



**First Coast  
Technical College**  
*Your Future Comes First*

**2018-19  
Medical Assisting Program  
Training Contract Agreement**

## **STUDENT LEARNING OUTCOMES**

The student learning outcomes below provide the framework that directs and informs the medical assisting curriculum at First Coast Technical College. The importance of each outcome is introduced, emphasized, and reinforced in an organized and thoughtful manner.

1. **COMPETENCE**

The student will demonstrate competence through the delivery of safe medical assisting care that is based on sound judgment, current evidence, and the utilization of up-to-date technology.

2. **COMPASSION**

The student will show compassion through advocacy and respect for the values, needs, and preferences of individual clients and families.

3. **CONFIDENCE**

The student will develop confidence thorough inquiry, interdisciplinary collaboration, and clinical reasoning in simulated learning environments and varied medical care practice settings to ensure the provision of quality care.

4. **CONSCIENCE**

The student will apply legal and ethical principles based on professional medical assistant standards while recognizing personal limitations, exhibiting integrity, and valuing the contributions of others.

5. **COMMITMENT**

The student will demonstrate commitment to excellence through professionalism, leadership, ownership of one's practice, and dedication to lifelong learning.

6. **COMMUNICATION**

The student will utilize effective forms of communication including networking strategies and informatics to continuously improve the quality and safety of medical care for clients, families and communities.

7. **CULTURE**

The student will integrate culturally sensitive and competent medical care through a holistic approach that is client-centered and practiced within the context of family and community.

Students will be able to:

- Demonstrate the ability to communicate effectively (read, write, speak and listen effectively).
- Demonstrate the ability to reflect, analyze, synthesize, and apply knowledge.
- Demonstrate knowledge and application of mathematical and scientific principles and methods.
- Demonstrate the ability to find, evaluate, organize and use information.
- Demonstrate preparedness to participate actively as informed and responsible citizens in social, cultural, global and environmental matters.

### **HIRRE – Honesty, Integrity, Respect, Responsibility and Ethics**

Studies have shown that both in the United States and other areas of the world, people have a trust and faith in medical assistants that surpasses most other professions. With this honor also comes an incredible responsibility to conduct yourself in a manner that deserving of this trust. This responsibility does not begin at graduation; it begins upon admission into the medical assisting program.

As a FCTC medical assisting student, you are expected to conduct yourself with **honesty** and **integrity** in both the academic and extern settings.

- Academic honesty and integrity involves refraining from lying, cheating, plagiarizing or doing anything to gain an unfair academic advantage. Honesty and integrity also includes reporting unethical behavior that is being conducted by other students.
- Extern honesty and integrity involves refraining from falsifying information, seeking out guidance if you have made a mistake, and only documenting care that was provided.

As a FCTC medical assisting student, you are expected to demonstrate **respect** for your instructors, peers, and patients in both the academic and extern settings.

- Respect for your instructors includes calling them by their last names, refraining from talking when the instructor is speaking, and raising your hand if you have a question in class.
- In class, respect for your peers includes refraining from talking when another student is speaking, refraining from making comments when another student has a question, and never making fun of other students.
- In extern, respect for your patients includes refraining from talking down to your patients, maintaining an appropriate provider/patient relationship, and treating your patients as you would want to be treated.

As a FCTC medical assisting student, you are expected to demonstrate **responsibility** for your actions in both the academic and extern settings.

- Academic responsibility includes handing assignments in on time and not representing the work of another as your own. You should never give or receive any type of paperwork to another student taking the same course or someone who has previously taken the same course, and should not accept any type of paperwork or guidance from other current or previous students regarding exams or assignments.
- Extern, responsibility refers to the execution of duties associated with the student medical assistant's particular role, depending upon where you are in the program. Extern responsibility involves arriving on time, remaining the entire time, able to be found by instructor and/or resource nurse performing pertinent duties at all times in extern. Failure to perform these acts can be considered patient abandonment.
- Inappropriate use of social media is not permitted and can result in HIPPA violations.

As a FCTC medical assisting student, you are expected to demonstrate **ethics** in your conduct in both academic and extern settings. Ethics involve the following principles.

- Nonmaleficence – not inflicting harm; the duty to do no harm to others.
- Beneficence – benefiting others by doing good; the duty to do good, not harm to others.
- Justice – involves treating others fairly.
- Fidelity – faithfulness means that student medical assistant keep the promises they make to their patients, peers, and instructors, and involves the duty to be true and loyal to others.

### **PROFESSIONAL RESPONSIBILITY**

The purpose of the Medical Assisting Program is to enable you to be a competent Medical Assistant. Upon completion of the program, the student will be eligible to sit for the (Certified Clinical Medical Assistant (CCMA) through National Healthcare Association.

### **STUDENT TRANSPORTATION**

I agree to provide my own transportation to and from classroom, preceptor sites, and other activities.

### **INSURANCE**

FCTC does not carry personal health insurance on students. Students are personally responsible for their own accident/Health insurance. All students enrolled in the medical assisting program purchase medical liability (malpractice) insurance, this cost is included in the program fees.

### **CELL PHONES**

***Cell phones are not permitted on your person or in your possession in the extern/lab and/or classroom sites.***

Cell phones will be confiscated until end of session and the progressive discipline plan will be implemented.

Daytime emergency calls should be directed to the program office at (904) 547-3471.

Evening emergency calls should be directed to the instructor at (904) 547-3487.

### **DECLARATION OF INTENT**

First Coast Technical College's mission is to provide career, technical, & adult education to meet the changing needs of students, businesses, & the workforce. We expect that our students will attain certification and/or licensure appropriate for their field. However, there are times when students enroll in our career courses for reasons other than certification and/or employment. In that case, students must declare his or her intent to enroll for personal reasons, waiving their commitment to attain certification and/or licensure.

### **STUDENT CONDUCT**

I understand that as a medical assisting student, I am expected to conduct myself in a professional manner while in the classroom, lab and extern sites.

When a student's conduct seriously affects the College's operation or property in a negative way, the student will be disciplined according to FCTC regulations up to and including dismissal from the College and/or payment for damaged property.

## **STANDARDS OF CONDUCT**

The primary goal of FCTC is to provide an educational opportunity for all students. In order for this to be accomplished, it is necessary that the school environment be free from disruptions that interfere with the student's right to learn and the teacher's responsibility to teach. To maintain order in the school, rules are established for the good of all. Instructors will provide individual program rules.

Students are expected to comply with the legal and ethical standards of the institution. Academic dishonesty and/or non-academic misconduct will result in disciplinary action. Specific instances of misconduct include, but are not limited to, cheating, plagiarism, knowingly furnishing false information to the institution, and forgoing or altering institution documents and/or academic credentials.

The institution reserves the right to withdraw a student at any time for misconduct as described above. It also reserves the right to impose probation or suspension on a student whose conduct is determined to be unsatisfactory.

Students who feel their rights have been denied are entitled to due process. The chain of command in the Medical Assisting Program is:

- Instructor
- Health Careers Specialist
- Vice Principal
- Principal

Any and all grievances must follow the chain of command any deviation will be redirected at the appropriate level.

## **DRUG SCREENING and BACKGROUND CHECKS**

I understand before I can participate in training, I must have a Level I background check by the Florida Department of Law Enforcement (FDLE). I understand that information received regarding a FDLE offense will be handled on an individual basis. I understand an offense of a serious nature could result in the following.

- I may be unable to attend the required clinical training for the program.
- I may not be permitted to take the RHS, ICE and AMP portions of the NELDA.
- I may not be employed after completion of the program.

I understand that a urine drug screen will be required. I understand that I will be contacted by the Medical Review Officer should the test results indicate a positive reading for illegal substances or prescription drugs. If the substance is illegal or a drug that I do not have a valid prescription for, I will be immediately dismissed from the Medical Assisting program.

## **DISCIPLINE**

Student conduct and discipline is based on School Board rules, which adhere to Florida Law, Chapter 1006.07(2) F.S., Code of Student Conduct. Students are required to read and understand responsibilities as stated in the FCTC Student Handbook.

## **GRIEVANCE PROCEDURE**

A student is encouraged to resolve an issue at the classroom level with the instructor. If there is no resolution there, the student may present the concern to the department chairperson and/or guidance counselor. If a satisfactory solution is not reached, then the issue is regarded as a grievance.

Steps to be followed regarding a student grievance are the following:

1. The student must state the grievance in written form to the appropriate school administrator.
2. Within five school days, the appropriate administrator will meet with the student. The student will be afforded the opportunity to state his/her view and to present evidence or witnesses. A decision will be made.
3. Within five school days of the initial meeting, a student may appeal the outcome of that meeting to the Vice Principal for their program area who will schedule a meeting with the student within two weeks. A decision will be made.
4. If the student is not satisfied with the decision, he/she may further appeal to the Principal of FCTC or designee who will convene an impartial board to review the grievance and render a final decision.
5. If the grievance is not settled to the student's satisfaction at the local level the student may contact: The Council on Occupational Education, 41 Perimeter Center East, NE, Suite 640, Atlanta, GA 30346, Telephone (770) 396-3898 or 1-800-917-2081.

## **DRESS CODE**

I agree to dress in accordance with accepted standards in the Health Care profession, including health and safety requirements, as outlined below.

### ***Classroom, Clinical and Practicum Dress Code***

- Proper Hygiene is required with regard to bathing, using deodorant and maintaining oral hygiene. No perfumes or colognes are permitted. Make-up is worn modestly.
- Designated uniforms must be clean and neat. White socks must be worn with pants. Students may wear the designated lab coat. Uniforms should be washed and starched daily. White leather nursing shoes or white leather looking tennis shoes are required and must be clean and polished. All aspects of the uniform must be in good repair.
- Hair must be worn off the collar, neatly arranged and a natural hair color. No extreme style may be worn in the clinical / practicum area. Hair may not be higher than two inches above the scalp at top of head. Hair clips / ties should be modest and the color of student's hair.
- Fingernails must be short and clean with no polish. No acrylic or artificial nails are permitted.

## **DRESS CODE (continued)**

- A wristwatch with a second hand is required. No other jewelry is to be worn.
- Current FCTC picture Identification badge is required at all times.

I understand and agree I will not be permitted to participate in classroom, laboratory, clinical or practicum activities unless wearing the designated uniform. This is an employability skill requirement and is essential to successfully complete the program.

## **EMPLOYABILITY SKILLS**

I understand and agree that employability skills will be evaluated during each course for both classroom, lab and extern, with on-going feedback.

I understand and agree that any breach in my employability skills will cause a reduction in my overall grade for each course.

Any breach in employability skills will result in a 5point deduction per breach this will affect the Affect/Employability Skills grade percentage which will affect the overall course grade. (Breach - i.e. Tardy, absent, uniform, shoes, no ID etc.)

I understand and agree that I must achieve an acceptable or outstanding rating on all factors essential to success in the Medical Assisting program, as indicated on the final student competency transcript.

I understand and agree that if I fail to demonstrate competence or acceptable improvement in any one or combination of the employability skills, there will be an initial review of my progress by the instructor, and if necessary, an Admissions Review.

I understand that I am a member of the medical assisting team, while at the preceptor sites, even though I am a student. I must be ready at all times to help other team members without being prodded to do so.

I understand that at the preceptor sites, I will be assigned to assist with patients in a clinical setting. Leaving the patient, for **any** reason without reporting appropriately to the supervising authority, is considered **abandonment of patients**. Abandonment of patients is cause for immediate disciplinary action and possible dismissal from the Medical Assisting Program. Dismissal from the program will be decided by, an instructor, health careers specialist, and FCTC Vice-Principal, during an Admissions Review.

I understand and agree an immediate review by the health careers specialist may be scheduled any time I demonstrate an inability to maintain acceptable employability skills, including professional communication and behavior, deemed essential in performance as a Medical Assisting student.

**I understand NO food or drink is allowed in the classrooms. Bottled water ONLY is permissible.**

## **CONFIDENTIALITY POLICY**

In accordance with HIPAA (Health Insurance Portability and Accountability Act) guidelines - the faculty of the FCTC School of Medical Assisting have adopted the following policy:

1. Except within the structured, teaching-learning situation, all aspects of the client's medically related information and/or data shall not be discussed with any other person or persons under any circumstances.
2. Proper identification as stated in the FCTC Student Dress Code is required before reading charts/records.
3. **Under no circumstances is the student to photo copy or record in any way any part of the patient/client's charts/records.**
4. **Under no circumstances is the student to remove from the Affiliate premises any reports or records pertaining to any patient/client.**
5. **Students may become privileged to Affiliate information which is considered private.**
6. **Students who divulge Affiliate or patient/client information acquired during courses may be immediately dismissed from the program.**
7. **Failure to honor this basic ethical right of the patient/client or Affiliate may result in the immediate dismissal of the student from the Medical Assisting Program.**
- 8.

Student recognizes that the disclosure of confidential information may give rise to irreparable injury to the patient/client or owner of such information, and that accordingly, the patient/client or owner of such information may seek such LEGAL remedies against the student.

**NOTE: Any violation of the Confidentiality Policy – Student Agreement may result in disciplinary action including, but not limited to, the possibility of dismissal.**

## **DRUG SCREENING and BACKGROUND CHECKS**

I understand before I can participate in clinical training, I must have a Level I background check by the Florida Department of Law Enforcement (FDLE). I understand that information received regarding a FDLE offense will be handled on an individual basis. I understand an offense of a serious nature could result in the following.

I may be unable to attend the required clinical training for the program.

I may not be permitted to take the Certification Examination, which may be required for employment.

I may not be employed after completion of the program.

I understand that prior to clinical training; a urine drug screen will be required. I understand that I will be contacted by the Medical Review Officer should the test results indicate a positive reading for illegal substances or prescription drugs. If the substance is illegal or a drug that I do not have a valid prescription for, I will be immediately dismissed from the Medical Assisting program.

## **SUBSTANCE ABUSE POLICY**

For the purposes of this program, substance abuse is defined as: the abuse or illegal use of alcohol and/or drugs, and being under the influence of such, while participating in any school-sanctioned activity.

The Health Careers Department faculty actively opposes the ingestion of any substance that interferes with healthy development and function in the physical, psychological, social, occupational, and spiritual areas.

First Coast Technical College Policies and Florida State laws governing Medical Assistants both consider substance abuse to be a health and safety problem. Substance abuse has significant negative effects on safety and performance. Patients/clients are at risk for serious injury if a student is under the influence of a substance which inhibits performance.

**THE SAFETY OF THE PATIENTS/CLIENTS IS OUR FIRST PRIORITY.**

### **Expectations**

All student medical assistants shall abstain from alcohol and/or drug use within eight hours prior to their practicum and class periods. This includes the use of illegal drugs, the illegal use of prescription drugs, and the abuse or illegal use of alcohol. Attending classes and/or practicum while under the influence of alcohol and/or drugs will be cause for dismissal from the program.

If a student takes a prescribed medication, he/she must inform his/her instructor. If the medication causes the student to be sleepy or slow in response, he/she may be sent home. An individual on medications that dull the senses is not considered a safe practitioner.

**THE SAFETY OF THE PATIENTS/CLIENTS IS OUR FIRST PRIORITY.**

**ALL/ANY REPORTS OF SUBSTANCE ABUSE IN ANY SCHOOL-SANCTIONED ACTIVITY WILL BE ACTED UPON IMMEDIATELY.** (See "Procedure" below).

If a student medical assistant should be convicted of a drug-related felony, he/she will be dismissed from the Medical Assisting Program. Health care facilities will not allow students who have been convicted of a drug-related felony to practice in the clinical area.

The Health Careers Department will assist and support any student who wishes to obtain help for drug-related problems.

### **Reporting Suspected Substance Abuse**

A staff member of the agency who suspects a student of being under the influence of alcohol and/or any other drug should immediately report this observation to the agency supervisor and the FCTC instructor.

A student who suspects a peer of being under the influence of alcohol and/or any other drug should immediately report this observation to the FCTC instructor.

### **Procedure**

An instructor who has received a report of suspected abuse or who suspects a student of being under the influence of alcohol and/or any other drug will immediately remove the student from direct patient care. The instructor will then confer with another instructor or agency staff member to assess, and if possible confirm, the evidence of suspected alcohol or drug use.

## **SUBSTANCE ABUSE POLICY (continued)**

Should **two agree** that there is observable evidence of substance abuse, the following will occur:

- The student will submit to urine and blood drug testing immediately. *Failure to submit to the testing will result in immediate dismissal from the program.*
- It will be the student's responsibility to arrange for transportation to the testing facility. Students suspected of substance abuse may not transport themselves.
- If the test results are positive or not immediately available, the student will not be allowed to drive and/or leave the testing facility alone. It is the student's responsibility to arrange for safe transportation home.
- The student will be suspended from all Program activities until the Health Careers Coordinator and/or Medical Assisting Instructor receives a copy of the test results.
- If the results for alcohol and/or drugs are positive the student will be immediately dismissed from the program.
- All expenses incurred due to mandatory testing and/or required transportation shall be the responsibility of the student.

### **Readmission**

Students dismissed for alcohol/drug problems must provide documentation of substance abuse treatment prior to readmission to the Medical Program. In addition, the student will be required to adhere to a plan, developed in conjunction with a counselor, for ongoing evaluation of compliance to the substance abuse policy.

## **STUDENT HEALTH REQUIREMENTS**

Each student must provide evidence of immunity against the following diseases. These requirements must be completed and results on file at FCTC BEFORE going to any clinical site. Please refer to the Health Careers department office or your instructor for further clarification of allowable evidence of immunity.

Failure of compliance will result in student inability to attend extern rotation and dismissal from the course and/or program.

- Physical exam – physical exam to remain current throughout MA program
- Immunizations – student must have proof of immunity or proof of immunization for
  - Measles
  - Mumps
  - Rubella
  - Tdap
  - Varicella
  - TB/PPD
  - Hep B (or declination)
  - Influenza
- CPR – Current Healthcare Provider must stay current throughout MA program
- FDLE Background Check

## **STUDENT HEALTH REQUIREMENTS (continued)**

- Drug Screening – Information will be handed out by instructor
- Agency orientation – scheduled by instructor mandatory attendance required
- For the protection of you and your patients/clients, inform your instructor immediately if you have any injury/illness/procedure while in the program. A letter from your physician documenting any physical limitations and granting permission to continue in the program is required. A decision will be made by the Health Careers faculty team in collaboration with the student, due to any safety issues of the student and health care clients/patients, as to whether the student may continue in the program.
- I understand I must be able to perform the physical tasks expected of a nurse in the clinical area, including lifting up to 50 pounds and taking care of up to five patients. If, for any reason, I am unable to physically perform these tasks, a maximum of three weeks alternative clinical experience is allowed. At that time, if I cannot physically perform the tasks, I will have to withdraw from the program until cleared by a physician.
- For the protection of you and your unborn child, inform your instructor immediately if you learn or suspect that you are pregnant. A letter from your physician documenting any physical limitations and granting permission to continue in the program is required. A decision will be made by the Health Careers faculty team in collaboration with the student, due to safety issues of the pregnant student and health care clients/patients, as to whether the student may continue in the program.

## **PROGRAM PROGRESS**

I agree to progress consistently toward meeting the objectives necessary to attain my goal. I will become knowledgeable in theory and skill performance realizing my responsibilities as a health care professional. I understand that failure to progress may lead to dismissal from the program.

I understand and agree that if, for any reason, a facility refuses to allow me to gain clinical experience at the facility; I will be referred for an Admissions Review and possible dismissal from the program.

## **COURSE PROGRESSION AND ATTENDANCE**

Attendance performance and remediation performance factor into the course grade to develop appropriate work ethics. As is expected in the workplace, when it is necessary to be absent due to illness or emergency situations, all students are to notify the instructor at least 1 hour before class begins if absent or tardy. Students are required to call the “practicum coordinator and the assigned site” before the assigned arrival time if absent or tardy. If 30 minutes late for clinical or practicum experiences, the student will be relieved for the day as patients must be cared for in a timely manner. Not following protocol is a “No Call / No Show” and is cause for disciplinary action after the first offense.

Students are required to submit timesheets for practicum experience weekly, failure to timely submit can result in loss of financial aid.

OCP	Course Number	Course Title	Course Hours	Recycles
A	HSC0003	Basic Health Care Worker	90 hrs	1
B	MEA0002	Introduction to Medical Assisting	250 hrs	4
	MEA0501	Medical Office Procedures	75 hrs	1
C	MEA0521	Phlebotomist, MA	75 hrs	1
D	MEA0543	EKG Aide, MA	75 hrs	1
E	MEA0581	Clinical Assisting	230 hrs	3
	MEA0530	Pharmacology for Medical Assisting	90 hrs	1
	MEA0573	Laboratory Procedures	125 hrs	2
	MEA0506	Administrative Office Procedures	90 hrs	1
	MEA0942	Practicum Experience	200 hrs	0

### **ATTENDANCE POLICY**

First Coast Technical College encourages and expects all students enrolled in programs to attend regularly, to derive maximum benefit from the instructional program, and develop habits of punctuality, self-discipline and responsibility. Our faculty and staff are committed to prepare our students with the diverse skill set necessary to be successful in the workforce. Effective work habits are paramount to students' success and all our programs include an employability criteria checklist within their grading policy.

In addition to maintaining satisfactory progress according to the course contract and curriculum calendar, it is expected that students will also maintain attendance/activity in the program. A student is expected to be in attendance for a minimum of 90% of scheduled hours for his/her course per grading period. If a student misses 10% of class instructional hour or a student has 6 consecutive absences, the student will be withdrawn from the course. First Coast Technical College is a clock-hour institution, and it is necessary for program instructors to daily monitor and document the attendance of all students enrolled in postsecondary technical programs. Curriculum delivery and awarding terminal credentials and Occupational Completion Points (OCPs) to students are based on actual number of hours present in the classroom and mastery of competencies. Decisions to withdraw students for excessive time out of class will be based on the total number of hours absent from class. In addition to the required attendance hours students are also required to have accomplished mastery of the competencies. Attendance requirements in programs that lead to board licensure may be stricter which takes precedence over the district wide attendance policy. Adult Education Students will follow the department attendance policy.

### **Tardy**

A student is expected to be in class in their seat ready to learn at the start of the class. If a student is late the tardy will count against their employability grade, which is factored into their final course grade.

### **Absences**

Students are expected to contact the instructor when absent according to departmental policy. The instructor will support the student to be proactive with their attendance.

### **Federal Program Eligibility**

## **ATTENDANCE POLICY (continued)**

Student must attend at least 83% of class schedule to maintain their Pell benefits and must attend 80% of class schedule to maintain VA benefits.

### **Student Leave of Absence Policy (LOA)**

For students enrolled in a career certificate program, First Coast Technical College (FCTC) may grant a student a leave of absence during which the student is not considered withdrawn. Each Leave of Absence Request will be considered on a student by student basis and will only be considered for extenuating circumstances. The school will grant only one leave of absence to the student in a 12-month period. The leave of absence must be for at least one week and no longer than a month.

#### **Steps for a LOA to be reviewed.**

1. The student discusses their LOA with their instructor and it must be approved by their instructor. The Instructor will discuss the LOA request with the Career Specialist. If the instructor approves the LOA request, the instructor agrees to provide the necessary support for the student to return to their course and complete the curriculum they missed during their LOA.
2. LOA form is completed by the student and all required supported medical documents are provided and submitted to the Student Advisor for their careful review.

#### **If the LOA is approved the student**

- The student is considered enrolled at the FCTC during their leave dates
- All students must return to the school on the date indicated on the leave of absence
- For students receiving financial aid the clock hours during the approved leave of absence will not apply to their Pell Grant disbursement.
- The Financial Aid Specialist will keep track of eligible FA students Leave of Absence timeframe.
- If the student does not return at the agreed upon date, the student will be withdrawn from the program.
- For financial aid purposes, a Return of Title IV calculation must be completed by the Financial Aid Specialist.

When the financial aid student is considered withdrawn. Outstanding fees resulting from a Return of Title IV calculation become the responsibility of the financial aid student.

### **Withdrawal and Re-enrollment**

Student Withdrawal for excessive time out of class will be entered into the attendance record by the instructor when students exceed allowable time out of class. Students withdrawn for nonattendance but desiring to continue in their program or another program, must have a re-enrollment meeting with a Student Advisor and Career Specialist prior to reentry. Re-entry may only be at the next course start dates. A student who wishes to re-enter a previous attended program may have to take a written or practical assessment to determine where the student will be placed within the program. The instructor and Career Specialist will determine the course of reentry for each student on a case by case basis. The Assistance Principal or Principal will be informed on re-entry by the Career Specialist.

I understand and agree that any breach in my employability skills will cause a reduction in my overall grade for each course.

Any breach in employability skills will result in a 5-point deduction per breach this will affect the Affect/Employability Skills grade percentage which will affect the overall course grade.  
(Breach - i.e. Tardy, absent, leaving early, uniform, shoes, no ID etc.)

This is a job-training program and employability skills are emphasized. Local employers in health care look for future employees who are serious about their career and have good employability qualities.

### **INSTRUCTOR HELP**

All students are considered mature enough to seek help and assistance from the course instructor. Please ask questions in class. If you have questions, concerning assignments, course content, etc., or any problem that warrants instructor help, please ask to speak with the instructor after class.

### **EVALUATION**

Course evaluation will include the following:

- Class participation and Professionalism
- Quizzes over material presented in class, workbook, and reading assignments.
- Tests are given upon completion of a course topic, or end of a unit.
- Workbook pages to be completed before class and before a unit test can be taken.

### **THEORY TESTING**

I agree to adhere to the policies and procedures regarding the evaluation process.

#### **Course Grade**

- |    |   |     |
|----|---|-----|
| 1. | Exams/Homework/Quizzes/Projects   | 35% |
|    | a. Average per course must be $\geq 80\%$ ,   |     |
|    | b. If the student scores less than 75% on a test, he/she must participate in mandatory tutoring/remediation as assigned in success class. |     |
| 2. | Clinical/Practicum  | 35% |
| 3. | Affect/Employability Skills (attendance)  | 15% |
| 4. | Course Final  | 15% |

The grading scale that is used in all medical courses is as follows:

A =	90-100%	B =	80-89%
C =	70-79%	D =	60-69%
F =	0-60%		

## **THEORY EXAM POLICY**

I understand and agree that any breach in my employability skills will cause a reduction in my overall grade for each course.

Any breach in employability skills will result in a 5-point deduction per breach this will affect the Affect/Employability Skills grade percentage which will affect the overall course grade.  
(Breach - i.e. Tardy, absent, uniform, shoes, no ID etc.)

The lowest acceptable course average for completion is 80%.

Student must achieve a 78% on each exam. Student must remediate if below 78% and recycle the exam at instructor discretion. A maximum score of 85% is given on a recycled exam. Student may recycle an exam one time only.

Cheating is unacceptable and will result in an Admissions Review and dismissal from the program.

If absent on scheduled exam days, five points will be deducted from the make-up exam. Make up exams not taken within one week after the student returns to class will have five additional points deducted.

**Students are required to take scheduled exams if they return to class on scheduled date.  
Make up and recycle exams are to be taken on scheduled dates at the instructor's discretion.  
Make up and recycle exams can be in any format.**

Recycles are not to exceed 20 % of exams in each course. If > 20% student has failed course.

## **ASSIGNMENTS**

All assignments must be completed on time and according to the specified criteria. You are responsible for all reading assignments in course texts, and the workbook manual, as well as the content of the lecture sessions themselves. Since assignments will be used during the class sessions, **it is essential that materials be read and carefully studied prior to class.** Class sessions will be used to clarify concepts answer questions and provide additional information on the subject being studied.

## **WORK BASED ACTIVITIES**

In order to participate in real world experiences, apply problem-solving skills; develop positive work attitudes, and good customer service skills, students will participate in supervised hands-on learning opportunities.

**OBJECTIVE:** Exhibit an understanding of the principles, theories and skills required to be a Medical Assistant.

**EXPERIENCE:** Students will attend clinical and practicum to develop skills in a work based setting to provide experience to build marketability and grooming for employment in the Medical Assisting profession.

## **WORK BASED ACTIVITIES (continued)**

**COMPETENCY:** Students will perform competencies prior to externship to be evaluated for readiness for externship by the instructor. After successfully completing this program, the student will be able to perform the following:

- Demonstrate knowledge of the healthcare delivery system and health occupations.
- Demonstrate the ability to communicate and use interpersonal skills effectively.
- Demonstrate legal and ethical responsibilities.
- Demonstrate an understanding of and apply wellness and disease concepts.
- Recognize and practice safety and security procedures.
- Recognize and respond to emergency situations.
- Recognize and practice infection control procedures.
- Demonstrate an understanding of information technology applications in healthcare.
- Demonstrate employability skills.
- Demonstrate knowledge of blood borne diseases, including HIV/AIDS.
- Apply basic math and science skills.
- Demonstrate communication skills used by medical assistants.
- Demonstrate knowledge of legal and ethical responsibilities for medical assistants.
- Demonstrate an understanding of anatomy and physiology concepts in both illness and wellness states.
- Demonstrate basic clerical/medical office duties.
- Demonstrate accepted professional, communication, and interpersonal skills.
- Discuss phlebotomy in relation to the health care setting.
- Identify the anatomic structure and function of body systems in relation to services performed by a phlebotomist.
- Recognize and identify collection reagents supplies, equipment and interfering chemical substances.
- Demonstrate skills and knowledge necessary to perform phlebotomy.
- Practice infection control following standard precautions.
- Practice accepted procedures of transporting, accessioning and processing specimens.
- Practice quality assurance and safety.
- Describe the role of a medical assistant with intravenous therapy in oncology and dialysis.
- Describe the cardiovascular system.
- Identify legal and ethical responsibilities of an EKG aide.
- Perform patient care techniques in the health care facility.
- Demonstrate knowledge of, apply and use medical instrumentation modalities.
- Demonstrate basic office examination procedures.
- Demonstrate knowledge of the fundamentals of microbial control and use aseptic techniques.
- Demonstrate minor treatments.
- Demonstrate knowledge of basic diagnostic medical assisting procedures.
- Demonstrate basic X-Ray procedures.
- Demonstrate knowledge of pharmaceutical principles and administer medications.
- Perform CLIA-waived diagnostic clinical laboratory procedures.
- Demonstrate awareness of clinical microscopy techniques and procedures that may be performed in CLIA-exempt laboratories under physician supervision.
- Demonstrate knowledge of emergency preparedness and protective practices.
- Perform administrative office duties.
- Perform administrative and general skills.
- Perform clinical and general skills.
- Display professional work habits integral to medical assisting.

**EVALUATIONS:** Students are evaluated by preceptors in the extern site and by the instructor for program completion.

## **SAFETY**

1. I agree to follow all safety rules and regulations as outlined by the instructors.
2. I agree not to use equipment until I have been instructed in the proper method of operation.
3. I agree to demonstrate my ability to operate, use, and maintain all equipment correctly and safely under the supervision of an instructor, laboratory assistant, or designated student.

## **OCCUPATIONAL EXPOSURE TO POTENTIALLY INFECTIOUS SECRETIONS**

Healthcare workers must balance occupational risks with providing quality care to all clients/patients. As front-line providers of care, nurses have an increased risk of exposure to potentially infected blood and body fluids.

The First Coast Technical College Medical Assisting Program accepts the Center for Disease Control recommendations that all health care workers should strictly adhere to Standard Precautions as the most effective means of preventing exposure and transmission of potentially infectious secretions.

Standard Precautions are intended to prevent parenteral, mucous membranes and non-intact skin exposures to health care workers to blood-borne pathogens.

Under Standard Precautions, blood and certain body fluids of all clients/patients are considered potentially infectious for human immune deficiency virus (HIV), hepatitis B virus (HBV), hepatitis C virus (HCV), and other blood-borne pathogens.

The risk of nosocomial transmission of HIV, HBV, HCV, and other blood-borne pathogens can be minimized if health care workers use the following general guidelines:

I understand and agree to adhere to the following communicable disease policies established by First Coast Technical College for all Health Occupations students in contact with potentially communicable patients while performing in clinical areas.

To standardize the delivery of health care to all clients and minimize the risk of transmission of communicable disease, all Health Careers students will:

1. Follow instructional guidelines for basic skills in isolation techniques, injections, and handling of body fluids in the skills laboratories before actual clinical practice of these skills on a client.
2. Follow classroom instruction related to communicable disease treatment, modes of transmission, and prevention.
3. Follow hospital and nursing home procedures and specific policies for prevention of blood and body fluid disease transmission.
4. Utilize the following blood and body fluid precautions:
  - Gloves are worn when handling blood and body fluids, mucous membranes, or non-intact skin of clients, or when touching items or surfaces soiled with blood or body fluids (including performing venipuncture and other vascular access procedures).
  - Hands are washed immediately before gloving and again after removing gloves.
  - Hands are washed immediately and thoroughly when contaminated with blood or body fluids.

## OCCUPATIONAL EXPOSURE TO POTENTIALLY INFECTIOUS SECRETIONS (continued)

- Wash hands between clients and Gloves are changed after each client.
  - Gowns, masks, and protective eyewear are worn for any procedures likely to result in or prone to splashing of blood or body fluids.
  - Used needles are not recapped, bent or broken, removed from disposable syringes, or in any way manipulated by hand. Disposable needles, syringes, scalpel blades, and other sharp items are placed in puncture-resistant containers for disposal.
  - Soiled linen is handled as little as possible with minimum agitation. All soiled linen is bagged and tied closed at the location where used or according to facility policy.
  - Gloves are worn for post-delivery care until all blood and amniotic fluid have been cleaned from an infant's skin.
  - Upon death, state law requires that a tag be affixed to the body of anyone known to have a blood-borne pathogen.
  - Specimens of blood and body fluids are placed in a leak-proof container. When collecting the specimen, care is taken to prevent contamination of the outside of the container. All containers are placed in a zip-lock bag.
  - Mouthpieces and resuscitation bags are used in place of mouth-to-mouth resuscitation.
  - Students with exudative lesions or weeping dermatitis should refrain from all direct client care until condition resolves.
5. A hospital and school incident report is to be completed if the student is exposed to blood or body fluids through the following means.
- Needle stick or cut
  - Mucous membrane (splash to the eyes or mouth)
  - Cutaneous (through skin which is chapped, abraded, or has dermatitis)
- Follow-up screening will be recommended according to hospital/school guidelines. **The student will pay all cost of follow-up and screening.**
6. Follow the infection control guidelines of the obstetrical units in the clinical facilities regarding staphylococcal and herpes infections. These policies state that no person may work in the area if they, or a family member living in the same household, has a staphylococcal or herpes infection (the most common diseases include impetigo, chickenpox, shingles, cold sores, and venereal herpes).
- Any student, who has any temporary or permanent condition that may put them or their clients/patients at risk, has the responsibility to notify their practicum instructor.

## **OCCUPATIONAL EXPOSURE TO POTENTIALLY INFECTIOUS SECRETIONS (continued)**

### **MANAGEMENT OF OCCUPATIONAL EXPOSURE**

#### **1. Provide immediate care to the exposed site:**

- ☒ Wash wounds and skin with soap and water.
- ☒ Flush mucous membranes with water.

#### **2. Initiate report:**

- ☒ Immediately report the incident to the FCTC Instructor.
- ☒ Complete an agency “incident report”.
- ☒ Complete the FCTC accident form. (must be submitted on-line).
- ☒ Instructor to submit all forms to FCTC Health Coordinator for appropriate submission and follow-up.

#### **3. Follow-up screening:**

- ☒ Level of risk will be recommended according to agency/school guidelines.
- ☒ The student will pay all costs of follow-up and screening.

### ***GROUNDINGS FOR IMMEDIATE DISMISSAL AND/OR ADMINISTRATIVE REVIEW***

#### ***Refusal of clinical/practicum placement or assignment***

***Refusal of the agency, institution and or instructor to provide clinical/classroom experience or placement due to, but not limited to the following:***

- a. Poor, unsafe extern/clinical/lab/practicum performance***
- b. Previous employment performance at specified clinical/extern/practicum site***
- c. Disrespectful attitude/aggressive behavior towards institution, staff, instructors or patients***
- d. Non-compliance with policies, procedures or regulations of institution***
- e. Any breach of ethical or legal standards***
- f. Behavior or manner deemed unsafe to patient contact caused by the effects of any substance.***
- g. Results of drug screen or criminal background check.***

**First Coast Technical College  
Medical Assisting Program**

**INFORMED CONSENT AND WAIVER OF LIABILITY**

I, \_\_\_\_\_, understand that as a clinical student, I may be exposed to environmental hazards and infectious diseases including, but not limited to Tuberculosis, Hepatitis B and HIV (AIDS) while in a clinical facility.

Neither First Coast Technical College nor any of the clinical facilities used for clinical practice assumes liability if a student is injured on the campus or in the clinical facility/practicum during training unless the injury is a direct result of negligence by the college or clinical facility.

I understand I am responsible for the cost of health care for any personal injury I may suffer during my education. I understand that I must obtain and maintain private health insurance while enrolled in the Medical Assisting Program.

I willingly consent to participate in all laboratory treatments and practice sessions (including invasive procedures) as a human subject (i.e., patient) for educational purposes at FCTC. These treatments may be rendered by faculty or fellow students. It is my responsibility to disclose any information or medical issues that will limit or bar me from the above participation to the Program Coordinator and/or Instructor in a timely manner.

I willingly consent to participate in simulated patient interviews in both lab and lecture demonstrations.

I willingly consent to give the Program Specialist or FCTC designee permission to give my student ID and other personal information to the FCTC clinical/practicum affiliations and licensure/registration authorities for appropriate reasons.

I willingly consent to give the Health Careers Department permission to release drug testing results, or Criminal Background Information to clinic sites that may require such information as terms of their contract with FCTC for clinical/practicum affiliations.

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**First Coast Technical College  
Medical Assisting Program**

**CONFIDENTIALITY STATEMENT**

The patient has a right to every consideration of privacy concerning his/her own medical care program, case discussion, consultation, examination, and treatment are confidential and should be conducted discreetly. Those not directly involved in his/her care must have the permission of the patient/client to be present. The patient has the right to expect that all communications and records pertaining to his/her care should be treated as confidential. A Patient's Bill of Rights (1975)

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I am aware that as a student of First Coast Technical College Medical Assisting Program, I have access to patient information that will remain confidential. I agree to respect and protect the confidentiality of all patient information. I understand that if I violate any HIPAA regulations, I will be dismissed from the program.

I authorize the FCTC Medical Assisting Program Coordinator to release information regarding my performance while enrolled in the program.

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Printed Name of Student

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Signature of Student

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Date

**First Coast Technical College  
Medical Assisting Program**

**DECLARATION OF INTENT**

First Coast Technical College's mission is to provide career, technical, & adult education to meet the changing needs of students, businesses, & the workforce. We expect that our students will attain certification and/or licensure appropriate for their field. However, there are times when students enroll in our career courses for reasons other than certification and/or employment. In that case, students must declare his or her intent to enroll for personal reasons, waiving their commitment to attain certification and/or licensure.

If you ***DO NOT PLAN*** to work in this field:

Please complete the information below, indicating your reason for enrolling in this program:

- I enrolled for personal enrichment.
- I plan to work as volunteer or as a hobby.
- I plan to continue my education at another college or university.

Student Name: \_\_\_\_\_  
Print Please

Student's Signature: \_\_\_\_\_

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

If you ***DO PLAN*** to work in this field:

Please complete the information below, indicating your reason for enrolling in this program:

- I enrolled to attain certification and become employed.

Student Name: \_\_\_\_\_  
Print Please

Student's Signature: \_\_\_\_\_

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

**I have reviewed the FCTC Medical Assisting student handbook and I am personally responsible for the information contained therein.**

I, (student name) \_\_\_\_\_, have carefully read and studied the Medical Assisting Student Handbook and Training Contract Agreement and by my signature, agree to abide by the policies and regulations with the understanding this is a condition of acceptance and continuance in the program.

I, (student name) \_\_\_\_\_, agree \_\_\_ or do not agree \_\_\_ to FCTC releasing school attendance, grades, competency information, health and/or background information to a potential employer, federal, state or local government agency.

I, (student name) \_\_\_\_\_, do \_\_\_ or do not \_\_\_ authorize emergency medical care.

I agree \_\_\_\_\_, I do not agree \_\_\_\_\_ FCTC may use my photo, likeness, and or name in school publications or periodicals for such purposes as advertising and media releases.

I, (student name) \_\_\_\_\_, understand that the extern/practicum schedule will include longer hours, daytime hours and travel depending on the site in which the rotation occurs.

I, (student name) \_\_\_\_\_, understand that lab remediation experience outside of classroom time may be assigned in the medical assisting lab.

I, (student name) \_\_\_\_\_, willingly consent to participate in all laboratory treatments and practice sessions as a human subject (i.e., patient) for educational purposes at First Coast Technical College. These treatments may be rendered by faculty or by fellow students. It is my responsibility to disclose any information or medical issues that will limit or bar me from the above participation to the Program Coordinator or Instructor in a timely manner.

\_\_\_\_\_  
FCTC Principal's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Health Career Specialist Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Student's Signature

\_\_\_\_\_  
Date

**PARENT/GUARDIAN RESPONSIBILITY** (Required if student is less than 18 years of age).

I, as the parent/guardian, have carefully read and studied the Training Contract Agreement and by my signature, agree to abide by the policies and regulations with the understanding this is a condition of acceptance and continuance in the program.

\_\_\_\_\_  
Parent/Guardian's Signature  
*Required if Under 18 Years of Age*

\_\_\_\_\_  
Date