



Health Programs

Medical Assisting

Student Handbook

2021-2022

Revised

5/13 AST	5/14 AST	5/15 AST	5/16 AST	8/16 AST	4/17 AST	6/17 AST	7/17 AST	2/18 AST	4/18 AST	7/19 AST	8/20 AST	7/21 AST	9/27 AST	
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Accreditation

The Commission on Accreditation of Allied Health Education Programs (CAAHEP) accredits the Craven Community College Medical Assisting Diploma Program upon recommendation of the Medical Assisting Education Review Board (MAERB). CAAHEP web site: www.caahep.org. CAAHEP address: CAAHEP address 25400 US Highway 19 N., Suite 158, Clearwater, FL 33763. Phone: 727-210-2350

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Dear Student:

The faculty and staff at Craven Community College would like to welcome you in the Medical Assisting Program.

This program is designed to prepare you for employment in a variety of positions including, but not limited to medical offices, health maintenance organizations and health departments.

It is the responsibility of each MA student to review the handbook independently and to refer to it as needed during his/her enrollment. This handbook is designed to provide general information that is appropriate to the MA program. Please read the handbook, cover to cover, retain it for future reference and submit all required forms by the set date noted for each form.

This handbook supplements the policies and procedures adopted by the CCC Board of Trustees. In the event of any conflict between a BOT policy and any policy of provision of this handbook, the BOT policies shall be construed as setting forth the minimum expectations, rule or procedure applicable. In other words, some components of the policies set forth in this handbook may impose greater obligations, expectations or responsibilities on students in the MA program than are generally applicable to other students. In the event a student has a question or concern regarding inconsistencies in these policies, they should direct them to the program coordinator. The program coordinator may confer with the Dean of Health Programs, Vice-President of Instruction and other administrative officials to resolve any such issue or conflict.

All statements in the medical assisting student handbook are announcements of present MA program policies and are subject to change at any time. While every effort will be made to give notice of any changes in the program's policies, such is not guaranteed nor required.

We are excited that you have chosen Craven Community College's program and we wish you much success.

Sincerely,

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Medical Assisting Program Objectives

Upon completion of the objectives, the student will meet the requirements for a diploma as a Medical Assistant and will be prepared to the following:

Perform administrative duties to include answer telephones, greet patients, update and file medical records, fill out insurance forms, handle correspondence, schedule appointments, arrange for hospital admissions, laboratory services admissions and handle basic bookkeeping.

Apply basic knowledge of medical assisting process and concepts of health and illness when implementing medical care.

Perform clinical duties to include: take patient medical history, vital signs, explain treatments, prepare patients for examinations, assist provider during a procedure, collect lab specimens, basic lab testing, dispose of contaminated supplies, sterilize medical instruments, prepare and administer medications, authorize medication refills as directed, prepare patients for x-ray, perform EKGs and remove sutures/staples.

Demonstrate knowledge of the Medical Assisting code of ethics and basic skills applying ethical/legal principles in the delivery of care.

Assume responsibility for continued career development as related to expanding knowledge based on a changing health care system.

Apply for and pass the AAMA national certification examination on first attempt.

Qualify for employment in a variety of healthcare of settings.

Program Outcomes

The medical assisting program has an average retention rate of 83% for the past five years.

The medical assisting program at Craven Community College (New Bern, NC) has a job placement rate of 70.59% for the graduate cohort in 2018.

Students in the medical assisting program are satisfied with the education that they receive, as there is an average 100% graduate satisfaction rate over the past five years.

Five-year average for employer satisfaction is 100%.

The exam passage rate for the 2018 graduates is 50%.

IV. Student-Faculty Responsibilities

At Craven Community College, the faculty and the student are obliged to meet several responsibilities to each other within their Teacher-Learner relationship.

A. Student

The student is responsible for attending all classes, laboratory periods, and clinical assignments. She/he is expected to be prepared to participate in the day's assigned work or activities, or to obtain assignments from the faculty prior to being absent whenever possible so that work may be submitted upon returning. It is also the student's responsibility to request make-up assignments missed due to legitimate absences, according to the procedure stipulated by the faculty at the onset of the course, and for seeking the assistance of the faculty when additional help is needed in meeting course requirements.

B. Faculty

The faculty is responsible for being prepared for each class, starting the class on time, and providing a full period of effective instruction throughout the semester; for providing students with complete information on the objectives and requirements of the course, including resources available to the students outside the classroom or laboratory. It is also the instructor's responsibility to maintain an accurate record of attendance on all students and to consult promptly with students on any attendance problems. The faculty also assumes responsibility for maintaining office hours in order to be available to students outside of class time if additional help is needed in meeting course requirements.

V. Admission Process

A. Admission Requirements

Admission Requirements with worksheets can be found at www.cravencc.edu. Application for admission are to be submitted March 1-May 31 of each year or during specific dates as reflected in the website. The application is online.

To be considered a "qualified applicant" for the medical assisting program, one must meet the minimum academic requirements listed below:

1. Must be a graduate of an accredited/registered high school or a recognized equivalency, such as a GED.
2. Complete and apply for general admission to Craven Community College as well as an application to the Medical Assisting program. All applicants must complete an online Medical Assisting program during the opening application dates even if currently enrolled at Craven Community College or have made previous applications to the Medical Assisting program.
3. Provide official high school or GED transcript with graduation or GED certification date. Official transcripts must be mailed or hand delivered to the admissions office in the original, sealed envelope from the awarding institution or agency. Faxed transcripts are NOT accepted.
4. Provide official transcripts from all previous college(s). Official transcripts must be mailed or hand delivered to the admissions office in the original, sealed envelope from the awarding institution or agency. Faxed transcripts are NOT accepted.
5. A student must achieve a minimum of "C" grade on each relevant CCC or transfer course. Only grades of "C" or better will be accepted for point earning, transfer purposes, and program completion on general education courses. Only grades of "B" or better will be accepted for point earning, transfer purposes, and program completion on core program courses.
6. Take the placement test in reading/English and math. There is a **five-year** limit on math placement test scores. Placement test may be waived based on SAT scores of 500 on writing, reading and math or ACT scores of English-18, Reading-21 and/or Mathematics-22 (if taken within the past five years).
7. Have completed DRE 096-098 or placement into English 111.
8. Have completed DMA 010-030 courses or placement into MAT 110.

9. Have a 2.5 GPA or higher.

Admission Requirements of Contingently Accepted Applicants

A. General Information

- **Number of Applicants**
The maximum number of applicants annually accepted for the Medical Assisting program is thirty (30); maximum of twenty (20) students in the day cohort and a maximum of ten (10) students in the night cohort.
- **Competitive Ranking**

If the number of qualified applicants exceeds the number listed above, then the admission process becomes competitive and the selection criteria of the top applicants for the program are based on a ranking system. This system is utilized to determine the most qualified students based on their college or high school cumulative GPA and points awarded for courses completed in the Medical Assisting curriculum schema, previously earned degree(s), and health care related work experience and certifications. The program does not grant advanced placement for experiential learning.

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

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

B. CPR

If accepted to the program, CPR certification must be completed by the published date and maintained through the completion of practicum. The course must be an *American Heart Association Basic Life Support (BLS) for Healthcare Provider*. The cost of obtaining and maintain a current CPR certification is the responsibility of the student; it is not covered in the program tuition or by financial aid. CPR courses are available on campus through Workforce Development, CEHS Education Department as well as other sources in the community. Online courses and American Red Cross courses do not meet the criteria.

Documentation in the form an AHA BLS certification card (usually emailed to you at the completion of the class) must be presented to the program director. CPR certification must remain current while enrolled in the program.

NOTE: Students without a current CPR certification will not be allowed in the clinical practicum. Absences for delinquency in maintaining current CPR will not be excused, leading to release from the program. Students may reapply in accordance with the readmission policy.

C. Orientation

Students are required to attend a Craven Community College medical assisting program orientation prior to entering the program. Information will be provided in the acceptance letter regarding dates and times. Program requirements will be reviewed during the orientation. **ALL required documentation:** physical, immunization records, criminal background check, drug screen, CPR, completion of CEMC orientation, Core orientation, and signed handbook release regarding the handbook and policies **must be submitted by the published due date.**

D. Health Requirements

1. A physical examination must be submitted by published due date. This exam must have been completed within the year prior to enrollment. This required results include:
 - a) Tuberculosis Screening
<https://www.cdc.gov/tb/topic/testing/healthcareworkers.htm>

Upon Admission, Readmission, or Program Transfer:

- Baseline TB Risk Assessment and Symptom Screening
Two Step TST *Tests (document results in mm induration) – within 12 months of program start.
Two step TST = Both tests must be administered and read within 21 days; with at least seven days between administration of TST 1 and TST 2.
- OR
- TB IGRA Blood Test (within 12 months of program start)
*Past positive (+) TST: must have documentation of negative CXR since date of +TST; symptom screening to be performed annually by healthcare provider and resubmitted each year thereafter while enrolled in health programs

Note: A chest x-ray must be completed (within the previous 6 months) by any student who has been identified as having positive TB test reaction, has received the BCG vaccine and has a positive skin test, or is considered a sero-converter.

Upon Renewal (Annually)

- Annual TB education (Core Orientation)
 - TB Risk Assessment and Symptom Screen – If positive – follow up
- b) **Measles, Mumps and Rubella** (each component) - proof of immunization x 2 or positive titer.
NOTE: History of disease is not adequate.)
 - c) **Hepatitis B** (HBV) immunizations (series must be started prior to September 1);
 - Energix-B or Recombivax B 3 doses **or**
 - Heplisav-B 2 doses 4 weeks apart **or**
 - Positive titer (results must include reference range)
 - For declination or waiver, a copy must be on file at the school and/or be approved but the facility or agency)
 - e) **Tetanus** immunization – 1 dose Tdap – thereafter TD booster within the last 10 years.

f). **Varicella** (chicken pox) proof of immunization x 2 or positive titer. NOTE: History of disease is not adequate).

g). **Influenza** vaccinations are NOT required, but recommended.

1. Included within the physical examination is a statement by the applicant's physician, physician assistant, or nurse practitioner, "based on my assessment of this student's physical and emotional health, he/she appears to be able to participate in the activities of a health profession in a clinical setting and provide safe care to the public." The medical results are reviewed prior to the candidate's participation in the clinical areas. Any applicant or student will be required to follow up on any significant findings or discrepancies identified on the physical exam.
2. Immunizations are required for health program students. This procedure may be hazardous in the event of pregnancy. A doctor should be consulted if the immunization is necessary. Immunizations may be waived with a document signed by a physician, physician assistant, or nurse practitioner stating medical reasons.
3. Immunizations must be current or the student will not be allowed in the clinical setting. Absences for delinquency in maintaining current immunizations will not be excused.
4. Emotional Health is defined as reacting appropriately to stressful situations, coping with every day environmental stresses with little difficulty, using healthy coping mechanisms, and understanding one's own ability to cope with stressful situations. Assessment of the emotional health of an applicant is made through the use of physical examinations, personal conferences, references, and letters from mental health care providers if intensive therapy is in progress or has occurred, and psychological evaluations if necessary.
5. An applicant who has had an existing problem(s) (physical or emotional) must provide certification from a physician that the condition(s) is/are stable and the student is able to participate fully in the program. A plan of treatment for said condition(s) is to be in the applicant's file in the Medical Assistant Program Director's Office, which is kept in a locked file drawer.

E. Criminal Background Check and Drug Screening

Medical Assisting students will be required to have a criminal background check and a drug screen completed by the published date. By applying for admission to the Medical Assisting program, a student consents to drug and alcohol screening and criminal background checks. A written consent form must be signed by each student prior to the performance of a background check and drug screen. Clinical sites have the right to deny student access based on criminal background check or drug testing results. The inability to complete the clinical portion of the curriculum will prevent the student from progressing within the program. CastleBranch, <http://portal.castlebranch.com>, is a company that performs the background check, drug screen and monitoring of vaccinations.

Results of the criminal background check must be submitted from the company performing the check and drug screen directly to Carolina East Medical Center at djenkins@carolinaeasthealth.com (copies not accepted).

CCC does not guarantee the admission of any student to any practicum facility or practicum site. A student's acceptance, participation and continuation at any practicum site are subject at all times to the approval and consent of the practicum site. Students must be able to attend and progress in the assigned practicum site. Alternate assignments will not be made because of inability to progress in an assigned practicum clinical setting. For these reasons, all Medical Assisting students must understand that it is critical that they comply with all policies and procedures of these practicum sites and that they must satisfactorily perform and conduct themselves at any practicum site. Students are under a continuing obligation to supplement the information provided to CCC and any practicum facility concerning background checks, criminal histories or convictions or any other background information. Failure to promptly provide updated or corrected information may be cause for removal from a practicum facility or practicum site and/or from the Medical Assisting program.

Note: Students readmitted to the program will be required to repeat both the background check and the drug screen prior to restarting the program.

Note: The criminal background check is national. Some states require a social security number to be supplied. In the event a prospective student does not have a social security number, that student will have to work directly with the vendor to determine if the criminal background check can be completed based on their individual circumstance. The inability to complete a criminal background check will prevent the student from participating in the clinical practicum of the program. This situation will prevent progression and success within the program.

F. Core Orientation

Core orientation must be completed prior to entering the clinical practicum. You will be provided with information on how to access the required material during the program orientation.

G. CarolinaEast Orientation

CarolinaEast requires students to complete an orientation packet which must be completed prior to entering the clinical practicum. You will be provided with information on how to access the required material during the program orientation.

Other clinical agencies may also have requirements for attendance at their location. Students should therefore, be prepared to complete any requirements issued by a hosting site.

ONCE ENROLLED IN THE MEDICAL ASSISTING PROGRAM NO STUDENT WILL BE ALLOWED TO ATTEND CLINICAL UNTIL THEY HAVE SUBMITTED UP-TO-DATE HEALTH INFORMATION, COMPLETED HOSPITAL AND CORE ORIENTATION, and ALL OTHER REQUIRED DOCUMENTS HAVE BEEN PROVIDED.

For those already admitted to the program, failure to maintain current records may result in students being barred from a clinical site, a non-passing clinical grade, and release from the program.

Students readmitted after a leave of absence or failed course will not be allowed to attend clinical until they have submitted an up-to-date background check, drug screen, and health information, completed the CORE Orientation, and all other documents have been provided.

VI. Conduct/Ethical/Legal/Integrity/Professional Responsibilities

A. Code of Conduct

All medical assisting students are expected to conduct themselves with the courtesy and dignity customary of the profession and to meet the criteria contained in the Code of Conduct in the Craven Community College Handbook. Use of profane or obscene language *will not* be permitted. Failure to adhere to the Code of Conduct may jeopardize a student's ability to continuing in any MED course.

B. Electronic Devices

A. Smart phones, cell phones, smart watches, tape recorders and other electronic devices are only permitted in the classroom and labs under the following circumstances:

- Academic accommodations from the Disability Coordinator (Note: this does not permit recording of post-test reviews)
- Note taking
- Participation in a faculty lead activity that requires the use of an electronic device.
- *Written* permission from the instructor to record the class or an advising session.
 - All recorded lectures or other classroom/lab activities must be erased at the end of the semester.
 - Students listening to recorded class/lab sessions must do so in a secluded private area.
 - Student must assure that the recording cannot be overheard by others.
 - Student may not post recordings online or use them as evidence to challenge test items.
- All smart phones, cell phones and smart watches must be turned off during class/lab/clinical time.

B. Students who are expecting emergency telephone calls may leave their cell phones on provided:

1. The instructor is notified prior to the beginning of class or, during testing, the phone is left with instructor,
2. The ringer is silenced, and
3. The student receiving the call exits the classroom to accept the call.

C. No cell phones or other devices may be used in place of a calculator or to listen to music or other recorded information during testing. Program-owned calculators will be supplied if required for an assignment.

D. Students who do not follow the electronics policy will upon the:

- First offense: receive written documentation on the *Medical Assisting Student Strategic Plan for Success* and/or vial email notification (depending on the nature of the violation), reminding them of the policy.
- Second offense: be placed on probation. This will be documented on the *Medical Assisting Student Strategic Plan for Success* and/or the student will be notified via email notification regarding the incident.
- Third offense: will be grounds for dismissal.
 - After considering relevant information and conferring with the faculty, the Director of Medical Assisting will determine whether to outline in a contract with the student the specific requirements for the student to continue in the program OR dismiss the student.
 - If a contract is created, failure to adhere to any requirements set forth by this contract as determined by the Director of Medical Assisting will result in dismissal.
 - If the violation of the electronic devices policy is also a violation of academic integrity, the consequences will align with the academic integrity policy.

E. Any student who is caught with a phone, smart watch, PDA, recording device, etc. on their person or in their vicinity while taking or reviewing a test (or while doing a group test) will be given a zero (0) for the test and may be dismissed from the medical assisting program. No exceptions.

F. Students completing computer testing may not access other web pages during the testing period, even if their individual test is complete. Any student who caught on any web page other than the test during the testing period will be given a zero (0) for the test and may be dismissed from the medical assisting program. No exceptions.

G. All students will be required to have a personal computer with a Windows or Mac operating system (no Chromebooks™ or iPads™), a webcam, and a designated proctoring program(s) and LockDown browser for online testing.

C. Academic Honesty

Academic Honesty: Students who are aware of academic dishonesty who do not report these issues to their instructor will be held to the same degree of accountability as the student who commits the infraction.

D. Academic Dishonesty

Academic Dishonesty-The department supports a “zero” tolerance for infractions and in cases where an issue can be proven, recommendations from the program will be made. These issues may include but are not limited to:

- Removing exams from the classroom for any purpose
- Submitting another student’s work as your own
- Utilizing another student’s answers on an exam
- Deliberate misrepresentations of facts to faculty
- Utilizing cell phones to photograph exams
- Disruptive behaviors in the classroom
- Disrespectful behaviors toward the instructor. If the student is disrespectful towards the instructor, the student will be asked to leave the classroom or lab immediately. **NO exceptions!**
- Perceived threatening behaviors to faculty or peers
- Failure to adhere to the dress code
- Failure to complete assignments
- Performance issues
- Attendance and tardiness concerns
- Plagiarism, whether accidental or intentional

As such, students who violate academic integrity will upon the:

First offense: the student will receive written documentation of the alleged violation and will be placed on probation for the duration of the program. The documentation will provide an outline of the nature of the violation, the evidence for the allegation, and an action plan. In addition, the student will receive a grade of zero on the test or assignment. This will become a part of students’ academic records.

Second offense: A second offense at any time during the program (to include post-reentry) will lead to dismissal from the program.

Note: Some violations may be blatant enough or severe enough that they are grounds for immediate dismissal, will result in a grade of “F” for the final course grade, and will be ineligible for reentry into the medical assisting program.

- A. Medical Assisting is a profession dealing with human life and is dependent upon personal and professional excellence. Unprofessional and unethical conduct such as stealing, lying, and inappropriate use of social media is grounds for dismissal and will result in a grade of “F” for the final course grade and will be ineligible for reentry into the medical assisting program.
- B. The use of alcohol or drugs while on campus or in clinical is prohibited, is grounds for immediate dismissal, will result in a grade of “F” for the final course grade, and will be ineligible for reentry into the medical assisting program.
- C. Purchase or use of faculty edition textbooks, test banks, or other faculty resources is strictly prohibited. Students found in violation of this code will be immediately dismissed from the program, will receive a grade of “F” for the course, and will be ineligible for reentry into the medical assisting program.
- D. All students must follow the policies of the respective clinical agencies and Craven Community College Medical Assisting Program as they relate to conduct, dress, grooming, jewelry, etc., in the clinical areas. Failure to adhere to these policies will jeopardize the student’s standing in the medical assisting curriculum. All incidents will be reported to the Medical Assisting Program Director. Students may be relieved of duty from the clinical setting until deficits are rectified. Absences related to noncompliance of this policy will not be excused.
- E. All students must follow the Health Insurance Portability and Accountability Act of 1996 (HIPAA.) Failure to adhere to these policies will jeopardize the student’s standing in the curriculum and is grounds for dismissal from the medical assisting program. If dismissed, the student will receive a grade of “F” for the final course grade and be ineligible for reentry into the medical assisting program. (A summary of the HIPAA Privacy Rule is found at the U.S. Department of Health and Human Services website: [Link to U.S. Department of Health and Human Services website](#))
- F. The Craven Community College medical assisting program is dependent on outside agencies to create clinical learning opportunities for our students. As such, it is critical to maintain a professional relationship that respects these agency’s policies, procedures and appropriate chain of command. In deference to these agencies, all student questions or requests regarding clinical placements and assignments should be addressed to the Practicum Coordinator or Medical Assisting Program Coordinator. Students contacting the agencies directly, for any reason other than reporting a clinical absence, communicating with their preceptor during their capstone course, or acting under the direction of the Practicum Coordinator or Medical Assisting Program Director will be subject to disciplinary action.

E. Social Media

The Medical Assisting Department of Craven Community College respects and follows the guidelines for social medical as outlined by the American Association of Medical Assistants. Students are held to the same standards as certified or registered medical assistants. Failure to adhere to these guidelines will be grounds for dismissal from the program and the student will receive a grade of “F” for the final course grade and be ineligible for reentry into the medical assisting program.

F. Guidelines for Resolving Student Concerns (Classroom and Lab)

In the event that a student has a concern about any learning activity or grade within any Medical Assisting course, the guidelines below must be followed in resolving the issue.

1. The student initiates a meeting with the faculty member.
2. If the concern is not resolved, the student initiates a meeting with the Program Director.
3. If the concern is not resolved, the student initiates a meeting with the Dean of Health Programs.
4. If the concern is not resolved, the student initiates a meeting with the Vice President of Instruction.
5. At the aforementioned meeting(s), the student will come prepared to discuss the relevant concern and present appropriate documentation.
6. Students may appeal according to the College's student appeal procedure. A copy of the procedure can be found in the College's current student handbook, online at www.cravenc.edu or can be requested from the Dean of Student Services. All appeals must be filed in a timely manner as specified by the College's student appeal procedure and require clear documentation of variances.

G. Dismissal from the Program

The Medical Assisting faculty reserves the right to recommend the dismissal of a student from the program. The Program Director has the right, authority, and responsibility to make a decision on such a recommendation. The following reasons, though not intended to be all-inclusive, constitute due cause for a student to be dismissed from the Medical Assisting program.

1. Failure to meet the academic standards as set forth in the college catalog and the Medical Assisting Student Handbook.
2. Health Problems: A student's physical and emotional health is discussed at faculty-student conferences. It should be noted that health problems, which result in excessive absences or non-completion of practicum competencies, may be grounds for dismissal from the program. It is the philosophy of the Medical Assisting faculty that a student's personal health has priority over one's educational program. A student should not continue in the program at the expense of endangering one's health.
3. Excessive absences or habitual tardiness as defined in the attendance policy found in this handbook.
4. Student performance behavior in the practicum setting that (1) indicates difficulty in making appropriate judgments in the practicum setting or (2) conflicts with patient safety essential to safe Medical Assisting practice leading to unsatisfactory clinical performance and failure. Such behavior is defined as a failure to assess or act appropriately on information that another or a majority of students at the same level would recognize as important to patient health and safety. Any student who requires an inordinate amount of instructor's time in the practicum setting because of poor judgment, poor decision-making skills, or safety violations will be subject to dismissal from the program.
5. Unauthorized use, possession, or storage of any weapon.
6. Physical and/or psychological abuse, threat or harassment of any patient, visitor, agency staff, student or faculty member.
7. Theft, abuse, misuse or destruction of another person's or agency's property.
8. Engaging in or promoting others to engage in conduct that threatens or endangers the health, safety or physical/psychological well-being of another person.

9. Disrespectful behavior or manor in the way you address one another, instructors, patients, and facility staff members.
10. Failure to follow OSHA standards in the classroom/labs for the Medical Assisting program. These standards can be found at: <http://osha.gov/SLTC/healthcarefacilities/index.html>. Current OSHA standards will be discussed in class as they pertain to the subject being taught or the lab specific activity. However, it is the responsibility of the student to read these guidelines prior to lab content being introduced.

VII. Appeal/Grievance

Students may appeal according to the College's student appeal procedure. A copy of the procedure can be found in the College's current student handbook, online at www.cravencc.edu or can be requested from the Dean of Student Services. All appeals must be filed in a timely manner as specified by the College's student appeal procedure and require clear documentation of variances.

VIII. Attendance

A. College

Students are expected to be in class on time and are expected to attend all classes, laboratory periods and clinical sessions. In non-MED classes, a student must attend a minimum of 80 percent of total class hours, laboratory hours, and clinical and shop sessions for each courses in order to receive a passing grade. Any three tardies in a single course will constitute one class hour of absence.

B. Medical Assisting Department

- *Moodle*: Students are expected to check Moodle announcements and college provided email accounts on a regular basis for any updates from faculty.
- *Classroom and Laboratory Sessions*: Students are expected to be in class on time and attend the entire class and/or lab session. A student in a MED class must attend a minimum of 90 percent of class and 90 percent of the lab. Any three (3) instances of tardiness in each class will constitute one class hour of absence. A tardy is defined as arriving to class 1-14 minutes after scheduled instruction time has begun. The clock in the classroom or lab will be the reference for time. Anyone arriving later than 15 minutes after schedule instruction time has begun will be counted absent for the class. Students leaving class or lab early will be counted absent for any missed time. Students will be automatically withdrawn from the course(s) when absent for more than 10 percent of the class or lab if prior to the last date for withdrawal; if after the withdrawal date a "D" will be assigned as the course grade and will result in dismissal from the program.
- *Clinical Sessions*: Students are expected to complete 100% of clinical. Any missed clinical time must be made up on the scheduled make-up date.
 - As proficiency of skills is strongly linked to clinical attendance, only absences for extenuating circumstances will be excused [e.g., illness, COVID-19 exposure, military duty, death of an immediate family member, etc.] Documentation of the cause for the absence must be provided to the Practicum Coordinator (e.g., healthcare provider's note, military orders, obituary, etc).

- Failure to complete the assigned make-up with a satisfactory grade will result in an automatic withdrawal from the course. If after the withdrawal date, an unsatisfactory for the clinical component of the course will be assigned, and a grade of “D” will be received for the course. This will result in dismissal from the program.
- Any student with an unexcused absence will not be allowed to make-up the clinical day, which will result in an automatic withdrawal from the course. If after the withdrawal date, a “D” will be received for the course. This will result in dismissal from the program.
- Absences related to exposure to COVID-19, positive test for COVID-19 or COVID-19 symptoms will be considered an excused absence and may exceed the designated hours upon approval of the Director of Medical Assisting. Students who miss clinical related to COVID-19 will be assigned makeup work or virtual simulations and must complete the assigned work by the due date.
- Students whose circumstances warrant a prolonged absence related to COVID-19 will be permitted to take a leave of absence and can return the following year. A COVID-19 related leave of absence will not count as a re-entry.
- Any additional absence not related to COVID-19 must be approved by the Director of Medical Assisting and the Faculty Review Panel, in advance if possible. Students who are hospitalized or too ill to attend clinical for more than the allotted time must present written documentation to the Director of Medical Assisting and appeal for an excused absence. If the absences are excused, the student will then be required to complete a learning contract and complete clinical make-up assignments, which will involve activities determined by the Faculty Review Panel to meet the course and clinical objectives. The appeal should be requested through email and support documentation should be given to the Director of Medical Assisting. A student will not be permitted to be absent and make up > 20% of the clinical time. Students whose circumstances warrant a prolonged absence will be required to take a leave of absence and seek re-entry after the issue has resolved.
- *Tardy in clinical:* Students are expected to arrive on time to clinical. Students who arrive within the first 15 minutes of the scheduled time are considered tardy. Three tardies constitutes an hour of absence. Students who are tardy will upon the:
 - First offense-Receive written documentation on the *Medical Assisting Student Strategic Plan for Success* reminding them of the policy.
 - Second offense-Be placed on probation and documentation on the Medical Assisting Student Strategic Plan for success regarding the incident.
 - Third offense- Will be counted as a clinical absence and will require a make-up clinical day.
- *Late for clinical:* Any student who arrives at clinical *more than 15 minutes* after the scheduled time will not be allowed in clinical and will be considered absent. The student is required to attend the make-up clinical and complete a paper on Accountability and Professionalism for the Medical Assisting Student.” The student may not return to clinical until this paper is satisfactorily completed and turned in to the Practicum Coordinator.
- *Illness in clinical:* If a student arrives at clinical visibly ill or becomes ill during clinical practice, the clinical faculty may allow that student to go home and will notify the Practicum Coordinator
 - The student who goes home will be considered absent and required to attend the scheduled make-up clinical day
 - A healthcare provider’s note is not required if student is dismissed by faculty.
- *Departure from clinical:* Students may not leave the clinical facility for any reason prior to the scheduled departure time unless approved by faculty. ▪

- If approved, a departure will constitute an absence and the student make-up the missed clinical time.
- *Absent from clinical*: In the event a student is unable to attend clinical, proper notification must be made to the clinical manager/preceptor and the Practicum Coordinator
 - It is the student's responsibility to contact the clinical manager, via the manager's preferred method, and leave a message on the Practicum Coordinator's office phone.
 - It is the student's responsibility to contact the clinical facility, at least one (1) hour prior to the scheduled assignment, and to obtain the name of the person with whom they speak.
 - Failure to notify the clinical site, clinical manager/preceptor and Practicum Coordinator will result in a required paper written on "Accountability and Professionalism for the Medical Assisting Student." The student may not return to clinical until this paper is satisfactorily completed and turned in to the lead faculty.
 - Note: Students should have contingency plans to handle situations such as car breakdowns, traffic, or sick children.
- Excused absences include but are not inclusive of:
 1. You or your child is sick as documented by a doctor's note.
 2. A death in the family that is documented by a clergy member, funeral home or death certificate.
 3. A graduation in your immediately family (mother, father, son, daughter, brother, sister, husband or wife) that is documented with a graduation program or letter from the school.
 4. You have a court date that cannot be changed and you provide a copy of the summons.
 5. Arrangements for making up an exam for a graduation or court date must be made in advance with the instructor.
 6. Excused absences are at the discretion of the instructor.

IX. Inclement Weather Guidelines

Weather related cancellations or changes will be announced on the College's webpage:

www.cravenc.edu Students may also sign up to receive alerts by text. Sign up at: Rave Alert.

Cancellations may also be announced on Public Radio East, and local radio and television. For a complete listing of all stations, please visit: College Student Handbook.

Our primary concern is the safety of our students in the event of inclement weather. Due to the hours, students are in clinical and the time they actually leave home, sometimes the decision to cancel or delay classes is made after students are already enroute, therefore:

Students will adhere to the college policy in reference to class, lab and clinical. If a delay or a late start of college is announced, that will also be the time the student is to report to class, lab or clinical. A two (2) hour delay will be calculated from the time the college opens at 8:00 a.m., therefore clinical will begin at 10:00 a.m.

If the College has not made a determination regarding a delay prior to the student arriving at clinical, but later cancels or closes once the student is at the clinical site, the student will be dismissed for the day.

The students will be required to make up class, lab, and clinical hours to meet the learning outcomes. Methods will vary depending on length of school closure, and may include extended clinical hours, previously unscheduled clinical days, additional ALEs, etc.

Faculty will communicate specific information for makeup of each of these components. Failure to complete the make-up plan with a satisfactory grade will result in an automatic withdrawal from the course. If after the withdrawal date, an unsatisfactory for the clinical component of the course will be assigned, and a grade of “D” will be received for the course. This will result in dismissal from the program.

X. Grading

A. Schema

Letter Grading System Used by the Medical Assisting Program		
Letter	Numeric Equivalent	Quality Points
A	90-100	4
B	80-89	3
C (unable to progress)	70-79	2
D (unable to progress)	60-69	1
F	Below 60	0
W	Withdraw	0
I	Incomplete	0
AU	Audit	N/A

B. Testing Policy (See Course Syllabus for individual course requirements)

The Medical Assisting program will not use performance on any single assessment or exam as a determinant of success/promotion in any course. This will include external or internal examinations/assessments.

Students are responsible for taking tests as scheduled. All tests will be posted in advance and taken in Moodle (for online courses) or in class time (for hybrid and seated courses). Students may be absent for *one* test during a course as long as there are extenuating circumstances (illness, military duty, death of an immediate family member) and documentation is provided. Students should notify the instructor prior to class. Failure to inform the instructor prior to class may result in the test being unavailable for make-up and a grade of “0” for that test. Any student taking a make-up test may receive a different test. **A missed test must be made up within the 24 hours of the return to class or lab. A test not made up within the 24-hour time frame will constitute a grade of “0” for that test. Students should contact the testing center for hours of operation to ensure there will be adequate time to complete the test before closing.**

Students are to enter the classroom on time. Students arriving late for a test will not be permitted entrance if any student has already completed the test. Students who arrive late for a test will not be allowed extra time.

Prior to the beginning of the test, students will be required to deposit all materials - books, bags, outerwear (hats, hoodies, coats), purses, cell phones, Fitbits, Apple or smart watches or other electronic

device at the front of the room. Cell phones must be turned off – *not to vibrate*. Students may only have pens, computer, calculator, scratch paper and an unlabeled water bottle on the desktop. Computer testing devices, calculators and scratch paper will be provided by the instructor and be collected, as the students exist the classroom.

If in class testing is computerized, students are to only use the Chrome Books provided by the instructor. Students will be allowed in log in to the computer, but may not open the test prior to receiving instructions to do so. Once logged into the computer, the student may not so any last-minute studying. Regardless of testing method, students will not be allowed to make any queries related to individual test questions during testing. If computer issues arise, students may raise their hands and the instructor will assess the issue. ***Students may not access other web pages during the testing period, even if their individual test is complete. Any student caught on any web page other than the current test will be given a zero (0) for the test and may be dismissed from the medical assisting program. No exceptions.***

All students will be required to have a personal computer with a Windows or Mac operating system (no Chromebooks™ or iPads™), a webcam, a designated proctoring program(s) and LockDown browser for the purpose of online testing. ***Students may not access other web pages during the testing period. Any student caught on any web page other than the current test will be given a zero (0) for the test and may be dismissed from the medical assisting program. No exceptions.***

Test grades will be posted only after a detailed analysis is completed. Students will then be allowed to review their test during a group test review or by making an appointment with their instructor. Each test may be reviewed only once and will be made available for review only until the next test is administered. Students are not allowed to bring any items into test review. This includes book bags, any watches, cell phones, or electronic devices. Students should follow the same requirements as for a testing situation.

The final exam for the course will not be available for review. Any challenge of a test question must be done in writing within (5) class days of the review. Students must submit the challenge in writing and provide rationales as well as citations from course-required materials as evidence via email to the instructor.

C. Dosage Calculation Policy

Introduction to dosage calculations will be covered in MED 140, MED 150 and MED 272. Dosage calculation quizzes will be a required component of these courses. Students are responsible for studying and practicing the concepts taught. There will be milestone dosage calculation quizzes throughout the semester to demonstrate continued clinical competency with regard to safe medication administration.

Students must obtain 90% on each dosage calculation sections. Students will not be able to progress through the quizzes until 90% is obtained on the previous quiz. **All work must be written out.**

Those who do not score 90% will be required to complete a remediation plan, and will be required to retest in the Testing Center within one week. Failure to complete the required remediation will result in an inability to retest.

Students who do not score 90% on the retest will be required to meet with the course faculty for remediation, will update their remediation plan, and will have one *final* opportunity to retest. Failure to meet with the faculty and to complete the required remediation will result in an inability to retest.

Failure to score a 90% by the third attempt will result in an automatic withdrawal from the course. The score on the dosage calculation test does not contribute to the course grade, but will count as a course attempt.

It is the students' responsibility to ensure that they feel prepared to retest. If after initial remediation, students still feel a concept is unclear, they should seek additional remediation before testing

D. Written Assignments

See course syllabi, supporting handouts, rubrics, and Moodle announcements for individual course requirements related to the submission of written assignments for class and lab. Submission of late assignments will be penalized in grading 10 points for each day the assignment is late to a zero for any late submission. Unless otherwise stated in these documents, late submissions will **not** be accepted.

In addition, unless specifically designated by the instructor as a group assignment, project, or paper, **all assignments** must be completed *individually*. All formal papers, when submitted, will be screened through Turnitin. Students will be allowed to screen assignments prior to the final submission. Other assignments may also be submitted via Turnitin at the instructor's discretion. Any assessment with greater than ~30% match is considered a red flag, but Turnitin is merely a screening tool. Any assignments with a high percentage match (red flag) will be thoroughly evaluated by the faculty and any concerns of plagiarism will be addressed with the student. Please review *Academic Integrity* policies in the Craven Community College *Student Handbook*.

E. Laboratory Sessions

1. Students must adhere to guidelines while in the lab. Students must be in appropriate uniforms during the lab experience and when participating in direct care with any of the manikins and/or models. This includes practice labs. .
2. Students must be prepared for the lab experience by having read the scheduled lab competencies and assignment prior to the start of the lab. Failure to be prepared may result in dismissal from the lab as determined by faculty and the program Director. The student will receive a non-passing grade for that experience.
3. Students must maintain confidentiality of the lab experience (HIPAA requirements) as if the manikins are human. Failure of confidentiality (e.g., talking about a lab experience to a group who has not yet completed the scenario) may result in the student receiving an "F" in the course and dismissal from the program.
4. Students are accountable for their own professional behavior and performance.
5. The lab may be used for practice, assessment, evaluation and remediation as determined by the faculty and the program Director. Students may self-refer for their own remediation by meeting with the course instructor or the program Director
6. Audio-visual equipment is in use in the lab. Students must be aware that their experience may be videotaped at any point. The videos may be used for educational purposes with no further right to privacy.
7. Willful destruction of lab resources may result in dismissal from the program.
8. No food or drink is allowed in the laboratory areas.
9. Minimum expectations for all lab sessions include, but are not limited to:
 - Introduction of self to your "patient"
 - Use of standard patient identification

- Use of standard precautions before, during and after all simulation experiences
- Demonstration of initial primary observation/assessment and data collection skills
- Active participation in case scenarios/simulation debriefing per course syllabi
- Effective communication with interdisciplinary members, family and peers
- Use of the seven rights of medication administration

F. Strategies for Success

1. The Strategic Plan for Success is an intervention for assisting students in meeting learning outcomes.
2. When a student earns an unsuccessful grade (unsatisfactory or less than 80), a Craven Community College Medical Assisting Student Strategic Plan for Success may be initiated. **Note:** Issues that generate a strategic plan include, but are not limited to, unpreparedness for the clinical experience, unsafe clinical practice, deficits in professional demeanor, low test scores, and classroom grades which are less than 80%.
3. The individualized plan can remain in effect up to the end of the curriculum program for the student.
4. Strategies will be specific to the individual need of the student but may include, as examples, use of specific resources, focused practice in skills sets or other strategies to improve academic and lab performance.

XI. Student Appearance and Uniform

A. Personal Appearance

Students are expected to be neat, clean and appropriately dressed at all times for classes and other school functions. When determining appropriate dress, the student should apply the following guidelines:

- Fingernails should be natural, clean and cut so that they do not extend beyond the fingertips. No fingernail polish may be used. Artificial nails are prohibited.
- Make-up should be minimal, in good taste and applied to be natural looking.
- Heavy perfume or cologne will not be permitted.
- Use of deodorant is encouraged.
- Visible tattoos should be covered to the greatest degree possible. Tattoos should be covered by wearing a plain long sleeve white or black t-shirt under the uniform top and tattoos should not show through the student's clothing. If the tattoo extends to the neck, it should be covered with a turtleneck.
- The student's hairstyle must be professional in appearance, avoiding extreme styles and colors. Hair should be short enough to remain above the collar or should be secured to the head in a bun without wisps or dangling hair (no "messy buns"). Hair color should be a naturally occurring color. Hair ornaments should be minimal and inconspicuous (blend with hair color). Headbands may not be worn during clinical time. Mustaches and beards must be kept short and neatly trimmed.

Jewelry will remain at a minimum:

- Wedding band or other ring (no raised stones or metals).

- One (1) pair of earrings (one earring in each ear lobe of the ear) for pierced ears. Pierced earrings should be gold, silver, or white studs.
- Non-decorative watch.
- Visible body piercing adornments (including eyebrow, tongue, etc.) will not be worn
 - NOTE: A daith piercing will be permitted with the submission of a note from a physician, physician's assistant, nurse practitioner or doctor of chiropractic, which documents a migraine history.
- Medical alert bracelet if required.
- Non-decorative watch with second hand (no digital).
- No ear gauges are allowed.
- See Director of Medical Assisting for individual questions regarding visible piercing.

Consideration must also be given to the fact that strong perfume or cologne and body odors are offensive to most patients, co-workers and students. Preventive measures regarding these odors should be taken prior to reporting to class and practicum assignments. Eating, drinking, smoking and chewing gum are not permitted in the classroom, lab or clinical areas.

Student may not smoke while in program uniform. The smell of smoke on a student uniform is considered unprofessional in the classroom, lab and practicum settings. The student will be removed from the classroom, lab or practicum setting until they are able to return without the odor as determined by the instructor. Any missed time will count under the attendance policy as absences for the course(s). Repeated violations of this policy may result in disciplinary action up to and including course and clinical failure and dismissal from the program.

Students should not wear the uniform in public areas such as grocery stores, malls, etc. Students may not buy sell or consume alcoholic beverages or illicit drugs while in program uniform or lab coat. Violation of this policy will result in disciplinary action up to and including a grade of unsatisfactory in clinical, consequently an "F" in the course, and immediate dismissal from the program and all program courses.

B. Uniform

****Students must purchase the full student uniform from the Craven Community College Bookstore. If you need clarification on any requirement, direct questions to the Program Director. ****

Since the health professions maintain high personal grooming and appearance standards, it is essential that the student wear the assigned Medical Assisting uniform to all classes and labs after full acceptance into the program. The uniform should fit properly, neat, freshly laundered and pressed, and free of wrinkles and lint at all times.

In addition to the above-mentioned items, the uniform consists of:

- A uniform top (may wear plain, long sleeve white or black t-shirt under the uniform top)
- Uniform pants or skirt (no shorter than mid-knee)
- Plain scrub jackets (no monogramming or insignia) to match the color of the uniform may be worn
- Plain black or white above the ankle socks may be worn with uniform pants. Plain white nylon hose must be worn with skirt
- Solid white or black leather shoes which are low heeled, closed-toe/heel (no clogs), and clean/polished.

- Underclothing should not be visible through the uniform (to include underwear, bras or sports bras)
- A name pin will be worn on the right side of the uniform. Name pins are available for purchase through the CCC Bookstore.
- Required accessory parts of the uniform include: bandage scissors, stethoscope, and a non-decorative watch with sweep second hand routinely cleaned using infection control principles.
- Students will need two (2) uniforms, one (1) scrub jacket and one (1) name pin.

C. Liability Insurance

Students are required to obtain malpractice liability insurance through the Craven Community College Business Office prior to their clinical practicum. The current policy is spring through summer semester policy; therefore, students purchase the insurance as necessary to maintain coverage while enrolled in the program.

D. Student Accident Insurance

The student accident insurance program provides coverage to all registered and enrolled students for covered injuries sustained while the Insured Student is:

- Participating in activities sponsored and supervised by the school except for play and/or practice of Intercollegiate Sports;
- Traveling during such activities as a member of a group in transportation furnished or arranged by the school; or
- Traveling directly to or from the Insured's home premises and the site of such activities

E. Reporting Injury

In the event of injury, the student should:

- Obtain a claim form from the school within 30 days of the date of loss or as soon as reasonably possible. Proof of loss must be furnished to the Company within 90 days from the date of the Accident. Bills submitted after one year will not be considered for payment except in the absence of legal capacity.
- Complete the claim form; attach all medical bills; primary carrier's Explanation of Benefits (EOB) and mail to the Servicing Agent. You must complete one claim form per Injury.

Needle stick, Exposure or Injury to a Student

It is the student's responsibility to report all incidents to the faculty or clinical preceptor immediately.

- The faculty or preceptor will assess the student's need for emergency assistance and, if necessary, make arrangements for transport to the emergency room. Otherwise, the student will be responsible for making the decision to obtain medical care. If the student elects to receive medical care, the student is responsible for any expenses incurred.
- If the student has not done so, wounds should be washed with soap and water. Mucous membranes should be flushed with water.

- The student will be responsible, with faculty and staff assistance, for completing the Craven Community College Incident Report and submitting written documentation of the incident to the Medical Assisting Program Director
- The hospital will be responsible for having the source patient tested in the event of a needle stick or exposure, and notifying the student if there are positive results.

XII. Progression

A. Technical Standards

Certain functional abilities are essential for the delivery of safe, effective medical care during clinical experience activities. The Medical Assisting faculty, utilizing clinical site standards, has determined that certain technical standards are requisite for progression and graduation from the Medical Assisting program.

The student must be able to:

1. Walk; stand for long periods of time, stoop, reach, lift, and bend.
2. Lift, turn, support, move, position and transport patients of all weights and ages (newborns, pediatrics, adolescents, adults, and geriatrics).
3. Access all patient examination tables and to respond immediately to an emergency anywhere in the facility.
4. Reach for, finger and handle records/reports in keying of data into a computer or EHR.
5. Use manual dexterity to render patient care.
6. See and fully communicate (both orally and written) with patients, doctors, and other employees either in person or over the telephone.
7. Work effectively with others demonstrating tact, discretion, and diplomacy. Must be able to maintain calm, effective, and accurate performance in stressful situations.
8. Follow directions and performs assigned activities.
9. Work around blood and bodily fluids, and potentially infectious organisms.

Upon admission, a candidate who discloses a disability and requests accommodation will be asked to provide documentation of his or her disability for the purpose of determining appropriate accommodations, including modification to the program. The College will provide reasonable accommodations, but is not required to make modification that would substantially alter the nature or requirements of the program or provide auxiliary aids that present an undue burden to the College. To continue in the curriculum, the candidate must be able to perform all the essential functions outlined in the Technical Standards either with or without accommodation.

B. Academic Standards

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

All courses required in the medical assisting program must be taken in the sequence outlined in the curriculum. General education courses may be taken prior to enrollment in the medical assisting courses.

A 2.0 is the minimum cumulative grade point average required for progression within the medical assisting program. Any student who falls below the requirement of an “80” average at any point during the semester will be required to: 1) meet with the instructor of the course to discuss an action plan, 2) review material and/or assignments one-on-one with the instructor, 3) complete remediation assignments as directed by the instructor (may include additional/alternate lab sections of the course to review material and remediate skills).

****Medical Assisting students MUST earn an “A” or “B” in all core medical assisting (MED) courses. Students who do not earn an “A” or “B” in a MED core course must repeat the course in which they were not successful to progress in the curriculum. Multiple MED courses may not be repeated---one medical assisting course may be repeated once. If a student is unsuccessful in more than one MED course, the student will be dismissed from the program**.**

****For all required support courses (general education) within the Medical Assisting curriculum, a minimum grade of “C” must be obtained in order to progress through the Medical Assisting program****
All students who successfully complete the required courses will be eligible to apply for a diploma or associate degree in Medical Assisting.

XIII. Medical Assisting Program Readmission (Re-entry)

A. Requirements

1. Students who are unsuccessful anytime may re-apply, one time, to the program. Applicants would have to complete the admission process and be selected for the program. The program is not required to accept any re-admission applicants and the number of slots, if any, filled by readmitted students, is at the discretion of the medical assisting program coordinator.
2. Readmission applicants are considered on an individual basis. Students applying for readmission will be rank-ordered based on their academic performance and those students with the highest GPAs will be considered on a space basis with the final decision of readmission at the discretion of the medical assisting program coordinator.
3. Any former medical assisting student from CCC or any other medical assisting program desiring readmission must complete the following items with will be used in consideration of their readmission application:
 - a. Meet the current admission requirements and procedures required of all Medical Assisting applicants by the designated date.
 - b. Submit a detailed, professionally written letter with their application to the Program Coordinator of the program stating:
 - a. The reasons for previous withdrawal or dismissal from the program
 - b. The reasons he/she desires to be re-admitted
 - c. The circumstances that have changed to indicate that the applicant would successfully complete his/her Medical Assisting education at this time
 - c. Have a pre-admission conference with the Medical Assisting Program Coordinator and Dean of Health Programs.
 - d. Repeat any medical assisting program courses not completed within the previous two years. The admission re-entry point will be determined by the program coordinator.
 - e. Demonstrate competency of certain knowledge, skills, and medication calculations appropriate for the point of re-entry to the program at the Program Coordinator’s request.
 - f. Submit physical exams if records on file are more than two years old. Submit updated CPR, immunization records, and an updated criminal background check with drug screen using designated vendor chosen by the program.

IX. Transfer Student

A. Requirements

1. Applications for Transfer Admission into the Medical Assisting program will be accepted on a year-round basis. Students should consult with the Medical Assisting Program Coordinator regarding medical assisting course transfer credit and with the Registrar's Office regarding general education course transfer credit. Selection for transfer admission will be based on meeting all admission criteria and is subject to space availability.
2. Course Transferability
 - a. General education course transferability is determined by the Records Office.
 - b. Medical Assisting course transferability is determined by the Medical Assisting Program Coordinator and the Dean of Health Programs.
 - c. Medical Assisting courses must be no more than three (3) years old.
 - d. All MED courses must reflect a minimum grade of "B" or better. It is the student's responsibility to provide official documentation from the prior college that this requirement is met.
 - e. The student must provide syllabi or other documentation of medical assisting course content. Documents may include course descriptions, course outlines, lab/clinical skills, etc. from medical assisting courses completed to facilitate placement within the medical assisting curriculum.
 - f. Letter of recommendation from medical assisting instructor or program coordinator who most recently supervised applicant.
 - g. Have been enrolled in a Medical Assisting program within two years immediately preceding transfer to CCC's Medical Assisting program.
 - h. The student must meet all curriculum requirements at the time of admission.
 - i. The student must meet all admission requirements and provide appropriate documentation.
 - j. The student must provide physical exam records, CPR documentation, obtain liability insurance, complete a criminal background check and drug screen.
 - k. Space is available to accommodate the applicant.
 - l. The Medical Assisting Program Coordinator, in consultation with appropriate faculty recommends acceptance of the specific medical assisting course(s).
 - m. Psychomotor and affective competencies included in the course were each successfully completed.
 - n. Final course grade in required non-medical assisting course is "C" or better.
 - o. Transfer of credit WILL NOT be granted for experiential learning.
 - p. Transfer of credit WILL NOT be granted for cooperative education or work based learning.

XV. Other Information

A. Student Employment

Employment while pursuing a medical assisting education is at the student's discretion. However, employment responsibilities must not conflict with educational responsibilities. If a student is employed in a facility providing health care, he/she must perform only in the role which they are hired. The responsibilities should in no way be related to his/her responsibilities as a student. The employing facility takes full responsibility for the student employee's action while working.

B. Student Transportation

Students are responsible for their own transportation and any cost associated to and from the College and clinical facilities. Student car-pools are the responsibility of the individual student and not the responsibility of the department or the college.

C. Financial Indebtedness

Any student who fails to resolve any outstanding debt to the College (i.e.: tuition, bookstore, library fees, parking fine, graduation, promissory note, financial aid, equipment, supplies debt, or any other required payment) will not be permitted to register or receive graduation diplomas, academic or financial transcripts. In addition, past due accounts will be turned over for collection through the NC Department of Revenue's Setoff Department program and a collection agency. (CCC Catalog)

XVI. Pinning Ceremony

The pinning ceremony, usually held in Orringer Auditorium on the College campus, is formal recognition of the hard work and effort exerted by the students throughout the Medical Assisting program, and recognition of attainment of their final goal in completion of the Medical Assisting program. The student is publicly awarded a pin. *The number of guests per students may be limited by the number in the graduating cohort and the number of occupants allowed by facility codes.*

Participation in the pinning ceremony is optional, but students are strongly encouraged to enjoy this acknowledgment. Students will be advised by the Program Director and faculty as to the agenda and requirements of the ceremony. Students will wear a designated professional uniform and shoes. Students must adhere to the professional standards of clinical attire as they would in the clinical setting, see *Appearance and Uniform*. Students are responsible for all expenses related to the pinning ceremony (uniform, shoes, pin, etc.) Information regarding the requirements will be shared with the cohort.

Every year at pinning, as long as there are funds available, we award at least one student who is planning to pursue their associate degree in medical assisting the Karen Heath Memorial Scholarship. All students are encouraged to apply online at the beginning of the spring semester.

XVII. Student Medical Assistant Association (SMAA)

The Student Medical Assistant Association is comprised of medical assisting students of Craven Community College, striving to promote health, wellness, education and support of healthcare issues within the College and local community. Medical Assisting faculty serve as advisors under the leadership of the program Director.

After school has been in session for approximately four weeks, each class will elect officers, including a President, Vice President, Secretary, Treasurer, Historian, and a Student Government representative. The Program Director will serve as advisor to the club. The advisor will be available for class meetings and serve as a resource person and consultant.

The officers will preside over class meetings and be the official representatives for all business matters concerning the class. Class meetings should be announced at least 48 hours prior to the meeting time; an agenda should also be posted.

Individuals become members upon application and payment of annual dues, currently \$10.00

All current medical assisting students at Craven Community College are eligible for membership and are encouraged to participate in the SMAA.

XVIII. Certification

The candidate must have graduated from or be about to complete a medical assisting program accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) or by the Accrediting Bureau of Health Education Schools (ABHES).

Completing students may take the CMA (AAMA) Certification Exam no more than 30 days prior to completing their formal education and practicum. *

No documentation required. Your program completion—including a practicum—must be verified by your program director in order for you to receive your official scores and certification. Fee is \$125.

We do offer the Laura C. Wiggs Memorial Scholarship to any student who is eligible to apply for the national certification exam. This scholarship must be used to cover the cost of the exam fee. Students may not use this scholarship more than once if they are unsuccessful in passing the certification exam.

*The Certifying Board of the AAMA recognizes the many challenges caused by COVID-19, one being the ability for medical assisting students to fully complete their programs. As such, the Certifying Board is allowing a temporary waiver of the policy that states that completing students may take the CMA (AAMA) Certification Exam no earlier than 30 days prior to completing their formal education and practicum. This temporary waiver for completing students is effective until **Dec. 31, 2021**.

This waiver is **only** intended for students who have completed all aspects of their formal education **except** the practicum. This policy waiver **does not apply** to those who have not yet completed the formal education of their program. Students who have completed all aspects of their programs except the practicum should review the application steps outlined under the "[Temporary Waiver of Completing Student Policy](#)" section on the [Exam Application Steps](#) webpage.

Recent graduates are those who apply for the exam within 12 months of graduation.

Online Application Timelines

Apply on or Between	Earliest Available Testing Period Start Date
1st to 14th of any month	1st of next month
15th to end of any month	15th of next month

Example

Apply on or Between	Earliest Available Testing Period Start Date
June 15-30	July 15
July 1-14	August 1

XIX. Estimated Program Fees and Costs

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

Medical Assisting Diploma

ITEMS REQUIRED	1 ST	2 ND	3 RD	=TOTAL
*Tuition (In-state)	1216.00	1216.00	684.00	\$ 3116.00
*Tuition (Out-of-State)	4288.00	4288.00	2412.00	\$ 10988.00
Student Activity Fee	35.00	35.00	17.50	\$ 87.50
Computer/Technology	48.00	48.00	48.00	\$ 144
Malpractice Insurance	16.00			\$ 16
Accident Insurance	1.40	1.40	1.40	\$ 4.20
Textbooks	550.00	100.00	115.00	\$ 765.00
Uniforms/Shoes/Supplies	300.00			\$ 300.00
TOTAL	2166.40	1400.40	865.90	\$ 4432.70
Other Expenses				
Criminal Background				\$ 100.00
CMA (AAMA) Exam				\$ 125.00
Graduation Fee				\$ 15.00
Total				\$ 240.00
Optional				
Transcript				\$ 10.00
Pinning				\$ 50.00
Total				\$ 60.00
Grand Total Estimate				\$4732.70

Note: Food, lodging, transportation and child care cannot be estimated as it will vary for the individual, but should be considered carefully by the student in planning his/her budget. Travel arrangements must be made to get to clinical agencies and off-campus activities. Tuition rates are subject to change by action of the General Assembly. Tuition rates are revised each July by the NC Legislature. See [Craven Community College Website](#) for current fees.

Medical Assisting Associate Degree

ITEMS REQUIRED	1st	2nd	3rd	4th	5th	total
*Tuition (In-state)	\$1,216.00	\$1,216.00	\$684.00	\$1,216.00	\$1,216.00	\$ 5,548.00
*Tuition (Out-of-State)	\$4,288.00	\$4,288.00	\$2,412.00	\$4,288.00	\$4,288.00	\$ 19,564.00
Student Activity Fee	\$35.00	\$35.00	\$17.50	\$35.00	\$35.00	\$157.50
Computer/Technology	\$48.00	\$48.00	\$48.00	\$48.00	\$48.00	\$240.00
Malpractice Insurance	\$16.00					\$16.00
Accident Insurance	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$7.00
Textbooks	\$550.00	\$100.00	\$115.00	\$698.16	\$1,016.20	\$2,479.36
Uniforms/Shoes/Supplies	\$300.00					\$300.00
TOTAL	\$2,166.40	\$1,400.40	\$ 865.90	\$1,998.56	\$2,316.60	\$8,747.86
Other Expenses						
Criminal Background						\$100.00
CMA (AAMA) Exam						\$125.00
Graduation Fee						\$15.00
Total						\$240.00
Optional						
Transcript						\$10.00
Pinning						\$50.00
Total						\$60.00
Grand Total						\$9,047.86

Note: Food, transportation and child care cannot be estimated as it will vary for the individual, but should be considered carefully by the student in planning his/her budget. Travel arrangements must be made to get to clinical agencies and off-campus activities. Tuition rates are subject to change by action of the General Assembly. Tuition rates are revised each July by the NC Legislature. See [Craven Community College Website](#) for current fees.

Medical Assisting – D45400

The following plan of study is the standard curriculum for the above program. Any deviation from the prescribed curriculum must have approval in advance. All prerequisite course requirements must also be met. To graduate the student must successfully complete all the required courses, the required credit hours for electives, and have at least a 2.0 overall grade point average. This plan of study is subject to change when the college thinks such action is in the best interest of the student or the program. It is the responsibility of the student to meet requirements for graduation. If accepted students do not enroll for three successive semesters, they must contact the Admissions office to determine if readmission is necessary.

		Hours					Credit	Grade	Semester	Remarks
		Course Title	Lecture	Lab	Clinical	Contact				
1 st Term		Fall 2021								
ACA	111	College Study Skills	1	1	0	1	1			
		OR								
ACA	122	College Transfer Success	0	2	0	2	1			
BIO	163	Basic Anatomy and Physiology	4	2	0	6	5			
MAT	110	Math Measurement and Literacy	2	2	0	3	3			
MED	110	Orientation to Medical Assisting	1	0	0	1	1			
MED	121	Medical Terminology I	3	0	0	3	3			
MED	140	Exam Room Procedures	3	4	0	7	5			
2 nd Term		Spring 2022								
MED	118	Medical Law and Ethics	2	2	0	3	2			
		OR								
OST	149	Medical Legal Issues	3	0	0	3	3			
MED	122	Medical Terminology II	3	0	0	3	3			
MED	130	Admin. Office Procedures I	1	2	0	3	2			
MED	131	Admin. Office Procedures II	1	2	0	3	2			
MED	150	Laboratory Procedures	3	4	0	7	5			
MED	272	Drug Therapy	3	0	0	3	3			
3 rd Term		Summer 2022								
ENG	111	Writing and Inquiry	3	0	0	3	3			
MED	260	Med Clinical Practicum	0	0	15	15	5			
MED	262	Clinical Perspectives	1	0	0	1	1			

Total Semester Hours Required for Diploma: 44-46

Program Pre-Requisites

- Applicants must complete all developmental requirements to be eligible to take ENG 111, BIO 163, & MAT 110.
- Cumulative GPA of 2.5 unweighted (not rounded).
- Possess a high school diploma or G.E.D.
- Acceptance to the program based on current criteria.

Program Co-Requisites

- Completion of general college courses is encouraged but not required prior to entering the Medical Assisting Program.

Additional Requirements:

2.0 is the minimum cumulative grade point average required for progress within the nursing program. Successful completion of all courses as outlined in the master schedule above - MED courses must be completed with a B or greater and support courses with a C or greater - is required before Medical Assisting students will be allowed to register for the succeeding semester.

Updated: 1.25.2021 Page **1** of **1** 2021 – 2022 Academic Year

Medical Assisting – A45400

The following plan of study is the standard curriculum for the above program. Any deviation from the prescribed curriculum must have approval in advance. All prerequisite course requirements must also be met. To graduate the student must successfully complete all the required courses, the required credit hours for electives, and have at least a 2.0 overall grade point average. This plan of study is subject to change when the college thinks such action is in the best interest of the student or the program. It is the responsibility of the student to meet requirements for graduation. If accepted students do not enroll for three successive semesters, they must contact the Admissions office to determine if readmission is necessary.

		Hours					Credit	Grade	Semester	Remarks
Course Title		Lecture	Lab	Clinical	Contact					
1st Term		Fall 2021								
ACA	111	College Student Success	1	1	0	1	1			
		OR								
ACA	122	College Transfer Success	0	2	0	2	1			
BIO	163	Basic Anatomy and Physiology	4	2	0	6	5			
MAT	110	Math Measurement and Literacy	2	2	0	3	3			
MED	110	Orientation to Medical Assisting	1	0	0	1	1			
MED	121	Medical Terminology I	3	0	0	3	3			
MED	140	Exam Room Procedures	3	4	0	7	5			
2nd Term		Spring 2022								
MED	118	Medical Law and Ethics	2	2	0	3	2			
		OR								
OST	149	Medical Legal Issues	3	0	0	3	3			
MED	122	Medical Terminology II	3	0	0	3	3			
MED	130	Admin. Office Procedures I	1	2	0	3	2			
MED	131	Admin. Office Procedures II	1	2	0	3	2			
MED	150	Laboratory Procedures	3	4	0	7	5			
MED	272	Drug Therapy	3	0	0	3	3			
3rd Term		Summer 2022								
ENG	111	Writing and Inquiry	3	0	0	3	3			
MED	260	Med Clinical Practicum	0	0	15	15	5			
MED	262	Clinical Perspectives	1	0	0	1	1			
4th Term		Fall 2022								
ENG	112	Writing/Research in Disc	3	0	0	3	3			
PSY	150	General Psychology	3	0	0	3	3			
CIS	110	Introduction to Computers	2	2	0	4	3			
Elec		Humanities/Fine Arts					3			
MED	274	Diet Therapy/Nutrition	3	0	0	3	3			
		OR								
BIO	155	Nutrition	3	0	0	3	3			
5th Term		Spring 2023								

OST	280	Electronic Health Records	2	2	0	4	3	
MED	134	Medical Transcription	2	2	0	4	3	
MED	232	Medical Insurance Coding	1	3	0	4	2	
MED	270	Symptomatology	2	1	0	4	3	
MED	276	Patient Education	1	2	0	3	2	

Total Semester Hours Required for Degree: 72-74

Acceptable Humanities/Fine Arts Electives

		Hours								
		Course Title	Lecture	Lab	Clinical	Contact	Credit	Grade	Semester	Remarks
ART	111	Art Appreciation	3	0	0	3	3			
ART	114	Art History Survey I	3	0	0	3	3			
ART	115	Art History Survey II	3	0	0	3	3			
ENG	231	American Literature I	3	0	0	3	3			
ENG	232	American Literature II	3	0	0	3	3			
ENG	243	Major British Writers	3	0	0	3	3			
HUM	110	Technology and Society	3	0	0	3	3			
HUM	115	Critical Thinking	3	0	0	3	3			
HUM	211	Humanities I	3	0	0	3	3			
HUM	212	Humanities II	3	0	0	3	3			
MUS	110	Music Appreciation	3	0	0	3	3			
MUS	112	Introduction to Jazz	3	0	0	3	3			
MUS	113	American Music	3	0	0	3	3			
PHI	215	Philosophical Issues	3	0	0	3	3			
PHI	240	Introduction to Ethics	3	0	0	3	3			
REL	110	World Religions	3	0	0	3	3			

Program Pre-Requisites

- Applicants must complete all developmental requirements to be eligible to take ENG 111, BIO 163, & MAT 110.
- Cumulative GPA of 2.5 unweighted (not rounded).
- Possess a high school diploma or G.E.D.
- Acceptance to the program based on current criteria.

Program Co-Requisites

- Completion of general college courses is encouraged but not required prior to entering the Medical Assisting Program.

Additional Requirements:

2.0 is the minimum cumulative grade point average required for progress within the Medical Assisting Program. Successful completion of all courses as outlined in the master schedule above - MED courses must be completed with a B or greater and support courses with a C or greater - is required before Medical Assisting students will be allowed to register for the succeeding semester.

Medical Assisting Program

Forms



Form A

Consent for Audio/Video/Photographs for Educational Purposes

Educational Purposes

Lab competencies and simulation activities may be recorded and stored for debriefing and educational purposes.

I, the undersigned, agree to audio/video or photographs for educational purposes for the Medical Assisting Program at Craven Community College. This permission will be in effect through the duration of my participation as a student in the Medical Assisting Program at Craven Community College.

Student Signature: _____

Student Printed Name: _____

Date: _____

Promotional Purposes

Activities may be photographed and used for website or promotional purposes.

I understand that I may be photographed while participating in a lab competency or simulation activity. I, the undersigned, give permission to utilize my image for website or promotional purposes.

These documents will be stored through the duration of my participation as a student in the Medical Assisting Program at Craven Community College.

Student Signature: _____

Student Printed Name: _____

Date: _____



Form B

Craven Community College Health Care Programs
Release of Student Medical Information to Clinical Sites
Waiver and Consent:
Student Records and Privacy Act

In consideration for arranging clinical studies which are a curriculum requirement, the undersigned waives his or her rights under the Student Records and Privacy Act and permits Craven Community College to release results of criminal background checks, physical examinations (“Information”) and other necessary personal medical information to clinical sites.

The undersigned further acknowledges understanding and agreement that the release of such information does not, however, guarantee acceptance of the undersigned at the clinical site; and that the undersigned may be rejected by the clinical site on the basis of the Information released to it; and the undersigned shall and hereby does hold harmless the Board of Trustees of Craven Community College, Craven Community College, and all agents and employees of Craven Community College from any and all liability, cost, and loss in the event of such rejection because of the Information.

Student Signature: _____

Student Printed Name: _____

Date: _____



Form C

Cell Phones and Social Networking

- Student use of cell phones in class, clinical, or lab for purposes other than classroom activities is prohibited. No texting will be allowed during class. Cell phones must be turned off and removed from the desktop during any quizzes or tests. Violation of this policy will result in probation.
- Divulging any information about clients via social networking including comments and/or photos that do not identify clients will result in immediate dismissal from the program.
- Unauthorized postings of instructors, campus labs, clinical labs/facilities or class are prohibited.
- Unauthorized use of material/videos/pictures bearing the name of Craven Community College is strictly prohibited.

Student Signature: _____

Student Printed Name: _____

Date: _____



Form D

Confidentiality Statement Form

Student Confidentiality Statement Form Required: One Time

As a student in the Medical Assisting Program of Craven Community College, I understand that I will be working with medical records of patients at healthcare facilities. I understand that the medical records are confidential, personal documents. I will adhere to all HIPAA regulations and requirements. I understand a break of confidentiality may be grounds for suspension or dismissal from the program. As a condition of observation or clinical student rotation at any affiliates of Craven Community College, I specifically agree that at no time during or after my experiences at the affiliate, in any manner, either directly or indirectly, shall I use, divulge, disclose or communicate to any person, firm or organization, any confidential information of any kind, nature or description, concerning any matter affecting or relating to the patients, staff, business and/or services of the affiliate. All information designated as confidential is to be discussed with no one outside the affiliate, and only discussed within the affiliate on a 'need to know' basis. I pledge not to discuss the contents of any patient's medical record except with the clinical instructor or designee when such discussion is relative to the learning experience. Confidential information includes, but is not limited to clinical, financial, or personal data of patients, employees, students, and services. Confidential information also includes, but is not limited to all personnel records and student records. I agree, as an integral part of the affiliate, that security of confidential material is important and affects the affiliate's service and its goodwill.

Student Signature: _____

Student Printed Name: _____

Date: _____



Form E

Code of Professional Conduct

The Code was developed based on a health professional's obligation to act in the best interest of patients and the public (fiduciary duty) and ethical principles of:

- a) Beneficence, this refers to doing well to others;
- b) Non-maleficence, this refers to doing no harm to others;
- c) Respect for your patient's privacy and confidentiality;
- d) Respect for your patient's autonomy, this refers to their right to refuse or choose their treatment;
- e) Fair and just provision of health services; and
- f) Personal integrity

Allied health professionals provide a wide range of services to the public in both the health and social care sectors and have a duty to promote and protect the health and safety of the patients at all times. The Code lays down a set of principles for the professional relationships, practice and conduct with respect to users of allied health professional services and amongst the various healthcare professions.

Persistent failure and disregard for these standards can compromise patient safety and well-being, and/or bring disrepute to the profession. Breach of these standards can lead to a registered allied health professional being asked to defend his actions, and face disciplinary proceedings for professional misconduct or failure to maintain competence.

Allied Health Professionals are expected to always:

- 1. Act in the best interest of your patient and the public;
- 2. Respect your patients' privacy and maintain confidentiality of information;
- 3. Respect your patients' choice and right to refuse or choose their treatment (autonomy), and obtain informed consent to give treatment;
- 4. Communicate effectively with your patient, caregivers and other professionals;
- 5. Ensure that any advertising you do or support is truthful, accurate and does not induce unnecessary demands for your services;
- 6. Act within the limits of your knowledge, skill and experience, and if necessary, refer the matter to another professional;
- 7. Limit your work or stop practicing if your performance or judgement is affected by your health or other reasons;
- 8. Keep accurate and adequate patient records;
- 9. Engage in professional development and keep your professional skills and knowledge up-to-date
- 10. Effectively, supervise tasks you have asked others to complete and undertake supervisory duties you have been assigned professionally;
- 11. Maintain high standards of personal conduct and behavior;
- 12. Abide by all laws and regulations governing your practice and the code of ethics of your profession and the Council.

Student Signature: _____

Student Printed Name: _____

Date: _____

SIGNATURE PAGE

Craven Community College
Medical Assisting Student Handbook 2021-2022

I have received, read, and understand the Medical Assisting Student Handbook.

In addition, I have received and read the policies it contains related to: Waiver and consent regarding student records and privacy act, badges, and financial indebtedness, confidentiality agreement and consent to video.

I acknowledge and agree that my participation in the Medical Assisting Program will be governed by the requirements set forth by the college and in this handbook.

Print Name _____

Signature _____

Date _____

This statement will become a part of the student records.

Updated 9/24/2021