

Medical Assistant Program

Student Handbook



May 19, 2020

Welcome to the Medical Assistant Program at Lord Fairfax Community College!

Please review this Course Specific Handbook, as well as the LFCC Student Handbook.

<https://lfcc.edu/wp-content/uploads/2014/07/Student-Handbook.pdf>

Upon successful completion of this program, students will receive a Certificate of Completion. Students will then be eligible to sit for the Certified Clinical Medical Assisting (CCMA) exam through the National Healthcareer Association (NHA).

Admission Requirements

1. Must have High School Diploma or GED, or will be taking the GED test within the next 12 months
2. Must complete registration for the class, including payment to LFCC.
3. Must have computer/internet access

Student Essential Performance Standards

Students are expected to complete course requirements that prepare them to perform essential job functions as a Certified Medical Assistant. These functions and skills are:

1. Speech: Establish rapport and communicate with clients, family members and the health care team
2. Hearing: Auditory acuity to perceive and interpret various equipment signals and to use the telephone.
3. Vision: Visual acuity to read any handwritten or printed data.
4. Mobility: Walk or stand for prolonged periods over six to eight hours. Must be able to bend, squat or kneel, and assist in lifting or moving clients of all age groups and weights. Perform CPR
5. Manual Dexterity: Determine eye/hand coordination and manipulation of equipment such as syringes and sharps.
6. Fine Motor: Use hands for grasping, pushing, pulling, and fine manipulation and possess tactile ability sufficient for palpating veins/artries.
7. Mentation: Ability to assimilate and apply knowledge acquired through lecture discussions and readings.
8. Writing: Communicate and organize thoughts to prepare written documents that are correct in style, grammar and mechanics.

Any student who thinks he/she does not possess one or more of these functions should contact the disability services provider at the campus. Provisions for accommodations will be made in compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. For more information please go to the LFCC website at the following link: <http://www.lfcc.edu/?s=accomodations>

**Any student who would like to request accommodations for the NHA National Certification, would need to submit documentation directly to the NHA for approval 30 days in advance of the exam. Staff at LFCC cannot approve accommodations for NHA exams. https://www.nhanow.com/docs/default-source/pdfs/forms/nha-accommodation-form.pdf?sfvrsn=1a768d73_4

Student Essential Soft Skills Standards

Students are encouraged to continually develop the following soft skills in order to be successful in the classroom and beyond. These skills will not only help you to get a job, but also help you to keep the job.

1. Customer Service Skills
2. Written and Verbal Communication Skills
3. Teamwork and Collaboration
4. Adaptability
5. Critical Thinking/problem Solving Skills
6. Conflict Resolution
7. Time Management
8. Commitment
9. Leadership Skills
10. Strong Work Ethic

Documentation Required

Student is responsible for obtaining the following documentation at their own expense.

1. Signed Assumption of Risk Form (See Page 10)
2. Signed Statement of Understanding Form (See Page 11)

Only required if interested in an externship:

3. Routine Physical with Immunizations
4. Drug Screen and Background Check
5. CPR Certification**
6. Health Insurance**
7. Professional Liability Insurance**

<http://www.hpsa.com/professional-liability-insurance/student-coverage-description.jsp>

** Not required for course enrollment, but may be a requirement for externship placement.

Course Structure

This course is 160 hours of classroom instruction. The optional externship component is an additional 160 hours (if available). This is a condensed class and students need to be prepared to spend several hours outside of class each week completing homework, and preparing for quizzes and exams in order to be successful. **This course utilizes computer applications routinely.* Regular computer and internet access are vital to success. On average, students spend around 4-6 hours per week on homework and other activities (reading, studying, etc.) outside of the classroom (which is approximately 9 hours a week).**

We are hopeful that the majority of this course will be done in the classroom setting. However, due to Covid-19, we may need to utilize “remote learning” in order to get everyone successfully through this course. This may include the use of “zoom” for live classes and/or prerecorded lectures.

***Components of this course will be offered through “Canvas” which is an online learning management system.** On the first night of class, we will assist you with how to access this and we will give you the resources that you need to be successful.

We are still hopeful to be able to offer skills components hands-on in class. *This will require each student to break 6’ social distancing requirements in order to complete the skills. We will provide PPE in order to make this as safe as possible. If there is a shortage with PPE, we may ask each student to provide their own mask.*

Grading System

- Must achieve a minimum of a 70% cumulative grade average AND sit for your national certification exam in order to receive a Certificate of Completion.
- Each of the following make up one-fourth of your total grade:
 - Final Exam
 - Quizzes
 - Homework
 - Skills Assessments

Books, supplies and additional expenses

All books and supplies are included in the cost of tuition, as well as the NHA exam fee. All you need to bring to the first class is something to write with and a notebook. Textbooks will be given out at the first class. **The costs of any externship site requirements, such as a drug screen, background check, CPR training, health insurance, physical including immunizations, etc, are not covered by tuition, and are to be completed at the expense of the student.**

****If you have a laptop or tablet that you will be using throughout the class, please feel free to bring it on the first night of class so that we can better assist you with accessing online components.**

Attendance Policy

Students are expected to be present, on time, and ready to participate at all regularly scheduled classes. This is a rigorous program and attendance is vital to success. One of the top reasons why people are fired is for tardiness or not showing up for their scheduled shift! Workforce Solutions facilitates learning opportunities and connections that empower individuals, organizations and communities. By meeting these expectations, students will be prepared for solid attendance at their externships and for their future workplace.

- Being tardy **more than 10 minutes** (or leaving early) to class will count as an absence.
- In case of an emergency or illness that will result in an absence, students are to contact the instructor prior to class.
- **Students who have more than 3 absences throughout the duration of the course will forfeit an externship placement.**
- **An absence for a Saturday class will count as 2 misses as it is really 2 classes combined.**

Missing more than 5 classes will result in being dismissed from the program. It is recommended that you save your absences to use in case of illness or emergency. There is no distinction between "excused" and "unexcused" absences, use your absences wisely in case an emergency occurs.

A good motto -- PLAN TO BE IN EVERY CLASS, don't plan to be gone.

Students will be required to make up any missed work, including quizzes, exams, and skills assessments. Failure to do so will result in a grade of zero for the assignments. If a lecture is posted online, students will be required to complete this.

****If any portion of this course is offered through "remote delivery", classes will remain at the regularly scheduled times. Unless notified by the instructor, students should plan to "be in class" at the same times as the regularly scheduled class.**

Grounds for Dismissal from the Program

Include but are not limited to:

- Disrupting the learning environment
- Failure to comply with safety standards
- Any form of cheating or plagiarism
- Refusing to participate in skills training, such as injections or blood draws
- More than 5 absences
- Low grades/not completing assignments

**** If a student comes to class smelling like alcohol or any other drug, security will be notified and you will be removed from the class. Everyone's safety is a priority and this will not be tolerated!**

No refunds will be given upon dismissal from the program. Students may follow the college's grievance process if they wish to have their decision reviewed.

Certification Exam Information

- Students will take their certification exam approximately one week after their last class. The exam will be taken on campus in a computer lab. Exam details will be given to you in class. The exam is usually scheduled on the same weekday as your regular class and around the same time.
 - If there are any changes to this, such as a "remote live testing" option, we will notify all students. This will only likely occur if testing centers are not open or if testing cannot be completely on campus.
- Any student who does not take the exam within 120 days from the end date of their class will be responsible for paying their own exam fee.
- Students are responsible to schedule any retakes with the Healthcare Program Manager if they choose to take it with LFCC. Retakes are at the expense of the student.

Cancelled Classes/Emergency Alerts

If for any reason the instructor needs to cancel a class, students will receive an email or phone call as soon as Workforce Solutions is notified. **It is your responsibility to keep your contact information current so that we are able to reach you.** Cancellations are not always system wide. Please check cancellation notices for specific campus details. **Lord Fairfax Community College uses LFCC Alert to immediately contact you during a major crisis or emergency. All weather related cancellations will also be relayed through LFCC Alert.**

*Sign up for LFCC Alert to receive emergency messages, weather-related notifications, and other important messages from Lord Fairfax Community College! Text *lfccalert* (all one word) to 226787 or visit <http://alert.lfcc.edu>.*

Cell Phone/Electronics Policy

Cell phones may not be used during class. Students are not to take or place calls, send or receive text messages, or use social media applications during class. All cell phones are to be turned to silent, not vibrate, while in class. Students are permitted to bring laptops/tablets to class to be used only for class related material. Smart phones will not work for all Cengage/Canvas Content.

Dress Code & Personal Hygiene

Personal presentation is important in the healthcare field both to find employment and to maintain it. Wearing scrubs and closed toed shoes to class on will aide in preparing students for the workplace, and is therefore mandatory. This is at the student's expense since these are personal items. Scrubs may be any color of your choice, but must be clean, wrinkle-free, and fit appropriately. The instructor will give more guidance on this during the handbook review. Long hair should be tied back, and artificial fingernails will not be permitted, as they harbor bacteria.

Smoking

Although smoking is permitted in designated areas on campus, it is good practice to refrain from smoking during the workday. You will be in direct contact with patients, some of whom will have medical conditions that cause sensitivity to cigarette smoke, such as asthma or migraines. Please also be aware that the majority of healthcare facilities do not allow smoking on site, and some employers do not hire candidates who use tobacco products.

Students are free to make their own choices in regard to the use of tobacco products. We wish only to inform you of the potential limitations that smoking may place on your career goals.

Pregnancy

It is expected that a student notify the instructor of pregnancy in order to protect the welfare and safety of the student. Pregnant students may continue in the program with written physician approval and permission of the externship site. Susceptibility to cytomegalovirus (CMV) should be tested at the student's expense, as continued clinical involvement will expose the student to blood, urine, and other bodily fluids. Non-immunity to CMV increases the risk to the fetus and continuation in the course should be considered carefully.

See Something, Say Something

If you have a concern about something you've observed or heard that may give you concern about another student, impact the safety of our environment or disrupt the delivery of our educational process, we encourage you to [fill out the See Something, Say Something report form.](#) This link can be found at <https://lfcc.edu/about-lfcc/office-of-financial-and-administrative-services/safe-and-secure-preventing-violence-and-protecting-academic-integrity-at-lfcc/>.

Externship Information

Externships are a critical aspect of your education and it is strongly recommended that students make every effort to participate in this voluntary, yet valuable, learning experience. This is an opportunity to gain real world clinical knowledge that will help the student gain employment in the future. Students will work with a preceptor who will rate their overall performance at the completion of the externship.

- **To be eligible for externship placement, students must:**
 - ✓ Submit all required documentation: drug screen, background check, insurance, physical with immunizations and an updated resume
 - ✓ Comply with all LFCC policies and procedures
 - ✓ Demonstrate competency in all assigned skills
 - ✓ Complete the classroom portion of the course with a minimum grade of 70% and earn the certification.
 - ✓ Health Insurance may be required at some locations.

- ❖ This list is not all-inclusive. There may be site specific paperwork that will be required for each externship site. The clinical coordinator will inform the student should any other paperwork be required.

- ❖ Students who do not submit **ALL** required documentation by the end of the 8th week will not be placed at an externship site.

Externship Placements

- Dates of placement is based on the needs/availability of the externship site.
- Students are responsible for providing their own transportation to/from the site.
- Every effort will be made to place students with **full-time** availability (36 hours/week between the hours of 8am and 5pm) in an externship within 90 days of course completion.
- Every effort will be made to place students with **part-time** availability (16 hours/week between the hours of 8am and 5pm) in an externship within 180 days of course completion.

- Students who are not able to dedicate a minimum of one full day (8 hours between the hours of 8am and 5pm) to an externship, will not be placed at a clinical site.
- **You are allowed 1 absence from your externship. Any additional absences will result in dismissal from your site. You are to be on time every day, and stay for your entire shift. If dismissed, for any reason, you will not be placed at a new clinical site.**
- Students who have been convicted of a barrier crime or who have failed their drug screen will not be placed in an externship.
- Students who refuse a placement within 60 miles of the campus where the course was taken will forfeit their externship opportunity
- Externship sites vary. Primary care offices, urgent care centers, free clinics, and specialty care clinics all have different needs. Students may not have the opportunity to practice every skill at every site. Regardless of where you are placed, your externship experience will prove to be indispensable.
- If you complete more than one certification (for example, CPT in addition to the CCMA) within one year, you may only receive one externship based on available sites.

***Externships are based on site availability. Due to current situations, externships may not be available when this specific class is being offered.

***If paperwork is completed and externship sites become unavailable to the college, the college will not reimburse students for those expenses.

***If externship opportunities are not available at the beginning of the class (the first night), that class will not be given the option to complete an externship at a later time. If you would prefer to have an externship with your program, you may want to choose a future class date once the healthcare system has stabilized.

**** This document is subject to change based on the needs of the program. ****

Assumption of Risk Form

Students of Certified Medical Assisting Training Programs will be required to learn and practice invasive procedures. The undersigned agrees that he/she understands that learning and practicing these skills may be accompanied by potential dangers as identified below:

I understand and acknowledge that:

1. Students will be required to learn skills necessary for practice in the field. These skills will include, but not be limited to, finger sticks, venipunctures, and injections.
2. Students will practice invasive procedures on each other. Prior to the skill practice; students will receive instruction regarding the skills to be practiced, including information on safety and the potential dangers inherent in such procedures.
3. Such activities by their very nature can be very dangerous and involve the risk of serious injury/illness and/or death. The risk of injury/illness may include, but is not limited to blood-borne pathogen infections, phlebitis, thrombophlebitis, septicemia, hemorrhage, tissue sloughing, nerve damage, loss of limb, and other injuries.
4. Students may be subject to drug screening at any time during the course, including externship.
5. Students will need to break 6' social distancing requirements in order to complete skill requirements throughout the course. However, this will be done as safely as possible requiring all appropriate PPE.
 - a. Students may be required to sign additional forms regarding college wide requirements.
6. If a student requires "source testing" or needs testing themselves due to an in class injury (example, accidental needle stick), this financial responsibility is at the cost of the student.

I agree to assume liability and responsibility for any and all potential risks, which may be associated with participation in such educational activities. Moreover, I understand and agree that I will indemnify and hold harmless Lord Fairfax Community College, its Board of Directors, Instructors, Employees, Clinical Affiliates, or hosting facility and that other students shall not be held liable for injury or illness which is incidental to or associated with the preparation for and the participation in these learning activities and which may be sustained.

I have received a personal copy of the Student Handbook containing rules and regulations relative to the program. The Program Instructor has reviewed the content with all members of the class and time was made available to the student for questions and clarification of content. I agree to follow the outlined guidelines of the program.

Date: _____

Student's Printed Name: _____

Student's Signature: _____

STATEMENT OF UNDERSTANDING

I have read, understand, and agree to abide by the requirements of the Certified Medical Assisting program as stated in The Certified Medical Assisting Student's Handbook.

I have read, understand, and agree to abide by the general policies of the College as stated in the College Catalog.

As I complete the Certified Medical Assisting course, it is my responsibility to clarify what I do not understand regarding the requirements of the course with the instructor, in a proactive and professional manner.

Date: _____

Student's Printed Name: _____

Student's Signature: _____