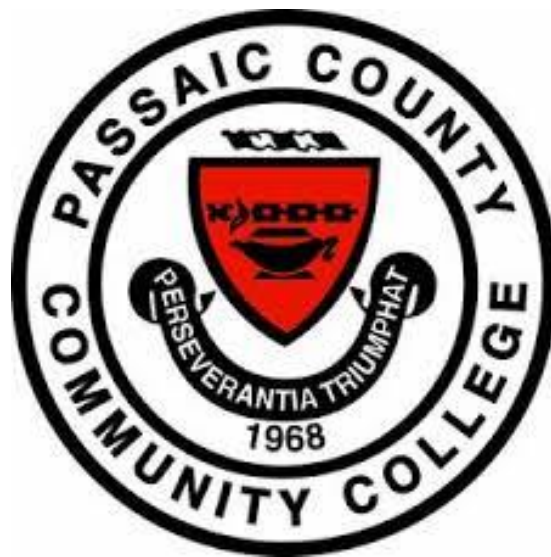


**MEDICAL ASSISTANT PROGRAM  
STUDENT HANDBOOK  
AY 2023-2024**



**Passaic County Community College  
Medical Assistant Program  
2 Paulison Ave  
Passaic, NJ 07055  
[www.pccc.edu](http://www.pccc.edu)**

**Information in this booklet is subject to change as the handbook is periodically updated**

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## **Preface**

The Student Medical Assistant Handbook serves as a reference for all Medical Assistant students. It contains the policies and regulations of the Medical Assistant Program. Students are responsible for knowing the contents of the Student Medical Assistant Handbook and the College Bulletin/Catalogs for Passaic County Community College.

The Student Medical Assistant Handbook is reviewed and revised on a regular basis. The policies and regulations set forth in the handbook, catalogs, and the bulletin constitute student rights and responsibilities. It is the responsibility of the student to be acquainted with these policies, regulations, and procedures.

The Medical Assistant Program reserves the right to change any provision, requirement, charge, program, offering, or service without notice or obligation. The faculty reserves the right to make decisions in situations of unusual complexity. Each student is also advised to become familiar with the Passaic County Community College Student Handbook, College Catalog/Bulletin, and other college publications.

Dear Student,

It is with great pleasure that I welcome you to the Passaic County Community College Medical Assistant Program. Our goal is for you to be knowledgeable and competent in both the clinical and administrative responsibilities of medical assisting at the time of program completion. Your learning will occur through a variety of modalities: lecture and laboratory experiences with simulation to develop sound skills and an internship in a community based ambulatory care environment to further reinforce and expand on that skill set.

Our program is designed to help you learn and grow as a professional and to meet the requirements of the certification exam, which you will take at the completion of the program.

This handbook provides important information to help you navigate through the program and will be updated as needed. It is important that you familiarize yourself with the policies and expectations stated within this handbook.

We are committed to helping you achieve your goals in the career path that you have chosen and we hope that your time here will be productive and successful.

Sincerely,

*Rosemarie Rocchio BSN, MS RNC-NIC CCMA*  
Director of the Health Care Certificate Programs

Passaic County Community College  
Medical Assistant Program  
(973) 341-1632

REV. 5/2022

## Passaic County Community College

### MISSION STATEMENT

#### ***Mission***

PCCC prepares each student for a prosperous future through education and holistic support.

#### ***Vision***

PCCC is a federally defined Minority Serving Institution (MSI) aspiring to be a premier community college that leads, inspires, and supports individuals in reaching their educational and career goals in a timely manner.

#### ***Core Ideals***

- Provides programs that are high-quality, flexible, affordable, equity-driven and culturally responsive.
- Offers services that are committed to student success through program completion, transfer and career preparation.
- Serves as a resource in the community through sustained partnerships with employers and community-based agencies.
- Fosters a collegiate environment that is innovative, sustainable and forward-minded.

#### ***Values***

**P** – partnerships and innovation

**A** – access and support

**S** – student-focused

**S** – social & economic mobility

**A** – affordable excellence

**I** – inclusion and equity

**C** – care and courtesy

Approved: 06/25/84

Revised: 01/27/92

Revised: 01/28/02

Revised: 01/23/12

Revised: 05/17/22

## PASSAIC COUNTY COMMUNITY COLLEGE ACCREDITATION

### **License**

Passaic County Community College is licensed by the State of New Jersey.

### **Accreditations**

Passaic County Community College is accredited by the Middle States Commission on Higher Education.

3624 Market Street  
2nd Floor West  
Philadelphia, PA 19104  
Telephone: 215-662-5606

The Middle States Commission on Higher Education is an institutional accrediting agency, recognized by the US Secretary of Education and the Commission Recognition of Post Secondary Accreditation.

### **Program Accreditation**

*Passaic County Community College Medical Assistant Program is accredited by the Commission on Accreditation of Allied Health Education Programs ([www.caahep.org](http://www.caahep.org)) upon the recommendation of the MAERB Committee on Accreditation*

## **PROGRAM STUDENT LEARNING OUTCOMES**

Passaic County Community College has acknowledged the many changes in the delivery of health care in recent years, including the emphasis on ambulatory care, increased technology, increased knowledge in health and illness, health care funding, and the aging population. All of these factors have been influential in the expansion of the medical assistant role in health care. In today's health care setting, the medical assistant is expected to possess greater skills and flexibility of roles.

Graduates of the Medical Assistant program will meet these challenges through in depth preparation of clinical and administrative skills.

This program prepares medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession. These domains are reflected in the Medical Assistant curriculum through courses focusing on clinical skills for patient care, and administrative skills needed to oversee medical office functions.

Upon successful completion of this comprehensive curriculum the student is qualified and prepared to sit for a national certification exam.

**The objectives of this program** are to prepare students who will be able to:

1. Demonstrate the ability to function as a member of a diverse healthcare team
2. Define the scope of practice and general responsibilities for the Medical Assistant
3. Perform administrative office procedures with accuracy and proficiency
4. Perform clinical tasks with accuracy under a supervising physician
5. Display a professional manner and image when dealing with healthcare colleagues and patients
6. Demonstrate standard safety and emergency practices and procedures
7. Communicate professionally, accurately, and within legal/ethical boundaries

## **CODE FOR PROFESSIONAL BEHAVIOR**

The American Association of Medical Assistants (AAMA) is the professional organization for Medical Assistants. Below is the AAMA's Code of Ethics which outlines principles of ethical and moral conduct as they relate to the practice of medical assisting. This is a standard of practice for which all medical assistants should adhere to.

### **AAMA Code of Ethics for Medical Assistants & AAMA Medical Assisting Creed**

The AAMA Code of Ethics for medical assistants sets forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting.

Members of the AAMA dedicated to the conscientious pursuit of their profession, and thus desiring to merit the high regard of the entire medical profession and the respect of the general public which they serve, do pledge themselves to strive always to:

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

#### **Creed of the American Association of Medical Assistants:**

*I believe in the principles and purposes of the profession of medical assisting.*

*I endeavor to be more effective.*

*I aspire to render greater service.*

*I protect the confidence entrusted to me.*

*I am dedicated to the care and well-being of all people.*

*I am loyal to my employer.*

*I am true to the ethics of my profession.*

*I am strengthened by compassion, courage, and faith.*



## **CMA (AAMA) Core Values**

Actively participate in the delivery of quality health care.  
Promote patient safety and well-being.

Contribute to a positive health care experience for patients.  
Demonstrate integrity and respect, and protect patient confidentiality.

Advocate the essential value of certification and continuing education.  
Embrace change, growth, and learning.

The American Association of Medical Assistants (AAMA) is a professional organization committed exclusively to medical assistants and fostering standards of practice. It offers members a professional journal, continuing education opportunities and professional collegueship

## **FITNESS FOR DUTY POLICY FOR ALLIED HEALTH STUDENTS**

### **Policy Statement**

It is the policy of the College that there be an alcohol and drug free educational learning environment which allows the students to enjoy the full benefits of their learning; and to promote present and future physical, psychological, mental, and social well-being. It is the policy of the college to make reasonable accommodations to those students who have the problems associated with the unauthorized use and abuse of alcohol and illegal drugs as provided by Board of trustees of Passaic County Community College and Public Law 101-225. Allied Health students may not attend the clinical area under the influence of alcohol and/or drugs. The provision of client care in a safe and appropriate manner cannot be compromised at any time and health and safety of students or others in the clinical area cannot be jeopardized.

### **Definition**

**Fitness for Duty:**

A student's ability to carry out responsibilities in accordance with the Policies and Procedures of the Medical Assistant Program.

### **Drugs:**

Any over-the-counter medications, any prescribed medications, any illegal or un-prescribed controlled chemical substances, and any substance (including alcohol) which potentially affects the student's ability to carry out responsibilities or which potentially affects the safety and health of any person.

### **Procedure**

1. It is the faculty's responsibility to document a student's behavior and performance in the clinical area when they have knowledge of/or reasonable suspicion that a student's unusual or unacceptable behavior and performance may be the result of alcohol or drug use. Unacceptable behavior and performance may include, but is not limited to:
  - a. Change in appearance
  - b. Drowsiness or sleepiness
  - c. Frequent absenteeism and /or tardiness (no documented medical reason for absence)
  - d. Inappropriate responses to stimuli
  - e. Inattentiveness to work
  - f. Increased inability to meet schedules and deadlines
  - g. Lack of or decreased coordination in body movement
  - h. Lack of manual dexterity
  - i. Slurred/incoherent speech or speech pattern different from his or her normal speech
  - j. Smell of alcohol on breath/body
  - k. Unexplained change in mood
  - l. Unusually aggressive behavior

- m. Unusually passive or withdrawn behavior
2. If the faculty member/Program Director is contacted by the Medical Office where the student is completing their practicum regarding inappropriate behavior by the student, the faculty member/Program Director will confer with the provider on staff as to whether alcohol/drug testing is deemed necessary and determine if the student is “fit for duty”.
  3. Refusal by the student to submit to such testing may result in his/her suspension from attending the clinical laboratory and/or college.
  4. If the student is deemed fit for duty, he/she may resume their clinical responsibilities.
  5. If a student is deemed unfit for duty:
    - a. The student shall be sent home. Consideration must be made of the student’s ability to get home safely. Transportation may be provided if necessary.
    - b. The faculty will inform and advise the student that he/she should contact his/her own physician as soon as possible.
    - c. The faculty will advise and inform the student that a meeting with the Vice President for Academic & Student Affairs will be arranged by the Coordinator of Health Care Certificate Programs.
    - d. The student will be prohibited from returning to the college and/or clinical laboratory until given a “Return to College” clearance by the student’s physician and the Vice President for Academic & Student Affairs must certify that the student is able to return to the College and/clinical laboratory.
    - e. In order to return to the Medical Assistant Program, the student must apply in writing to the Coordinator of the Program and the Associate Dean of Nurse Education and & Sciences and will be required to meet the conditions set forth under the Policies and Procedures and undergo a drug screening as a condition of return.
  6. Any student who withdraws from class or is dismissed from the College in order to obtain treatment will be placed on academic suspension.
  7. Refer to the Standards of Conduct and Sanctions for Violation (see PCCC Student Handbook) when a student is in possession of or using alcoholic beverages, illegal or un-prescribed controlled chemical substance in the College or the clinical premises. Violation will result in disciplinary action up to and including expulsion from the college, and reporting of the violation to local law enforcement agents.

## **ACADEMIC INTEGRITY**

Honesty is the cornerstone of the academic integrity of Medical Assistant Education at Passaic County Community College. Any form of academic dishonesty is considered to be a serious violation of the ethics that form the foundation of the Medical Assistant Practice. There is a “zero tolerance policy” for any acts of cheating, plagiarism, or other forms of academic dishonesty/misconduct and will in all cases assign the student a grade of “0” for the assignment/exam.

All students are required to identify any known acts of academic dishonesty to the faculty. The “zero tolerance policy” does not make a distinction based on the type of act nor the type of assignment in which such act occurred.

Any violation of academic integrity will be forwarded to the Dean of Student Affairs for judicial action with a recommendation that the student be dismissed from the program.

*Refer to the College Catalog for the full academic integrity policy of the College.*

## **PROGRAM REQUIREMENTS**

**To be completed during Spring semester**

**The following program requirements incur additional costs to the student:**

### **A. Criminal History Background Check**

The Joint Commission on Accreditation of Health Care Organization (JCAHO), the primary accrediting body for our clinical agencies, has mandated criminal history background checks for all individuals involved in patient care.

All medical assistant students must undergo criminal history background checks upon admission and annually thereafter, or as required by the specific clinical agency. The background check also includes sexual offender and national healthcare fraud and abuse checks. The results of the background check must be completely clear in order for a student to attend clinical practice.

These checks are conducted by an external vendor which sends the information to the college. Clinical agencies may require that a copy of the student's background check be sent to the agency by the college or background check agency. Some agencies may require additional background screening including fingerprinting, in order for students to attend clinical. *Students are responsible for all fees related to the background check*

***Only students with a completely clear background check and no "hits" of any type may remain in the medical assistant program. Students who do not have a clear background check throughout their enrollment will be withdrawn from the program***

The background check is part of the Castlebranch package which includes the urine toxicology and tracking of all documents.

### **B. Drug testing- urine toxicology**

Annual drug testing is required to meet clinical agency contract requirements for students to participate in clinical practice. All drug screening reports must be negative for a student to remain in the program.

### **C. Basic Life Support (BLS) – CPR certification – American Heart Association**

All students are required to be BLS for HEALTHCARE PROVIDERS certified through the **American Health Association (AHA)** prior to registering for the Medical Assistant Courses (MAE) and must be maintained throughout enrollment.

### **D. Health Requirements**

All students are required to submit a complete health record which includes a physical examination and lab tests. In addition, students are expected to maintain optimum health. Those students undergoing long term or specialized treatment, including medications, which may place limitations on assignments, are required to notify the Coordinator of the Program at the onset of such treatment.

1. Physical examination by a physician or nurse practitioner
2. Urinalysis (attach a copy of the lab results)
3. CBC – Complete Blood Count (attach a copy of the lab results)
4. Initial Tuberculin Mantoux (PPD) Two-Step TB Test – the results need to state date given, date read, and results. If negative, a Mantoux (PPD) skin test must be done and submitted annually. All positive reactions must be measured in millimeters and documented on the physical form. Students, regardless of history of bacillus Calmette Guerin (BCG), are required to have a Mantoux TB skin test (PPD) if their previous PPD documentation is unavailable. Positive reactors must have a chest x-ray and submit a copy of the report.
5. Tetanus, Diphtheria, and Pertussis Booster (TDAP)
6. Rubella (German Measles), Rubeola (Measles), Parotitis (mumps) and Varicella (Chickenpox) blood titers. A copy of the lab report must be submitted. If a student is found non-immune to any of the above, the student must obtain 2 MMR and/or Varicella re-immunizations regardless of age. Students who have obtained the Varicella immunizations are exempt from the Varicella screening blood titer.
7. Hepatitis B Immunization is required – Either Hepatitis B titer showing immune status or documentation of receiving the Hepatitis B immunization series. If the student is found to be non-immune, the student must have the immunization series.
8. Flu Shots are required annually. Students who are not able to receive the vaccine will be required to wear a mask in the clinical area during flu season as required by the clinical agency. Clinical agencies may refuse to permit students who have not been immunized for the flu (or other communicable disease) to attend clinical in their facilities.
9. Covid vaccination may be required
10. Fit testing may be required by agency

Students are reminded that clinical practice in the assigned agency is necessary to meet program objectives and if refused by a clinical agency, a student may not be able to complete the program.

**NOTE: Students who do not submit a completed Health Record by the announced due date and prior to the beginning of MAE 250 will not be permitted to attend clinical.**

Clinical agencies may require additional studies and if so, the student will have to adhere to the request. Clinical agencies may require that a copy of the student's health record be provided to them before permitting the student to attend clinical.

**E. Health Insurance**

All students are required to submit evidence of Health Insurance coverage to Castlebranch and maintain this throughout the program

**F. Malpractice Insurance**

All students are required to carry individual liability insurance for \$1,000,000/\$3,000,000 minimum and proof of coverage needs to be provided. This insurance must be effective the first day of clinical laboratory experience.

All of the above requirements will be *tracked through Castlebranch (castlebranch.com)*. The student will be required to create an account which requires a fee. The fee will include the criminal background check and urine toxicology.

**ATTENDANCE**

- Students are expected to attend all lectures and laboratory sessions. **STUDENTS WHO ARE MARKED ABSENT MORE THAN 3 CLASSES-FAIL THE COURSE**
- **IF A STUDENT IS LATE/LEAVES EARLY MORE THAN 10 MINUTES FOR 3X – IT WILL BE CONSIDERED AN ABSENCE**
- **IF STUDENT ARRIVES 20 MINS LATE – IT WILL BE CONSIDERED AN ABSENCE**
- **Absences are tracked on Laboratory Evaluation tool for the lab portion of the courses in MAE 101 and MAE 200**
- Students are responsible for all content covered including assigned readings

It is expected that students will attend all classes, laboratory hours and practicum hours. Only illness or serious personal matters will be considered adequate reasons for absences. Students will be held responsible for all content missed. Absence from class jeopardizes the student's ability to meet the course objectives and pass the course.

## **EXAMINATION POLICY**

Students must place all personal items at the front of the classroom during exams/quizzes. Cell phones/watches, electronic devices are to be placed with the instructor during exams.

All testing will be done through blackboard with a lockdown browser and zoom session. Students cannot leave the classroom while exam is in progress. When a student has completed their exam, they should leave the classroom quietly and not re-enter until all students have finished their exams. Seats will be assigned according to Faculty discretion during testing.

Students are expected to take examinations/quizzes when scheduled. In case of an emergency, the student must notify the Course Instructor within 24 hours of the examination.

Students are required to take all examinations/quizzes outlined in the course. If a student is absent at the time the exam is given, a make-up examination will be given. This makeup exam will be given the day of the next scheduled class at a time assigned by the instructor. If after seven days, the exam has not been completed a grade of zero will be recorded.

There will be no makeups for quizzes in HIM courses.

### **Grading of a Makeup Exams:**

A 10% penalty will be applied to the grade of a make-up exam/quiz.

### **Incomplete Grades**

In extenuating circumstances an incomplete course grade may be assigned in the Medical Assistant Program.

## **GRADING SCALE**

93-100% = A	88-89%= B+	77-79%=C+	60-69%=D
90-92% = A-	84-87%= B	70-76%=C	<60% = F
	80-83%= B-		

**NOTE: A “C” or higher is required for ALL courses in the Medical Assistant Program.**



1. A final course numerical grade will be carried two digits after the decimal, if the first digit after the decimal is 5 or above, then the grade will be rounded up. If the first digit after the decimal is 4 or lower, then the grade will be rounded down. For example: 74.50 will be rounded up to 75.00. 74.49 will be rounded down as 74.00.
2. Any student who receives a grade of “D” or “F” in a MAE core course and/or is placed on academic probation or suspension will not be allowed to apply for re-enrollment until his/her status is resolved.
3. If a student receives a grade of “D” in a MAE core course, they must repeat that course in order to progress in the program. The course can only be repeated one time.
4. If the student receives a grade of “D” in the repeated course or receives a grade of “D” in a second MAE course, the student will not be permitted to continue in Medical Assistant program
5. **A failure in the lecture, laboratory, or practicum portion of any course within the Medical Assisting curriculum, will result in a failing grade for the entire course.**  
*\*Note that failed courses may lead to repeat charges and may also delay graduation.*
6. Final exams are not reviewed with students. Examination and course grades are official grades one week after distribution.

#### **Medical Assistant MAERB Competencies**

7. This accredited program incorporates the MAERB cognitive, psychomotor, and affective competencies. Psychomotor/Affective competencies are measured through skills, assignments, and role play. Students enrolled in the Medical Assistant program **must pass ALL** of the program’s psychomotor and affective competencies with 85% grade in order to meet the objectives of this course and the program. Cognitive objectives are measured through tests/quizzes/homework assignments.

### **PROGRAM POLICIES**

#### **A. RETENTION AND PROGRESSION IN THE PROGRAM**

1. A grade of “C” is required in all courses outlined in the “Career Certificate in Medical Assisting Program” webpage information.
2. Students must successfully pass **ALL** psychomotor and affective competencies in MAE 101 and MAE 200 in order to pass the course and progress in the program
3. A student who has received a grade of “D” or “F” in MAE 101 or MAE 200 will only be allowed to repeat the course one time. A student can only receive one grade of “D” in a

- MAE course. A second grade of “D” in a repeated course or a different MAE course will prevent the student from proceeding through the program
4. Meeting the clinical objectives in MAE 250 and completing 180 hours during the Internship is mandatory to pass the course and complete the program requirements.
  5. Passing of a “practice” certification exam with a grade of 80% or passing a national certification exam in MAE 255 is required to pass the course. If practice tests are implemented, the student will have three opportunities to pass or will receive a grade of “I” incomplete and repeat the course. If a national certification exam is implemented, the student must pass the exam or receive a grade of “I” /incomplete and will have to repeat the course.
  6. The student must meet the internship clinical requirement with a satisfactory grade. This will include:
    - a. **Meeting the required 180 hours of practical experience**
    - b. **Adhering to safe practice standards**
    - c. **Meeting all the objectives of the Clinical Skills Performance Criteria**
  7. Students who do not pass clinical objectives will receive a failing grade and may repeat the course unless failure was due to unsafe practice, which may result in immediate dismissal. If a student withdraws from the course, they may repeat the course. If a grade of C is not achieved in the repeated course or failure to pass clinical objectives, the student will be dismissed from the program.
  8. Failing the internship (MAE 250) due to unsafe practice, is grounds for dismissal from the program and the course may not be repeated
  9. **A student who has a combination of any of the following grades: W, D, F in two MAE courses will not be allowed to continue in the program.**
  10. A failure in the lecture, laboratory, or practicum portion of any course within the Medical Assisting curriculum, will result in a failing grade for the entire course.

#### **B. PROGRAM COMPLETION REQUIREMENTS**

1. Students must pass every course in the Medical Assistant curriculum with a minimum of a “C” grade
2. Students must show competency for all MAERB psychomotor, and affective objectives taught in the program.
3. Students must meet the mandatory 180 practicum hours during their internship. A clinical hour validation sheet must be completed and signed off by the clinical site mentor each day that the student is on site, to validate hours.
4. The student must meet the practicum objectives outlined in MAE 250 and provide safe patient care to obtain a passing grade during the internship. Any incident involving

potential/actual patient harm will be taken seriously and is grounds for dismissal from the program.

### **C. COLLEGE LABORATORY RULES**

The college's Medical Assistant laboratory is designed for students to practice and master clinical skills and professional behaviors necessary to ensure safe patient care skills prior to their application in the clinical area

1. There will be no smoking, eating, or drinking while in the college laboratory
2. Children are not allowed in the laboratory at any time
3. All accidents shall be reported to Program Coordinator and the College public safety officer. An accident form must be completed within 24 hours.
4. When a student is unable to keep a scheduled laboratory appointment, it is their responsibility to switch appointments with a classmate, and to notify the faculty.
5. After laboratory activity, the student will put away all equipment and clean/straighten the work area.

#### **Expectations related to Skills Evaluation**

1. Each skill will have its own checklist and criteria which the student will receive
2. Observe faculty demonstrated skills, and/or view Video/CD/DVD of skills
3. Practice assigned skills independently in preparation for the skill performance test with faculty
4. Supervised practice for selected skills with a faculty member
5. Must be on time for all appointments made in laboratory setting
6. Must be on time for skill test offs and if more than 5 minutes late, will forfeit the opportunity and must reschedule.
7. Successfully test off on clinical skills by the date established in the course calendar.
8. The student must bring the masters skills sheet to the clinical area each week showing proof of successful test off on skills to date. **Competence in all psychomotor and affective clinical skills must be met with a grade of 85% to meet course and program requirements. Students are not permitted to continue to the practicum without passing all psychomotor and affective competencies**
9. A master copy of your record is maintained in a file in the college laboratory.
10. **NOTE:** Students may not observe the clinical laboratory test of other students unless role play is required for the skill. If unsuccessful when tested, a student may have the opportunity for re-testing. All course skills need to be performed satisfactorily with a grade of at least 85% by the

posted deadline. If not, the student will be in jeopardy of receiving a clinical failure in the course and must repeat the entire course

- 11. See lab evaluation rubric at end of handbook. Student must successfully pass lab with a grade of 85% based on rubric to successfully pass the course.**

### **Use of Simulations/Standardized Patients/Live Actors in Laboratory Setting**

Simulation of real life patient care scenarios are integrated in this curriculum. The college ensures safety of standardized patients/live actors during simulations by enforcing CDC infection control standards and OSHA's blood borne pathogens standards. All students are required to demonstrate mastering of the cognitive and psychomotor objectives of this content.

## **D. INTERNSHIP REQUIREMENTS/EXPECTATIONS**

Passaic County Community College provides students with the opportunity to practice clinical skills and professional behaviors in a variety of health care environments which require the following criteria to be met.

1. All Liability insurance, health insurance, health examination requirements, and American Heart Association (AHA) Basic Life Support for Healthcare Provider (CPR) certification requirements must be satisfied by submitting copies of the same to the Castle Branch tracking system by the established due dates.
2. The Summary must show that all items are "Complete". No student may attend clinical unless all requirements are met and kept current throughout the program.
3. Students must complete a criminal background check and submit to a drug screening test through Castle Branch by the established date prior to the start of MAE 250. In some instances, clinical agencies may require additional screenings to participate in clinical and the students must adhere to requirements. All Background checks must be CLEAR and drug screens must be NEGATIVE at all times to remain in the program.
4. Students experiencing a change in their health status must obtain authorization from their primary care provider for participation in clinical activities, and submit the completed "Medical clearance for Clinical" form to Castle Branch and notify the Program Coordinator.
5. Any student injured or exposed to blood and bodily secretions in the clinical internship setting laboratory report the incident to the faculty immediately. If necessary, the student will be examined and necessary testing may be at the student's expense. Each occurrence must be

reported to the Program Coordinator within 24 hours. A description of the incident must be submitted to the Associate Dena of the Nurse Education Program. See Policy/Procedure for Accidental Exposure to Blood borne Pathogens

6. Each student is responsible for arriving on time to the assigned agency. A parking fee may be required at some agencies.
7. Clinical hours may vary according to clinical agency, however 180 practicum hours must be met for program completion and to qualify to sit for the certification exam.
8. In the case of clinical absence for an extreme emergency or illness (a doctor's note required), the student may be unable to complete all clinical hours required. If withdrawal from the course is necessary, the student may only repeat the practicum course one time.
9. Student must notify the medical facility and faculty before expected arrival time if they will be **ABSENT OR LATE**.
10. Clinical performance will be supervised by the clinical staff and then evaluated by faculty. (See course clinical evaluation tools). **Attendance at clinical experience is mandatory** and any clinical absence would result in the inability to meet the clinical objectives and a failure in the course.
11. The student should be dressed in appropriate attire: School uniform, name bade and College ID badge at all times
12. The student should present in a professional manner: neat appearance, clean/pressed uniform, hair tied back or off the shoulders
13. The student should discuss objectives with mentor and seek ongoing feedback
14. Students should adhere to all the policies and procedures specific to the practice setting
15. Your progress will be followed by faculty or Program Director. Ongoing communication with site manager and or mentors will take place throughout the semester regarding student performance.
16. The student will meet or speak with faculty/Program Director weekly
17. The student will notify the Program Director immediately of any incidents pertaining to patient care or staff relationships.
18. Students should adhere to all the policies and procedures specific to the practice setting

#### **REQUIRED DOCUMENTATION FOR PRACTICUM**

- A **practicum hour validation sheet** must be completed and signed off by the practicum site mentor each day that the student is on site to validate hours: In/Out and lunch break

- A “**Midterm and Final Evaluation**” will take place during and at the end of the practicum. Weaknesses and strengths of the student’s performance will be addressed at that time.
  - The clinical evaluation tool lists ten objectives with an evaluation determined as Met/Not met. Each one of those objectives has to be met in the Final Evaluation session to pass clinical. Meeting all the objectives is a satisfactory grade.
- A “**Practicum Evaluation of Student Skills**” Form must be completed to keep track of the experiences the student has participated in or skills demonstrated. This should be filled out daily and signed by the Mentor/Preceptor.
- At the end of the Practicum, the student will be required to fill out a **Practicum Site Evaluation**
- Keeping a daily journal of clinical experiences is required and will be submitted to faculty on a weekly basis for review.

E. **DRESS CODE**

1. Now that you are assuming the role of a healthcare provider, it is important to portray a professional image.
2. All Medical Assistant students must have their uniforms once enrolled in MAE 101 and MAE 200 which have a clinical laboratory component.
3. The uniform consists of:
  - A clean pressed PCCC uniform (navy scrub pants/white scrub top) with the school patch sewn on the left shoulder
  - black, or white nurse’s shoes
  - School name pin and College ID to be worn at all times.
4. PCCC Lab jacket with PCCC patch may also be worn over uniforms
5. A stethoscope is required and watch with a second hand is recommended
6. Wedding bands are permitted. No rings with large stones due to infection control standards, no bracelets
7. Smoking is prohibited at all times in the clinical area.
8. No cell phone use during clinical hours for personal use.
9. Presentation:
  - a. Hair is to be off the collar – pulled back neatly with natural hair color
  - b. No perfume/aftershave and/or exaggerated makeup
  - c. Male students must be clean shaven or with trimmed facial hair
  - d. No tobacco odor
  - e. No artificial nails, tips, or wraps may be worn. Natural fingernails may not extend more than ¼ inch beyond the fingertip. Nail polish should not be chipped.
  - f. Only one pair of earring studs are permitted to be worn on the earlobe

- g. No visible body piercing
- h. No visible tattoos. All tattoos must be covered.

### **POLICY/PROCEDURE FOR ACCIDENTAL EXPOSURE TO BLOOD BORNE PATHOGENS**

Healthcare workers who have direct exposure to blood and other potentially infectious materials are at risk of contracting blood borne infections resulting from hepatitis b viruses, human immunodeficiency viruses, and other pathogens. The Passaic County Community College Medical Assistant Program is committed to providing a safe and healthful work environment for students and faculty who are at risk for exposure via accidental needle sticks and /or body fluid splashes to mucous membranes. Standard precautions, an approach to infection control that assumes all human blood and certain body fluids are infectious, is emphasized and implemented throughout the Medical Assistant Program.

According to the Occupational Health & Safety Administration (OSHA), “An exposure incident occurs when there is eye, mouth or other mucous membrane. non-intact skin, or parenteral contact with blood or other potentially infectious materials”. In the event of an exposure, the person should:

1. Wash affected are with soap and water.
2. Flush mucous membranes with copious amounts of water.
3. Confer with onsite provider for medical treatment and follow-up evaluation. NOTE: The source of the exposure should be contacted by the agency for permission to have source testing performed for HIV, Hepatitis B and C.
4. Report incident to faculty member and Program coordinator
5. Complete an Unusual Occurrence report.
  - a. Forward the report to the Associate Dean of Nurse Education and the Program Coordinator
  - b. Clinical Site(s) – need to complete an agency report and the college incident report. Forward a copy of the report to the Associate Dean for Nurse Education

NOTE: Students assume full financial responsibility for all hospital and medical costs incurred because of the exposure regardless of where the incident occurred.

***There are no technical standards required to participate in this program***

## **OCCUPATIONAL RISKS**

The healthcare industry has inherent occupational risks that students should be aware of. Potential risks include, but are not limited to:

- Exposure to infectious diseases through droplet or air-borne transmission, blood or other body fluids via skin, mucus membranes or parenteral contact
- Hazardous chemical exposure
- Radiation exposure
- Environmental hazards, including slippery floors and electrical hazards
- Physical injuries, including back injuries
- Psychosocial hazards
- Offensive, inappropriate, or dangerous conduct by patients or clients, including violence, harassment, and sexual harassment

## **HEALTH PROMOTION AND DISEASE PREVENTION**

Passaic County Community College and all clinical affiliates subscribe to high quality standards related to health promotion and disease prevention. There is a potential risk present in the health care field today. Therefore, in the first clinical course, the student is instructed in those behaviors that will minimize risk. Standard precautions, authorized by the Centers of Disease Control (CDC) are taught before the student enters the clinical area. All affiliating clinical agencies utilized by the medical assistant program have adopted CDC regulations.

## **PRACTICUM EVALUATION**

Evaluation of the student's performance determines whether students are achieving the required objectives for the clinical experiences. These objectives reflect the course and program objectives, the progression of skills and integration of learning. Student performance is graded based on the objectives.

Clinical performance evaluation during the internship is comprised of two components: formative and summative evaluation. Formative (midterm) evaluation measures intermediate outcomes and serves as a basis for advisement. Formative ratings are used to promote a satisfactory summative evaluation.



Summative (final) evaluation measures the final outcome and emphasizes the total experience as well as each part of the experience. Students, as active participants in the evaluation process, prepare periodic self-evaluations and have the opportunity to compare a faculty evaluation of their performance with their self-evaluation.

Clinical evaluation tools for each course are posted in the course on Blackboard. Clinical objectives must be achieved to earn credit in the medical assistant courses. Clinical performance is based on clinical objectives. Any student not performing satisfactorily is advised by faculty. Areas of strength and weakness are clearly identified and a written remediation plan is developed to correct deficiencies. A final “Unsatisfactory/Objectives Not Met” Clinical Evaluation of the student’s performance by a faculty member will result in failure in the course.

### **DISMISSAL POLICY**

Any breach of clinical requirements and expected behavior as outlined in this handbook renders the student at risk for dismissal from the program.

Any action or judgement by the student causing injury or harm to a patient, may be cause for dismissal from the program.

Automatic dismissal will occur if the student presents to class or the clinical environment under the influence of alcohol/drugs or performs unsafe patient practices.

### **APPEAL OF GRADES/GRIEVANCES**

An appeal procedure is available should a student feel that final grade is unjustified. Appeals must be taken seriously and should be made only when the student feels there is strong evidence of injustice. In the case of a disputed grade, a student must file an appeal within ninety (90) days of the end of the semester in which the course was taken.

#### **Steps in Appeal Process**

1. The student must discuss his/her concerns with the instructor.
2. If no agreement can be reached, then the student may appeal to the Chair of the Department
3. If no agreement can be reached, then the student may appeal to the Academic Appeals Committee, which will make a recommendation to the Senior Vice President for Academic and Student Affairs.
4. The student may appeal directly to the Senior Vice President for Academic and Student Affairs after the Academic Appeals Committee has made its recommendation.

## **RECORDED COURSE CONTENT**

Lecture recordings from ECHO 360 lecture capture or any other means are provided for individual student use only. Students are absolutely prohibited from reproducing and/or distributing or displaying the information by any means at any time, including when enrolled in the program or after leaving the program. Violation of this policy will result in disciplinary and/or legal action.

## **ADVISEMENT AND COUNSELING**

All students are invited to attend an advisement session with the Program Coordinator of the Medical Assistant Program. In addition, students can also consult at any time with faculty regarding academic, educational, or personal problems. Academic advisement by the faculty and the Coordinator of the program will assist you in planning your program of study. If you need to seek out this advice, come prepared with your questions regarding course sequencing and a plan to help reach your goal with be mapped out. The Counseling department provides counselors for personal, social, vocational, and academic assistance.

## **Advanced Standing**

Currently per the policy of the Medical Assistant program, students may receive transfer credit only for Gen Ed course credit in the Medical Assistant Curriculum

## **FINANCIAL AID**

Financial Aid programs (grants, scholarship loans, employment) are available to eligible students who are matriculated and enrolled for at least six credits. Your eligibility will be determined by completing a FAFSA available from the Financial Aid Office (973) 684-100. See the PCCC student handbook for the [Policy on Payment and Refund of Tuition and other Fees for students.](#)

## **GRADUATION REQUIREMENTS**

Students anticipating graduation **MUST apply for graduation. Complete the graduation application through your student portal.** See current Passaic County Community College Bulletin.

### **MEDICAL ASSISTANT PINNING CEREMONY**

The pinning ceremony takes place at the completion of the program, usually in July, if it is being held.

The following awards may be granted at that time:

#### **Academic Achievement Award**

This award is granted to the student with the highest GPA in the medical assistant program required courses.

#### **“Rising Star” Medical Assisting Award**

This award is granted to the student who displays an aspiration to render greater service, dedication to the care and well-being of people and commitment to the ethics of the medical assistant profession.

Passaic County Community College

Clinical Experience

Assumption of Risk and Release

As part of your Passaic County Community College nursing course, you will participate in Clinical Experiences in the laboratory and in a hospital or other health care setting. These are exciting experiences as you develop your knowledge and become proficient in the required skills to safely care for patients. However, risk is involved when participating in clinical, and PCCC wants you to be aware of the possible risks you may face. The College is committed to your success, and its faculty will work with you individually to answer questions, address concerns, and facilitate appropriate accommodations with the training site for an enriching and engaging learning experience.

I understand and acknowledge that there are risks inherent to clinical experiences. Potential risks include, but are not limited to:

- Exposure to infectious diseases through droplet or air-borne transmission, blood or other body fluids via skin, mucus membranes or parenteral contact
- Hazardous chemical exposure
- Radiation exposure
- Environmental hazards, including slippery floors and electrical hazards
- Physical injuries, including back injuries
- Psychosocial hazards
- Offensive, inappropriate, or dangerous conduct by patients or clients, including violence, harassment, and sexual harassment

With knowledge of the risks associated with the Clinical Experience, I understand, acknowledge and agree that:

1. The above risks and my participation in the Clinical Experience may, directly or indirectly, cause me psychological injury, physical injury or illness, paralysis, death, property loss, general damages, and economic or emotional loss;
2. I fully accept and assume all risk of injury, illness, death, loss, costs, or damages which may result from my participation in the Clinical Experience
3. **Neither the College nor the Clinical Experience training site will provide health insurance for me.** As such, I, or my existing personal health insurance, will be responsible for payment of medical services and care for any injuries or illness sustained by me during the Clinical Experience.
4. I will follow the health and safety rules of both the College and any training site to which I am assigned as a part of my Clinical Experience. The health and safety rules may include, but are not limited to, wearing a facial covering and appropriate personal protective equipment (PPE), practicing appropriate social distancing, cooperating with any changes made to the health and safety rules, and adopting good hygiene practices and cleaning protocols.

Passaic County Community College

Clinical Experience

Assumption of Risk and Release

**On behalf of myself, my heirs, executors and administrators, I agree to release the College from any and all injuries, claims, damages and liability arising out of the Clinical Experience, whether caused by the negligence of the College, the Clinical Experience training site and/or the action or inaction of another participant in the Clinical Experience.**

I acknowledge that I am 18 years or older and that I have read this document carefully and fully understand its contents.

Student Name Printed: \_\_\_\_\_ Date: \_\_\_\_\_

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

For Students under the age of 18 years

**On behalf of myself, the student, their heirs, executors and administrators, I agree to release the College from any and all injuries, claims, damages and liability arising out of the Clinical Experience, whether caused by the negligence of the College, the Clinical Experience training site and/or the action or inaction of another participant in the Clinical Experience.**

I am the parent or legal guardian of the student named below. I have read this document, fully understand its contents and on behalf of the student agree to same.

Parent/Legal Guardian Name Printed: \_\_\_\_\_

Date: \_\_\_\_\_

Parent/Legal Guardian Signature: \_\_\_\_\_

I acknowledge that I am under the age of 18 years. I have read this document carefully and fully understand its contents.

Student Name Printed: \_\_\_\_\_ Date: \_\_\_\_\_

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

## LAB EVALUATION TRACKER

**A GRADE OF 85% IS REQUIRED TO PASS THE LABORATORY SECTION OF THIS COURSE. IF YOU DO NOT PASS LAB-YOU FAIL THE ENTIRE COURSE.**

CRITERIA	LEVEL 1 EXCEEDS EXPECTATIONS 20%	LEVEL 2 MEETING EXPECTATION 17%	LEVEL 3 NEEDS IMPROVEMENT 15%	LEVEL 4 UNSATISFACTORY 0%	MT	FINAL
<b>ATTENDANCE</b>	Attends all lab sessions. Always on time and stays for entire class	Attends all lab sessions Arrives late 1 time. Stays for entire class	Misses 1 Lab session and arrives late or leaves early more than once.	Misses 1-2 lab sessions. Has been late to class or left early 2 or more sessions		
<b>SKILLS PERFORMANCE</b>	Consistently comes prepared and passes skill first time	Unprepared 1 time with lack of knowledge or practice of the skill and fails first time/passes second time	Unprepared 2 times with lack of practice and knowledge of the skill and fails first time/passes second time	Unprepared 2 or more times. Consistently demonstrates lack of practice		
<b>SIM CHART ASSIGNMENTS</b>	Up to date with all assignments Submits assignments when due Grades of 90% or above	Missing/late submission for 1 assignment Grades of 85 - 89%	Missing/ late submission for 2 or more assignments with passing grades	Missing/ late submission for 2 or more assignments Grades of 84% or less on first submission		
<b>PROFESSIONAL BEHAVIOR *</b> <i>(positive attitude, respectful communication, appearance: hair off shoulders, short nails, wears uniform)</i>	Always demonstrates professional behavior*	Consistently demonstrates professional behavior*	Non-professional behavior with attitude & communication. Lack of uniform or hair not off the shoulders, long nails x1	Consistently DOES NOT demonstrate professional behavior. Poor attitude/ poor communication, not following appearance guidelines		
<b>CLASS PARTICIPATION</b>	Participates every class	Participates more than ½ the classes	Participates less than ½ the classes	Never participates		

**LABORATORY EVALUATION TRACKER**

**MIDTERM EVAL: (FIRST WEEK OF MARCH) AND FINAL EVALUATION (LAST WEEK OF CLASS)**

<b>TOPIC</b>	<b>DATES</b>	<b>DATES</b>	<b>DATES</b>	<b>DATES</b>	<b>DATES</b>
<b>ATTENDANCE</b> <input type="checkbox"/> Absent <input type="checkbox"/> late					
<b>SKILLS PERF</b> <input type="checkbox"/> Unprepared <input type="checkbox"/> Lacks practice					
<b>SIM CHART</b> <input type="checkbox"/> missing <input type="checkbox"/> late <input type="checkbox"/> grades <85%					
<b>PROF BEHAVIOR</b> <input type="checkbox"/> No uniform <input type="checkbox"/> Hair/nails <input type="checkbox"/> Attitude					
<b>CLASS PARTICIPATION</b> <input type="checkbox"/> < ½ of classes <input type="checkbox"/> Never					

Student Signature: \_\_\_\_\_ Faculty signature:

\_\_\_\_\_