



# **HCI COLLEGE MEDICAL ASSISTING STUDENT HANDBOOK**

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## Forward

Welcome to the Medical Assisting Program!

We would like to take this opportunity to congratulate you as you embark upon your journey into the profession of Medical Assisting. This is a very exciting time for you, where you will undergo educational experiences that have been designed to provide the knowledge and skills necessary to become not only a Medical Assistant but also an essential asset and member to the healthcare team. The HCI College team is committed to assisting you in achieving your educational goals of successfully completing the program and passing the Certified Clinical Medical Assistant exam (CCMA-NHA).

The HCI Catalog and Medical Assisting Student Handbook, contain the policies and procedures of HCI College and the Medical Assisting Program. Due to the nature of the curriculum and the externship expectations of the Program's students, programmatic handbooks, policies, and procedures may be more stringent due to the high expectations of employers and of medical assistants in the healthcare industry

Students are responsible for becoming familiar with all the information contained in the HCI Catalog, and The Medical Assisting Student Handbook, all syllabi and lab rules and expectations. **The student should retain and refer to these documents throughout the duration of the program.** Students will receive copies of revised policies and procedures and/or revised editions, as applicable.

All faculty and students have the responsibility of preserving the privacy, dignity, and safety of all individuals who are part of the program and must maintain confidentiality in all academic and clinical situations.

If you have questions about the information contained in the Catalog or the handbook please talk with the faculty, Medical Assisting Program Director, or Dean of Academic Affairs.

Best wishes,

HCI College Medical Assisting Department

## History and Philosophy

HCI College is a private postsecondary educational college accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC). HCI College's mission is to provide educational training that prepares students to enter the workforce. The school offers general education and professional programs at the diploma and the Associate of Science Degree (A.S.) levels in the fields of allied health, nursing, and emergency medical services (EMS). These programs are designed to instill knowledge and skills under the current standards of professional practice, as well as foster the values of higher education and social responsibility. HCI College employs a faculty and staff who are comprised of working paramedics, firefighters, and nurses in the pre-hospital and hospital settings.

HCI College began as a modest provider of American Heart Association (AHA) programs in 1993. Initially, courses were conducted on a custom basis for physicians, nurses, and EMS providers. HCI College first offered its Emergency Medical Technician (EMT) program in 2002, followed by a Paramedic program in 2005. In 2010 HCI College moved into its current facility, which is both larger and better equipped, thereby allowing for the continued growth of the College's EMS and fire programs.

In 2013, HCI College introduced an exciting Associate of Degree in Nursing (ADN) program using industry seasoned staff and a practical approach to health-related community service programs. HCI College offers students the opportunity to move through an applied career training program and into the workforce with confidence in their skills and preparation. In early 2015, HCI College introduced another exciting nursing program, the RN to Bachelor of Science in Nursing (BSN) Program. The BSN program is 100% online and can be completed in as little time as 56 weeks, longer if needed. In addition, the General Education Courses for the Nursing (ADN) and Emergency Medical Services (AS) programs are taught completely online.

On December 31, 2013, HCI was acquired by Florian Education Investors LLC (FEI), a company with proven leadership and extensive experience in management and growth of quality schools. FEI is controlled by Co-Chairs Steve Hart and Larry Brown.

In 2021 HCI College introduced the Medical Assisting (MA) Diploma program. The Medical Assisting program will offer incoming entry level students an opportunity to gain medical and administrative knowledge and hands on skills, forwarding them the ability to work in various medical settings such as physician practices, hospitals, urgent care centers, to name a few.

## Mission Statement

HCI College is dedicated in providing education to students preparing them for a career in Medical Assisting and other healthcare related careers. HCI provides a student-centered environment consistent with its core values of preparing graduates to apply their knowledge and critical thinking skills, succeed in employment, advance in their careers, and to serve the community.

## Goals

At HCI College, our aim is to provide our students with an education whereupon graduation, they are equipped to confidently enter the work force, and to successfully engage and compete with their peers and colleagues.

Our dedicated faculty and staff continually seek to improve our environment, skills, and professionalism to ensure that our mission is accomplished. By proactively pursuing our vision we will be able to accomplish our goals.

## Accreditation, Certifications, Licenses, & Memberships

### **Accredited by:**

***The Accrediting Commission of Career Schools and Colleges (ACCSC)***

*2101 Wilson Boulevard, Suite 302*

*Arlington, VA 22201*

*(703) 247-4212*

*#MO72133 West Palm Beach (WPB) & #BR072560 Lauderdale Lakes (LL) (Branch of WPB)*

### **Licensed by:**

***Commission for Independent Education***

***(CIE) Florida Department of Education***

***(FLDOE)***

*325 West Gaines Street, Suite 1414 Tallahassee, Florida 32399-0400*

*(850) 245-3200, (888) 224-6684*

*#2077 West Palm Beach (Main Campus) & #5625 Lauderdale Lakes (Branch of WPB)*

## Role of the Medical Assistant

Medical assistants complete administrative and clinical tasks in the offices of physicians, hospitals, and other healthcare facilities. Their duties vary with the location, specialty, and size of the practice.

### Job Responsibilities

Medical assistants are cross trained to perform administrative and clinical duties.

Administrative Duties (may include, but not limited to):

- Greeting patients
- Answering telephones
- Working with electronic medical records
- Coding and filling out insurance forms
- Scheduling appointments

Clinical Duties (may include, but not limited to):

- Taking medical histories
- Preparing the patient for an exam
- Recording vital signs
- Assisting the provider during exams
- Collecting and preparing laboratory specimens
- Drawing blood
- Instructing patients about medication and special diets
- Preparing and administering medications as directed by a healthcare provider
- Sterilizing medical equipment
- Removing sutures or changing dressings
- Starting IV lines
- Dialysis assistant

### How is a medical assistant different from other allied health professions?

Medical assistants are one of the most versatile allied health professionals. They are cross trained to perform clinical and administrative responsibilities.

## Certifications Eligible to Medical Assisting Graduates

HCI College's Medical Assisting Program is designed to prepare students to practice as professional medical assistants in a variety of clinical settings. Upon successful completion of the Medical Assisting Program, the graduate is qualified to sit for the Clinical Certified Medical Assistant (CCMA), The Certified Phlebotomy Technician (CPT) and The Certified EKG Technician (CET), all through the National Healthcareer Association (NHA). The CCMA exam is the only one given as part of the tuition. The others although eligible upon completion of the program are at the cost of the student.

## Conceptual Framework

### Medical Assisting Programmatic Description

The Medical Assisting diploma program is designed to prepare students for positions as entry-level medical assistants in a physician's office, or other medical facilities. This program focuses on providing instruction, through a combination of classroom, laboratory, and clinical experiences, in the skills necessary to assist physicians in both the administrative and clinical duties of a medical facility. Upon successful completion of the program a diploma is granted

## **Program Philosophy**

The program provides an individualized educational experience for students and is respectful of previously acquired knowledge and skills in the context of a structured program that adheres to state and accreditation requirements. The program addresses the needs of students, who represent a diverse ethnic, cultural, religious, and educational background. Students bring to the classroom different learning styles, personal goals, age representation, and life experience which create a dynamic learning environment.

## Medical Assisting Education

Medical Assisting education is a one of the paths into the healthcare field and the medical profession and requires Medical Assistants to employ cognitive, psychomotor, and affective skills. Medical Assisting education involves the facilitation of theory, skills and attitudes which promotes student responsibility and accountability moving the student from novice to expert with regards to academic development and understanding of the role of the Medical Assistant.

Optimal learning for a diverse student body requires an environment that is non-threatening and supportive, utilizing a variety of instructional modalities and including frequent feedback. Learning evolves from basic to advanced skills and concepts and requires active participation of both student and instructor. Faculty members are viewed as mentors, facilitators, catalysts, resource persons, and role models.

The clinical context for Medical Assisting education occurs in the lab, in class and online simulations, externship sites, thereby expanding the depth of the student's knowledge and ability to function in multiple entry-level roles. The program prepares students for certification and safe entry-level practice as Medical Assistants and provides the foundation for students to continue their education in the healthcare field.

Program effectiveness is evaluated on a continual basis by members of the academic community and local communities of interest.

## Organizational Framework

As evidenced in the program's philosophy, the program curriculum emphasizes understanding and respect for the individuality of each person.

The program is organized according to learning domains. Students will obtain the

knowledge and develop intellectual skills (cognitive); students will develop the capacity to care for the whole individual (affective); and students will perform the skills required as a medical assistant (psychomotor).

## Admissions Enrollment Process

Refer to the HCI College Catalog.

## Medical Assisting Curriculum

The medical assisting program runs for approximately 10 months with one class per month, including externship at the end of the program. The courses will consist of lectures in the classroom and online, along with in class lab facilitating a “hands-on” experience.

Refer to the HCI College Catalog for more detailed information.

## Medical Assisting Program Curriculum Changes

As the Medical Assisting curriculum must reflect the changing nature of the Medical Assisting profession, some restructuring of the curriculum will occur periodically. Due to this potential restructuring, students who withdraw or are dismissed from one class due to academic failure and who return to complete the program with another class are required to meet the graduation requirements of the current curriculum and abide by current programmatic policies and procedures.

## Student Participation in Program Governance

The Medical Assisting Program values input from students in developing and evaluating an effective Medical Assisting education program that is responsive to its students, clinical agencies, prospective employers, the community, and professional standards and expectations. Students can provide input through completion of confidential surveys distributed at the end of each course.

## Programmatic Requirements

The curriculum is designed in a manner that each Medical Assisting course is either a co-requisite (can be taken before or after each other) or a prerequisite for the subsequent program course offered. To advance to the next course, students must achieve a grade of “C” with a minimum 70% in each didactic course.

All Medical Assisting students are to complete and pass didactic and lab components of all classes to continue in the Medical Assisting Program. A student is allowed 2 attempts in any class. Failure of both attempts will dismiss a student from the program.

## Program Demands

At this point, it is appropriate to emphasize the significance of effort required to

succeed in the Medical Assisting Program. One cannot overestimate the amount of time and energy that is required of the Medical Assisting student. Each course requires a decent amount of time outside of the classroom for study time, homework, projects, and assignments.

Additionally, due to predictable and occasionally unpredictable shifts in externship requirements from HCI and clinical sites, reliable arrangements for meeting home and outside employment obligations must be established and maintained throughout the period of the program, especially with externship, to support the students' success in the Medical Assisting Program.

HCI College and the Medical Assisting Program are likewise committed to supporting each individual Medical Assistant student's success by offering a quality education in an array of practical tools that can assist students in acquiring the values, knowledge, and skills that are necessary for practice as a healthcare professional. It is the student's responsibility to arrange their schedule to allow for compliance in online and in class course attendance, and externship.

### Medical Assisting Course Repeat Policy

If a student fails any course or receives an unsatisfactory grade of less than an 70% (C), the student will be required to repeat the course.

- Depending on the length of time a student is out of the program, there could be a recommendation made by the Program Director, to have the student audit previous course(s) to help re-establish lost skills or successfully complete a skills competency examination.
- A student may only **repeat the same course twice**. If the student fails the same course a second time, the student will be dismissed from the program, and will no longer be eligible for the Medical Assisting Program.
- **Repeat of courses may or may not have to be paid out of pocket based on an individuals' financial aid package.**

### Pre-Externship Requirements

Prior to the start of externship, students may be **required** to provide evidence of the following:

1. A physical examination, completed 6-8 weeks prior to the start of externship: the practitioner who completes this examination must attest to the individual's ability and readiness for work in a professional capacity as a Medical Assistant (physically, mentally, and emotionally)
2. A negative TB test and/or chest x-ray when indicated (chest x-ray required every other year with positive TB test)
3. Current immunizations and titers to affirm active immunity.
4. CPR (healthcare provider) certification by American Heart Association.
5. Background screening (FDLE Level II), results must be sent directly to the College.
6. Drug screening: results must be sent directly to the College.

A packet of forms will be provided by the Medical Assisting Program Director and must **ALL** be completed/signed prior to externship placement.

## Criminal Background Check and Drug Screening Policy

Students may be subject to criminal background checks and drug screenings prior to enrollment in the clinical sites. It is at the discretion of each medical facility with which the program has a clinical affiliation agreement to implement a standard protocol regarding student admittance for educational purposes. Students should be prepared to abide by set protocols and incur any associated fees that may arise in the safety screening process to which the program's clinical affiliates adhere.

## Drug Screening

Students may be subject to drug screening **prior to their externship** experience. The first drug screen will be completed no sooner than one week prior to beginning MED265, Medical Assisting Externship, unless otherwise required by clinical affiliates.

Individual clinical affiliates reserve the right to ask for additional screening before permitting students to begin clinical assignments. The College will provide a list of acceptable facilities that provide this service. In a timely fashion or a positive drug screen report will result in termination from the program, unless otherwise determined for by the college administration.

## Exposure to Blood Borne Pathogens & Communicable Diseases

The Medical Assisting program take pride in assuring their students that proper training and limited exposure would take place.

- Training: Basic information regarding blood borne pathogens and standard precautions will be provided to all students in the program.

Exposure associated tasks for Medical Assisting students during the clinical labs:

- Environmental/equipment cleaning
- Blood draw
- Specimen collection/urinalysis
- Injections/IV start

Standard precautions to prevent the acquisition of infection by the student:

- Hands must be washed between every direct patient contact.
- Non-sterile gloves must be used if contact with blood, body fluid, secretion or excretion is anticipated.
- Disposable needles & syringes should be placed in rigid puncture resistant containers. To prevent needle stick injuries, needles should not be recapped, bent, or broken before disposal.

- Incident reporting: Should an exposure incident occur during a student's lab class or while on externship; the student should immediately inform the instructor or supervisor at the site and Program Director within 24 hours of occurrence. Appropriate action and follow up will be initiated immediately by the Program Director upon receipt of a written incident report.

## Exposure Incident Policy

Occupational Exposure is defined as a skin, eye, mucous membrane, or parenteral contact (i.e., needle stick) with blood or other potentially infectious materials that may result from the performance of an employee's/student duties.

### Reporting

Incident reporting: Should an exposure incident occur during a student's lab class or while on externship; the student should immediately inform the instructor or supervisor at the site and Program Director within 24 hours of occurrence. Appropriate action and follow up will be initiated immediately by the Program Director upon receipt of a written incident report.

### Medical Care

- The student will be advised to seek medical attention within 24 hours of the incident.
- The student should see a primary physician and have the necessary testing, evaluation and follow-up performed. If the student does not have a primary physician available, the Program Director/Externship Coordinator will direct the student to a medical facility where testing, evaluation and follow-up can be done.
- During the student's visit with the physician, a baseline blood sample may be collected immediately following the incident with subsequent periodic samples taken later. The results of the student's blood test are confidential and will be known only to the contacting physician and the exposed student.
- Counseling and other features of post exposure evaluation may be offered whether the student elects to have baseline HIV/HBV/HCV serological testing.

## Hepatitis B Immunization Policy

### Hepatitis B Information

Hepatitis B is a serious disease caused by a virus that attacks the liver. The hepatitis B virus may cause lifelong infection, cirrhosis (scarring) of the liver, liver cancer, liver failure, and death. Workers who have direct contact with human or primate blood and blood products are at risk for exposure to hepatitis B virus.

### Hepatitis B Vaccine

Hepatitis B vaccine provides immunization against all hepatitis B, but not against hepatitis A or C. The vaccine utilizes the non-infectious portion of the B virus and is produced in yeast cells. It is produced without the use of human blood or blood

products.

A full course of immunization requires three doses of the vaccine to be given at specific intervals over a 6-month period. Most healthy people who receive the full course will develop a protective antibody against hepatitis B virus. The duration of protection of hepatitis B vaccine is currently unknown. However post-vaccination antibody testing can detect this, and one additional series of hepatitis B vaccination can sometimes generate immunity.

Due to the potential occupational exposure to blood or other potentially infectious materials, students may be at risk of acquiring a hepatitis B virus (HBV) infection. The Medical Assisting team highly recommends that all students undergo hepatitis B vaccination; however, this is not a requirement for the program.

As defined in the OSHA Bloodborne Pathogens standard, 29 CFR 1910.1030, employers are required to offer at-risk employees the hepatitis B vaccines free of charge. Click the link below for more information.

[OSHA Fact Sheet: Hepatitis B Vaccination Protection | Occupational Safety and Health Administration](#)

### Medical Record Confidentiality Policy

Students must maintain the confidentiality of all patients' medical records and information they encounter at an externship site or at HCI as part of their educational process.

- The student must follow all state and federal statutes and regulations regarding patient medical record and medical information.
- The student must follow the clinical education site's policies and procedures regarding patient medical records and medical information.
- When a student must use a patient's medical information the student must use it properly and in the correct setting.
- The student must not disclose any of a patient's medical record information to a non- health care provider. The health care provider must be medically involved with the patient for the student to provide the patient's medical record information.
- Failure of the student to follow state and federal statutes and regulations and improperly using confidential patient medical record information may cause the student to be withdrawn from the Medical Assisting Program.

### Medical Assistant Program Technical Standards

Admission or progression in the Medical Assistant Program will be denied if a student is

unable to demonstrate the technical standards. Technical Standards are nonacademic criteria that are essential for participation in the Medical Assistant Program. These technical standards include personal and professional attributes, skills, knowledge, physical, medical, safety, and other requirements that an individual must meet to be eligible for admission the Medical Assistant Program. These core competencies are the minimum skills necessary and are essential to protect the public.

1) Functional Ability:

- a) Individuals must possess a functional level of ability to perform the duties required of a Medical Assistant with or without reasonable accommodations.
  - i) If an individual experiences a change during the program, so that the technical standards cannot be met, with or without reasonable accommodations, the student will be withdrawn from the Medical Assistant Program.
  - ii) In order to assist with the evaluation of the student's ability to perform the technical standards of the program, the Medical Assisting team reserves the right to require an assessment by a qualified healthcare provider, for cause, at the student's expense.

2) Cognitive Standard:

- a) Students must have the ability to:
  - i) Interpret and implement complex schedules
  - ii) Organize tasks for completion by set deadlines
  - iii) Recall, collect, analyze, synthesize, and integrate information from a variety of sources
  - iv) Measure, calculate, reason, analyze and synthesize data
  - v) Problem-solve and think critically to apply knowledge and skill
  - vi) Recall clinically relevant drugs, indications, and contraindications
  - vii) Communicate verbally, and through reading and writing, with individuals from a variety of social, emotional, cultural, and intellectual backgrounds.
  - viii) Relay information in oral and written form effectively, accurately, reliably, and intelligibly to individuals and groups, using the English language.
  - ix) Some, but not all, examples of learning activities found in the medical assisting curriculum and related to industry standards:
    - (1) Process information thoroughly to prioritize and implement patient care
    - (2) Sequence or cluster data to determine patient/client needs
    - (3) Discriminate fine/subtle differences in medical words
    - (4) Write and verbally report patient/client data to members of the healthcare team
    - (5) Read and comprehend care plans and information found in the medical record
    - (6) Perform basic math computations, both with and without a calculator, for fluid intake and output, percentage of meal consumption, height and weight, medical dosages.

3) Physical Standard – Motor Function:

- a) Coordinate fine and gross motor movements
- b) Coordinate hand/eye movements
- c) Maintain balance from any position
- d) Negotiate level surfaces, ramps, and stairs
- e) Function with both hands free for performing psychomotor tasks
- f) Maneuver in small areas

- g) Attend to cognitive and psychomotor tasks for up to 8 hours
  - i) Examples of learning activities found in the Medical Assisting curriculum and related to industry standards [examples given are a small representation of industry standards and do not include every standard]:
    - (1) Transfer patients/clients on and off an exam table, from stretchers and wheelchairs.
    - (2) Control a fall by slowly lowering patient/client to the floor.
    - (3) Perform cardiopulmonary resuscitation (CPR)
    - (4) Lift or move (turn, position) patients/clients or objects, pull or push objects, weighing up to 35 pounds and maintain a “medium activity level” as defined by the state of Florida department Management Services-Healthcare Support.
    - (5) Reach to shoulder or higher levels to place or access equipment, bend, or squat to access equipment below bed level
    - (6) Carry equipment and supplies to the patient/client room (7) Manipulate small equipment, syringes, needles, and medical tools.
    - (8) Dispose of razors, syringes, and other sharp objects in sharps container.
    - (9) Complete assigned periods of clinical practice [8 hours a day and up to 40 hours per week]

4) Physical Standard – Sensory Function:

- a) Acquire information from demonstrations and experiences, including but not limited to information conveyed through:
  - i) online coursework
  - ii) lecture
  - iii) small group activities
  - iv) demonstrations
  - v) application experiences
- b) Collect information through:
  - i) observation
  - ii) listening
  - iii) touching
  - iv) smelling
  - v) calendars and schedules
- c) Use and interpret information from diagnostic maneuvers:
  - i) Examples of learning activities found in the Medical Assisting curriculum and related to industry standards [examples given are a small representation of industry standards and do not include every standard]:
    - (1) Detect small bubbles in syringes
    - (2) Detect changes in skin color or condition. (Pale, ashen, grey, or bluish)
    - (3) Detect a fire in the patient/client care environment.
    - (4) Pour or measure a prescribed quantity, including detecting fine lines related to fluid measurement in syringes.
    - (5) Identify bevels on small needles
    - (6) Observe patients/clients in a room from 20 feet away.
    - (7) Detect sounds related to bodily functions using a stethoscope.
    - (8) Detect audible alarms generated by mechanical systems such as those that monitor bodily functions, fire alarms, call bells.
    - (9) Observe and collect data from recording equipment, diagnostic test

- strips and measurement devices used in patient/client care
- (10) Communicate with patient/client and members of the healthcare team in person and over the phone in a variety of settings, including where health team members are wearing masks and there is background noise
- (11) Detect foul odors of bodily fluids or spoiled foods
- (12) Detect smoke from burning materials
- (13) Detect changes in skin temperature
- (14) Detect unsafe temperature levels in heat-producing devices used in patient and client care
- (15) Detect anatomical abnormalities, such as subcutaneous crepitus, edema, or infiltrated intravenous fluids
- (16) Feel vibrations such as an arterial pulse.

5) Behavioral Standard:

- a) Demonstrate emotional stability to function effectively under stress and adapt to changing environments.
  - i) Maintain effective, mature, and sensitive relationships with others
  - ii) Examine and modify one's own behavior when it interferes with others or the learning environment
- b) Possess attributes that include:
  - i) Compassion
  - ii) Empathy
  - iii) Altruism
  - iv) Integrity
  - v) Honesty
  - vi) Responsibility
  - vii) Tolerance

(1) Examples of activities related to industry standards [examples given are a small representation of industry standards and do not include every standard]:

(a) Exercise judgment:

- (i) Carry out classroom and clinical practicum assignments for a particular point in the program within the time allotted
- (ii) Work effectively under stress and adapt to rapidly changing environments in the classroom and in the clinical practicum setting.
- (iii) Accept accountability for actions that result in errors or accidents in the classroom, clinical lab or in the practicum setting.
- (iv) Deal appropriately and effectively with interpersonal conflicts that arise
  - 1. Maintain effective and harmonious relationships with instructors, peers, patients, and members of the healthcare team.

6) Pregnancy:

- a) Student's continuation in the Medical Assistant Program during pregnancy is encouraged; however, some tasks may pose risks for the pregnant student.
  - i) Students are encouraged to inform the Medical Assistant Program Director of pregnancy.
  - ii) The student may be required to obtain a signed statement from the primary

health care provider verifying that the student may safely participate in the Medical Assistant Program, including meeting relevant technical standards.

(1) A student who is less than six weeks post-partum while in clinical may be required to have written documentation from her primary health care provider that states the student can meet the technical standards of the Medical Assisting Program to return to clinical practice.

(2) Changes in condition must be reported and further documentation may be required.

#### 7) Acute Injury

a) A student who suffers an injury, or has a surgical procedure during the duration of the Medical Assistant Program, must provide written documentation from their healthcare provider stating that the student can meet the technical standards of the Medical Assisting Program to return to the skills lab or to clinical practice.

## Medical Assisting Program Costs

### Financial Aid

Information regarding scholarships, grants, and loans are available through the U.S Department of Education. Our financial aid department can also assist with information about additional resources available to you. Please see school catalog for more in-depth financial aid information

### Uniforms, Texts, Supplies and Special Fees

Students are required to wear HCI College scrubs which are included in tuition. Required materials, textbooks, and uniforms are provided at no additional cost. Students are required to furnish their own personal school supplies as well as equipment required for clinical practice including a watch with a second hand with clearly visible numbers. Students are advised to label their stethoscopes and blood pressure cuffs and any other personal supplies that they might use.

## Standards of Appearance

Proper professional dress and appearance are required. Students are required to wear their HCI Medical Assisting Program scrubs and badges for ALL on campus Medical Assisting classes, and externship, or at a college sponsored function representing HCI.

### Uniforms

The following rules pertain to scrub uniforms:

- Clean, well-maintained, and pressed
- Appropriately fitted (not too-tight or too-loose); fit must be conservative so as not to be revealing in nature.
- Cannot be altered in appearance other than approved HCI embroidered logo.
- Cannot be worn outside of HCI Medical Assisting related activities or events.

- An optional white scrub jacket may be worn over the scrub uniform.
- An optional white, long, or short-sleeved t-shirt may be worn underneath the scrub top. No sportswear or jackets with hoodies are allowed.
- Uniforms that appear worn, dingy, stained or torn must be replaced at the student's expense.
- Undergarments must be worn and not be readily visible/extending beyond the scrub top apart from a small area at the neck of the garment.
- If scrub pants are too long, they must be altered so that the hem falls at shoe level but does not touch the floor (no folding or cuffs are permitted).

\*\* Must always wear HCI Medical Assisting Program badge and/or facility-specific badge; badge is worn over the chest pocket.

## Shoes

The following rules pertain to shoes worn with uniforms:

1. White leather/vinyl preferred.
2. Comfortable but snugly fit (preferably with ties).
3. Full-coverage and closed-toe.
4. Clean (including ties); well-maintained/in good repair.
5. Socks must be clean, white and cover the entire foot and ankle area.

## Overall Appearance – to be followed in Lecture, Lab, Externship and anytime on campus or at a college sponsored function representing HCI.

1. Good hygiene and grooming; free of body odor and perfumes/colognes; overall body appearance must be commensurate with a professional presentation.
2. Trimmed hair, beard, moustache, sideburns (some clinical affiliates may not allow facial hair).
3. No visible tattoos: tattoos that may be visible must be covered.
4. Body piercing: One small stud permitted per ear lobe (no larger than ¼"); no other visible piercings are allowed (no hoops or dangling earrings). This includes all facial piercings including but not limited to, eyebrow, cheek, lip, or big ear cartilage bars, or other visible piercings.
5. Jewelry: solid metal wedding/commitment bands only; dangling earrings are not permitted; single, simple necklace is permissible if it does not extend over uniform.
6. Nails: short, clean, and well-manicured (not beyond ¼ inch); no nail polish, décor/jewelry, or acrylic nails (gel manicure only).
7. Hair: Must be clean, neat, trimmed, off the collar, away from the face and secured (must not fall forward when bending over); securing devices must be

simple/non- ornamental, preferably matching the hair color or white. No caps, headbands, bows, scarves, or bandanas. Due to the professional nature of the Medical Assisting profession, hair color that occurs in nature and a conservative cut and style is required.

8. Make-up: Mascara, eyeliner, lipstick, foundation, and eye shadow are acceptable if applied conservatively. No artificial eyelashes are permitted.
9. Gum chewing is inappropriate, unprofessional and is not permitted at any time while in uniform.
10. *Smoking is not permitted at any time while in uniform.* Students who are smokers will be required to practice meticulous hand hygiene prior to client contact.
11. Some agencies may require their own identification badges in addition to the one issued by the school. ID badge must be always visible.
12. Lanyard (necklace) badge holders are not permitted to ensure the safety of the student.
13. Students who must wear a head covering and/or long sleeves due to religious preference or doctors order are to do the following:
  - Wear a white or black covering and if long, tuck it into the neck of their top.

**Note:** Faculty reserves the right to determine that an individual student's appearance may be inappropriate; accordingly, inappropriate attire may result in that student being dismissed from the clinical or academic setting.

## Communication

### Announcements

Moodle will be utilized by faculty for submitting grades and course related communication with the student. It is the responsibility of the student to review daily.

### Student/Faculty Communication

Students are encouraged to take all curriculum related questions and concerns to the appropriate faculty member. However, before and after class, instructors are often engaged in activities related to the learning activities of the day and may not be able to provide sufficient attention to address individual academic concerns. Faculty e-mail address and office hours are indicated on course syllabi. It is recommended that students make appointments with faculty for individual academic issues to ensure appropriate attention can be provided to the student.

Please keep basic etiquette rules in mind when sending e-mail. Follow the specific instructor's directions regarding subject lines and attachments. Do not use "texting" abbreviations. Do not use all CAPITAL LETTERS. This can be interpreted as yelling. Check your spelling. Be courteous and avoid offensive language.

## Program Schedule Outline

Students entering the Medical Assisting Program can expect classroom and skills laboratory schedules to occur throughout the week both online and on campus. Additional class time or laboratory time may be scheduled by appointment with your instructor or program Director for practice skills sessions, tutoring, and retention and critical thinking exercises.

The focus of laboratory sessions varies with didactic/classroom content; for example, a review of “order of draw” is the context for laboratory learning experiences relating to skills associated with phlebotomy. To maximize the potential for student learning in the classroom and laboratory sessions, maintaining flexibility in the sequencing of teaching/learning activities in these two areas increases the likelihood that the student will be able to apply what has been learned clinically and didactically.

## Scheduling of Externship Sites

The scheduling of students’ externships is a complex process involving the needs/requirements of the clinical sites, utilization by competing academic programs and coordination of all cohorts on site and readily available for placement. The Medical Assisting Program will continually strive to provide students with advance notice of a site change. However, due to external factors students should be prepared to accommodate changes in their clinical affiliation assignments, including days of the week, and times of day. No guarantees are made for the availability of specific days, times, or externship site locations. We will do our best to meet the needs of both the student and clinical site.

## Externship Site Expectations

All students are required to complete 180 externship hours. The number of hours completed each week will vary from student to student and will be based on the availability of the clinical site but is **not to exceed 40 hours per week**.

Affiliated sites are expected to allow students to utilize their clinical and administrative skills while on site. However, if a site feels you are not ready for the next step they may not be as willing to allow you to proceed. Communication between the student, site and Program Director is expected to ensure things run as expected from all parties. If there are any issues while on the site (such as inhibiting students from doing any patient interaction or skills without explanation, unethical or illegal practices, disputes with staff, etc.), the student is expected to notify the Program Director for investigation and assistance in the matter at question

## Supervision of Medical Assisting Students During Externship

Medical Assisting students can have duties delegated and supervised by the office physician, clinical supervisor, or lead medical assistant/trainer while performing clinical duties such as but not limited to blood draws, medication administration or any other invasive procedures. All externship practicum forms are to be signed by the clinical supervisor or physician or nurse practitioner that oversees the student’s externship experience.

## Selection of Externship Sites

Clinical sites are carefully selected by the Medical Assisting Program in accordance with curriculum requirements, quality of the care environment (and appropriate licensure/accreditation of the agency), appropriateness of accommodating the clinical and administrative expectations of the medical assistant, and adequacy of available openings for medical assistant students.

## Student Assignment to Externship Sites

The Program Director and Career services will work with affiliated clinical sites to accommodate all our students and their externship needs. We will do our best to accommodate some requests as seen fit. Do note there will be no guarantees on specialty, location, or hours. However, the best interest of all students is priority. We will try to match students in a fitting environment for them.

## Expectations of Students on Externship Sites

Because of the importance of clinical education and completion of required hours, **students are expected to be present for all scheduled days and times at their site.** Externship absences must be excused and requires the office manager of clinical site and program director to be notified as soon as possible. Missed clinical site hours are the responsibility of the student and must be made up as the scheduling allows. Tardiness to the clinical sites will not be tolerated and attendance is the same standard as the classroom.

Externship absences must be excused and requires the office manager of clinical site and program director to be notified as soon as possible. Missed clinical site hours are the responsibility of the student and must be made up as the scheduling allows. Tardiness to the clinical sites will not be tolerated and attendance is the same standard as the classroom.

Students must pass all expected clinical and administrative skills while on externship. Students will be evaluated weekly by the site supervisor and then to be submitted to the medical assisting program director. Hours will be monitored daily and weekly to ensure you are meeting programmatic completion expectations.

Externship is to be treated like an extended job interview. The sites will be observing your interactions with staff, patients, other medical personnel, and your peers. The students' clinical competencies will also be observed for efficiency, improvements and in following directions. Many sites look to hire externs as you are a perfect candidate knowing their expectations. Although there is NO GUARENTEE a hire will occur always treat it as it is, as externship sites can be placed on your resume and be used as a reference.

## Grading System

### HCI Grading System

Student performance is recorded in grades as follows: Student performance is recorded in grades

as follows:

A = 90-100 = 4 grade points    Excellent  
B = 80-89 = 3 grade points    Very Good  
C = 70-79 = 2 grade points    Good  
D = 60-69 = 1 grade point    Poor  
F = 0-59 = 0 grade points    Failure  
I = Incomplete  
T = Transfer  
AU = Audit  
P = Pass \*(For certain designated courses only. See Course Descriptions below)  
NC = No Credit  
R = Re-Take  
NS = No Show (Does not calculate into attempted credits)  
W = Withdrawn (withdrawal at student's request)  
WA = Withdrawn (withdrawal for academic-related reason)  
WX = Withdrawn for Excessive Absences  
Z = Withdrawn (withdrawal before add/drop period)  
TR = Internal grade used by the school to indicate a transfer of shift-

## Out-of-Class Work

Out-of-class work is an essential part of every program of study. Out-of-class work enables students to master course learning objectives and leads to the achievement of overall program objectives. Out-of-class work refers to self-directed learning activities such as reading assignments, research activities and projects, Online Practice tests, remediation, case studies, quizzes, assignments (papers and essays), knowledge checks, and self-assessments, etc.

## Grading Policy

Each student's work is to be evaluated individually. Evaluation of student achievement and all Medical Assisting courses are calculated using only measurable academic assignments identified in the syllabus and directly related to course objectives.

All grades, including the final grade will be calculated as a whole number, HCI does not round grades. Student achievement of course objectives are measured by objective formative and summative assessments as presented in the grading rubric or conversion score (i.e., exams, specialty exams, laboratory/simulation/clinical evaluations, and other assignments. etc.).

All Medical Assisting courses with a combination of theory and laboratory, will each require a passing grade (minimum of 70%).

Student grades are comprised of attendance/participation, classwork, homework, online activities, and laboratory skills and are calculated at the discretion of the faculty.

## Grade Appeal Procedures

Please refer to the HCI Catalog Grade Appeal Procedures.

### Satisfactory Academic Progress

Please refer to the HCI Catalog Satisfactory Academic Progress Policy.

### Missed/Late Assignments

Students are expected to submit required homework/assignment on specified due dates. Any coursework not submitted on the due date is late and receive a **10% reduction per late day up to day 5 at which time a zero is recorded.**

### Missed/Make-up Exam

There are no missed or make-up examinations in general. However, for extenuating circumstances an alternate format make-up exam may be given at the discretion of the Program Director with verifiable documents to support an excused absence.

Arrangements will be made to take an alternate exam. Make-up exam will test the same content area but **MUST** include different questions, or a different format of questions (e.g., fill-in-the-blank, short-answer, case studies.). Make-up exam grade may have 10% deduction.

### Academic Advisement

The Medical Assisting faculty believes in multiple methods of teaching and learning styles to maximize the learning of our students. Classroom instruction, simulation, blended content delivery and clinical placements are some of the methods used.

Students with a grade below 70% must meet with their instructor to discuss an academic success plan. A student who receives a test score of less than 70% is required to make an appointment with the instructor to review the student's status, study habits, and to plan improvements. It is imperative to communicate with faculty at various stages throughout the semester. Frequent monitoring of grades is the responsibility of the student and should not be neglected until the end of the module.

It is the student's responsibility to notify faculty if they would like to make tutoring arrangements. Students experiencing life issues should be in contact with the faculty and the Program Director prior to experiencing a change in status.

### Graduation Ceremony

#### **Graduation**

HCI graduation ceremonies are held once a year. This event is attended by all faculty and staff and graduates from all academic programs; Medical Assisting students are strongly encouraged to participate in this event sharing their accomplishment with fellow graduates, Medical Assisting faculty and staff who have been a part of the graduates' lives during their academic experience, and their families and friends who have supported them throughout their student careers.

## Certified Clinical Medical Assistant Examination (CCMA)

Upon graduation from the Medical Assisting program, graduates will be able to sit for their CCMA exam supplied by National Healthcareer Association (NHA). The exam will be scheduled by the program director and proctored on campus. The cost of the initial attempt is covered by your tuition. If an additional attempt is needed that will be at the student's expense.

All Medical Assisting students are expected to be present on the scheduled exam date, ON TIME and ready to go. Your scores will be given upon the completion of the exam.

## Academic Policies

### **Student Conduct Policies: Academic Honesty and Professional Behavior**

The College can best function and accomplish its mission in an atmosphere of high ethical standards. As such, the College expects students to observe **all** accepted principles of academic honesty. Academic honesty in the advancement of knowledge requires that students respect the integrity of one another's work and recognize the importance of acknowledging and safeguarding the validity of intellectual property. Students are expected to maintain complete honesty and integrity in all academic work attempted while enrolled at the College. **Academic dishonesty is a serious violation of the trust upon which an academic community depends.** There are different forms of academic dishonesty including, but not limited to, the following:

### **Acquiring or Providing Information Dishonestly**

Using unauthorized notes or other study aids during an examination; using unauthorized technology during an examination; improper storage of prohibited notes, course materials and study aids during an exam such that they are accessible or possible to view including, but not limited to, cell phones, laptops, tablets, etc.; looking at other students' work during an exam or in an assignment where collaboration is not allowed; attempting to communicate with other students in order to get help during an exam or in an assignment where collaboration is not allowed; obtaining an examination prior to its administration; altering graded work and submitting it for re-grading; allowing another person to do one's work and submitting it as one's own; or undertaking any activity intended to obtain an unfair advantage over other students.

### **Plagiarism**

The deliberate or unintentional use of another's words or ideas without proper citation for which the student claims authorship. It is a policy of HCI that students assume responsibility for maintaining honesty in all work submitted for credit and in any other work designated by an instructor of a course. Students may not submit the same work completed for one course in any other course, earning credit for the same work

each time. Plagiarism, because it is a form of theft and dishonesty that interferes with the goals of education, must carry severe penalties. The penalties are as follows:

### **Partially plagiarized assignments**

- The first occurrence of a student turning in an assignment containing plagiarized material results in an automatic “F” for that assignment.
- The second occurrence of a student turning in an assignment containing plagiarized material results in an automatic “F” for the course.
- The third occurrence of a student turning in an assignment containing plagiarized material results in an automatic dismissal from the College.

### **Entirely plagiarized assignments**

- The first occurrence of a student turning in an entire plagiarized assignment results in an automatic “F” for the course.
- The second occurrence of a student turning in an entire plagiarized assignment results in an automatic dismissal from the College.

On written papers for which the student employs information gathered from books, articles, electronic, or oral sources, each direct quotation, as well as ideas and facts that are not generally known to the public at large, or the form, structure, or style of a secondary source must be attributed to its author by means of the appropriate citation procedure. Only widely known facts and first-hand thoughts and observations original to the student do not require citations. Citations may be made in footnotes or within the body of the text. Plagiarism also consists of passing off as one's own, segments or the total of another's work.

At HCI, references are cited in accordance with the American Psychological Association (APA) approved format. Guidelines for the appropriate use of this format for citing references are included in the appendices of this Handbook and assignments may be used by the HCI to assist in future education by students.

Students retain the right to appeal for readmission.

### **Anti-Plagiarism Software**

HCI provides the anti-plagiarism software, Urkund for all students to be able to submit their work product through a check prior to turning in for a grade. A link to this software is available in the student's Moodle classroom.

### **Conspiracy**

Agreeing with one or more persons to commit any act of academic dishonesty.

### **Fabrication of Information**

Falsifying or inventing any information, citation, or data; using improper methods of collecting or generating data and presenting them as legitimate; misrepresenting oneself or one's status in the College; perpetrating hoaxes unbecoming to students in good standing or potentially damaging to the College's reputation or that of the members of its academic community of students and scholars.

### **Multiple Submissions**

Submitting the same work for credit in two different courses without the instructor's permission.

### **Facilitating Academic Dishonesty**

Aiding another person in an act that violates the standards of academic honesty; allowing other students to look at one's own work during an exam or in an assignment where collaboration is not allowed; providing information, material, or assistance to another person knowing that it may be used in violation of course, departmental, or HCI academic honesty policies; providing false information in connection with any academic honesty inquiry.

### **Abuse or Denying Others Access to Information or Resource Materials**

Any act that maliciously hinders the use of or access to library or course materials; the removing of pages from books or journals or reserve materials; the removal of books from libraries without formally checking out the items; the intentional hiding of library materials; the refusal to return reserve readings to the library; or obstructing or interfering with another student's academic work. All these acts are dishonest and harmful to the community.

### **Falsifying Records and Official Documents**

Forging signatures or falsifying information on official academic documents such as drop/add forms, incomplete forms, petitions, letters of permission, or any other official HCI document.

### **Clinical Misconduct**

Dishonesty in the clinical setting includes but is not limited to misrepresenting completion of clinical hours or assignments; falsification of patient records; fabrication of patient experiences; failure to report omission of, or error in, assessments, treatments, or medications; and appropriation/stealing of facility, client, staff, visitor and/or student property.

### **Disclosure of Confidential Information**

A high, responsible standard of conduct and professionalism is expected from each student. Students are personally accountable for the way in which patient information and other confidential information in clinical facilities is utilized. **Confidential** information is never to be discussed with anyone other than those directly involved

in the care of the patient or in the legitimate use of other confidential agency information. Those having access to patient, salary, or associate information should never browse such information out of “curiosity.” It is to be used and accessed only for legitimate, clinical/learning purposes.

A breach in confidentiality which involves discussing and/or releasing confidential patient or facility information, or obtaining unauthorized system access, will lead to disciplinary action from HCI.

Each student must seriously evaluate his/her daily use of confidential patient or facility information to assure its proper use. When in doubt, students should seek clarification or direction from their immediate supervisor.

## Sanctions for Violating the Academic Honesty Policy

If it is determined that the student has violated the Academic Honesty Policy:

1. The student (s) will be sent home for the day.
2. The student will be notified the following day if they are removed from the program of study.

Students who have been dismissed will not be allowed to return that semester.

HCI College believes strongly that each student against whom the College is forced to act upon, has a right to procedural due process where the student has notice and an opportunity to be heard. If the administration must take disciplinary measures against a student or other action related to the student, the student may appeal the decision by submitting a letter of appeal to the Dean of Academic Affairs. The procedures for the grievance are found in the HCI Catalog.

## Professional Behavior Policy

HCI has established a set of professional behaviors which will help students develop their knowledge and skills for entry-level positions in their fields.

- Adhere to HCI policies and procedures as outlined in the HCI catalog.
- Adhere to program policies and procedures as outlined in the program student handbook.
- Adhere to policies and procedures of the clinical education site where assigned.
- Arrive to class and clinical sites on time; punctuality is a demonstration of professional behavior.
- Demonstrate responsibility and accountability in all aspects of the educational process.
- Demonstrate appropriate communication, interaction and behavior toward other students, faculty, and clinical staff.
- Respect the learning environment regarding visitors. Visitors may not attend class or the clinical education site. This includes children, spouses, parents, friends, animals, or any other visitor.

If a student demonstrates inappropriate professional behavior, the student may receive a written behavior warning or be placed on probation depending on the

severity of the action (see Behavior Probation Statement below). The program reserves the right to withdraw the student at any time if the inappropriate behavior is judged extreme as determined by the program director and dean of academic affairs.

## Behavior Probation Statement

Students who do not maintain satisfactory behavior, both academically and clinically, may be placed on probation. The term of probation will become effective in the semester the student is currently enrolled in and remain in place for the remainder of the following semester. At the completion of the following semester, the program director or dean will assess the student's progress and determine whether to remove the student from probation or to extend the term of probation. Failure to meet the terms of probation as outlined in a student action plan will result in dismissal from the program. If additional unsatisfactory behavior should occur during the remainder of the program, the student will be dismissed from the program and the HCI and will be ineligible for re-entry to the HCI.

### Clinical Experience – Request for Removal of Student

Should a clinical site request removal of a scheduled student due to the student's inability or unwillingness to abide by the program's and/or clinical site's policies and procedures, the student will receive a clinical evaluation grade of "zero" and be placed on behavior probation which may result in a failing grade and/or dismissal from the program.

Upon removal from the clinical site, the program will attempt to re-assign the student to a different clinical site. However, should a second incident occur during the same clinical rotation/course in which a clinical site requests the removal of the student, the program will immediately remove the student from the site and provide no further clinical re- assignments. This action will result in the student receiving a failing grade for the clinical rotation/course and subsequently not permitted to advance to the next core course.

The student may wish to apply for re-entry to the program when the course re-sequences. However, re-entry to the program is contingent upon:

- a) the program not exceeding maximum program capacity; and
- b) a review of events leading up to the dismissal with a student action plan designed by the program director addressing professional behavior expectations.

If a student has been re-assigned to a clinical education site due to a request for removal from a previously assigned clinical site based on inappropriate behavior, and similar inappropriate behavior occurs in a subsequent clinical rotation/course, the student will not be re-assigned for clinical placement and will be permanently dismissed from the program.

It should be noted that if the cause for removing a student from a clinical site is deemed by the program director and dean of academic affairs as extreme

unprofessional behavior, the student may be immediately dismissed from the program and/or the College.

## Academic and Administrative Dismissal

A student may be dismissed from HCI for disregarding administrative policies. Causes for dismissal include, but are not limited to, the following:

Failure to meet minimum educational standards established by the program in which the student is enrolled.

Failure to meet student responsibilities including, but not limited to:

- Meeting of deadlines for academic work and tuition payments.
- Provision of documentation, corrections and/or new information as requested.
- Notification of any information that has changed since the student's initial application.
- Purchase or otherwise furnish required supplies.
- Maintenance of HCI property in a manner that does not destroy or harm it.
- Return of library books in a timely manner and payment of any fines that may be imposed.
- Obtaining required education and financial clearance prior to graduation and to comply with all parking regulations.
- Continued inappropriate personal appearance.
- Continued unsatisfactory attendance.
- Non-payment for services provided by the College.
- Failure to comply with policies and procedures listed in the current College catalog and student handbook; or conduct prejudicial to the class, program or HCI.

Specific behaviors that may be cause for dismissal include, but are not limited to:

- Willful destruction or defacement of HCI or student property.
- Theft of student or HCI property.
- Improper or illegal conduct, including hazing, sexual harassment, etc.
- Use, possession, and/or distribution of alcoholic beverages, illegal drugs, and/or paraphernalia on campus.
- Being under the influence of alcoholic beverages or illegal drugs while on campus.
- Cheating, plagiarism, and/or infractions of the HCI's Student Conduct Policies.
- Any behavior which distracts other students and disrupts routine classroom activities.
- Use of abusive language, including verbalization or gestures of an obscene nature; or threatening or causing physical harm to students, faculty, staff, or others on campus or while students are engaged in off-site learning experiences.

## Conflict Resolution and Chain of Command

Students are encouraged to first discuss any concerns with their instructor. If the concern is not resolved, they should speak to their Program Director. Subsequent

levels are the Dean of Academic Affairs and the Campus President/Director. Chain of command should always be utilized for prompt resolution.

## Student Disciplinary Procedures

If a student violates HCI's Standards of Conduct in a classroom, the first level of discipline lies with the faculty member. If a situation demands further action, the Director of Medical Assisting is responsible. If a student has a serious objection to the disciplinary action imposed, the student has the right to use the grievance process as outlined in the HCI catalog.

When a student violates HCI's Standards of Conduct outside the classroom but on campus, the Director of Medical Assisting is the first level of discipline. The next level is the Dean of Academic Affairs. If a student is dissatisfied with the disciplinary action imposed, the student has the right to use the grievance process as outlined in the HCI catalog.

## Confidentiality Agreement

A high, responsible standard of conduct and professionalism is expected from each student. Students are personally accountable for the way in which patient information and other confidential information in clinical facilities is utilized. Confidential information is never to be discussed with anyone other than those directly involved in the care of the patient or in the legitimate use of other confidential agency information. Those having access to patient, salary, or associate information should never browse such information out of "curiosity." It is to be used and accessed only for legitimate, clinical/learning purposes.

A breach in confidentiality which involves discussing and/or releasing confidential patient or facility information, or obtaining unauthorized system access, will lead to disciplinary action from HCI.

Each student must seriously evaluate his/her daily use of confidential patient or facility information to assure its proper use. When in doubt, always discuss the matter with your immediate supervisor for clarification or direction.

## HCI/Course Withdrawal

When a student withdraws from HCI, written notice must be submitted to the Registrar by the student, or a parent or guardian. Such notice should contain the reason for the withdrawal.

Refer to the HCI Catalog for more information on the withdrawal process and necessary documentation.

## Standards of Attendance

### **Attendance**

Regular and punctual attendance at classes, labs and externship is expected of all students and are important aspect of meeting the objectives of the Medical Assisting

program.

Faculty is required to take attendance and students are expected to arrive on time. Students are required to sign into each scheduled didactic, lab, and externship site on the record provided, using Coursekey, as they arrive to verify their attendance.

Students must submit to Program Director all required externship time sheets **every day at the end of their schedule** to record hours mandated to pass the course. Students can take a photo of the original and email to the program director. ALL originals are to be turned in at the end of the term and **MUST** match the ones submitted via email. Any unapproved alterations, inconsistencies, or disproportion of hours from emailed time sheets and the original will not be given and can be subject to investigation. Be honest and accurate. All time sheets are to be signed by site supervisor prior to daily submission.

### **Attendance: Didactic, Laboratory or Externship**

Students are expected to arrive on time to every class.

Tardy is considered after 10 minutes. Being tardy three times equals one absence.

Two or more absences for the **FIRST** class of any student will be a cancel. Continuous absences of on campus or online classes will result in failure, as completion of required materials required during online session or lab (on campus) sessions cannot be done if not present. Students are responsible for material missed. There are no make-ups for lab skills or lab exams, quizzes, or in class assignments. Exceptions for extenuating circumstances may be made at the discretion of the Program Director.

Excused absences due to extenuating circumstances with verifiable documents, i.e., death in the immediate family, medical emergency of student or immediate family member, or illness/injury to student that is accompanied by a healthcare provider note. Extenuating circumstances do **NOT** include illness/injury without a healthcare provider note, childcare issues, or absences due to work related duties. Upon the **fourth (full week)** unexcused course absence, student will be **withdrawn** from that course.

### **Program Attendance Policy**

The Medical Assisting Program has established a programmatic attendance policy that will help facilitate the learning of required knowledge, technical skills, and patient care vital to success in the Medical Assisting profession. The program acknowledges that emergency circumstances (i.e., funeral, deaths, and serious illnesses of immediate family) can occur; such events will be taken under advisement by the Program Director. However, students must provide the Program Director with documentation supporting their reason for being late and/or absent. It is required that students call their instructor ahead of time if they will not be able to attend class/clinical or will be arriving late (refer to Proper Notification for Lateness/Absence). Students are permitted to withdraw from a didactic or clinical

course within the first two weeks of a course.

## ADMINISTRATIVE ACTIONS FOR ATTENDANCE ISSUES

Repeat patterns of poor attendance (a maximum of three Written Warnings throughout the duration of the program) can result in the student being dismissed from the program.

### Proper Notification for Lateness/Absence

**Class/lab:** Students are expected to contact the lead instructor, and program director via e-mail or leave a phone message with the HCI receptionist before the start of the class if they will not be able to attend or will be arriving late. The message should include the reason (e.g., illness, family emergency).

**If a student is late for a test/exam, no additional time is given.**

If a student is absent on the day of a test/exam, it is to be made up in a timely fashion at the discretion of the lead instructor. Make-up exams are modified from the original; there is an automatic 10% grade deduction.

All lab experiences missed must be made up within **5 business days** of the missed experience.

Failing to use proper notification procedures (“no call – no show”) for Externship will be cause for administrative action. **A pattern** of this unprofessional behavior may result in course failure and/or dismissal from the program.

**NOTE: Asking a classmate to inform the instructor that you will be late/absent does NOT constitute proper notification.**

### Administrative Actions

1. Written Warning – 1st offense of “no call – no show” for online, in class courses, or externship.
2. Final Written Warning – 2nd offense of “no-call – no show” for online, in class courses, or externship.
3. Program Dismissal – 3rd offense of ‘no call – no show” for online, in class courses, or externship.

### Completion of Missed Work Due to Absence

If a student is absent from any learning activity, s/he is responsible for completing missed work at the discretion of the instructor. Students who are absent from laboratory experiences may not be permitted to participate in certain clinical activities

for safety reasons, due to lack of practice hands on skills.

## Course and Program Evaluation

Students are provided opportunities to evaluate the quality and appropriateness of classroom, skills laboratory, and clinical instruction. HCI requests students' completion of course evaluation forms every term. These evaluations are scheduled in advance. Additionally, students are asked to complete Medical Assisting Program specific course and program evaluations upon the completion of each course, as well as clinical site evaluations. The results of such evaluations are compiled, analyzed, and utilized to improve the quality of academics and services provided to the student.

## Student Grievances

If HCI is forced to act upon a student, it still believes strongly that every student has a right to procedural due process in which a student has notice and an opportunity to be heard. If the administration must take disciplinary measures against a student or other action related to a student, the student may appeal the decision to the Academic Administration.

Students are encouraged to resolve problems through normal administrative channels. Prior to filing a grievance, the student is encouraged to contact his/her instructor first, then the Medical Assisting Program Director to determine if resolution can be achieved within the department.

Refer to HCI Catalog for the Grievance Policy.

## Student Services

Please refer to the HCI Catalog for the full spectrum of student services.

## Orientation

The orientation program held prior to the first day of each term is designed to facilitate the transition to HCI and to assist the student in planning the academic schedule. During orientation, students are acquainted with the mission and traditions of the HCI, rules and regulations, study techniques, academic standards, and counseling.

## Classroom/Lab/Clinical Site Etiquette

1. Students must arrive on time and stay the entire scheduled session.
2. Late students may not be allowed to enter the classroom/lab/site.
3. Turn-off cell phone and other electronic devices. The student will be asked to leave class if seen using a cell phone or texting without Faculty permission.
4. Use laptop computers/tablets only for class work: Students are encouraged to use their laptop computers/tablets during class only as learning aids as approved by faculty.
5. No class may be recorded without the expressed consent of the instructor.

6. Students are expected to remain engaged in the activities until the session ends.
7. Be respectful to your peers and instructors. This includes talking out of turn, interrupting discussions, being late to class or leaving early.
8. Students are expected to participate in class discussions when appropriate and respect the opinions of all class participants and to dialog in a professional and respectful manner.
9. Students are required to refrain from using offensive or foul language in class.
10. Students are not permitted to bring either children or pets to class.
11. No eating or drinking is allowed in the classrooms, computer labs or skills lab. Students are provided with breaks for this purpose.
12. Student must **always** be in uniform with ID name badge when on campus, skills lab, simulation, and clinical rotations and are accountable to uphold the HCI Medical Assisting Program Dress Code Policy.
13. Students are expected to follow all aspects of the school's conduct policy located in the catalog.
14. Students are expected to participate in the clean-up of the lab and classroom prior to dismissal.



**Medical Assistant Student Handbook Receipt Acknowledgement Form**

My signature on this document certifies that I have received the **Medical Assistant Student Handbook**. I understand that it is my responsibility to review it in its entirety and seek clarification on any questions, concerns, or points in which I need clarification. I further understand that it may be amended and/or changed during my enrollment. By signing this acknowledgement, I understand that it is my responsibility to follow all policies and procedures as outlined.

In the event of any change or amendment, I will receive notification of the changes. I understand that it is my responsibility to review the changes and/or amendments in their entirety. I will seek clarification on any questions, concerns, or points for which I do not understand.

I understand if I fail to adhere to the requirements, I may be withdrawn or receive a failure for the course.

\_\_\_\_\_  
*Printed Name*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Student Signature*