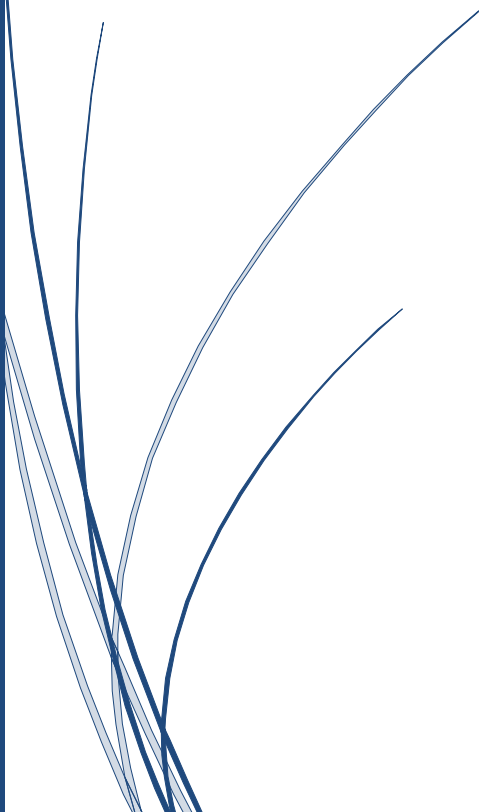


Medical Assisting

Academic Year 2023 -2024



Student Handbook

Parkland College
Division of Health Professions
1309 North Mattis Ave., Champaign, IL 61821



Dear Student,

Welcome to the Parkland College Medical Assisting Certificate Program/s. The program will prepare you as a generalist in the medical office. This handbook has been prepared to help you become familiar with the educational program, roles, responsibilities and rules, and the occupational outlook for a Medical Assistant student.

It is the responsibility of each student to review this handbook and refer to it as needed during the progression through the program. The handbook may have some minor changes throughout the chosen program. The additions/changes will be shared with you each semester. The Castle Branch (CB) and health records procedure is for those in the G.MAS.CER 12-month program. It includes the documentation of health records, proof of immunizations, TB 2-step skin test/chest x-ray, background check and drug screening. When you receive an acceptance letter a packet of materials will be included for the background screening, drug screening and health record completion process.

It is advisable that each semester you meet with the Program Director/Advising Faculty to keep on track with your course work.

Enjoy the journey of establishing a new career in health care.
Respectfully,

Jaylyn Craven
Jcraven@parkland.edu
Program Director-Medical Assisting Program
217/353-2778

Directory-Faculty & Staff

<u>Health Professions</u>	<u>Room</u>	<u>Telephone</u>
Division Administration		
Dean, Kim Pankau RDH, MA	L-119	217/351-2383
Faculty Chair Nursing Program, James Roberts	L-124	217/353-2095
Department Chair, Michelle Roberts	L-122	217/351-2468
Administrative Assistants		
Rachel Staley, L wing	L-117	217/353-2240
Cindy Reynolds, H wing	H-131	217/353-2760
Program Faculty		
Program Director- Jaylyn Craven	H-104	217/353-2778
Faculty (leave message with Cindy)	H-131	217/353-2760
Wade Hales (Applied Electrocardiology)	H 136	217/353-2760
Caitlyn Saathoff (Phlebotomy Skills)	H 136	217/353-2760

CONTENTS

I. Parkland College Medical Assistant Program-----	7
Specific Required Accreditation and Related Organization Information-----	7
Parkland College Mission and Purposes-----	7
Medical Assistant Program Mission Statement-----	7
Parkland Statement of Core Values-----	7
Medical Assistant Program Statement of Core Values-----	8
Parkland College Civility Statement-----	8
Medical Assistant Program Goal and Outcomes-----	9
Health Professions Structure-----	9
Statement on Health Profession Policies and Policy Compliance-----	10
Catalog Page Medical Assisting-----	11
II. Admission Policies-----	12
Advanced Placement, Transfer Credit and Experiential Learning-----	12
Selective Admissions Process -----	12
Essential Qualifications and Accommodations Guidelines for Health Professions-----	13
Required Spoken and Written English-----	17.
III. Academic Policies-----	17
Grading Scale-----	17
Grades, Course Enrollment and Progression-----	17
Grade Appeal-----	18
Academic Advising and Clinical Progression Longitudinal Record-----	18
MAERB Core Curriculum not covered in MAS Core classes-----	19.
Course Withdrawal-----	20
Readmission policy-----	22
Program Withdrawal Intent to Dismiss-----	22.
Student Hearings and Due Process-----	23
Name and Address Changes-----	23
Attendance and Punctuality-----	24
Email, Computer Skills, and Cobra-----	24
Cell Phone and Lab Policies-----	25

Recordings in the Classroom-----	25
Equipment Needed or Required-----	26.
Student Records and Student Confidentiality-----	26
Final Examination Requirement-----	26
III. Graduation Requirements-----	27
Petition to Graduation-----	27
IV. Health and Safety Policies-----	27
Student Health, Immunization, Drug Screen and Background Procedures-----	27
Reasonable Suspicion Testing-----	28
Title IX-Sexual Harassment, Violence, and Misconduct-----	29
Title IX – Pregnancy-----	29
Communicable Diseases and Communicable Disease Policy-----	30
Health Records-----	31
Student Health Status and Health Changes While in the Program-----	32
Bloodborne Pathogen Exposure or Other Occupational Hazards-----	32
Inclement Weather-----	33
Public Safety and Escorts-----	34
Classroom Lab Emergencies-----	34
Medical Liability Insurance-----	34
Medical Leave-----	35
Emergency Alert System-----	35
Smoke Free Campus-----	35
V. Clinical Instruction-----	36
Statement on Clinical Grading and Evaluation-----	36
Clinical Accidents/Injury/Incident Reporting- Needle Stick and Exposures-----	36
Clinical Transportation and Parking-----	37
Clinical Progression and Failure-----	37
Clinical Dismissal-----	38
Patient Assignments at Clinical-----	38
Student Work Policy at Clinical-----	39
Clinical Course Policies-----	39

VI. Student Conduct, Professional Behavior, Appearance and Standards-----39

Health Professions Code of Conduct-----39

Dress Code-----40

Personal Grooming-----40

Personal Information Protection for HIPAA -----40

Medical Assistant Program Professionalism-----41

Work Ethics-----41

Medical Assistant Program Code of Ethics-----43

Parkland College Policies-----43

Extended Absences-----44

Absence Due to Religious Obligations-----44

Children in the Classroom-----44

Center for Academic Success-----45.

VII. Health Professions Policies-----45

X. Student Policy Compliance and Attestation-----46

I. PARKLAND COLLEGE MEDICAL ASSISTANT PROGRAM

SPECIFIC REQUIRED ACCREDITATION AND RELATED ORGANIZATION INFORMATION

Parkland College Medical Assisting Program was awarded accreditation by Commission on Accreditation of Allied Health Education Programs (CAAHEP) in April 2022.

Commission on Accreditation of Allied Health Education Programs

9355 - 113th St. N, #7709

Seminole, FL 33775

P:727-210-2350

F:727-210-2354

E: mail@caahep.org

PARKLAND COLLEGE MISSION AND PURPOSES

The mission of Parkland College is to engage the community in learning.

The following purposes are of equal importance in fulfilling the mission of Parkland College:

Serve student by providing:

- High-quality and responsive developmental, technical-vocation, transfer, and lifelong education programs.
- High-quality and responsive support services'
- A climate throughout the college that values and promotes integrity, inquiry, diversity, inclusion, active citizenship, global awareness, and academic freedom
Serve employees by providing a supportive and responsive work environment
Serve the larger community by providing services and resources that promote the intellectual, cultural, and economic development of Illinois Community College District 505.

MEDICAL ASSISTANT PROGRAM MISSION STATEMENT

The Mission of the Medical Assisting program at Parkland College provides a high-quality, balanced curriculum of general education, medical assistant practice in theory, and the administrative and clinical skills essential for the position of medical assistant.

PARKLAND STATEMENT OF CORE VALUES

As an institution of learning, Parkland College cultivates inquiry, practical application of knowledge, and broad enrichment across our community. The following values are important to the fulfillment of Parkland College's mission to provide programs and services of high quality to our students and community. ▪ Honesty and Integrity

In our daily operations, our classrooms, and all of our interactions, it is essential that we communicate openly, truthfully, and without hypocrisy.

- Fairness and Just Treatment

We advocate and strive for respect, equity, and justice in all of our operations and proceedings.

- Responsibility

We believe that employees and students are personally and mutually accountable for their actions as they carry out their duties. We understand the need to balance the pursuit of our own well-being with concern for others. Likewise, we understand the importance of balancing personal accountability with graciousness in the acceptance of help from others.

- Multiculturalism

We celebrate the diversity in both our community and our world. Our goal is to recognize, promote, utilize, and educate one another regarding the unique qualities and shared humanity of all people and cultures.

- Education

We provide a forum for innovation, critical thinking, open inquiry, and lifelong learning opportunities.

- Public Trust

In our efforts to serve the community, we honor the trust placed in us by our citizenry. We also rely on our community to guide and advise us as we continue to serve its needs.

MEDICAL ASSISTANT PROGRAM STATEMENT OF CORE VALUES

The medical assistant program at Parkland College believes that learning is a lifelong process that results in changes in thought processes, attitudes, values, and behaviors. The medical assistant programs recognizes that students, like their clients, come from diverse and varied ethnic, cultural, religious, and educational backgrounds. Students bring to the classroom different learning styles, personal goals, age representation, lifestyles, experiences, and needs. A non-threatening, supportive environment in which frequent feedback is provided is essential for optional learning.

Learning progresses from the simple to the complex and involves the active participation of both the student and the instructor. The instructor serves as a mentor, role model, resource, coach and/or facilitator of learning. The student is a mentee, role apprentice, and consumer of educational resources and a manager of her/her own learning.

PARKLAND COLLEGE CIVILITY STATEMENT

Our College Core Values of fair and just treatment and responsibility serve as guideposts for civility. Parkland College is committed to campus wide civility by cultivating a community where the faculty, staff, and students:

- Respect people and property
- Show empathy and tolerance.
- Demonstrate concern for and fairness towards others.
- Employ critical thinking and patience.
- Accept accountability for their actions.

MEDICAL ASSISTANT PROGRAM GOAL AND OUTCOMES

To prepare competent entry level medical assistants in the cognitive (knowledge), psychomotor (skills) and affective (behavior).

Additional Program Goals

To ensure continuous program improvement, program faculty have adopted the following goals and student learning outcomes for Parkland College Medical Assisting students.

- I. Demonstrate professional and effective communication with members of the medical team with increasing engagement, increasing intuition, increasing interpretation of verbal and visual clues.
- II. Demonstrate competence in tasks that are basic to entry level medical assistants. Graduates will demonstrate entry level judgment following established procedures relying on previously learned information with increasing speed and accuracy.
- III. Demonstrate continued professional development in being prepared for the profession and providing safe care. Participate in life- long learning and maintaining certification to keep pace with the changing medical environment.

- IV. Acquire an understanding of legal, moral, medical values, and ethical concerns related to the patient and medical team in all phases of patient care.
- V. Provide safe and professional care that reflects the values and ethics of the program, considering the dignity and biopsychosocial needs of the patient.
- VI. Graduates will be able to successfully complete the Medical Assisting Certification Examination and become Certified Medical Assistants.
- VII. Graduates will find employment and employers will be satisfied with the graduate's skills.

HEALTH PROFESSION'S STRUCTURE

Parkland College Health Professions is comprised of 17 career areas. Each career area is managed by a program director. Didactic (lecture), lab and clinical portions of the career areas are taught by full and part-time faculty. Students have the right to be heard and to appeal decisions made by the program director and/or faculty. Students who wish to appeal a grade or have a situation that needs attention, the student should follow the Health Professions Chain of Command.

1. Course lecture, lab, or clinical faculty,
2. Course coordinator (often the lecture faculty in a lecture, lab, and clinical course).
3. Program Director
4. Health Professions Department Chair
5. Professional Council on Academic Evaluation/Hearing
6. Health Professions Dean

If not resolved, follow the Parkland College Student Policies and Procedures found on the www.parkland.edu/Audience/Current-Students/Student-Policies-Procedures

STATEMENT ON HEALTH PROFESSION POLICIES AND POLICY COMPLIANCE

The **Medical Assistant Program** complies with all student policies and procedures approved by the Parkland College Board of Trustees including the Student Conduct Code, Student Grievance Policies and Procedures, Student Rights and Responsibilities, and Student Dismissal. (Refer to current college catalog and student policies and procedures) [Academic Probation, Suspension, and Dismissal \(parkland.edu\)](http://www.parkland.edu)

In addition to college policies, the Health Professions division has developed a set of policies for Health Profession students. The Health Professions division publishes policies that adhere to principles of quality educational practice as well as policies that protect the students, faculty and patients or clients. Health Profession policies are available on Cobra in every Health Professions course. If a policy or procedure changes after publications are printed or viewed, the web version of that document is updated immediately and will be considered the most updated and the version that will be followed.

MEDICAL ASSISTING

Health Career Admissions

Program Code: G.MAS.CER

Certificate

Graduation requirement — 24 semester hours

The Medical Assisting Program prepares students to act as a liaison between the physician and the patient. Medical assistants are skilled healthcare workers who demonstrate their knowledge in both clinical and administrative areas. In the administrative area, typical tasks include medical records management, and patient scheduling. Clinical tasks include taking vital signs, EKGs, venipuncture, administering medications and immunizations, sterile instrumentation, and point of care testing. Medical assistants primarily work in outpatient settings but may work in hospitals, medical billing companies, or any place office skills and medical knowledge merge. The Medical Assisting Program is approved by the American Registry of Medical Assistants, www.arma-cert.org and the National Healthcareer Association, www.nhanow.com. Upon completion, students will be eligible to sit for the National Healthcareer Association (NHA) certification exam. The program is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of the Medical Assisting Education Review Board (MAERB).

Program Notes

- This is a selective admissions program. See the selective admissions information page for information regarding admission, progression, and graduation.
- To be admitted to the program, students must have current placement out of MAT 059, and place into ENG 099 and CCS 098.
- Students who are non-native speakers of English must establish English proficiency through:
 - Minimum TOEFL IBT scores in reading, listening, speaking, and writing: 18-18-22-20; or
 - Minimum IELTS scores in reading, listening, speaking, and writing: 6-6-6.5-5.
 - TOEFL is waived for graduates from ECNA who are currently employed as a Nurse Assistant.
- Students must complete the program in four sequential semesters. A student who has been out of the program more than two years after completing MAS 135 will need to meet with the program director, reapply for selective admissions, and reassess competency in all MAS courses through cognitive and/or psychomotor evaluations.
- To remain in the program and/or progress in the program and graduate, students must complete all required affective and psychomotor competencies which are part of the core curriculum. Students must maintain a 2.5 PGPA, pass the competencies at 80% and follow all program ethical criteria as outlined in the student handbook.

Suggested Full-time Sequence

1st Semester	2nd Semester	3rd Semester
MAS 116	MAS 156	MAS 170
MAS 135	MAS 158	
MAS 155	HCS 151	
HCS 154	HCS 153	
HCS 174	HCS 173	

Required Program Courses (24 hours)

	Cr. Hrs.
HCS 151 Health Care Records Management	2
HCS 153 Phlebotomy Skills	1
HCS 154 Medical Terminology	3
HCS 173 Applied Electrocardiography	1
HCS 174 Legal Issues in Health Care	1
MAS 116 Point of Care Testing	2
MAS 135 Introduction to Medical Assisting	5
MAS 155 Pharmacology for Medical Assistants	2
MAS 156 Aseptic Technique	2
MAS 158 Administration of Medication	2
MAS 170 Medical Assisting Practicum	3

Total Semester Credit Hours

24

II. ADMISSION POLICIES

ADVANCED PLACEMENT, TRANSFER CREDIT AND EXPERIENTIAL LEARNING

Parkland College accepts certain forms of college-level learning acquired outside of a regionally accredited institution to fulfill degree or certificate requirements. Proficiency credit or credit by exam and other forms of prior learning (PLA) are used to determine equivalency of learning to Parkland courses. Please see the Parkland College catalog (pages 44-46) for a full document regarding prior learning. ([Parkland Catalog](#)).

Students who complete college-level work in other medical assistant educational programs may be considered for advanced student placement for the Parkland College Medical Assisting Program.

Students who have developed knowledge, skills, and values from direct experiences outside a traditional academic setting will be considered for advanced placement.

This is done on an individual basis and will include the review of these tools:

- College transcripts
- Formal job description from a medical facility
- Final examinations for Parkland MAS and HCS courses
- Documentation of prior competency check offs from medical facilities
- Syllabi from other medical assisting programs in which affective, cognitive, and psychomotor objectives and assessments will be reviewed.
- Course Information Forms (CIF) will determine competencies for each course.

SELECTIVE ADMISSIONS PROCESS

The program utilizes the Parkland Selective Admissions process (explanation in this packet). Applications to the program are separate than that of the College. The students must meet the minimum qualifications and to be considered for the program. Minimums include:

- Reading – Place into CCS 099 or higher
- English – you must be eligible to enroll in ENG 101 or ESL 101
- TOEFL: Minimum or greater scores in reading, listening, speaking, and writing. 18-1822-20.
- Math – Place out of MAT 59 or above (assessment is good for 2 1/2 years)
- Completed Health Record
- Completed Background Check
- Completed Drug Screen

Applications are due March 1 of each year for a fall start. If the program is not to capacity after March scoring, Admissions will continue to score May, June and July as needed until program

is at capacity. All students that are scored between March 1 and the start of fall are considered the new cohort. The program accepts one cohort a year.

Once students are accepted, the new cohort will meet with the program director for group advising and registration.

MAS 135 is the first course that medical assisting students take once they have been accepted to the program. This course includes a course fee that will cover the intake process including health records, background screening and drug screening.

The official roster is submitted to Admissions on the tenth day of fall semester. At that point, the student's program code is changed to MAS.CER, officially accepting students to that cohort. Courses for medical assistance are restricted to students that have been officially accepted to the program.

College does not guarantee enrollment in any specific program of instruction. When enrollments are limited, preference is given to residents of District 505 (College Policy 8.02). Admission into most Parkland College Health Professions programs is selective, which means that admissions are competitive, and programs may have their own admissions criteria and minimum scores for admission. You must be accepted into the program prior to taking any courses in the major.

Once the student's program code is changed to MAS.CER, institutional research and the program directors can track retention, completion, and other outcomes.

ESSENTIAL QUALIFICATIONS AND ACCOMMODATIONS GUIDELINES FOR HEALTH PROFESSIONS

The Program has an institutional commitment to provide equal educational opportunities for qualified students with disabilities who apply for admission to the program. The College has a responsibility for the safety of the patients and students. Each program has an Essential Qualification list that should be reviewed before applying to the program.

The Essential Qualification list in conjunction with academic standards are requirements for admission, promotion, and graduation. Candidates with questions regarding the Essential Qualifications are encouraged to contact Accessibility Services at Parkland College prior to the start of the program. Compliance with state and federal laws and regulations (including the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990) is necessary and admitted candidates with disabilities are reviewed individually, on a case-by-case basis. An accommodation is not reasonable if it poses a direct threat to the health or safety of self and/or others if it requires a substantial modification in an essential element of the curriculum.

Essential Qualifications	Behaviors
--------------------------	-----------

1. Cognitive	<ul style="list-style-type: none"> • Comprehend and process information. • Perform basic mathematic equations.
--------------	--

	<ul style="list-style-type: none"> • Notice when something is wrong or is likely to go wrong. • Concentrate and not be distracted while performing a task. • Make decisions and solve problems in stressful situations. • Ability to problem solve. • Combine several pieces of information and draw conclusions. • Use reasoning to discover answers to problems. • Analyze ideas and use logic to determine their strengths and weaknesses. • Identify problems and review information. Develop, review, and apply solutions. • Access needed information effectively and efficiently. • Make sense of information by studying it. • Integrate information through critical thinking based on information gathered on patients during clinical sessions, and during class sessions that are applied to the nursing process. • Is responsible and accountable for their judgement and can justify actions based on skill and knowledge. • Maintains competency in skills learned.
--	---

2. Affective	<ul style="list-style-type: none"> • Demonstrate awareness of the territorial boundaries of the person with whom communicating. • Demonstrate awareness of how an individual’s personal appearance affects anticipated responses. • Analyze communications in providing appropriate responses/feedback. • Demonstrate respect for individual diversity, incorporating awareness of one’s own biases in areas including gender, race, religion, age, and economic status. • Has realistic expectations of self • Does not engage in “side-talk” with classmates while instructor is teaching. • Respects the rights of others. • Is a team worker; is cooperative; is assertive and not aggressive • Displays a patient care attitude seeks opportunities for continuous learning. • Displays mannerly behavior. • Practice with compassion and respect for inherent dignity, worth and uniqueness of every individual, unrestricted by considerations of social or economic status, personal attributes, or nature of health problems. • Demonstrate a primary commitment to the patient and to the rights of the patient. • Promote, advocate for, and strive to protect the health, safety, and rights of the patient. • Demonstrate accountability for judgement and actions. • Act under a code of ethical conduct that is grounded in moral principles.
--------------	---

	<ul style="list-style-type: none"> • Demonstrate the same duties to self as to others, including the responsibility to preserve integrity and safety, to maintain competence, and to continue personal and professional growth. • Demonstrate duty to incorporate and integrate the values and ethics of health professions, integrating them with personal values. • Displays honesty, trustworthiness, dependability, reliability, initiative, self-discipline (including refraining from foul language), and self-responsibility. • Maintain academic integrity in their work and take collective responsibility for preventing violations of intellectual ownership. • Recognize your own abilities and limitations and set realistic expectations for personal performance.
--	---

3. Psychomotor	<ul style="list-style-type: none"> • Stoop, bend, reach, pull, and push with full range of motion of body joints. • Push or pull an occupied wheelchair, bed, or cart. • Ability to lift, push, pull, or carry heavy objects. • Provide direct patient care including moving and transferring a resident, and providing hygienic care safely, effectively, and efficiently. • Provide emergency treatment including CPR as required by facility policy. • Adequate skin integrity, without the presence of open, weeping lesions. • Gross and fine motor abilities sufficient to perform required functions of patient care; hand-wrist movement, hand-eye coordination, and simple firm grasping required for the fine motor-skills and manipulation. • Maintains competency in skills learned. • Adheres to aseptic or surgical technique as required
4. Communication	<ul style="list-style-type: none"> • Apply active listening skills. • Use appropriate body language with other nonverbal skills in communicating with patients, family, and staff. • Demonstrate recognition of the patient's level of understanding in communication. • Analyze communications in providing appropriate responses/feedback. • Demonstrate respect for individual diversity incorporating awareness of one's gender, race religion, age, and economic status. • Recognize communication barriers. • Identify techniques for overcoming communication barriers. • Recognize the elements of oral communication using a sender- receiver process.
5. Sensory/Observation	<ul style="list-style-type: none"> • Acute visual skills are necessary to detect signs and symptoms. • Hear sounds and recognize the difference between them. • Interpret written word accurately, read characters and identify colors on the computer screen
6. Behavioral/Emotional	<ul style="list-style-type: none"> • Adapt efficiently to changing environments. • Learn and perform skills without repetition of instructions. • Emotional and mental stability. • Functions effectively under stress. • Demonstrates flexibility and concern for others. • Maintain punctuality, positive work and classroom attitude, respect for others, professionalism, and ability to interact with people with diverse backgrounds. • Demonstrate sensitivity appropriate to the message being delivered.

	<ul style="list-style-type: none"> • Demonstrate awareness of how an individual’s personal appearance affects anticipated responses.
<p>7. Professional Conduct</p>	<ul style="list-style-type: none"> • Is in attendance for class and clinicals; arrives and leaves on time. • Notifies instructor or clinical preceptor in advance of absences except in the event of an emergency. • Shows interest and attentiveness in all class and lab activities. Does not have head on desk, does not sleep during class/lab. • Shows interest and attentiveness in all class and lab activities. • Displays appropriate dress (classroom, lab, and clinical), grooming, hygiene, and etiquette. • Displays appropriate verbal and non-verbal skills. • Is aware of and adheres to classroom cell phone policy. • Demonstrates problem-solving capability. • Maintains appropriate relationships with instructors and peers. • Appropriately handles constructive criticism. • Convey a willingness to assist others. • Meets all deadlines assigned to class assignments. • Work to resolve conflicts and identify solutions that will benefit all parties. • Respond to issues of confidentiality. • Apply HIPAA rules regarding privacy/release of information. • Incorporate the Patient’s Bill of Rights into personal practice and medical office policies and procedures. • Demonstrates professional behaviors required by their profession, the Interprofessional Teamwork Policy, and the Social Networking Policy. • Demonstrates behavior that engenders faculty trust in their ability to be a member of their chosen profession. • Demonstrates trust, professional and ethical behavior as a requirement for graduation. • Manifests skill in personal management, time management, flexibility, stress management, and dealing with change. • Follows directions/procedures; follows safety practices in the lab and classroom. • Demonstrate awareness of the consequences of not working within the legal scope of practice.

- | | |
|--|--|
| | <ul style="list-style-type: none">• Recognize the importance of local, state, and federal legislation and regulations in the clinical practice setting. Follow all course policies |
|--|--|

REQUIRED SPOKEN AND WRITTEN ENGLISH

Spoken and written language skills are critical to student success in clinical courses. Accurate communication between the students, patients, and families, care providers, physicians, all hospital employees, and faculty is essential to patient safety. It is always with the safety of the patient in mind that the Spoken and Written English Policy/Procedure was developed. The Spoken and Written Policy is available on all Health Professions Cobra courses or available upon request.

Students will be required to take the TOEFL IBT or IELTS Assessment prior to admission to a Health Professions program. Students must meet the minimum subset scores required by the program in reading, listening, speaking, and writing to qualify for the program. See the catalogue for the minimum subset numbers. Students are not accepted to a Health Profession Program until they have qualified by meeting all requirements of the program.

Because English language skills develop with practice over time, TOEFL scores will only be accepted six months apart, and after the student's performance plan is implemented. Any scores more frequent will not be accepted.

III. ACADEMIC POLICIES

GRADING SCALE

- A = 90-100%
- B = 89-80%
- C = 79-75%
- D = 74-70%
- F = 69 or below

GRADES, COURSE ENROLLMENT AND PROGRESSION

- **I = Incomplete with a grade of I** ([see college policy](#))
- **W = Withdrawal with a grade of W** ([see college policy](#))
- Lecture (lead) faculty reserve the right to develop their own grading scale for the exams, quizzes, presentations, clinical and other activities associated with the course and program of study. Refer to each course syllabus and agenda. **Final grading scale for the courses and program will be universal.** See Medical Assisting Grading scale.
- To remain in the program and graduate, **students must complete all required program courses with a C or higher in each course and maintain a 2.5 PGPA. All students must successfully pass all Cognitive and Psychomotor and competencies at 80%** and follow

all program ethical criteria as outlined in the student handbook, as well as all standards of conduct established by Parkland College and the clinical practice agency.

- Students must complete the program in four sequential semesters. A student who has been out of the program more than two years after completing MAS 135 will need to meet with the program director, reapply for selective admissions, and reassess competency in all MAS courses through cognitive and/or psychomotor evaluations. Students will be evaluated on a case-by-case basis for advanced placement or course approvals.

GRADE APPEAL

According to College policy 8.15.03, the awarding of grades for work done in courses is the domain of the faculty. Only a faculty-led committee has the authority to override a grade on appeal, except in cases of approvals for drops without record, late withdrawal, and medical withdrawals.

A student who is not satisfied with a grade, grading process, or final grade that he or she received, is advised to first meet with the course instructor. If the student is dissatisfied with the procedures used to calculate the grade, then the student may ask to meet with the Program Director.

If the student disagrees with the assigned grade, and feels the grade assigned meets one of the criteria for a grade appeal, the student goes immediately to the Department Chair and requests a Health Professions Professional Council on Academic Evaluation (PCAEE) hearing for the grade appeal process. If the PCAEE hearing does not resolve the situation, the student will proceed with the College Grade Appeal process as stated in the College Student Policies and Procedure Manual.

ACADEMIC ADVISING AND CLINICAL PROGRESSION LONGITUDINAL RECORD

It is a shared responsibility of the student and program director to maintain a longitudinal record of the requirements to complete the Medical Assistant Program. Graduation requirements and required courses are published in the College catalog. If a student changes an academic plan or fails to complete a required component in the timeframe scheduled, the student should notify the program director immediately. The program director will maintain records to show completion of the graduation requirements.

Clinical Progression: Program students are expected to retain knowledge from previous semesters. The evaluation of clinical performance is based on the application of previously learned knowledge and skills as well as the comprehension and application of new skills and information each semester. Each student will have a longitudinal record of her/his clinical performance. Identified areas of concern from previous semesters will be considered in the summative evaluation of each student's performance. The faculty will be assessing patterns and trends of learning and will take this into account in each course evaluation. The record includes clinical evaluations, any action/remediation plans that have been written for

circumstances that resulted in a grade of “unsatisfactory” being assigned, and any other information related to the student’s progression/performance in the program.

Students may review their record with the program director by making an appointment. Students will inform the program director in advance that they wish to review their record so their record will be available at the time of the appointment.

MAERB CORE CURRICULUM NOT COVERED IN MAS CORE CLASSES

HCS courses are included in the medical assisting curriculum. HCS course faculty and the medical assisting program director confirm content in each course meets the MAERB Core Curriculum on an annual basis or when the faculty assigned is changed.

HCS 151 Health Care Records Management

- VI.C.4. Define types of information contained in the patient’s medical record VI.C.5. Identify methods of organizing the patient’s medical record based on: A. problem-oriented medical record (POMR), B. source-oriented medical record (SOMR)
- VI.C.11. Explain the importance of data back-up.
- VI.C.12. Explain meaningful use as it applies to EMR.
- VII.C.6. Explain patient financial obligations for services rendered.
- VIII.C.3. Describe processes for: a. verification of eligibility for services, b. precertification, c. preauthorization.
- VIII.C.4. Define a patient-centered medical home (PCMH)
- IX.C.1. Describe how to use the most current procedural coding system.
- IX.C.2. Describe how to use the most current diagnostic coding classification system.
- IX.C.3. Describe how to use the most current HCPCS level II coding system.
- XI.C.4. Discuss the effects of: a. upcoding, b. down coding.
- IX.C.5. Define medical necessity as it applies to procedural and diagnostic coding
- VI.P.3. Create a patient’s medical record.
- VI.P.4. Organize a patient’s medical record.
- VI.P.5. File patient medical records
- VI.P.6. Utilize an EMR
- VI.P.7. Input patient data utilizing a practice management system.
- VII.P.1. Perform accounts receivable procedures to patient accounts including posting: a. charges, b. payments, c. adjustments.
- VII.P.2. Prepare a bank deposit.
- VII.P.3. Obtain accurate patient billing information.
- VII.P.4. Inform a patient of financial obligations for services rendered.
- VIII.P.1. Interpret information on an insurance card.
- VIII.P.2. Verify eligibility for services including documentation.
- VIII.P.3. Obtain precertification or preauthorization including documentation.
- VIII.P.4. Complete an insurance claim form.
- IX.P.1. Perform procedural coding.

- IX.P.2. Perform diagnostic coding.
- IX.P.3. Utilize medical necessity guidelines.

HCS 153 Phlebotomy Skills

- I.P.2. Perform: b. venipuncture

HCS 154 Medical Terminology

- I.C.1. Describe structural organization of the human body.
- I.C.2. Identify body systems.
- I.C.3. Describe: a. body planes, b. directional terms, c. quadrants, d. body cavities
- I.C.4. List major organs in each body system
- I.C.5. Identify the anatomical location of major organs in each body system.
- I.C.6. Compare the structure and function of the human body across the life span.
- I.C.7. Describe the normal function of each body system.
- I.C.9. Analyze pathology for each body system including: a. diagnostic measures, b. treatment modalities.
- V.C.9. Identify medical terms labeling the word parts.
- V.C.10. Define medical terms and abbreviations related to all body systems.

HCS 173 Applied Electrocardiography

- I.P.2. Perform: a. electrocardiography

HCS 174 Legal Issues in Health Care

- X.C.3. Describe components of the Health Insurance Portability & Accountability Act (HIPAA)
- X.C.4. Summarize the Patient Bill of Rights
- X.C.8. Describe the following types of insurance: a. liability, b. professional (malpractice), c. personal injury.
- X.C.12. Describe compliance with public health statutes: a. communicable diseases, b. abuse, neglect, and exploitation, c. wounds of violence.
- X.C.13. Define the following medical legal terms: a. informed consent, b. implied consent, c. expressed consent, d. patient incompetence, e. emancipated minor, f. mature minor, g. subpoena duces tecum, h. respondent superior, i. res ipsa loquitur, j. locum tenens, k. defendant-plaintiff, l. deposition, m. arbitration/mediation, n. Good Samaritan laws
- XI.C.1. Define: a. ethics, b. morals
- XI.C.3. Identify the effect of personal morals on professional performance.
- X.P.2. Apply HIPAA rules in regard to: a. privacy, b. release of information
- X.P.4. Apply the Patient's Bill of Rights as it relates to: a. choice of treatment, b. consent for treatment, c. refusal of treatment
- X.P.5. Perform compliance reporting based on public health statutes.

Revised: July 2020

The College publishes the regulations concerning course withdrawal in the catalog and on the College website under Admissions and Records. The dates within which students may withdraw from the course are published in the College calendar on the Parkland website.

Students who never attend or cease to attend, any class in which they have enrolled must be administratively withdrawn. Faculty-initiated withdrawals can only be performed between the end of the student drop period and midterm. Please see the *General College Syllabus* that is posted on Cobra for further detail on Instructor Withdrawal and Student Withdrawal from a Class Section.

For students in Health Professions, withdrawing or dropping a course can have an impact on status in the program. Students should notify the lead faculty of the intent to withdraw from the course and obtain information about current status in course (passing all portions or failing any portion of the course). If the course is a pre- requisite and/or co- requisite for another course, the student will be advised as to what impact that may have on his/her program status.

1. Within the first week of a class session, you may drop the class with no record. The course does not appear on the transcript, and you receive full credit for tuition and fees. The deadline for this is 11:59 p.m. on the Sunday following the class start date. To do this:
 - a. Log in to my.parkland.edu.
 - b. From the Registration menu, click/choose the Register, Drop Sections menu option, and follow the screen prompts.

If you need help, call the Tech Service Desk at 217-353-3333.

2. Beginning on Monday of the second week of the class session, and up to 5 p.m. on the last business day of the week before the last week of instruction for that class, you may withdraw from the class. The course will appear on the transcript with a grade of W and there is no refund of tuition and fees. To do this:
 - a. Obtain the Notification of Intent to Withdraw from Classes form either online at my.parkland.edu or in person from Admissions and Records in U214.
 - b. Contact your instructor, department chair, or program director for their signature. If you are unable to meet with your instructor in person, you may contact them via email to obtain the signature. If you have received the signature via email, attach the email to the form and send it to admissions@parkland.edu.
 - c. If you are a degree-seeking student withdrawing from all courses, you should have an exit interview with a financial aid advisor. Call 217-351- 2222 or stop by Financial Aid in U286.
 - d. If you are an international student withdrawing from any course, you should meet with an international advisor. Call 217-351-2890 or stop by International Admissions in U238.
 - e. Submit the completed form with a picture ID to Admissions and Records (U214) or via email to admissions@parkland.edu.

3. If you are failing a course due to violations of the academic honesty policy (Policy 8.06) or failing a clinical course in a Health Professions program (2017-18 Catalog, page 190, Program Requirements l.g.), you may not be permitted to withdraw. See the appropriate division dean if you have questions.

READMISSION POLICY

Students must complete the program in four sequential semesters. A student who has been out of the program more than two years after completing MAS 135 will need to meet with the program director, reapply for selective admissions, and reassess competency in all MAS courses through cognitive and/or psychomotor evaluations. Students will be evaluated on a case by-case basis for advanced placement or course approvals.

PROGRAM WITHDRAWAL INTENT TO DISMISS

Academic Dismissal from a Program:

When the student's performance falls below standards and shows no improvement and/or the faculty trust in the student is broken by a severe breach, the faculty may recommend suspension and/or dismissal.

When deciding to make a recommendation, examples considered by faculty include, but are not limited to, what has been covered in the curriculum, where the student is within the curriculum, the expectations at that stage of the curriculum, documentation of past performance, what the student has done/not done, and the severity of the infraction.

When a recommendation for dismissal occurs, it means that a student will be dropped from any health professions specialty classes (classes designated as in the major). The student will be able to continue to attend any general college courses in which they are enrolled. Program dismissal does not necessarily preclude re-admission into the program at a later date. Health Profession's program dismissal is a separate process from, and not necessarily related to the college's disciplinary procedures for suspension, dismissal, and expulsion from the college. Recommendation for dismissal can include but are not limited to impaired practice, failure to maintain grades, student performance, non-compliance with clinical, course or program policies, non-compliance with Essential Qualifications, academic dishonesty, plagiarism, professionalism, and patient safety.

Suspension does not necessarily lead to dismissal in every situation. An interim suspension can be used pending the outcome of an investigation.

Chain-of-command: For the purposes of this policy the chain of command is as follows:

1. Course lecture, lab, or clinical faculty,
2. Course coordinator (often the lecture faculty in a lecture, lab, and clinical course).
3. Program Director
4. Health Professions Department Chair
5. Professional Council on Academic Services
6. Dean

7. Vice President

Please refer to Health Professions Essential Qualifications, Code of Conduct, and Intent to Suspend or Dismiss Policy and Procedures for complete information. Policy can be found on Cobra Health Profession courses.

STUDENT HEARINGS AND DUE PROCESS

Students who face recommendation for clinical suspension and/or program dismissal will be afforded due process through established procedures. Before dismissal, every student will receive:

- Written notice of academic expectations.
- Each Health Profession's program will include their Essential Qualifications in the student handbook and the process and procedures for program probation, clinical suspension, and program dismissal in the program handbook. The handbook will be available on the program web site, Cobra online or printed.
- Written notice of their deficient performance each time the performance is deficient.
- An informal give-and-take face-to-face meeting with the faculty decision-maker after every noted instance.
- When possible, reasonable time to change/improve their deficient performance. Reasonable time to change or improve performance may not be possible for patient safety situations.
- Notice of potential consequences such as delay of graduation, suspension and dismissal from the program that may result in a failure to correct deficiencies.
- Exceptions for notice or giving a reasonable time for improvement may include violations of patient's rights, safety, or egregious violation of professional standards.
- If performance is not according to standard or falls below expectations, the faculty may recommend dismissal.

The student must be afforded the opportunity for a PCAE hearing. Professional Council on Academic Evaluation: (PCAE) is the Health Professions Council on Academic Evaluation and is the fourth step in the chain of command in the Health Profession's formal process for this policy. It is the division philosophy that issues between students and faculty are solved as close to the classroom as possible. When that is not possible, the PCEA is part of the formal process for resolving these issues.

NAME AND ADDRESS CHANGES

It is the student's responsibility to ensure that the student's legal name is in the Parkland system. Students should also update the address on file with Parkland College. Only the student's legal name can be used to register for American Registry of Medical Assistants and National Healthcareer Association Exam and the name must match Parkland College official student records.

ATTENDANCE AND PUNCTUALITY

1. Students are expected to attend and be punctual for all scheduled classes, including lectures, skills lab, and clinical assignments. No cell phone use during lecture, lab or clinical. If you need to use your phone, it is expected that you let your instructor know before the start of class. Missing any of the above will result in an automatic 5% drop in your overall grade.
2. Students are expected to be fully engaged in all classroom activities. No sleeping. If you are asleep, you are considered absent. Communicate with your instructor when you are not able to attend class. This notification should be made via email for the purposes of documentation.
3. Students are expected to always show respect to fellow students and instructors.
4. Students are expected to be fully engaged in all online assignments, including, but not limited to lectures, discussion, quizzes, exams, and dropbox assignments.
5. If a test/quiz, skills check-off, or assignment is missed, refer to the faculty and course syllabus regarding the make-up policy.
6. Faculty members have the prerogative of lowering grades for frequent student absences. Refer to the specific course/section syllabus.
7. Children, other family members, or friends of students are not permitted in classes, skill labs, or clinical areas at any time. The exception is HCS 153 (Phlebotomy Skills).
8. Students appearing to be under the influence of drugs, and/or alcohol will be dismissed from class. (Refer to Parkland College Student Policies and Procedures Manual Conduct Code.) <https://www.parkland.edu/Audience/Current-Students/StudentPolicies-Procedures>
9. Students must successfully demonstrate complete vital signs skills, including height and weight prior to going to clinical.
10. In a clinical setting, students must adhere to all facility policies and procedures. Any misuse of cell phones or facility computers may lead to dismissal from that facility and/or the Medical Assistant program.

EMAIL, COMPUTER SKILLS AND COBRA

Parkland College uses email as an official means of communication. All students and faculty are issued an official Parkland email account. According to Parkland policy, 3.41, Parkland email services are the official email services to be used for instruction, instructional support, advising, service, administration, and college-related correspondence in support of the College's mission. The College has the right to send communications via email and expects those communications to be read in a timely fashion. Students are expected to check email prior to a class session to get the latest updates or changes for that class period.

The College has the right, when required by applicable law, to access, review, and release all electronic information that is transmitted or stored by the College whether such information is private in nature. Confidentiality or privacy of electronic mail cannot be guaranteed.

Email is subject to all pertinent laws regarding sharing or transmission of sensitive information such as Freedom of Information Act (FOIA), Family Educational Rights and Privacy Act

(FERPA) and Health Insurance Portability and Accountability Act (HIPAA). All student records are protected by FERPA, and faculty do not provide access to student information within the course without a need to know.

All course material included on the course Learning Management System (Cobra) requires a student to utilize a secure log in and password to access their content. Email policy, 3.41 ensures that students protect their user information and do not share with anyone. “Users are responsible for safeguarding their username and password and for using them only as authorized. Sharing email accounts and/or passwords with another person or attempting to obtain access to another person’s account is prohibited. Each user is responsible for all email transactions made under the authorization of his or her Parkland email username.” Verification processes are used to protect student privacy.

For online courses in which tests are proctored, a photo ID that matches the user at the computer is required; or students may be required to go to a testing center in person with a photo ID.

Students in the Medical Assistant Program should have computer access to complete online and computer assignments and assessments. If the student does not have access to the internet or a computer at home, it is suggested the student utilize an open lab at Parkland prior to leaving campus.

Basic computer skills required to participate in the Medical Assistant Program include ability to use Word, to write single and group e-mails, to use the Internet, to conduct on- line research, to use PowerPoint, to access grades from SelfService, and ability to participate in on-line instruction and assessment using Cobra.

The Tech Service Desk is a one-stop shop for Parkland students seeking assistance with Parkland technologies, including my.parkland.edu, email, Cobra Learning, Wi-Fi, Parkland One, Microsoft Office 365, and more.

You may contact the Tech Service Desk in several ways.

- Call 217-353-3333
- Email TechHelp@parkland.edu
- Stop by Room A184

CELL PHONE AND LAB POLICIES

No cell phone use during lecture or lab. If you need to use your phone, it is expected that you let your instructor know before the start of class.

RECORDINGS IN THE CLASSROOM

College policy 5.01.03 states that students who wish to record classroom learning activities must require permission from the instructor prior to doing so. Classroom learning activities include lectures, in-class discussions, student presentations and other course-related

activities. The policy covers all forms of recording using available technology. The instructor should specify the kinds of learning activities that are permitted to be recorded and the medium in which the recording takes place. The instructor has the right to deny or limit the request.

Students are allowed to record learning activities as an accommodation under the American with Disabilities Act (ADA) if the Accessibility Services ID card is issued and presented to the instructor. Students who request recording permission under the ADA must not be denied permission.

Violations of this policy are subject to disciplinary action. Lastly, students in the classroom have the right to know that their class is being recorded. The instructor will notify the class that permission has been given for a recording without identifying the individual student(s) requesting permission.

EQUIPMENT NEEDED OR REQUIRED

Students in the Medical Assistant Program are required to have the CMA Uniform. The scrub top; in sage green/or olive and scrub pants in black. Also required for students are clinical closed-toed shoes, a stethoscope, watch with second hand and a black pen are required in the program. Also recommended are a blood pressure cuff and sphygmomanometer.

STUDENT RECORDS AND STUDENT CONFIDENTIALITY

Faculty are required to maintain student's privacy in accordance with the Family Education Rights to Privacy Act (FERPA). The Family Educational Rights and Privacy Act of 1974, also known as the Buckley Amendment, helps protect the privacy of student records. The Act provides for the right to inspect and review education records, the right to seek to amend those records and to limit disclosure of information from the records. The Act applies to all institutions that are the recipients of federal funding.

Records, files, documents, and other materials which contain information related to a student and are maintained by Parkland College or by someone acting for the College. Only the student or entities that the student has given written consent can receive information about the student's grades or progress. Please refer to FERPA information on the Parkland website:

<https://www.parkland.edu/Main/About-Parkland/Department-Office-Directory/AdmissionsRecords/Release-of-Student-Information>

FINAL EXAMINATION REQUIREMENT

A final exam is expected in each credit course at Parkland College. Final exams for all courses will be given during final exam week according to the official published schedule.

These final exams are not to be given early (during regular class periods).

Final exams for all other courses (courses with earlier end dates) will be given at the last regularly scheduled class meeting.

All requests from faculty to alter scheduled final exam times or dates must be reviewed and approved by the Department Chair, Division Dean, and the Vice President for Academic Services.

In courses where a final exam is not appropriate, as determined by the Health Professions administration, an educational alternative scheduled during the week of final exams is expected.

Students: These official College guidelines were established to more fully ensure that you receive the full set of instructional class periods for which you paid and to which you are entitled and that you have the appropriate amount of time to prepare adequately for your final exams. If your final exam is given earlier than scheduled, please contact the Department Chair, and Health Professions Operations or Division Dean. You may access an online copy of the final exam schedule on the student portal or my.Parkland.edu.

Three final exams scheduled on the same day may be considered a conflict. Conflicts may be resolved by arrangement with the faculty of these courses.

Questions or concerns about these guidelines should be directed to the Department Chair, Assistant Dean of Nursing and Health Professions Operations or Division Dean.

III. GRADUATION REQUIREMENTS

PETITION TO GRADUATION

Students will complete the Admissions form, Petition to Graduate at the start of the last semester of the program. Results of the graduation requirement audit are emailed to the student from an Admissions representative. It is the student's responsibility to report any deficiencies to the program director.

IV. HEALTH AND SAFETY POLICIES

STUDENT HEALTH, IMMUNIZATION, DRUG SCREEN AND BACKGROUND PROCEDURES

The conduct standards for Healthcare Professionals and students are higher than those of the ordinary student or citizen because of the inherent responsibilities assumed by their role with patients, and the trust the public places on their profession to do no harm.

Parkland College (PC) Health Professions is committed to maintaining a drug-free workplace and academic environment in compliance with the Federal Drug Free Workplace Act of 1988 and in Accordance with Parkland College Policy 3.24 Drug-Free Workplace.

For health and safety concerns, all students involved in Parkland College's Health Professions Programs which have a clinical contract requiring drug and background must be processed through clinical clearance and compliance through a health record, drug screen and background check. The presence of alcohol and/or drugs, lawfully prescribed or otherwise, which interfere with student's judgment or motor coordination in a healthcare setting poses an unacceptable risk to patients, faculty, other students, the College, and affiliated clinical agencies. The College recognizes its responsibility to provide a safe academic environment for college students, faculty, and staff, as well as a safe clinical setting for students, faculty, patients, and employees

of affiliated clinical agencies. For the foregoing reasons, Health Professions students will be cleared for clinical courses prior to the start of the program or in some programs, prior to the start of the first clinical course. Students will be cleared:

1. Through a third-party vendor, health, immunization, drug, and background information on all students in facilities that have these requirements or standards are collected.
2. Required Student Health Records are considered a part of the student record and are therefore subject to the PC policy regarding student records.
3. Student Health Records may not be copied by Parkland College except when requested by the clinical facility for evidence of compliance with requirements.

The full policy can be found on every Cobra course and should be reviewed for a complete understanding of the requirements.

REASONABLE SUSPICION TESTING

Reasonable suspicion testing means drug testing conducted on students because individualized and objective evidence exists to support the conclusion that student (1) has engaged in the use of alcohol and or illegal drugs in violation of applicable policies, laws, and regulations; or (2) appears to be impaired. Facts that could give rise to reasonable suspicion include, without limitation: observed possession or use of illegal drugs or alcohol; the odor of alcohol or drugs; impaired behavior such as slurred speech; decreased motor coordination; difficulty in maintaining balance; marked changes in personality or academic performance or behavior; reports of observed drug or alcohol use; an arrest or conviction for a drug or alcohol related offense; positive pre-placement or other drug tests; or newly discovered evidence or drug test tampering.

- Reasonable suspicion drug tests will be confirmed by an additional test of the original sample as requested by the student at their expense.
- The Dean of Health Professions will notify the student and the Vice President of Academic Services of a student's confirmed positive drug test.
- Students having a confirmed positive drug test could be subject to disciplinary action, up to and including dismissal from the program, in accordance with established Program and Departmental disciplinary policies and procedures.
- Student failure to submit to reasonable suspicion drug testing, or any attempt to tamper with, contaminate or switch a sample will result in disciplinary action, up to and including dismissal from the Program.
- Students may be subjected to reasonable suspicion testing whenever on Parkland premises (on or off duty), while operating college equipment, or while in a Parkland College recognized course, lecture, lab, or clinical.
- Parkland also reserves the right to test students involved following an incident involving Parkland equipment, workplace/clinical safety violation, both on and off campus.
- The testing facility will be selected by the college.

The full policy can be found on every Cobra course and should be reviewed for a complete understanding of the requirements.

TITLE IX-SEXUAL HARASSMENT, VIOLENCE, AND MISCONDUCT

Parkland College is committed to assuring a safe and productive educational environment for all students. In order to meet this commitment and to comply with Title IX of the Education Amendments of 1972 and guidance from the Office of Civil Rights, the college requires faculty members to report incidents of sexual violence shared by students to the college's Title IX coordinator, Vice President of Student Services, Michael Trame. The only exceptions to the faculty member's reporting obligation are when incidents of sexual violence are communicated by a student during a classroom discussion, in a writing assignment for a class, or as part of a college-approved research project. Faculty members are obligated to report sexual violence or any other abuse of a minor (any person under 18 years of age) to the Illinois Department of Children and Family Services (DCFS). Information regarding the reporting of sexual violence and the resources that are available to victims of sexual violence is available at <https://parkland.edu/Main/About-Parkland/Safe-Campus-Procedures/Title-IX-HarassmentDiscrimination>

TITLE IX – PREGNANCY

Title IX of the Education Amendments of 1972 provides pregnant students with certain rights regarding their education. For information, contact Dr. Marietta Turner, Dean of Students at 217-351-2505 or via email at mturner@parkland.edu.

It is recommended if a student is in a program with occupational hazards or risks, the student report a pregnancy to the program director so that the student can be educated about any occupational risks during clinical, labs or practicums. Confidentiality will be maintained, but the safety of the student/fetus is most important.

Title IX of the Education Amendments of 1972 provides pregnant students with certain rights regarding their education. For information, contact Dr. Marietta Turner, Dean of Students at 217-351-2505 or via email at mturner@parkland.edu.

During clinical rotation, students may encounter procedures that require radiation. It is critical that any students who are trying to become pregnant or who are currently pregnant tell their clinical instructor or the program director immediately. The first three months of pregnancy are the most crucial time to protect you and your fetus. Other staff at the clinical facility may need to be informed to protect you from exposure in the operating room. In the absence of notification, you will not be considered pregnant.

Students will be asked to meet with the Radiation Safety Officer, Tammy Cox, for safety education while at clinical. Tammy can be reached by email at tcox@parkland.edu.

COMMUNICABLE DISEASES AND COMMUNICABLE DISEASE POLICY

Parkland Policy 3.05

The Illinois Department of Public Health (IDPH) has specified diseases which are contagious, infectious, communicable, and dangerous to the public health in Section 690.100 of the Rules and Regulations for the Control of Communicable Diseases. The purpose of this

policy is to insure College compliance with those and other existing state and federal rules, regulations, and laws.

Parkland College places a high priority on protecting the health and safety of its campus community and aims to reduce communicable disease exposure risk without unlawfully discriminating in enrollment or employment practices. To that end, Parkland College will adhere to the following guidelines:

1. Parkland College will be in full compliance with the Americans with Disabilities Act (ADA) as it relates to those students and employees who have communicable diseases. Any college decisions made resulting from a student or employee's health-related circumstances will be made with input from the office of Disability services and will depend on each unique instance, applicable confidentiality considerations, and relevant medical facts.
2. Parkland College will follow guidelines as directed by the Illinois Department of Public Health.
3. Parkland College will consider the welfare of the campus community while respecting the privacy and needs of the individuals involved.
4. Parkland College will make available to all members of the college community educational opportunities about disease transmission and prevention and will encourage preventive measures including, but not limited to, immunizations against meningitis and flu as recommended by the Centers for Disease Control and the American College Health Association.
5. Parkland College will provide appropriate and non-discriminatory services for persons living with infectious disease(s).
6. Parkland College will comply with NCAA regulations to reduce infection risk for those students involved in varsity and intramural contact sports.
7. Parkland College will follow occupational safety and health standards mandated under federal and state law regarding the transmission of blood-borne pathogens to prevent transmission of disease in classrooms, laboratories, and workspaces as outlined in the Exposure Control Plan. This compliance will be coordinated by the Wellness Coordinator.
8. Parkland College will, when necessary, isolate infected persons and/or quarantine their contacts in accordance with the Illinois Department of Public Health guidelines and within the parameters of the College Emergency Plan as managed by the Crisis Management Team.
9. The Vice President for Student Services will administer this policy subject to applicable personnel policies and collective bargaining agreements. Any actions undertaken pursuant to this policy will be in accordance with applicable federal and state laws. Parkland College policies and the best interests of all parties involved. The Vice President for Student Services will also act as a spokesperson for the campus regarding all communicable disease policy-related decisions and/or changes.

Any possibility of harboring contagious diseases must be reported to the clinical instructor prior to attending clinical. Students who pose health risks to personnel or patients or to themselves

will not attend clinical. Examples: chickenpox, pink eye, fever, uncontrolled cough, open lesions on the skin.

If a student has a sore throat with fever, he/she must contact the instructor prior to coming to the clinical facility. In cases of strep throat, the student must be on an antibiotic for a minimum of 24 hours before returning to the clinical facility. It is advised that the student contact the fieldwork educator if any of he or she notices any of the following:

Fever >100.4
Conjunctivitis
Diarrhea lasting more than 12 hours.
Group A Strep diagnosed by a physician.
Jaundice
Vomiting
Cold Sores (herpes)
Active measles, pertussis, rubella, or chicken pox
Upper respiratory infection (cold)
Tuberculosis (TB)
Shingles or rash of unknown origin
Head lice
Scabies
Abscess or boil that is draining.
Impetigo
Mononucleosis

Clinical instructors have the right to initiate communication with a student who exhibits the signs or symptoms of a communicable disease who has not come forward. This will only occur if the individual has the potential to pose an imminent risk to others or is unable to perform required tasks. All HIPAA and FERPA laws will be abided by, and the individual is assured of confidentiality regarding the matter.

HEALTH RECORDS

A background and drug screening must be completed **before July 15th**. Any student who does not complete the background and drug screening before this date can be dropped from the program. Immunization records and evidence of physical examination must be complete and on record **BEFORE December 15th** and all materials must be uploaded to Castle Branch website **BEFORE December 15th at 5:00 pm.** Any student non-compliant as of December 15th at 5:01pm will be dropped from the program courses.

If a student is dropped from the program, they will follow program procedures for re-enrollment and status in the program. If a student has a second incident of non-compliance, the student will take a year's leave from the program.

All health record requirements must be up to date to remain in program courses. Students with incomplete health records will not attend clinical. Students must be current through the entire semester of the course. The student may need to renew before it is due and before you are notified by Castle Branch to renew.

A full list of requirements is distributed upon admission to the program as well as on all program websites under *Health Requirements*.

STUDENT HEALTH STATUS AND HEALTH CHANGES WHILE IN THE PROGRAM

A student that has had any change in his/her physical and/or psychological condition (including pregnancy and the postpartum period) that require medical attention and or could have an effect of their physical or emotional endurance, are still required to maintain Essential Qualifications. Some situations will require a release from your health care provider.

If a student develops a health issue that may result in incapacitation in the clinical area or types of conditions that may jeopardize patient safety, the student must notify the clinical instructor as soon as the health issue becomes known to the student. To protect the patient and the student, the student may be removed from clinical. Students will still be required to perform all the functional abilities outlined in the Essential Qualification to attend clinical.

BLOODBORNE PATHOGEN EXPOSURE OR OTHER OCCUPATIONAL HAZARDS

Due to the nature of their work, health career students may be exposed to blood and/or other potentially infectious body fluids during their clinical rotations. In case a needle stick or other exposure incident occurs, the following procedures are to be followed. Each health-care institution should have its own protocol, but the following is a general procedure that is applicable at all facilities in case no protocol exists and for use when exposure incidents occur on campus.

Procedure:

- 1) Immediately after an exposure incident (e.g., needle or instrument stick, human bite, or blood splashed in eyes, nose, mouth, or open wound), the student should flood the contaminated area with water and clean any wound with soap and water or a skin disinfectant if available.
- 2) After cleansing the contaminated area, the student should report the incident to his or her clinical instructor, who in turn will report the incident to the appropriate staff member at the clinical site or school where the incident occurred. In addition to filling out an incident report at the facility, a Parkland incident report should be submitted to the Wellness Coordinator.
- 3) If warranted, the student will be referred to the appropriate department in the health care facility where the incident occurred for medical evaluation. If the facility does not have a department that handles exposure incidents or if the incident occurred at a community agency or on-campus, the student should follow this procedure: If between 7 a.m. and 5 p.m., Monday-Friday, call the Carle Occupational Medicine Department (383-3077). The student should identify himself/herself as a Parkland health career student and explain there has been an occupational exposure to blood/body fluids during clinical and s/he wishes to

be evaluated. Department personnel will direct the student as to how to proceed. At other times, the student should go to the Carle Emergency Department (E.D.), 611 W. Park Street, Urbana, and tell the admitting clerk the same; there is no need to notify the E.D. in advance of arrival.

- 4) The facility where the incident occurred will determine according to their protocol whether the source (the person whose blood the student was exposed to) should be tested for HBV, HCV, HIV, and/or any other diseases. In situations where the incident occurs on campus *or* at a facility which does not have a post-exposure protocol, the source should follow the same procedures as stated in #3 above. When speaking with Carle staff, s/he should explain that a Parkland student had occupational exposure to his/her blood/body fluids, and s/he needs to be evaluated.
- 5) If the cost of immediate post-exposure care for the student and source is not covered by the facility where the incident occurred, Parkland College will cover these costs. A bill should be sent to: Wellness Coordinator, Parkland College, 2400 W. Bradley Ave. U-112, Champaign, IL 61821. *Any medical follow-up beyond that given at the time of the exposure is the responsibility of the student.* The student should consult with his or her primary care physician or Parkland's Wellness Coordinator as soon as possible after the exposure incident to discuss recommended follow-up care. The student is expected to report the incident to the Wellness Coordinator, Parkland College, 2400 W. Bradley Ave., Champaign, IL 61821 to ensure proper payment of the initial evaluation.
- 6) The clinical instructor should report the incident to Wellness Coordinator (373-3879) at his/her earliest convenience.

INCLEMENT WEATHER

The basic philosophy of the College is to keep the campus open, if possible, during inclement weather. Closing the College is always a difficult decision to make in view of the large geographical area which is served by Parkland. We also know that timing is important during the day AND evening, as students and/or faculty and staff may already be on the route to the campus at the time the decision is made. The decision to close does include classes offered by Parkland at area learning centers throughout the district.

The conditions both on campus and in surrounding areas are monitored very closely during inclement winter weather. If it becomes necessary to close the campus during the day and/or evening when classes are in session, an announcement will be made over the public address system, to local radio/tv and on our website by 3:00 p.m. If weather conditions deteriorate overnight, a decision is made by 5:00 a.m. Monday through Saturday.

Radio and television stations are contacted always if the campus is closed due to weather conditions. Parkland College will announce college closings on the Parkland Facebook page and other social media outlets. The media will accept closings only; consequently, if you do not hear Parkland mentioned, then the College is open. The Switchboard on campus and the college's radio station WPCD (88.7 FM) are kept apprised of announcements, as well as Parkland's website. In addition, the following stations are contacted if the College closes:

Radio Station

WDWS/WHMS	Frequency	1400 AM/97.5 FM	Location:	Champaign
WLRW/WIXY		94.5 FM/100.3 FM		Champaign
WBCP		1580 AM		Champaign
WILL		90.9 FM/580 AM		Urbana
WPCD		88.7 FM		Champaign

TV Station WAND WCIA WICD

Safety and the ability to drive or walk in inclement conditions needs to be determined by the student. If the student has concerns because it is dark outside or the student expects the conditions may improve, the student should follow syllabus directions for calling in late or absent as soon as possible.

PUBLIC SAFETY AND ESCORTS

The Parkland College Police Department, also known as Public Safety, is a full-service police agency covering the campus 24 hours a day, including holidays. The officers are trained as EMTs and First Responders to provide emergency medical care. The Police Department offers many services which include escorts, lost, and found, and vehicle assistance. The college hours are 7 a.m. to 10 p.m. Monday through Friday and 7 a.m. to 4 p.m. on Saturdays. The campus is closed on Sundays and holidays.

Public Safety also offers escort service to the Parkland parking lots. Please use the information below if you would like an officer to walk you to your vehicle.

You can reach this department by:

- Visiting the main Public Safety office at A160
- Calling 217-351-2369
- Dialing 911 from a campus phone
- Using emergency call boxes conveniently located throughout the campus.

CLASSROOM LAB EMERGENCIES

Students will be oriented on the College 911 system. Students are instructed to activate Classroom 911 Icon on computer screen anytime the student senses and emergent situation.

MEDICAL LIABILITY INSURANCE

Students registered in Parkland clinical courses will be covered by a college issued liability insurance. A course fee will be added to a clinical course. The student is covered while at clinical on scheduled days of clinical. Activities or class sessions that take place outside of the published course schedule will not be covered by the College liability insurance.

It is recommended that students carry personal medical insurance to cover accidents including on-the-job related incidents in the clinical area. Cooperating agencies provide treatment for emergency services in cases of accidents at the student's own expense.

A student who is injured in the classroom, lab or clinical must immediately report it to the instructor. Emergency medical procedures will be provided on campus as needed.

A student who is injured while at the clinical site must immediately report it to the lead preceptor, surgical supervisor, or clinical instructor. The student will be asked to present personal medical insurance to the health care facility providing care to the student. The student will be required to complete an Incident Report at the facility and the College.

MEDICAL LEAVE

If you are absent for more than one day due to an emergency, accident, illness, or hospitalization, you or your family need to contact the Office of the Dean of Students at 217-353-2048 so that notification can be sent to your instructors. You should note that instructors have their own attendance policies, and you are responsible for reading each course syllabus to know these policies. Only your instructors can decide whether an absence is excused. They also determine if you can turn in late work or make up missed quizzes and/or exams because of an excused absence.

EMERGENCY ALERT SYSTEM

Parkland College uses an emergency alert system designed to send out a message in case of an on-campus emergency. This system will be triggered in the case of a natural disaster or public safety emergency. When you register for classes, you are automatically signed up for this service. Be sure that your contact information is up to date with the College.

Students are encouraged to add Public Safety phone numbers into their personal cell phones. Students should leave the building immediately upon notice of evacuation. Students should not return to campus until notified as all clear.

SMOKE FREE CAMPUS

In compliance with the Smoke-Free Campus Act (110 ILCS 64/), all tobacco use will be prohibited on the Parkland College campus effective July 1, 2015. For this policy, "campus" means all property owned and leased by, or leased to the College, including buildings, grounds, roads, parking lots, and vehicles.

All clinical sites (hospitals) are also smoke free campuses. Please adjust prior to the first day of clinicals to reduce the need for smoking. Parkland offers smoking cessation programs through the Wellness Coordinator.

V. CLINICAL INSTRUCTION

STATEMENT ON CLINICAL GRADING AND EVALUATION

Evaluation of students will be conducted on a recurrent basis with sufficiency to provide the students and faculty with valid and timely indications of the students' progress toward clinical competencies.

Evaluation tools permit the student and the instructor to assess, monitor and track the student's progress. Formative and summative evaluations will be completed in all courses. Formal evaluation of student performance will include cognitive, psychomotor, and affective behavior but deficits in any one area could be determined to be deficient and the student would not progress to the next clinical course.

Frequency of evaluation may increase when the student is not meeting the objectives of the course. The evaluation of the student will be shared with the student and filed permanently for five years in the student file. Evaluations at clinical may include, but are not limited to:

Student Clinical Evaluation Form by Preceptor

Clinical Skills Landscape List and Academic Plan

Clinical Rounds Assessment Tool

Clinical Timecards

CLINICAL ACCIDENTS/INJURY/INCIDENT REPORTING- NEEDLE STICK AND EXPOSURES

If a student is injured while at clinical, they must be examined and treated in the emergency room and/or by their private physician. The hospital affiliate's policy should be immediately followed. Relevant clinical affiliate reports and the Parkland College Incident Report must be completed by the faculty and student.

While we prepare the student for an entry-level position as a medical assistant, the risk of contracting a disease or illness is understood to be a hazard of the profession, but the safety of the student in the learning environment is a priority for the faculty and instructors. If the student is alerted prior to the start of a patient intervention that the patient does have any airborne or blood borne pathogen, or considered a high-risk patient, then the student will be excused and not be allowed to participate in the surgical intervention. The student should make their clinical instructor aware of the situation and an alternate experience will be assigned to the student.

CLINICAL TRANSPORTATION AND PARKING

Students are expected to provide their own transportation to and from all clinical sites. Students are to follow parking regulations of the clinical site and park only in those areas designated for students.

CLINICAL PROGRESSION AND FAILURE

Students are expected to retain knowledge from previous semesters, skills, practical exams. The clinical evaluation is based on the application of previously learned knowledge and skills as well as the comprehension and application of new skills and information each semester. The proficiency of clinical skills should increase each week and each semester to progress to the next clinical course or graduate.

GMAS Medical Assisting Program Progress Form

Name:	Student ID:
Admitted: Term Year:	Advisor's Name:
Graduated: Month Year:	Advisor's Initials:

This form is to assist the student and the academic advisor in monitoring the successful completion of the course requirements of the **G.MAS.CER- Medical Assisting Certificate Program** at Parkland College. The student must complete the program in four sequential semesters. To remain in the program and graduate, students are required to maintain a 2.5 PGPA (program grade point average) and a C or higher in all required courses.

Once accepted into the GMAS Program, the following items will need to do by a published due date:

CB Profile	TB	CPR	Immun.	Physical	Flu	Drug test	Background ck
------------	----	-----	--------	----------	-----	-----------	---------------

Minimum graduation requirement-24 semester hours

GPA Calculation Formula: Course Credit hours X grade points divided by total credits for the semester.

A=4, B=3, C=2, D=1, F=0 points

Semester 1 courses	Semester Taken	Grade	Semester Retake	Grade	Credits X points	Initials of advisor
HCS 154 (3)					3 X	
MAS 116 (2)					2 X	
MAS 135 (5)					5 X	
MAS 155 (2)					2 X	

Total Credit Hours for Semester 1 = 12 credits

PGPA= _____

Semester 2 courses	Semester taken	Grade	Semester Retake	Grade	Credits X points	Initials of advisor
HCS 151 (2)					2 X	
HCS 173 (1)					1 X	
HCS 153 (1)					1 X	

MAS 156 (2)					2 X	
HCS 174 (1)					1X	
MAS 158 (2)					2 X	

Total Credit Hours for Semester 2 = 9 credits

PGPA = _____

Semester 3 courses	Semester taken	Grade	Semester Retake	Grade	Credits X points	Initials of advisor
MAS 170 (3)					3 X	

Total Credit Hours for Semester 3

PGPA = _____

TOTAL PROGRAM GPA = _____

July,23-JC

N:\HEA-MAS\Med Asst\GMAS.CER\GMAS Program Advising and Progress Form.docx

PLEASE NOTE: If you have prior work experience in the medical field, you must notify the program director for possible credits from that experience.

CLINICAL DISMISSAL

Depending on the severity, any one break in non-compliance can result in dismissal from the program.

Dismissal by the clinical facility includes but is not limited to severe breeches of patient safety, patient rights, staff rights or safety, breeches of confidentiality, or other breeches of rules, ethics, or standards.

Excessive absences, meaning absences not prearranged with preceptors or program director, being late, leaving early, no call/no show, or missing 3 days or more without preapproval from program director could result in a dismissal from the program.

By contract, the clinical facilities have the right and the authority to determine who is present on their campus. If the clinical facility removes the student from the clinical facility, Parkland College must comply and there is no appeal process.

If the student is barred from a clinical facility, the Health Professions Dean will weigh the patient's rights, the facility rights, the student's rights, and the infraction to determine if the student can be transferred to another clinical site or if the infraction supports immediate suspension from clinical.

A student who commits an infraction serious enough to warrant clinical dismissal, and due to the nature of the offense, cannot be transferred to another clinical facility, will be notified of intent to dismiss from the program.

Standards and ethics that include safe and ethical care are incorporated throughout every program in Health Professions. Safe and ethical care and behavior is required in the classroom, lab and clinical as well as outside the classroom. The student always protects the patient/family, not just when "on duty."

Please refer to the Health Professions Essential Qualifications, Code of Conduct, and Intent to Suspend or Dismiss Policy that is posted in every Health Professions Cobra course.

PATIENT ASSIGNMENTS AT CLINICAL

Healthcare providers serve the public and the patient has the right to expect quality care regardless of based on the students beliefs related to race, color, gender, sexual orientation, religion, creed, national origin, age, marital status, disability, veteran status, disease process, socio-economic status, or any other applicable basis in law. Clinical experiences are planned by the Health Professions faculty/administrators to best meet student learning needs. Students may not refuse patient care assignments.

All patients are to be treated with equal care and compassion. Patient confidentiality is always respected, and students will follow HIPAA policies.

STUDENT WORK POLICY AT CLINICAL

All student activities associated with the Medical Assisting Program while completing clinical rotations will be educational and training focused. Students will not receive monetary remuneration (clinical is an unpaid practicum) in any form during this educational/training experience. Additionally, the student will not be substituted for hired staff within the partnering hospital setting while enrolled in the Medical Assisting Program.

Students attend clinical with hospitals where a clinical contract is in place. Compliance criteria are stated by the clinical site contract. Students in the Medical Assisting Program are in the student role while at clinical regardless of if the student is employed or has other affiliations with the clinical site. It is essential that the student remains in the student role and does not enter areas or departments that are not listed for a student.

CLINICAL COURSE POLICIES

Clinical course policies are in the MAS 170 syllabus. Students will review the clinical course policies prior to the first day of the clinical rotation. Clinical policies are in place to protect the patient, the students and the clinical staff.

Students are expected to retain knowledge from previous semesters, skills, practical exams. The clinical evaluation is based on the application of previously learned knowledge and skills as well as the comprehension and application of new skills and information each semester. The proficiency of clinical skills should increase each week and each semester to progress to the clinical practicum. A student does not start the practicum until the applicable cognitive, psychomotor, and affective competencies have been met.

VI. STUDENT CONDUCT, PROFESSIONAL BEHAVIOR, APPEARANCE AND STANDARDS

HEALTH PROFESSIONS CODE OF CONDUCT

Conduct standards for Health Professions are higher than those of the ordinary student or citizen because of the inherent responsibilities assumed by the health professional's role and the trust the public places on the Health Professions to do no harm. Therefore, issues such as professional and Interprofessional ethics, honesty, integrity, safety, and confidentiality are considered essential for practice in health professions and students will be held to the professional standards.

A graduate must be competent in the application of the principles of ethical reasoning, ethical decision making and professional responsibility as they pertain to the academic environment, research, and patient care. If a student is found to be behaving in an unprofessional manner, the student will be removed from the classroom, lab, or clinical site. This includes any actions that may be deemed unprofessional by the instructors or surgical staff. Examples of unprofessional conduct include (but are not limited to): verbal or non-verbal language, actions, or voice inflection which compromises rapport with patients, family members, physicians, nurses, surgical technologists, surgical assistants, other staff, or instructors. This includes sexual innuendos or flirtatious behavior. This includes using a clinical facility computer for personal reasons. Violations of these standards are serious and will result in the student being removed from the classroom, lab, or clinical site immediately. Students removed from clinical will not be readmitted to class or to the program.

Please refer to the Health Professions Code of Conduct posted in Cobra for every course.

DRESS CODE

Students are required to wear scrubs in the colors of; sage green/olive scrub top and black uniform bottoms, closed toed shoes, stethoscope, watch with second hand, student ID badge and black pen in every lab class and during all clinical rotation days. There is no uniform substitution.

PERSONAL GROOMING

Personal hygiene must be impeccable. Body odor cannot be tolerated by patients and coworkers in the clinical setting. Patients or providers can have heightened sensitivity to smells. The administration of medications and strong odors may cause nausea in the medicated patient. All students should always wear deodorant and shower frequently; daily if needed.

If the body odor is present while at clinical, you will be sent home. This concern could keep you from progressing at clinical and could be a reason to be dismissed at clinical.

PERSONAL INFORMATION PROTECTION FOR HIPAA

Parkland College Health Professions Department will implement and adhere to the HIPAA Act of 1996. All students who will be attending to patients/clients will receive HIPAA education and training. It is the practice and philosophy of the Health Professions programs to protect the interest of patients and to fulfill the legal obligations mandated under HIPAA.

Definition

Protected Health Information (PHI) is any information that identifies an individual AND relates to:

- 1) The individual's past, present or future physical or mental health; OR 2)
The provision of health care to the individual; OR
- 3) The past, present, or future payment for health care.

Information is deemed to identify an individual if it includes either the patient's name or any other information taken together that enables someone to determine an individual's identity, such as, date of birth, gender, medical record number, address, phone number, email address, social security number, or full-face photograph.

1. All patient records (the chart, the surgical schedule and any other information, verbal or written, and any notes taken from the record of facility) are confidential.
2. Students must be protective of patient information once it is removed from the clinical setting. (i.e., notes not left on desks, in classrooms, in cafeterias, or out for any public viewing). No patient names will at any time be removed from the clinical facility.
3. Students must not identify patients, surgical team members or other persons by name in written work, notes, or other exercises for learning purposes. In such instances, the use of initials is appropriate.
4. Students will not discuss patients, staff, or care issues in public (i.e., with friends or family, or in public places such as the shuttle bus, cafeterias, lounges, bars, restaurants, hairdresser, etc.).

Implications for Students

HIPAA has important implications for Health Profession students and their education. Protecting the privacy of your patients' health information must be foremost in your mind as you are considering how you will communicate what you are learning with faculty, clinical staff, and fellow students. When preparing case specific presentations, papers, discussions, and reports, you must avoid disclosing patient information that could identify the patient.

Consequences

Students providing information to the media will be dismissed immediately.

The student will receive a written warning when the HIPAA violation appears accidental (such as leaving a chart open).

The student will be expelled if a willful HIPAA violation occurs, such as looking up information on a patient without good reason, taking pictures of images with a cell phone, etc.

Any violation of confidentiality may result in removal from a clinical site and dismissal from the program.

Please see the entire HIPAA compliance policy posted in every Cobra course.

MEDICAL ASSISTANT PROGRAM PROFESSIONALISM

Students are expected to observe the standards of conduct established by the college and the clinical practice agency. Students will work within the “scope of practice” of a CMA/RMA. Students demonstrating unethical conduct (i.e., cheating, deception) related to examinations, class, laboratory assignments, or clinical laboratory practice will be subject to course faculty review to determine disciplinary action (see Academic Honesty Policy in the Parkland College Student Policies and Procedures Manual).

WORK ETHICS

- **Ethics for Evaluation in all HCS/MAS courses:** (*Faculty may assign points for each Ethics characteristic*)
- **Appearance**.... uniform neat, clean; hair & beard groomed, no perfume, one stud earring, dress in labs is non- revealing. Students will adhere to the clinical facility’s dress code. ID badge, second- hand watch, black pen and stethoscope are part of the uniform. A uniform is required for labs on campus.
- **Attendance**.... ■ **100% attendance is expected and encouraged.**
 - **Punctuality is expected.** On time. Notifies instructor for class/lab if going to be late or absent. Notifies both the instructor and clinical site of being late or absent.
 - **Consequence.** Absences require notification of faculty and/or clinic manager if appropriate. Absent for more than three days may result in students not being able to complete the required skills. Does not leave early from scheduled classes/labs/clinical. No call /no show will result in loss of ethics points.
 - **Unforeseen closure of Parkland College.** Closure of Parkland College for any reason will not affect the students’ grade.
 - **Make up of hours.** Students are required to notify the faculty and or clinic manager for possible make up hours for approval. Not all courses have allotted make up time. The student is expected to come prepared to the following scheduled class /lab/or clinic.
- **Attitude**.... Displays a positive demeanor. Accepts constructive criticism. Asks for assistance when needed. Does not engage in negative discussions and behaviors.
- **Character**.... Displays a prominent level of commitment to performing and completing work. Demonstrate trustworthiness and honesty. Behave in an ethical manner. Exhibit dependability, reliability, and responsible behavior. Demonstrates initiative. Notifies instructor of tardy or absence in advance if possible.
- **Communication**.... Listens attentively to others. Demonstrate appropriate nonverbal communication skills. Communicate accurate information to others in a professional and courteous manner. Demonstrates ethical behavior in all social media related to Parkland College. Students will **not** discuss their own physical experiences with the clients.

- **Cooperation** Conveys willingness to assist others. Work to resolve conflicts and to identify solutions that will benefit all parties. Follows the chain of command in resolving conflict.
- **Organization**.... Organize work efficiently and effectively. Observe established policies on safety. Stay on task and utilize time constructively. Maintain equipment and supplies.
- **Productivity**.... Prioritize and manage time effectively. Demonstrate ability to adapt to change. Be prepared for class/lab/clinical. Contribute to class discussion, complete assignments, and be involved in lab activities. Begin and end work as expected using class/lab/clinical time appropriately.
- **Respect**.... Treat instructors, staff, clients and fellow students with respect, courtesy, and tact. Do not engage in harassment of any kind. Respect the rights of others. Demonstrate an understanding of the value of diversity in the classroom/lab/clinical setting through appropriate behavior and use of language. Cell phones may be in vibrate mode during lectures and labs for Public Safety access. Cell phone use including but not limited to texting messaging during lecture, lab or clinical is not allowed unless requested by the faculty for educational purposes.
- **Teamwork**.... Encourage and facilitate cooperation, pride, trust, and group identity. Foster commitment and team spirit. Recognize and use skills of members when completing assigned teamwork.

MEDICAL ASSISTANT PROGRAM CODE OF ETHICS

American Association of Medical Assistants Code of Ethics and Creed- and excerpt:

Medical Assisting Code of Ethics The Medical Assisting Code of Ethics of the AAMA sets forth principles of ethical and moral conduct as they relate to the medical profession and the 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 public which they serve, do pledge themselves to strive always to:

1. Render service with full respect for the dignity of humanity.
2. Respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information.
3. Uphold the honor and high principles of the profession and accept its disciplines.
4. Seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues.
5. Participate in additional service activities aimed toward improving the health and well-being of the community.

Medical Assisting Creed the Medical Assisting Creed of the AAMA sets forth medical assisting statements of belief:

- I believe in the principles and purposes of the profession of medical assisting.
- I endeavor to be more effective.
- I aspire to render greater service.
- I protect the confidence entrusted to me.
- I am dedicated to the care and well-being of all people.
- I am loyal to my employer.
- I am true to the ethics of my profession.
- I am strengthened by compassion, courage, and faith. <http://www.aama-ntl.org/about/overview#.U6NduxAo6Uk>

VII. PARKLAND COLLEGE POLICIES

EXTENDED ABSENCES

Regular and prompt attendance is expected at all classes. Regular attendance and consistent study habits are necessary for academic success in college. If you are absent for more than one day due to an emergency, accident, illness or hospitalization, you or your family need to contact the Office of the Dean of Students at 217-353-2048 so that notification can be sent to your instructors. Students are also responsible for contacting their instructors as soon as they can do so. The Dean's absence notification does not excuse students from assignments, exams, or being marked absent. Faculty will handle the absence per policies outlined in the class syllabus.

According to College policy 5.03, faculty have the prerogative of lowering grades for unexcused absences. Note that instructors have their own attendance policies, and the student is responsible for reading each course syllabus to know these policies. The Medical Assistant Program policies and faculty determine what is accepted as an excused absence. The faculty also determine if the student can turn in late work or make up missed quizzes and/or exams because of an excused absence. Additionally, the Illinois Community College Board requires faculty to certify the attendance of students at midterm.

ABSENCE DUE TO RELIGIOUS OBLIGATIONS

College Policy, 5.03.01, Parkland College recognizes and values the diverse religious beliefs of its students. The college practices shared responsibility if a student's religious observances conflicts with scheduled class work, assignments, or examinations. Students must inform instructors well in advance of a planned absence for a religious observance. Instructors will make reasonable accommodations for students in these situations. However, instructors are not obliged to teach missed class material again. Instructors should inform students of these expectations at the beginning of the semester so that arrangements can be made accordingly.

Grievances pertaining to the Religious Observances Policy should be handled according to College Policy 8.15.

CHILDREN IN THE CLASSROOM

It is understood that the mission of the College is to provide an atmosphere that is as free as possible from outside distractions and disruptions. To maintain this learning environment, unaccompanied and unauthorized minor children are not allowed on the campus. To protect children from injury and to maintain a safe, secure learning environment, children are not permitted in classes and are not to be left unsupervised anywhere on campus, including employee work areas. (College Policy 5.04)

LEARNING COMMONS

The Learning Commons is Parkland College's one-stop learning assistance center for students. The Learning Commons provides a variety of services to empower students to reach their academic goals by providing outside-of-classroom assistance so they can study effectively, handle assignments, prepare for tests, and complete their programs.

If you find yourself needing assistance of any kind to complete assignments, stay on top of readings, study for tests, or just to stay in school, please contact the Learning Commons in R201 at 217-373-3839. You may also email the Learning Commons at learningcommons@parkland.edu.

VIII. HEALTH PROFESSIONS POLICIES

The following policies are posted on Cobra for Health Professions courses.

Guidelines for Accommodations in Health

Professions Spoken and Written English Policy

Social Networking

Policy HIPAA Policy

Clinical Failure and

Grading/Withdrawal Intent to Dismiss

Policies and Procedures

Student Health, Immunization, Drug, and Background Policy and

Procedures HP Model for Building Professional and

Interprofessional Teamwork Name Change on Graduation Policy

Health Professions Code of Conduct

X. Student Policy Compliance and Attestation

Medical Assisting Confirmation of understanding for the Handbook & Syllabus

I have read and understand the contents of the handbook and syllabus. I agree to adhere to the contents and follow the rules and regulations for the college and the clinical site.

**I have read the HIPAA materials and taken the quiz for Parkland College.
I have read the Attendance and Punctuality Materials for MAS program. (Pg. 24)**

Print Student Name: _____

Signature of Student: _____

Date: _____

Signature of Faculty: _____

Date: _____

Course:

MAS 135

Student will complete this course same year as starting the CMA Program

Signature of Student: _____

Date: _____

Signature of Faculty: _____

Date: _____

MAS 170

Student will complete all the requirements before starting this course. Students agree to work at clinical site at least 3 days at the minimum for 160 hours during Monday-Friday hours of 8-5. **These hours will be UPPAID.**

Fall Signature of Student: _____

Date: _____

Signature of Faculty: _____

Date: _____

Spring Signature of Student: _____

Date: _____

Signature of Faculty: _____

Date: _____

Clinical Site: _____

PLEASE NOTE: If you have prior work experience in the medical field, you must notify the program director for possible credits from that experience.

This form will be kept in the student's academic folder in the office of program director.