Assisting students are required to take adult, infant, and child CPR with AED, and first aid prior to the start of the fall semester.

## **PROTECTIVE DEVICES**

Medical Assisting students and faculty should be particularly aware of potential exposure to infectious agents in the campus labs and in the clinical area. All students will wear personal protective equipment in the lab and clinical areas. This may include gloves, mask with face shields, goggles, fluid-proof lab gown/coat. A pocket CPR mask is recommended in the clinical areas.

## **MALPRACTICE INSURANCE**

Students are required to purchase, through the college, malpractice insurance as part of their student fees. The premium is usually \$15.00 per year, but may change without notice. Coverage must be at least \$1,000,000 per incident with a \$3,000,000 aggregate (this is subject to change).

## **HEALTHSTREAM, DRUG SCREENING AND CRIMINAL BACKGROUND CHECKS**

### **Health Stream Requirements**

As a health education student you are required to complete assignments through Health Stream in order to attend clinical. A \$15.00 fee is attached to the students tuition for this website access. An email will be sent to the students eTC email account when access to the website is given. Students are required to complete these assignments prior to the first day of class.

### **Drug screen requirements**

Yearly drug screens are required on all new and current Health Education students entering the clinical portion of the program. The cost for each student is \$40.00 and is attached to the tuition. You should be prepared to present photo identification at the time of the screening.

Students will be notified by eTC email at the beginning of the semester with the date and time of their drug screening.

### **Criminal Background Checks**

Criminal Background checks will also be required of all incoming freshman students at a cost of \$49.50(subject to change). Instructions for obtaining the background check are on eTC under the GET SET tab. Only criminal background checks conducted through TCTC will be accepted. A printout of payment for the criminal background check must be submitted to the MED department during the first two weeks of fall semester. Any subsequent arrests, convictions, or criminal charges must be reported to the Health Education Division.

## **TRANSPORTATION**

Students must provide their own transportation to and from clinical externship sites.

## **STUDENT EMAILS**

Students should periodically check their college email for important messages. If a student forwards their eTC email account to another account, please be aware that TCTC email may be filtered or blocked.

## **CONFERENCES**

Students are encouraged to attend the S.C. Society of Medical Assistants State Conference in the spring. The Medical Assistant Student Association (MASA) may plan fundraisers (with the written approval of the Vice President for Student Affairs) to help offset expenses.

## **MEDICAL ASSISTANT STUDENT ASSOCIATION (MASA)**

All students in the Medical Assisting program are considered members of the Medical Assistant Student Association (MASA). Officers will be elected in the fall. Offices will include President, Vice President, Secretary/Treasurer, Student Welfare, and Historian. Students are strongly encouraged to join the AAMA. Applications are available on line at [aama-ntl.org](http://aama-ntl.org)

## **AAMA**

The American Association of Medical Assistants (AAMA) was established in 1956. Its headquarters is located in Chicago, Illinois. Members receive a bimonthly journal called the *CMA Today (Certified Medical Assistant)* and have the opportunity to participate in a variety of continuing education programs.

American Association of Medical Assistants  
20 N. Wacker Dr., Ste.1575  
Chicago, IL 60606-2903  
1-800-228-2262  
web site: [aama-ntl.org](http://aama-ntl.org)

## **CAMPUS ACTIVITIES**

Students are encouraged to participate in campus activities and organizations.

## **GRADUATION REQUIREMENTS**

Students must have satisfactory completion of all required courses and an overall 2.0 GPR based on a 4.0 scale. Students must submit an “Application for Graduation” to the Office of the Registrar and pay all required fees and financial obligations to the college.

**MEDICAL ASSISTING PROGRAM  
ATTENDANCE/MAKE-UP POLICY  
FOR  
CLASS AND LAB**

Attendance is required for all classes and labs. Any student missing more hours of class or lab than the class meets in two weeks is subject to being dropped from the class by the instructor. Three tardy incidents will count as one absence.

The instructor is in no way required to allow make-up on missed exams or labs. Any make-up testing permitted is only at the discretion of the instructor. Make-up exams may be different from the original exam. They may include essay questions and critical thinking exercises. Make-up exams must be taken on the **FIRST** day back following an absence. One make-up is allowed per course per semester.

Instructors (**not classmates**) must be notified by voice mail or e-mail if a student is sick on the day of an exam. **Students that do not notify the instructor PRIOR to the exam will not be allowed to make up an exam.** If a student misses a lab **they** are required to make arrangements with the instructor to make it up **prior** to the next lab.

Students taking an exam early must sign a confidentiality statement.

Students are responsible for any missed assignments or material in class and labs. Any assignments that are turned in late will have 10 points per day deducted from total score.

\_\_\_\_\_  
Printed Student Name

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

**TRI-COUNTY TECHNICAL COLLEGE  
HEALTH EDUCATION DIVISION  
TECHNICAL STANDARDS**

**Required of all Health Education Division Students for Admission and Progression in a Health Sciences Program**

Applicants and students should be able to perform these essential functions or with reasonable accommodations, such as the help of compensatory techniques and/or assistive devices and be able to demonstrate ability to become proficient in these essential functions.

Essential Function	Technical Standard	Some Examples Of Necessary Activities (not all inclusive)	YES	NO
Critical Thinking	Critical thinking and problem solving ability sufficient for appropriate clinical judgment.	Identify cause-effect relationships in clinical situations, use problem solving methods to assess, plan, carry out, and evaluate nursing or allied health care. Make appropriate judgment decisions in an emergency or where a situation is not clearly governed by specific guidelines.		
Interpersonal Skills	Sufficient to interact with individuals, families, and groups from a variety of social, emotional, cultural, and intellectual backgrounds.	Establish and maintain effective working relationship with patients, peers, the public and clinical and college personnel.		
Communication Ability	Sufficient for interaction with others in verbal and written form. Read, write and speak with sufficient skill to communicate. Computer literacy desirable.	Communicate, in fluent English, both verbally and in writing with the patient, family, college, and hospital personnel, to transmit and receive information. Hear verbal responses from the patient, and hospital personnel while performing appropriate procedures.		
Physical/ Psychological Ability	Remain continuously on task for several hours while standing, sitting, walking, lifting, bending and/or transporting patients/clients.	Very mobile and able to tolerate long periods of standing, sitting, and heavy work load. Lift and/or move patients and equipment. Withstand the stress and demands of an active position. Refrain from nourishment or restroom breaks for periods up to 6 hours.		
Skin Condition	Skin must be in good condition. Lesions on the face, hands, or forearms, will prevent student from attending clinical (examples include but are not limited to: psoriasis, eczema, etc.)	Perform hand washing and/or surgical scrub and wear appropriate gloves. (A written excuse from a physician is mandatory for students who are latex sensitive.)		
Adequate Height	Ability to reach and operate overhead equipment.	Reach, manipulate, and operate all equipment.		
Mobility	Physical abilities sufficient to move from area to area and maneuver in small spaces; full range of motion; manual and finger dexterity; and hand-eye coordination.	May be exposed to kicking, biting or scratching injuries. May be exposed to equipment-related hazards. Withstand long hours of standing, walking, stooping, bending, and sitting.		
Motor Skills	Gross and fine motor abilities sufficient to provide safe and effective care of clients and operate equipment. Ability to reach and operate overhead equipment.	Demonstrate manual dexterity and good eye-hand coordination in daily work. Be able to lift independently up to 50 pounds. May be required to lift greater weights on demand. Reach above head at least 18 inches.		
Hearing Ability	Auditory ability sufficient to access non-direct essential information.	Must be able to hear and understand verbal instructions. Must be able to hear soft whispers of clients, equipment alarms, equipment malfunctioning sounds and emergency signals within normal hearing range. Must be able to tolerate loud, sustained, high pitched noises. If corrective hearing devices are required, must be worn while on duty.		
Visual Ability	Normal or corrected visual ability sufficient for observing, assessment and/or treatment of patient/client; ability	Read procedure manuals, standard operating procedures, patient identification bracelets, and other pertinent materials for patient care and professional practice. Vision must be able		

	to discriminate between subtle changes in density (black to gray) of a color in low light/ability to discern color variations.	to be corrected to no less than 20/40. If corrective lens devices are required, must be worn while on duty.		
Tactile Ability	Tactile ability sufficient for physical assessment.	Perform palpation, functions of physical examination, functions related to a care giver: perception relating to touch, textures, temperatures, weight, pressure, and one's own body position, presence or movements.		
Olfactory Ability	Olfactory senses (smell) sufficient for maintaining environmental safety, and patient/client's needs.	Must be able to distinguish odors. Must be able to distinguish smells which are contributory to assessing and/or maintaining the patient's health status or environmental safety(fire).Has a significant tolerance to foul smells which may be part of the routine job.		
Professional Presentation	Ability to present professional appearance and attitude; implement measures to maintain own physical and mental health and emotional stability.	Demonstrate emotional stability and psychological health in the day-to-day interaction with clients, peers, and healthcare personnel related to work environment. Work under stressful conditions and irregular hours. Show concern for others.		
Exceptions	NONE			

Have you ever been dismissed from any clinical facility? Yes  No

**I understand that in addition to this form a criminal background check, a drug screen and health/immunization form are required for clinical/lab placement.**

\_\_\_\_\_  
Student Name (Please Print)

\_\_\_\_\_  
Program Enrolled

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Advisor Signature

\_\_\_\_\_  
Date

Revised 2/2011

**CLINICAL ROTATIONS RECORDS RELEASE**

(Type or Print Clearly in Ink)

NAME: \_\_\_\_\_ DATE OF BIRTH: \_\_\_\_\_

CURRENT ADDRESS:  
\_\_\_\_\_

LIST ANY OTHER NAME(S) (INCLUDING MAIDEN NAME) OR NICKNAME YOU MAY HAVE BEEN KNOW BY:  
\_\_\_\_\_

STUDENT ID# (T#) \_\_\_\_\_

GENDER: \_\_\_\_\_

DRIVER'S LICENSE NUMBER(S) AND STATE(S) WHERE  
ISSUED: \_\_\_\_\_

LIST ALL STATES OF RESIDENCE AND YEARS OF  
RESIDENCE: \_\_\_\_\_

I understand that I am to advise [ Tri-County Technical College ] of any arrests or criminal charges subsequent to my completing this form and that failure to do so may result in dismissal from the clinical rotation program.

I give permission to [ Tri-County Technical College ] and [ all contracted agencies], to receive and exchange the CRC, drug test results, and health screens if shared for the limited purpose of determining my suitability to participate in the clinical program. Results may not be shared with any other entity without my express written permission. Such permission expires at graduation.

I release my Social Security and/or College ID number for use with DHEC required radiological requirements.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

**TRI-COUNTY TECHNICAL COLLEGE – HEALTH EDUCATION DIVISION  
IMMUNIZATION RECORD**

Circle the initials of the program that you are entering.

**AHS 117      ADN      EDDA      MED      MLT      PNR      SUR**

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

T#: \_\_\_\_\_

**IMMUNIZATION HISTORY: PLEASE GIVE DATES (MONTH AND YEAR) OF IMMUNIZATIONS.**

1. **TUBERCULIN SKIN TEST (PPD)**  
First Step : Date \_\_\_\_\_ Results POS NEG (circle one)  
Read By (Print signature) \_\_\_\_\_  
Second Step Date \_\_\_\_\_ Results POS NEG (circle one)  
Read By (Printed signature) \_\_\_\_\_  
If positive: Chest X-ray Date \_\_\_\_\_ Results \_\_\_\_\_
2. **HEPATITIS B VACCINE OR SCREEN**  
Vaccine Series: Date of First Administration \_\_\_\_\_  
Date of Second Administration \_\_\_\_\_  
Date of Third Administration \_\_\_\_\_  
Screen (Some hospitals require) \_\_\_\_\_ Results \_\_\_\_\_
4. **MMR (Measles, Mumps, & Rubella):** (Date of Vaccination, OR Date of Titer with results)  
Do not receive if pregnant or plan to become pregnant within three months.  
Dates of MMR Vaccination #1 \_\_\_\_\_ #2 \_\_\_\_\_  
Date of Titer \_\_\_\_\_ Results \_\_\_\_\_
5. **CHICKEN POX (Varicella):** (Date of Vaccination, OR Date of Titer with results)  
Date of Vaccination #1 \_\_\_\_\_ #2 \_\_\_\_\_  
Date of Titer \_\_\_\_\_ Results \_\_\_\_\_
6. **TETANUS:**  
Date of Vaccination \_\_\_\_\_
7. **FLU:**  
Date of Vaccination \_\_\_\_\_  
(If Required by Program)
8. **CPR Expiration Date** \_\_\_\_\_  
(If Required by Program)
9. Do you know of any communicable medical disease that could prevent entry into your chosen field?  
  
\_\_\_\_\_  
  
\_\_\_\_\_

I CERTIFY THAT THE ABOVE INFORMATION IS CORRECT. I UNDERSTAND THAT FALSE INFORMATION WILL BE SUFFICIENT CAUSE FOR THE COLLEGE TO CANCEL MY ENROLLMENT AND REQUIRE WITHDRAWAL. I WILL REPORT ANY CHANGES IN MY HEALTH STATUS TO MY DEPARTMENT HEAD/PROGRAM DIRECTOR. I UNDERSTAND THAT THIS INFORMATION IS CONFIDENTIAL AND WILL NOT BE USED AS A SCREENING PROCEDURE IN THE ADMISSIONS PROCESS. I FURTHER UNDERSTAND THAT THIS INFORMATION IS REQUESTED BY AREA CLINICAL AGENCIES PRIOR TO ANY CLINICAL EDUCATION ASSIGNMENT REQUIRED IN MY PROGRAM OF STUDY, AND I HEREBY GIVE MY PERMISSION TO ALLOW THE COLLEGE TO SHARE THIS RECORD WITH APPROPRIATE AGENCY OFFICIALS.

\_\_\_\_\_  
Student's Signature

\_\_\_\_\_  
Date

## Instructions for Immunization Record Form

A minimum of a month and year is required for each item listed in the Immunization History.

### TB Skin Test

A two-step TB Skin Tests (PPD) is required for all Health Education students. If a positive skin test occurs, the student will need to have a chest x-ray completed showing that the student has no evidence of TB. Chest x-rays must be repeated every five years.

### Hepatitis B Vaccinations

Either the series of three vaccinations must be completed or a blood screen must be performed showing immunity. The normal course of administration is one month between the first and second administrations, with the third administration following five months after the second.

### MMR (Measles, Mumps, Rubella)

Proof of Immunity must be determined either with proof of immunization, or titer (blood test) showing positive immunity. If born prior to 1957, documentation of one MMR, or live virus vaccine must be provided. If born on or after January 1, 1957, documentation of receipt of two doses MMR must be provided.

### Chickenpox (Varicella)

Proof of Immunity must be determined either with proof of immunization (2 administrations), or titer (blood test) showing positive immunity. History of disease is not sufficient.

### Tetanus

Tetanus vaccination is required and must be renewed every ten years. No titer can be used for this vaccination.

### Flu

A Flu vaccination is required annually each fall. No titer can be used for this vaccination.

### CPR

Healthcare provider CPR is required, which includes adult, infant, and children CPR with AED and choking. Online CPR Certification or recertification is not acceptable.

**TRI-COUNTY TECHNICAL COLLEGE  
MEDICAL ASSISTING PROGRAM**

I have read and reviewed the Medical Assisting Student Handbook and acknowledge that I am responsible for abiding by these policies throughout the program. I understand this booklet is a supplement to the information provided by the College Handbook.

PRINTED NAME OF STUDENT \_\_\_\_\_

SIGNATURE OF  
STUDENT \_\_\_\_\_ Date \_\_\_\_\_