



PROGRAM HANDBOOK

Medical Assisting Program

Student Handbook

2021-2022

WELCOME CLASS OF 2022!

Thank you for choosing North Shore Community College to fulfill your career aspiration. We are very proud of our Medical Assisting Program and its reputation of graduating highly educated and trained medical assistants.

The Commission on Accreditation of Allied Health Education Program (CAAHEP) accredits the Medical Assistant Program upon recommendation of the Medical Assistant Education Review Board (MAERB).

Commission on Accreditation of Allied Health Education Programs (CAAHEP)

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Accreditation of a program by a national organization such as CAAHEP is vital to its consumer, the student. This qualification lets you know that we have been carefully critiqued by a nationally recognized accrediting agency and found worthy of its seal of approval. Only graduates of CAAHEP accredited programs are eligible to sit for the certification exam upon graduation, thus becoming a Certified Medical Assistant (CMA).

PURPOSE

The purpose of this handbook is to provide you with information about our Medical Assisting program so that you have a clear understanding of the program -- both for entry into and smooth succession to your completion. It is important that you contact your Program Director if you are experiencing academic difficulty and to seek guidance in selecting courses each semester.

MISSION STATEMENT

The Medical Assistant Program's mission is to educate students with the knowledge, values, ethics, and skills to become competent and professional entry-level medical assistants. Working primarily in clinics and medical offices under the direction of a physician/physician assistant/nurse practitioner, graduates will take an active role in the delivery of health care. The program's foundation provides a basis for analytical skills leading to national certification, life-long learning, and a successful career.

PROGRAM GOALS

The primary goal of the Medical Assisting Program is to prepare competent entry-level Medical Assistants in the cognitive (knowledge), psychomotor (skills) and affective (behavior) learning domains; and incorporating values, ethics and professionalism. The program promotes an interdisciplinary approach to the study of medical office administration, clinical procedures and the ethical and values associated with such a career. The program's foundation provides a basis for analytical skills leading to the national certification, life-long learning, and a successful career.

PROGRAM OUTCOMES

Students who graduate from this program will be able to:

- Sit for the national certification exam for Medical Assistants, CMA (AAMA).
- Demonstrate proficiency in all administrative and clinical tasks of an entry-level medical assistant.
- Conduct the duties and responsibilities of a medical assistant in a professional, ethical, and legal manner.
- Interact effectively with patients, family members, health care providers, and other members of a health care team.

PROGRAM PURPOSE STATEMENT

Medical Assistants are multi-skilled health professionals educated to work in ambulatory settings performing administrative and clinical duties. The practice of medical assisting requires mastery of a complete body of knowledge and specialized skills requiring both formal education and practical experience that serves as standards for entry into the profession. Our nationally accredited Medical Assistant program emphasizes the skills and knowledge needed for employment in doctors' offices, clinics, and other medical facilities.

ADMISSION REQUIREMENTS

Students must abide by the following requirements in order to be accepted and remain in the Medical Assistant Program.

- Students must attend a mandatory information session prior to applying to the program.
- Students must demonstrate communication and math proficiency; there are many ways to demonstrate this proficiency.
- Upload a copy of your high school transcript or GED score report.
- Submit all official transcripts from previously attended Colleges/Universities.
- Complete the required essay.

For more information on admission requirements, please check the website at:

<https://www.northshore.edu/academics/programs/mac/application-requirements.html>



PROGRAM REQUIREMENTS

Required Drug Testing

The Division of Health and Human Services is committed to high quality education and providing excellent clinical experiences for all students in Allied Health professions. Students are expected to perform at their highest functional level during all educational and clinical experiences in order to maximize the learning environment and ensure both patient and student safety. Thus, a student's performance at all times must be free of any impairment caused by prescription or non-prescribed drugs, including alcohol or marijuana.

Students enrolled in Allied Health programs are required to undergo and pass a college-endorsed 10-panel drug and/or alcohol screening analysis in order to remain in the program and be eligible for placement in a clinical facility. Students assigned to clinical education experiences at the College's contracted facilities may also be required to undergo and pass additional random and scheduled drug screenings in order to remain at that clinical facility and in the program. Students who fail a screening, or refuse to submit to a screening within the designated time frame, will be ineligible for clinical placement, which will affect their status in the program.

Students with a positive drug test may appeal the results of the test within five (5) days of notification of the drug test results. This appeal must be in writing and delivered to the college's Dean of Health Professions. An appeal by a student who claims that he/she tested positive due to a prescription drug and was unable to clarify this matter with the medical review officer (MRO) from the drug testing lab shall include evidence from a health care provider of the type of prescription, dates of permissible use and dosage amounts. Students whose appeals are denied may re-apply for re-entry into the program after one year. Requests for re-admission will be considered on a case-by-case basis and in accordance with program criteria.

Students who are notified of a "negative-dilute" result will submit to a random drug test within 24 hours of the previous test in order to confirm the negative status of the screening. Additional random testing may also be required under the guidelines listed in your program's handbook.

Students who test positive for marijuana are unable to continue in a clinical placement, which will affect their status in the program. While the use of marijuana is permitted in Massachusetts, marijuana remains classified as a controlled substance under federal law and its use, possession, distribution and/or cultivation at educational institutions remains prohibited. A student who has a prescription for medical marijuana and tests positive for marijuana will be referred to the Office of Accessibility Services for consideration as to whether the student's off-campus use of medical marijuana constitutes a reasonable accommodation under state law.

If it is determined that the student's continued off-campus use of medical marijuana could impair his/her clinical performance, pose an unreasonable safety risk to patients, or violate the terms of a clinical facility's affiliation agreement with the College, then the student's continued use of medical marijuana will not constitute a reasonable accommodation under the law.

A NSCC student's program fees will cover the cost of drug testing and retests. Students will be responsible to pay for additional drug screening conducted as part of an appeal. All students will be required to sign a Drug Screening Release Form. By signing this form, students authorize NSCC to conduct the 10-panel urine test for

drug screening. If assistance is needed with this drug screening process, please contact the Dean of Health Professions and Human Services.

Required Criminal Background Check

Students enrolled in an Allied Health programs are required to undergo and pass a National Criminal Offender Record Information (CORI) background screening in order to remain in the program and be eligible for placement in a clinical facility. Students assigned to clinical education experiences at our contracted facilities may also be required to undergo and pass additional random CORI screenings in order to remain at that clinical facility and in the college program. Students who fail a screening, or refuse to submit to a screening within the designated timeframe, will be ineligible for clinical placement, which will affect their status in the program. Any appeal of a CORI screening will be reviewed and decided by the North Shore Community College CORI Board. For more information, please contact the Dean of Health Professions and Human Services.

ACADEMIC STANDING POLICY

To be considered in good academic standing within the College and to be making satisfactory academic progress toward a certificate, a matriculated MAC student MUST:

1. Maintain a cumulative grade point average of 2.0 or above, and,
2. Maintain a “C” or better in all MAC courses to progress in the program, and,
3. Successfully earn 60% of the credits attempted each semester, and,
4. Complete his or her educational program of study within 150% of the required credits.

**Medical Assisting students are expected to complete all program requirements, including practicum, within two (2) years of entering the program.

WITHDRAWAL POLICIES

Course Withdrawal

A student may officially withdraw from any course before the **12th week** of the semester and receive a “W” grade. A student should see his/her instructor and program coordinator for advisement prior to withdrawing from any course. Failure to officially withdraw may result in an “F” grade. Any withdrawal or failure may affect academic standing and financial aid.

Withdrawal from any course on the Medical Assisting program of study sheet will result in an interruption of a student’s curriculum sequence, which then requires re-admission. Please refer to the Re-Admission Policy and process for the Medical Assisting Program in this manual.

Program Withdrawal

A student may withdraw from the Medical Assisting Program at any time. It is in the best interest of the student to consult with his/her instructor, academic advisor and program coordinator concerning withdrawal.

A letter or e-mail containing reasons why the decision to withdraw was made must be addressed to the program coordinator and the Dean of Enrollment and Student Records.

It is then the student’s responsibility to officially withdraw from all registered MAC courses. Withdrawal from courses can be conducted online through your MyNorthShore account or the Student and Enrollment Services staff can assist you.

READMISSION POLICY, PROCESS AND PROCEDURES

Formal readmission to the Medical Assisting Program is required for any matriculated student who has interrupted his/her sequence of courses as designed in the program of study by any of the following:

1. Course failure
2. Course withdrawal
3. Semester stop out

The formal readmission process and procedures require the student to initiate and complete all of the following steps:

1. Set up an initial meeting with the instructor and Medical Assisting Program Coordinator within ten (10) days of course withdrawal and/or failure and within one (1) month of the end of the “stop out” semester. All re-admissions need to be processed within one year of stop out/failure/withdrawal.



2. Submit a detailed letter to the Medical Assisting Program Coordinator addressing specific changes to be made to enhance academic success within ten (10) days of initial meeting.
3. Participate in a follow-up meeting with the Medical Assisting Program Coordinator within ten (10) days of receipt of letter to discuss the determination of readmission status and conditions of continued enrollment.

In accordance with the college’s readmission policy, all matriculated students have one (1) opportunity to be readmitted to the Medical Assisting Program. Readmission will be based on academic and practicum performance, personal circumstances, documented plan for future success and space availability. Students, who are readmitted, must meet current program requirements, including:

1. Updated health forms
2. Proof of professional liability insurance
3. Current CPR certification
4. CORI/SORI

Students, who are requesting readmission after an absence of more than (3) semesters, must officially apply to the program and meet current admission requirements.

HEALTH REQUIREMENTS

COVID Vaccine Statement for North Shore Community College Health Profession Students

COVID Requirement

Although currently, the Commonwealth of Massachusetts doesn't mandate the COVID Vaccine, students in a health profession program are **required** to have the vaccine and show proof of the vaccine.

Please be advised, while the college will make a reasonable effort to place you in a clinical facility; clinical placement cannot be guaranteed in an un-immunized status. If the college cannot secure a clinical placement due to your un-immunized status, you will be unable to complete the program's clinical requirement. Thus, you will be unable to progress and will fail out of the program.

Proof of COVID Vaccine is **due no later than September 1st, 2021, for the initial or single-dose (Johnson & Johnsons) and September 30th for the second dose.**

Medical/Religious Exemption

Students who cannot be vaccinated for COVID-19 because of a medical reason or religious belief may request an exemption through the College. **Exemptions or reasonable accommodations are not guaranteed.** Personal and philosophical reasons for not getting vaccinated are insufficient, and requests of this nature will be denied.

Individuals who wish to submit a medical exemption must provide a letter from either their MD, NP or PA that states administration of COVID-19 vaccine is likely to be detrimental to the individual's health. For religious exemption, students must state in writing how this vaccine conflicts with his/her/their religious belief.

Falsifying Vaccination Records

As you may have read, there have been instances of people submitting falsified vaccination records to various institutions. This is fraud. We will be checking the veracity of any card that appears suspicious, and submission of a falsified card will result in disciplinary action.

Students must be able to perform the essential tasks of the program with or without reasonable accommodation. (A complete list of these tasks can be found below.)

In addition, all students must submit proof of immunizations for the following: MMR (measles, mumps, rubella), Hepatitis B, Varicella (chickenpox), Tetanus, diphtheria and pertussis (Tdap), and Meningococca (if under the age of 21). Students in the health profession programs must also present evidence of vaccination for Meningitis and Influenza Vaccination, screening for Tuberculosis.

These essential tasks and required immunization documentation for the College and any supplemental documentation required by the Health Professions Division are part of your admission packet.

Should your physician check, "the physical condition of this student is such that the student's health will be endangered by immunization," the physician must sign an authorization to allow you to participate in your laboratory and practicum experiences. All immunization must be documented prior to your practicum.

PLEASE BE ADVISED that, while the college will make a reasonable effort to place you in a clinical facility, clinical placement cannot be guaranteed in light of an un-immunized status. If a clinical placement cannot be secured, then you will be unable to complete the program's clinical requirement. Thus, you will be unable to progress and will fail out of the program.



2021-2022 TECHNICAL STANDARDS FOR MEDICAL ASSISTING CERTIFICATE

To the student: As you review these technical standards, please consider your physical ability and behavioral characteristics. These are the minimum requirements for practicing Medical Assistants. Are you able to perform the following physical actions listed with the expected level of performance? Are you able to be responsible for the behavioral standards? Please review carefully the general job description as you evaluate your ability.

General Job Description: Assist the physician with the examination, treatment, and education of the patient in the office or clinic setting. Perform administrative and clinical duties necessary to the daily operations of the medical office or clinic.

Throughout the performance of your duties as a healthcare provider, you will be exposed to infectious diseases in all practice settings. Although you will learn practices and procedures to minimize the risk of exposure, you should be aware of the risk and take it into consideration when deciding to enter this program and profession.

PHYSICAL STANDARDS		Expected Level of Performance Freq*
LIFT:	patients, equipment - up to 100 lbs	F
CARRY:	equipment, objects - up to 25 lbs	F
KNEEL:	to perform CPR; assist patients who fall; to retrieve items from a storage cabinet	O
STOOP/BEND/ TWIST:	to position the examination table, perform transfers	F
BALANCE:	safely maintain while assisting patients in ambulation and transfer	C
CROUCH	to locate and plug in equipment	O
REACH:	to adjust equipment; to guard patient; to reach supplies	C
HANDLE	equipment such as syringes, BP cuffs	C
DEXTERITY:	manipulate and fine-tune knobs, dials, blood pressure cuffs, tools, equipment, instruments, scales, phlebotomy, injection instruments, prepare and use equipment while maintaining sterile technique and keyboard 35 wpm	C
PUSH/PULL:	wheelchairs, stretchers, patients	C
WALK:	a distance of at least 2 miles during a normal work day	C
STAND:	for periods of at least 2 hours	C
WEAR:	personal protective equipment (PPE) as needed and gloves for extended periods of time	F

TACTILE STANDARDS		Expected Level of Performance Freq*
PALPATE:	pulses, muscle contractions, bony landmarks, swelling, skin texture	C
DIFFERENTIATE:	between temperature and pressure variations	F
VISUAL STANDARDS		Expected Level of Performance Freq*
READ:	accurately; numbers, letters, cursive writing in fine and other print in varying light levels in English	F
DETECT:	changes in skin color, patient's facial expressions, swelling, atrophy, forms of non-verbal communication (gestures)	F
OBSERVE:	patient and environment in order to assess the patient's condition or needs from a distance of 20 feet	C
SEE	BP manometer, small print on vials, syringes, dials and gauges	C
COMMUNICATION STANDARDS		Expected Level of Performance Freq*
SPEAK:	in English language in clear, concise manner, to communicate with patients, families, health care providers, community	C
RESPOND:	to patient with communication disorders (aphasia, hearing loss), or those who use ESL	O
COMPREHEND:	oral and written language, including health care terminology in order to communicate with patients, families, health care providers, and community	C
WRITE:	in English, clearly, legibly, for charting and computer input	C
AUDITORY STANDARDS		Expected Level of Performance Freq*
HEAR:	blood pressure sounds through a stethoscope, breath sounds, patient distress sounds, machine timer bells and alarms; verbal directions from supervisor from a distance of 20 feet; verbal requests from patients, physicians, etc.	C
MENTAL/COGNITIVE STANDARDS		Expected Level of Performance Freq*
Function safely, effectively, and calmly under stressful situations.		F
Remain alert to surroundings, potential emergencies, respond to patient situations, i.e. falls, pain, change in physical status		F
Integrate information, and make decisions based on pertinent data, in a collaborative manner.		C
Interact effectively and appropriately with patients, families, supervisors, and co-workers of the same or different cultures with respect, politeness, tact, collaboration, teamwork, discretion.		C
Communicates an understanding of basic principles of supervision, ethics, and confidentiality.		C
Displays basic interpersonal skills necessary to interact in situations requiring close, personal contact.		C

MENTAL/COGNITIVE STANDARDS CONTINUED	Expected Level of Performance Freq*
Maintain personal hygiene consistent with close personal contact associated with client care	C
Display attitudes/actions consistent with the ethical standards of the profession.	C
Maintain composure while managing/prioritizing multiple tasks simultaneously.	C
Prioritize multiple tasks	C
IMMUNIZATIONS	
<p>Health science students must meet immunization requirements under state law, MGL Chapter 76, Section 15C and its regulations at 105 CMR 220.000 – 220.700. Students must also meet any additional immunization requirements required by clinical affiliates.</p> <p>According to MGL Chapter 76, Section 15C, a health science student who is in contact with patients may be exempt from the immunization requirements imposed under state law pursuant to a medical or religious exemption. Submission of documentation will be required and, if sufficient to qualify for a medical or religious exemption, it will be granted. <u>PLEASE BE ADVISED</u> that, while the college will make a reasonable effort to place you in a clinical facility, clinical placement cannot be guaranteed in light of an un-immunized status. If a clinical placement cannot be secured, then you will be unable to complete the program's clinical requirement. Thus, you will be unable to progress and will fail out of the program.</p>	

***Performance Level: O = occasionally 50-74%; F = frequently 75-89%; C = constantly 90-100%**

Applicants who are offered admission must document their ability to perform all essential tasks with or without reasonable accommodation in order to begin the professional courses. If you are an otherwise qualified individual with a disability who seeks a reasonable accommodation, you need to contact Accessibility Services for eligibility determination for reasonable accommodation(s). For those applicants offered admission into the program, you will be asked to self-certify that you meet the Technical Standards.

TECHNICAL STANDARDS – MEDICAL ASSISTING

I certify that I am able to perform the above Technical Standards and that the above information is true and correct. If, at any time, during my enrollment in the program, I am unable to meet the above performance requirements, I will immediately contact the Program Director for possible referral to Student Services.

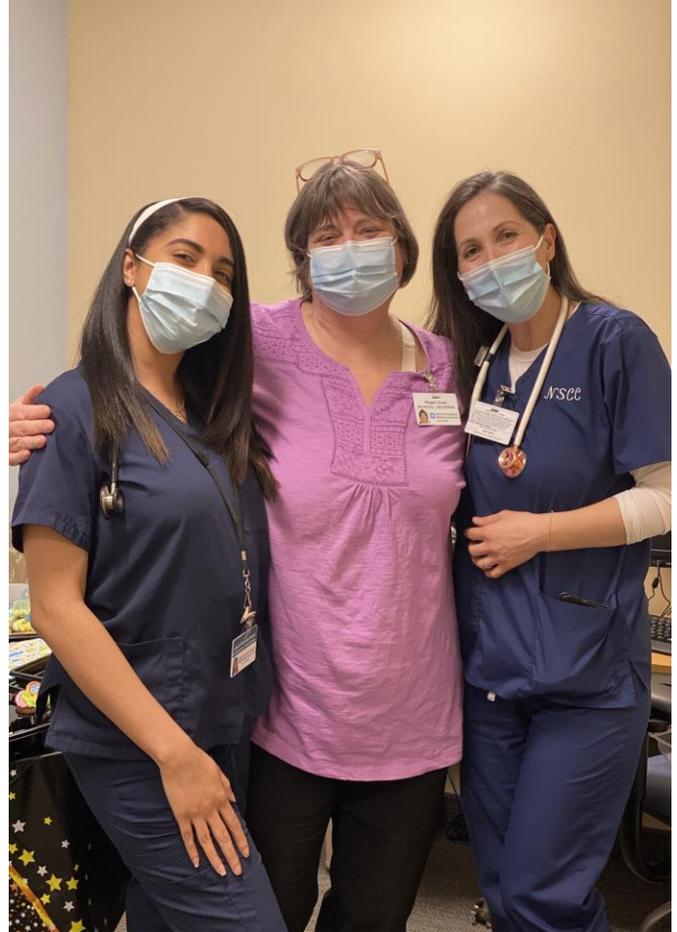
Student Signature

Date

DRESS AND GROOMING POLICY

The student is expected to dress in a professional manner, as they would in any health care facility, including:

- Closed toe shoes must be worn in the lab and clinical work areas at all times. (Crocs are not allowed.)
- Uniform must be worn in the lab and clinical areas at all times. Your uniform must be clean and pressed.
- Hair must be pulled away from your face and neck to avoid contact with any bio-hazardous material.
- Only a wedding ring/engagement ring is permitted.
- No visible body piercing is allowed.
- Any visible tattoos must be covered.
- Fingernails are to be cleaned and short with NO nail polish.
- No excess makeup. No perfume or smelling of cigarette smoke.
- Students must maintain good physical and oral hygiene at all times.



PROFESSIONAL BEHAVIOR STANDARDS

The student is expected to assume RESPONSIBILITY for the academic learning process by:

- Attending class and arriving on time.
- Bringing necessary and appropriate materials to class in preparation for classroom participation.
- Working as a team member during class activities.
- Turning off cell phones and all external communication and entertainment devices.
- Actively listening and paying close attention to the material being presented during class.
- Completing required and missed assignments, and submitting them at the beginning of class.
- Not working on other class assignments during scheduled class time.
- Organizing non-classroom learning time for effectiveness and efficiency. Do not wait until the last minute to study or complete work.
- Understanding course syllabi, course requirements, and course guidelines.
- Properly maintaining classrooms and laboratory areas and returning supplies and equipment to designated areas.
- Seeking help when needed.

CLASSROOM ATTENDANCE AND PROMPTNESS

Absenteeism and tardiness affect a student's ability to participate in the learning process.

Although each syllabus for each course will state the attendance policy, the following is the Medical Assisting Program's policy. It is expected that this policy be followed at the very minimum as a guideline and in addition to the attendance policy that is stated in the course syllabus:

Attendance and promptness are mandatory.

All students are expected to attend all classes. However, should a student need to miss a class, the student is expected to provide notice to the instructor. The student should provide advanced notice to the instructor whenever possible or e-mail/telephone the instructor the morning of the class if advanced notice is not possible. If calling the morning of the class, the call should be prior to the scheduled start time, but no later than the regularly scheduled end of class. Please refer to the syllabus for each course to determine what affect absenteeism may have on your grade.

All students are expected to arrive for all classes on time. Should a student arrive late for class, the student is expected to enter the classroom in the least disruptive manner possible. Please refer to the syllabus for each course to determine what affect tardiness may have on your grade.

EXPECTATIONS FOR PARTICIPATION IN LAB COURSES

You will learn many clinical procedures in these courses that are part of a medical assistant's scope of practice. For each course, students will receive a list of procedures for which they are required to demonstrate competency in performing. In lab, you will be expected to participate in practicing the performance of these procedures on each other.* This is in preparation for performing these procedures on patients in the practicum setting. Students will be asked to remove as much clothing as is necessary to perform the procedure (appropriate draping will be practiced for privacy, as in the clinical setting). Appropriate clothing should be worn to lab to make this process easier (e.g. wear a short sleeve shirt when practicing blood pressures). **Standard Precautions are to be utilized at all times.**

** Please note: Although students will be expected to perform invasive procedures to a clinical competency (on a person, not just a mannequin) before they graduate, students are not required to participate in invasive procedures during lab. For grading in lab, the procedure can be performed on a mannequin so the student's grade will not be affected. If a student declines participation in an invasive procedure during lab, then he/she must perform the procedure to a clinical competency during the practicum experience under the direct supervision of the clinical preceptor (or his/her designee). Please read Appendix B, North Shore Community College's Policy for Invasive Lab Policy in its entirety for full details regarding participation in invasive procedures during lab.*

DISCIPLINARY POLICY AND PROCEDURES

If a student fails to adhere to the established standards and policies of the Instructors, Program and/or College, the following will occur:

- Upon first occurrence, the student will receive a verbal warning from the Instructor and/or Program Coordinator, and a counseling form will be completed for the student's file.
- Upon second occurrence, the student will receive a written warning from the Instructor and/or Program Coordinator with specific goals and deadlines set forth for the student. The student must satisfactorily meet the specific goals and deadlines outlined in the warning. The student will be considered on probation until all goals and deadlines are met. This may result in suspension from practicum until the outlined goals and deadlines are met. The written warning will be included in the student's file.
- A student's failure to meet outlined goals and deadlines will result in the following: dismissal from a professional course, dismissal from practicum, and/or ultimately dismissal from the Program. The dismissed student will be required to withdraw or he/she may risk failure.

PRACTICUM POLICIES

This section of the manual is an overview of the standards and policies pertaining to the practicum experience. The Program Coordinator will distribute a complete practicum packet fully detailing the standards and policies during the mandatory orientation session for practicum placement:

- Students are required to complete a minimum of 168 hours of unpaid/supervised practicum experience in a physician's office or medical clinic. Attendance and promptness are mandatory. These 168 hours must be completed regardless of absences. Any missed time must be made up at the convenience of the clinic.
- Standard Precautions are to be practiced at all times during practicum.
- As a point of information, a pregnant student is reminded of the many contaminants present in the clinical area that could adversely affect a fetus. It is advisable for the student to contact her obstetrician once the pregnancy has been confirmed, to ensure that there are no medical concerns or limitations.
- If a student has a communicable disease, he/she must inform the Program Coordinator prior to entering the clinical facility. If necessary, the student will be referred to his/her physician. Students restricted from the clinical may not return until cleared by their physician and documentation provided to the program coordinator.
- In the event of injury or episodic illness, a student shall be responsible for payment of health care services provided by the facility.
- A student shall, for all purposes, be deemed independent contractors and not employees of the facility, but shall abide by all applicable facility policies and procedures.
- Students are required to participate in the College's professional liability insurance plan. No student will be allowed to participate in practicum without an active policy.
- No student will be allowed to participate in practicum unless they have submitted all required health, immunization and CPR documentation.
- All students must provide evidence of Health Insurance and maintain this insurance throughout their enrollment in the Medical Assisting Program.
- Students must adhere to the Medical Assisting Program's dress code when in practicum. However, in cases where the students are assigned to facilities or community agencies that have their own specific uniform code, their policy supersedes ours and must be adhered to by the students.



PLEASE NOTE: The clinical facility may terminate the participation of the practicum placement of any student if the facility deems that the health status, performance, or other actions of the student is detrimental to patient care. This may result in suspension and/or failure of practicum, at the discretion of the Program Coordinator upon review of the circumstances.

CLINICAL ATTENDANCE POLICY

- If mandatory college closing (classes cancelled) is required prior to the start of scheduled clinical/fieldwork, the student will not be required to attend clinical/fieldwork for the duration of the cancellation.
- If mandatory college closing (classes cancelled) during the day/evening, after the student has arrived at clinical/fieldwork site, the student is required to complete assigned procedures prior to leaving the site. The student must ensure patient safety is not compromised and documentation is completed.
- If mandatory college closing (classes cancelled) is required, the student may have to make up hours/time in order to fulfill program requirements (per program policy)
- If classes are not cancelled, but there is questionable weather, the students will use their own discretion as to their ability to travel safely to and from clinical/fieldwork site. Should the student decide that travel is not prudent, they are to follow the program's policy regarding absence from clinical/fieldwork

Students may attend clinical on holidays that are not typically observed by health care agencies at the program's discretion.

Students may access the College adverse weather/emergency closings by:

- Calling the college adverse weather hotline at 978-762-4200
- Accessing the College website www.northshore.edu
- Local television and radio stations

APPLICATION TO GRADUATE

In order for a student to graduate, a graduation application form must be completed and submitted to Enrollment Services. The academic advisor will remind students to submit this form at the appropriate time; however, it is ultimately the student's responsibility to ensure that the form is submitted to Enrollment Services by the stated deadline. After receiving the completed form, Enrollment Services will review the record and respond to the student as to whether all courses required for graduation have been completed.

Refer to the NSCC Academic Calendar for the deadline to file the application to graduate. A diploma or certificate will not be printed or be available unless this application is filed.



POLICY FOR INVASIVE LAB PROCEDURES

Recommendations:

It is highly recommended that students complete the Hepatitis B Vaccination series prior to participation in any invasive lab procedures. *This must be completed before the start of practicum.

Requirements:

Any person participating in an invasive lab procedure must have completed the following items PRIOR to his/her participation in lab:

- Instructional training on Infection Control Procedures, Personal Protective Equipment, Standard Precautions, and Transmission-Based Precautions for airborne, droplet and contact.
 - North Shore Community College's Exposure Waiver Form must be signed and submitted to the Program Director.

The following procedures must be strictly adhered to during the performance of any invasive Lab procedure:

- Standard Precautions are to be practiced at all times.
- All procedures involving blood or other potentially infectious materials shall be performed to minimize splashing, spraying, spattering, and generation of droplets.
- NEVER RE-CAP CONTAMINATED SHARPS.
- Contaminated sharps must be discarded immediately in the containers that are provided in Lab. These containers are to be kept upright. DO NOT OVERFILL. If a container is filled, do not use it. Discard any contaminated sharps in another container. Notify the Instructor, Lab Assistant, or Program Director about the filled sharps container.
- Any contaminated vacutainers must be disposed of in the sharps containers provided in the Lab.
- Potentially infectious materials (non-sharps) must be disposed of in the biohazard bags provided in Lab.
- Specimens of blood or other potentially infectious materials shall be placed in containers that prevent leakage during collection, handling, processing, transport, and disposal.
- Mouth pipetting, suctioning of blood or other potentially infectious material, is prohibited.
- In the event of a needle stick injury, students must notify the instructor immediately. The following protocol is to be followed:
 - Step 1:** Provide immediate care to the exposure site
 - Wash wounds and skin with soap and water
 - Flush mucous membranes with water
 - Step 2:** Seek immediate medical care to evaluate risk of exposure
 - Either with your PCP or the nearest hospital emergency/urgent care unit
 - Step 3:** Complete and submit an Exposure Incident Report
 - This must be submitted to the Program Coordinator within 24 hours of the injury.
 - Should the instructor(s) incur a needle stick injury, the instructor(s) must follow the same protocol as well as North Shore Community College's established policy for an On-the-Job injury.

- Direct supervision by the instructor or laboratory assistant is required for all invasive procedures performed on a student's self or willing lab partner. Direct supervision is defined as the Instructor/Lab Assistant standing within five feet of the procedure being performed, having a direct line of sight to the procedure being performed, and monitoring that procedure until its completion, including the proper disposal of any contaminated sharps. No individual should be within five feet of the procedure being performed, other than the Instructor/Lab assistant, the student performing the procedure, and any willing lab partner on which the procedure is being performed. Students shall not perform any invasive procedures unless the Instructor/Lab Assistant is available for direct supervision as previously defined.
- Indirect supervision by the Instructor/Lab Assistant is required for the practice of any invasive procedures on mannequins. Indirect supervision is defined as the Instructor/Lab assistant being present in the lab during the performance of the procedure, as well being available for questions, demonstration, and/or monitoring if necessary. No more than one pair of lab partners are to be assigned to a mannequin at one time and within a lab pair, only one partner is to be practicing at a time. No individual should be within five feet of the procedure being practiced on the mannequin, other than the Instructor/Lab Assistant, the student performing the procedure, and/or that student's lab partner. Students shall not practice any invasive procedures on mannequins unless the Instructor/Lab Assistant is available for indirect supervision as previously defined.
- Smoking, applying cosmetics or lip balm and handling contact lenses is prohibited in Lab.
- No food or drink are to be consumed or stored anywhere in the Lab.

*** Students who willingly participate in invasive lab procedures will not be required to share their health and immunization status for the purposes of such participation. Thus, willing participation in invasive lab procedures will be conducted without the knowledge of participants' health or immunization status. As in clinical practice, Standard Precautions should be utilized at all times.**

Reference: OSHA Regulations and Guidelines: A Guide for Health Care Providers, Delmar Publishers, Copyright 2000.

**POLICY FOR INVASIVE PROCEDURES
VERIFICATION FORM**

I, _____, have read North Shore Community College's (NSCC) Policy for Invasive Lab Procedures in its entirety. I am fully aware that my participation in any invasive procedures performed on myself or a willing lab partner is voluntary. Additionally, I acknowledge that willing participation in invasive lab procedures will be conducted without the knowledge of participants' health or immunization status. As in clinical practice, Standard Precautions should be utilized at all times. Furthermore, all of my questions have been answered and I fully understand NSCC's Policy for Invasive Lab Procedures.

Signature of Student: _____ Date: _____

Signature of Witness: _____ Date: _____

Signature of Faculty/Staff: _____ Date: _____

EXPOSURE WAIVER FORM

I, _____, a student in the Medical Assisting Program/Course, acknowledge that I have successfully completed the training in Hepatitis B, Blood borne Pathogens, and Standard Precautions. I further acknowledge that the instructor has explained the risk of exposure to blood or other potentially infectious materials through activities involving practicing on a human laboratory partner (e.g. phlebotomy, injections) fully. Furthermore, I acknowledge that the risk of other complications that can arise from participating in practicing on a human laboratory partner, such as infection, as well as vascular, tissue, or nerve injury, has been fully explained by the instructor. I am aware of the risk; however, I wish to voluntarily participate in the aforementioned activities in order to refine my skills. I am participating of my own free will, without encouragement from the instructor. In addition, I understand that the College will not be responsible for the cost of my medical care should an exposure incident and/or injury occur.

Procedure(s) to be performed: _____

Signature of student: _____ Date: _____

Signature of Witness: _____ Date: _____

Signature of Faculty Member: _____ Date: _____

PERFORMANCE FORM

This form serves as documentation of a counseling meeting with _____ held on _____

His/her performance/status in the course _____ is not consistent with successful completion of this component of the Medical Assisting Program.

Area(s) of concern discussed:

Seek Assistance From:

___ Member of the Faculty ___ Student Support Services ___ Division Dean

___ Financial Aid ___ Program Coordinator ___ Other

Medical Assisting Director/Instructor: _____ Date: _____

I have read and received a copy of the above regarding my status in the Medical Assisting Program.

Student: _____ Date: _____

ACADEMIC/PRACTICUM WARNING FORM

_____ is hereby placed on warning for unsatisfactory academic/practicum performance (as documented below and/or on the Counseling Form). This could interfere with the successful completion of course requirements and/or the Program if the student does not meet the specific goals and deadlines.

Medical Assisting Director/Instructor: _____ Date: _____

Student: _____ Date: _____

STUDENT AGREEMENT OF RESPONSIBILITY FOR STUDENT HANDBOOK

It is the responsibility of each student to read the Medical Assisting Program Student Handbook. Failure to read the information contained in the Handbook is not considered an excuse for non-compliance or lack of understanding.

The Medical Assisting Program may change policies or revise information deemed necessary due to institutional and program circumstances.

Students will receive an addendum for the handbook whenever policies or Information is changed during the academic year.

I have read, understand, and agree to comply with all policies stated in the Medical Assisting Program Student Handbook.

Student Signature: _____

Name (print): _____

Date: _____

Please complete and return to the Medical Assisting Program Director as directed