



South Central
COLLEGE

Medical Assisting

To prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.

Student Handbook
2024-2025

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Welcome

Welcome to the South Central College (SCC) Medical Assisting program!

Our program's vision is to be a superior medical assisting program that empowers students to expand life experiences in response to industry's needs. You are entering into a very exciting and challenging program which will prepare you for an entry-level medical assisting career. Employment opportunities are steadily increasing for committed medical assistants with a quality education and training background.

The SCC Medical Assisting Program Student Handbook has been compiled by the faculty and program advisory board. It provides detailed policies and procedures specific to the medical assisting program. The handbook is to be used as a supplement to the SCC Programs of Study and Handbook. A copy of the SCC Student Handbook is available at each campus's student affairs office or may be downloaded from the SCC website at <http://ecatalog.southcentral.edu/>.

The policies and procedures noted in this handbook are designed to support the success of medical assisting students. Read this handbook in its entirety, as you are expected to follow all of the regulations and guidelines that are contained within the handbook.

As a SCC student preparing for the medical assisting profession, you are expected to:

- Attend all scheduled classes, labs, and external learning
- Demonstrate integrity and honesty on and off campus
- Use respectful written and verbal communication
- Embrace new and different concepts with a positive attitude
- Complete assignments and course requirements in a timely matter
- Represent yourself and SCC in a professional manner on and off campus and during college external learning, meetings, and your internship experience.

The faculty and staff wish you success in the pursuit of your healthcare career. The academic challenges that await you are rigorous, but determination and dedication will assist you in reaching your career goals.

Welcome to the SCC Medical Assisting program!



Liz Johnson, CMA (AAMA), CHUC
Medical Assisting Program Director/Instructor

Organizational Chart

President of College

Dr. Annette Parker

Vice President of Academic Affairs

Laura Attenberger

Dean of Health Sciences

Dr. Liz Thompson, CNP, RN, CNE, PHN

Medical Assisting Program Director

Liz Johnson, CMA (AAMA), CHUC

Academic Advisor

Angie James, MS

Program Advisory Board

Liz Johnson, CMA (AAMA), CHUC South Central College Medical Assisting Program Director/Instructor	April Oachs, RN Mankato Clinic Staffing Manager/Clinical Operations <i>Advisory Board Chair, 2023</i>
Dr. Liz Thompson, CNP, RN, CNE, PHN South Central College Dean of Health Sciences	Dar Schauer, PA-C Mankato Clinic Family Practice Provider
Sommer Haynes South Central College Administrative Assistant to the Dean of Health Sciences <i>Advisory Board Secretary, 2023</i>	Laura Jewison, CMA (AAMA) Mankato Clinic Certified Medical Assistant Past Graduate/Dual Training Grant Recipient
Angie James, MS South Central College Academic Advisor to Health Sciences	Gina Urban, CMA (AAMA) Mankato Clinic Certified Medical Assistant/Past Graduate
John Harper South Central College Director of Diversity, Equity, & Inclusion	Melissa Mitchell, CMA (AAMA) St Peter Public Schools Health Assistant/Past Graduate
Kelcey Woods-Nord South Central College Vice President of Strategic Partnerships	Courtney Fuentes, MS, CMA (AAMA) Mayo Clinic Health System Staffing & Scheduling Coordinator/Past Graduate
Bobbi Nawrocki Orthopaedic & Fracture Clinic Office Manager/Patient Services	Renae Wolf, MSN, RN Mayo Clinic Health System Education Coordinator
Mary Jo Huebner Allina Health Education Coordinator	Erin Kieve, DNP, RN, PHN, CNOR, NE-BC Mayo Clinic Health System Nursing Education Specialist Nurse Manager
McKenzie Jabs, RN, MSN New Ulm Medical Center/Allina Health Specialty Clinic Nurse Manager	Samantha Zittel, CMA (AAMA) Mayo Clinic Health System Certified Medical Assistant/Past Graduate
Chelsea Petzel, CMA (AAMA) Ridgeview Medical Clinic Supervisor	Kim VanHoudt, RN Open Door Health Center Vaccine and Outreach Coordinator
Heidi Walters Community Member	Amelia Fude, RN Open Door Health Center RN Care Coordinator
Mercedes Winters South Central College Medical Assisting Student	

Medical Assisting Academic Advising

An academic advisor is available to answer general questions and meet with current and prospective medical assisting students regarding their courses. Students can make appointments with their academic advisor by contacting them directly via email or phone or scheduling an appointment through student affairs.

Medical Assisting Career

The medical assisting profession is a rewarding and challenging career, but there are certain academic rigors and legal aspects that have to be met in order to complete the program. SCC is looking for students who are prepared to accept the time it will take in their classes to be successful, as well as building their professional development in order to be a successful graduate in this program. In order to be successful in this field, you must have:

- valid driver's license or transportation to clinical site
- clear criminal history (see Criminal Background Study section)
- ability to work through conflict
- time management skills
- verbal communication skills
- written communication skills
- perform essential job functions of a Medical Assistant

Medical assisting is a profession with many rewards, as practitioners can perform both administrative and clinical services, filling several roles in a variety of healthcare environments. The Bureau of Labor Statistics clearly outlines that it is a growth field, with an anticipated 18% growth from 2020 to 2030.

Medical Assistants work directly with providers and patients, with the goal of providing healthcare and ensuring patient safety. It is a position with a great deal of responsibility. As with any healthcare position, there are certain occupational risks that come into play with being a medical assistant, and those hazards include the following:

- Exposure to infectious diseases
- Sharps injuries
- Bloodborne pathogens and biological hazards
- Chemical and drug exposure
- Ergonomic hazards from lifting, sitting, and repetitive tasks
- Latex allergies
- Stress

At the same time, there are protections set up with the Occupational Safety and Health Act (OSHA), and those protections are particularly important within a healthcare environment. OSHA has a series of standards that protect the safety of healthcare workers and patients. Accredited medical assisting programs are required to teach students about the hazards that they face on the job and the protocols that can be put into place to ensure a workplace culture that prioritizes safety.

Medical Assisting Philosophy

South Central College's medical assisting curriculum progresses in sequence from simple to complex; i.e., knowledge accumulated each semester is applied to the subsequent semester. The medical field is always changing in theory, research, and technology so students must stay up-to-date with their classes as well as the medical assisting profession.

Instructor(s) facilitate learning by constructing classroom activities that use a variety of methods to promote the achievement of course objectives and competency outcomes by the student. Students should also be able to apply common sense to medical knowledge and situations because each patient condition will be different. Problem solving and critical thinking are important when working in the medical profession. Positive reinforcement will be used when providing feedback for assignments and competencies in the classroom setting. This type of feedback provides a relaxed atmosphere and feeling of acceptance while also building self-confidence and a good faculty/student relationship.

Accreditation Standard

South Central College's Medical Assisting program is nationally accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) with the recommendation of the Medical Assisting Education Review Board (MAERB).

Commission on Accreditation of Allied Health Education Programs (CAAHEP)

9355 - 113th St. N, #7709

Seminole, FL 33775

Phone: 727-210-2350

<http://www.caahep.org>

Medical Assisting Education Review Board (MAERB)

2020 N. California Ave., #213 Suite 7

Chicago, IL 60647

1-800-228-2262

<http://www.maerb.org/>

Admission Requirements

To be accepted into the medical assisting program, applicants must meet the following requirements:

- Meet or exceed Student Self Placement for passing MATH 85, ENGL 90 and READ 90.
- Complete the Medical Assisting Application prior to the fall semester start.
- Pass a MN Department of Human Services background study.

In addition, medical assisting students must remain current in Healthcare Provider CPR (Basic Life Support or BLS) while active in their internship.

Criminal Background Study

To comply with internship facility requirements, a criminal background check is required prior to external service learning and/or internship placement. Minnesota law requires that a background study be conducted for any person who provides services that involve direct contact with patients and residents at a health care or child care facility licensed by the MN Department of Health.

An individual who is disqualified from having direct patient contact as a result of the background study, and whose disqualification is not set aside by the Commissioner of Human Services, will not be permitted to participate in an internship in a Minnesota-licensed health care facility. Failure to participate in the internship placement that is required for this program **will** result in **ineligibility** to qualify for a medical assisting degree from SCC.

Also, please note that each individual internship site may have different regulations related to background studies that have been set aside. Not every internship site will allow a student to intern at their facility if they have a background study that has been set aside. We cannot guarantee placement or graduation from the medical assisting program for students that have a background check set aside.

Immunizations

Due to our complex laboratory activities along with interactions with patients in the health setting, medical assisting students are required to have and remain current in following immunizations prior to entrance to their medical assisting core courses:

IMMUNIZATION	REQUIREMENT CAN BE MET BY
Measles, Mumps, and Rubella (MMR)	<ul style="list-style-type: none">• Documentation of 2-dose immunization series >12 mo age• Documentation of disease by provider (for <i>each</i> disease)• Titer results indicating immunity (for <i>each</i> disease)
Tetanus/Diphtheria (Td) or Tetanus, Diphtheria and Pertussis (Tdap)	<ul style="list-style-type: none">• Documentation of immunization within 10 years
Chickenpox (Varicella)	<ul style="list-style-type: none">• Documentation of disease from provider• Documentation of 2-dose immunization series• Titer results indicating immunity
Hepatitis B	<ul style="list-style-type: none">• Documentation of 3-dose immunization series• Titer results indicating immunity
Tuberculosis	<ul style="list-style-type: none">• Documentation of current Mantoux/PPD/TST (within previous 12 mo and remaining current through internship)• Documentation of current QuantiFERON blood test (within previous 12 mo and remaining current through internship)
COVID-19* *Optional – may be required by clinical partners – may affect ability to complete service learning, internship, and/or program/degree requirements if not obtained	<ul style="list-style-type: none">• Documentation of initial vaccination series (boosters encouraged but not required)• Documentation from medical provider of contraindication/medical exemption from vaccine
Influenza* *Optional – may be required by clinical partners – may affect ability to complete service learning, internship, and/or program/degree requirements if not obtained	<ul style="list-style-type: none">• Annual documentation of vaccination• Documentation from medical provider of contraindication/medical exemption from vaccine

If a student fails to provide record of all required immunizations by the due date set by the instructor and/or Program Director, the student will be dismissed from the program. If the student wishes to continue in the program, they must notify the Medical Assisting Program Director of their intention in writing prior to scheduling classes. Re-admission will be on a space-available basis. Upon re-entry into the program, students will be given and expected to follow the policies of the current Medical Assisting Student Handbook.

A student who fails to provide all required immunization records by the due date set by the instructor and/or Program Director two or more times will be dismissed from the program and will not be considered for re-admission to the program.

Technical Standards and Essential Functions

The following essential functions outline reasonable expectations of a medical assisting student for the performance of common medical assisting functions. Students must be able to apply the knowledge and skills necessary to function in a variety of classroom, lab, and clinical situations while providing the essential competencies of medical assistants. These requirements are in place for successful completion of the medical assisting courses along with employment upon graduation. If after reviewing the essential functions, you feel you may not be able to complete one or more of these functions, contact SCC's Academic Support Center for further assessment.

See full list of essential functions on the next page.

Gross Motor Skills

- Move within confined spaces
- Reach above shoulder
- Reach below waist
- Reach out front

Physical Strength

- Push and pull 50 lbs
- Support 50 lbs of weight
- Lift 50 lbs
- Carry equipment / supplies
- Use upper body strength (CPR)
- Squeeze with hands (fire extinguisher)

Fine Motor Skills

- Pick up objects with hands
- Grasp small objects with hands
- Write with pen or pencil
- Key/type
- Pinch / pick / squeeze with fingers
- Twist
- Good eye hand & foot coordination
- Simultaneous hand wrist & finger movement

Physical Endurance

- Stand up to several hours
- Sustain repetitive motions (CPR)
- Maintain same position for long period of time
- Function in a fast-paced environment

Vision

- See objects up to 20 in. away (small needles)
- See objects up to 20 feet away
- Use depth perception
- Use peripheral vision
- Distinguish color and color intensity
- See in a darkened room

Hearing

- Hear and discriminate speech at normal conversational sound levels
- Hear faint voices
- Hear faint body sounds (shallow breathing)
- Ability to discriminate speech in noise
- Hear in situations when not able to see

Tactile

- Feel vibrations
- Feel differences in surface characteristics
- Feel differences in sizes & shapes
- Detect hot and cold temperatures

Interpersonal Skills

- Establish rapport with individuals (co-workers)

Environment

- Tolerate exposure to allergens, strong odors, soaps, warm/cool temperatures, safety equipment (goggles, masks, etc.), and work in confined environments for extended periods of time

Reading

- Read and understand written documents
- Read digital displays, computer screens

Communication Skills

- Exhibit & comprehend nonverbal cues
- Speaks English
- Writes English
- Read English
- Understand English
- Listen & comprehend spoken / written word
- Collaborate with others

Math

- Comprehend and interpret graphic trends
- Tell time
- Measure time
- Read & interpret measurement marks
- Add, subtract, multiply, divide, and count
- Compute fractions and decimals
- Document numbers in records

Critical Thinking

- Comprehends & follows instructions
- Identifies cause-effect relationships
- Follow process from start to finish
- Sequence information

Analytical Thinking

- Problem solving
- Transfer knowledge from one situation to another
- Process & interpret written & oral information from multiple sources
- Apply math concepts
- Analyze & interpret abstract and concrete data
- Prioritize Tasks (time management)
- Evaluates outcomes
- Use short & long-term memory
- Plan & Control activities

Emotional Stability

- Establish professional relationships
- Adapt to changing environments
- Deals with the unexpected
- Focus attention on task
- Accept feedback appropriately

Medical Assisting Curriculum

Degree Type: Applied Associate of Science (A.A.S.)

Location: North Mankato

Program Start: Fall

Total Credits: 60 credits

HC 1000	Medical Terminology	3
HC 1525	Health Care Core Foundations	3
MA 1020	Medical Office Procedures	3
OTEC 1001	Computer Software for College	2
ENGL 100	Composition	4
		15

HC 1550	Electronic Health Records	2
HC 1914	Anatomy & Physiology Disease Conditions I	4
MA 2010	Lab. Skills for Medical Assistants	3
MA 2015	Clinical Skills I for Medical Assistants	3
FCS 105	Nutrition and Healthy Living	3
		15

HC 1924	Anatomy & Physiology Disease Conditions II	4
MA 2000	Pharmacology for Medical Assistants	3
MA 2020	Clinical Skills II for Medical Assistants	3
HUM 100 or CRTK 100 or PHIL100	Critical Thinking or Ethics in Society	3
PSYC 110 or COMM 130	Lifespan Psychology or Intercultural Communication	3
		16

MA 2040	Medical Assistant Internship	5
HC 2025	Culturally Competent Care	3
COMM140	Interpersonal Communication	3
PHIL150	Medical Ethics	3
		14

Medical Assisting Program Competencies

Each course required within SCC's medical assisting program was created or selected to meet academic standards and fulfill accreditation requirements. Curriculum in the program is structured to comply with the latest available standards by the American Association of Medical Assistants (AAMA). All of the following areas will be addressed once, if not more, within your required courses. All competencies cognitive (knowledge), psychomotor (skills), and affective (behavior) must be passed with a grade of 74% or higher.

Psychomotor Competencies

I. Anatomy, Physiology, and Pharmacology	
I.P.1	Accurately measure and record: a. blood pressure b. temperature c. pulse d. respirations e. height f. weight (adult and infant) g. length (infant) h. head circumference (infant) i. oxygen saturation
I.P.2	Perform the following procedures: a. electrocardiography b. venipuncture c. capillary puncture d. pulmonary function testing
I.P.3	Perform patient screening following established protocols
I.P.4	Verify the rules of medication administration: a. right patient b. right medication c. right dose d. right route e. right time f. right documentation
I.P.5	Select proper sites for administering parenteral medication
I.P.6	Administer oral medications
I.P.7	Administer parenteral (excluding IV) medications
I.P.8	Instruct and prepare a patient for a procedure or a treatment
I.P.9	Assist provider with a patient exam
I.P.10	Perform a quality control measure
I.P.11	Collect specimens and perform: a. CLIA waived hematology test b. CLIA waived chemistry test c. CLIA waived urinalysis d. CLIA waived immunology test e. CLIA waived microbiology test
I.P.12	Provide up-to-date documentation of provider/professional level CPR

I.P.13	Perform first aid procedures a. bleeding b. diabetic coma or insulin shock c. stroke d. seizures e. environmental emergency f. syncope
II. Applied Mathematics	
II.P.1	Calculate proper dosages of medication for administration
II.P.2	Record laboratory test results into the patient's record
II.P.3	Document on a growth chart
II.P.4	Apply mathematical computations to solve equations
II.P.5	Convert among measurement systems
III. Infection Control	
III.P.1	Participate in bloodborne pathogen training
III.P.2	Select appropriate barrier/personal protective equipment(PPE)
III.P.3	Perform hand washing
III.P.4	Prepare items for autoclaving
III.P.5	Perform sterilization procedures
III.P.6	Prepare a sterile field
III.P.7	Perform within a sterile field
III.P.8	Perform wound care
III.P.9	Perform dressing change
III.P.10	Demonstrate proper disposal of biohazardous material a. sharps b. regulated waste
IV. Nutrition	
IV.P.1	Instruct a patient regarding a dietary change related to a patient's special dietary needs
V. Concepts of Effective Communication	
V.P.1	Respond to nonverbal communication
V.P.2	Correctly use and pronounce medical terminology in health care interactions
V.P.3	Coach patients regarding: a. office policies b. medical encounters
V.P.4	Demonstrate professional telephone techniques
V.P.5	Document telephone messages accurately
V.P.6	Using technology, compose clear and correct correspondence
V.P.7	Use a list of community resources to facilitate referrals
V.P.8	Participate in a telehealth interaction with a patient

VI. Administrative Functions	
VI.P.1	Manage appointment schedule, using established priorities
VI.P.2	Schedule a patient procedure
VI.P.3	Input patient data using an electronic system
VI.P.4	Perform an inventory of supplies
VII. Basic Practice Finance	
VII.P.1	Perform accounts receivable procedures to patient accounts including posting: a. charges b. payments c. adjustments
VII.P.2	Input accurate billing information in an electronic system
VII.P.3	Inform a patient of financial obligations for services rendered
VIII. Third-Party Reimbursement	
VIII.P.1	Interpret information on an insurance card
VIII.P.2	Verify eligibility for services
VIII.P.3	Obtain precertification or preauthorization with documentation
VIII.P.4	Complete an insurance claim form
VIII.P.5	Assist a patient in understanding an Explanation of Benefits (EOB)
IX. Procedural and Diagnostic Coding	
IX.P.1	Perform procedural coding
IX.P.2	Perform diagnostic coding
IX.P.3	Utilize medical necessity guidelines
X. Legal Implications	
X.P.1	Locate a state's legal scope of practice for medical assistants
X.P.2	Apply HIPAA rules in regard to: a. privacy b. release of information
X.P.3	Document patient care accurately in the medical record
X.P.4	Complete compliance reporting based on public health statutes
X.P.5	Report an illegal activity following the protocol established by the healthcare setting
X.P.6	Complete an incident report related to an error in patient care
XI. Ethical and Professional Considerations	
XI.P.1	Demonstrate professional response(s) to ethical issues
XII. Protective Practices	
XII.P.1	Comply with safety practices

XII.P.2	Demonstrate proper use of: a. eyewash equipment b. fire extinguishers
XII.P.3	Use proper body mechanics
XII.P.4	Evaluate an environment to identify unsafe conditions

Affective Competencies

		Passed	Date	Initials
A.1	Demonstrate critical thinking skills			
A.2	Reassure patients			
A.3	Demonstrate empathy for patients' concerns			
A.4	Demonstrate active listening			
A.5	Respect diversity			
A.6	Recognize personal boundaries			
A.7	Demonstrate tactfulness			
A.8	Demonstrate self-awareness			

Estimated Cost of Program

Tuition & Fees	\$12,300
Books	\$2,000
Scrubs	\$200
Stethoscope	\$100
Blood Pressure Cuff	\$25
Watch w/second hand	\$20
Total	\$14,645

Textbooks and Supplies

Medical Assisting Textbooks	Available through the North Mankato Campus Bookstore.
Medical Assisting Scrubs	Fit appropriately and be stain and rip free. Scrubs can be purchased at a location of the student's choice. Must have gray scrub bottoms (either dark or light gray color) and black scrub top .
Stethoscope	Single dual diaphragm to hear low and high frequencies. This can be purchased at the SCC Bookstore or a location of the student's choice.
Watch w/second Hand	Must have second hand in order to properly use while taking heart and respiration rates.
Medical Assisting Student ID Badge	Obtained at the North Mankato Library. Student is required to wear their designated scrubs for the ID picture.

Dress Code

While on campus and in Medical Assisting lectures, students may wear clothing and footwear appropriate for the college learning environment.

During Medical Assisting labs the student must follow the below guidelines:

- Wear black scrub top and gray scrub bottoms. Scrubs are to fit appropriately and be free of stains, rips/tears, and wrinkles.

- b. Wear sturdy closed-toe shoes—absolutely no open-toed shoes. It is recommended to carry your clinical shoes to your lab and or internship site and put them on there. Wearing work shoes outdoors will make them look worn and less professional. Socks or nylons must be worn with shoes at all times.
- c. Keep hair clean and neat. If long, hair must be tied back. This is required in order to comply with safety standards when working with laboratory equipment and specimens. Male students must either shave regularly or if they choose to wear facial hair, they must keep it clean and well groomed.
- d. Students will not chew gum. This is to comply with safety standards when working in a laboratory setting and handling patient specimens.
- e. Keep fingernails clean and at a reasonable length. No fake nails. No nail polish.
- f. Maintain proper body hygiene, free of body sprays, perfume, natural and unnatural scents (i.e. smoke, incense and body odor).
- g. Wear SCC Medical Assisting Student Identification Badge at all times.
- h. Wear minimal jewelry with limited body jewelry (i.e. tongue rings, lip piercing and eyebrow piercings).

During the student's Medical Assisting Internship, they must adhere to the dress code of the facility to which they are assigned. In addition to the facility's dress code, or if the dress code is optional, the following rules still apply:

- a. Students will follow the same guidelines as for their medical assisting labs, as outlined above.

Students not conforming to the program or facility dress codes may be sent home from their internship site at the Preceptor's or Internship Coordinator's discretion. Rescheduling these internship hours must be done in a prompt, professional fashion.

Confidentiality

Students must remember at all times that the information in a clinic is confidential. Students shall not tell patients, parents, friends, relatives, or non-clinic employees any information regarding the services a patient receives. Please refer to the regulations in the Health Insurance and Portability Accountability Act (HIPAA) for further information. Failure to comply with HIPAA or any applicable laws may carry serious penalties, including, but not limited to, dismissal from the program and legal action.

Professional Ethics

Responsibility, initiative, and enthusiasm are important in gaining knowledge and skills. It is expected that each student displays these attributes during all of their classes. You must represent the SCC Medical Assisting Program in a professional manner in all campus classes, activities, field trips and external learning. It will be expected that you adhere to the following professional behavior guidelines:

- Be polite and courteous.
- Wear appropriate attire.
- Be on time.
- Conduct yourself with respect toward faculty, staff, internship coordinators and personnel at all times.

Grading and Academic Requirements

It is expected that each student will successfully demonstrate competency in classroom work along with laboratory and clinical skills. Because this is a competency-based program, students must pass all competencies cognitive (knowledge), psychomotor (skill), and affective (behavior) **with a minimum of 74%.**

A = 90 – 100%
B = 80 – 89%

C = 74 – 79%
F = 73% and below

An overall grade of “C” or above is required to pass all Medical Assisting core courses.

If a student scores lower than 74% in any medical assisting core course but wishes to continue in the program, they must notify the Medical Assisting Program Director of their intention. The student *may* be allowed to continue the program and repeat the failed course, *if* the student *and* the Medical Assisting Program Director determine this is the appropriate course of action. The student will be placed on probation until the failed course has been successfully completed.

If a student scores lower than 74% in any medical assisting core course two or more times, the student will be dismissed from the program. The student will not be considered for re-admission to the program.

If a student scores 74% or above in a medical assisting core course, but does not complete all included MAERB competencies within the course with at least 74%, the student will receive an “F” in the course and must notify the Medical Assisting Program Director of their intention to repeat the failed course. The student *may* be allowed to continue the program and repeat the failed course, *if* the student *and* the Medical Assisting Program Director determine this is the appropriate course of action. The student will be placed on probation until the failed course has been successfully completed. If a student scores 74% or above in a medical assisting core course, but does not complete all included MAERB competencies within the course with at least 74% in the same course two or more times, the student will be dismissed from the program. The student will not be considered for re-admission to the program.

If a student withdraws from the program after completing one or more courses and is in good standing, the student may return within one year to finish the rest of the program should the necessary courses and practicum sites be available. Request for re-entry into the program must be made in writing to the Medical Assisting Program Director prior to scheduling classes. The same requirements will apply in this case as those for students who fail and re-enter.

If a student does not successfully complete any medical assisting core courses in a full academic year, the student will be dismissed from the program. If the student wishes to re-enter after more than one academic year has lapsed, the student may be required to audit or repeat all previously completed medical assisting core courses, to be determined by the Medical Assisting Program Director.

A student who withdraws from the Medical assisting program two or more times will not be considered for re-admission.

The Medical Assisting Program Director will determine whether a student should be allowed to re-enter or continue the medical assisting program based upon the suggested course of action for any issues(s) or barriers that caused them to be unsuccessful at previous attempts in the program. Re-admission will also be on a space-available basis. Upon re-entry into the program, students will be given and expected to follow the policies of the current Medical Assisting Student Handbook.

Attendance Policy

Students are expected to come prepared to class and lab. This includes bringing the correct textbook(s), assignments, materials for note taking, calculators, and accessories to be used in that day.

1. Classroom

Class attendance for each course is expected. Except for contagious illness or documented emergency, absences are strongly discouraged. The student is required to notify the instructor if an absence is anticipated.

Absences from scheduled examinations are strongly discouraged. Re-tests will rarely be given in medical assisting core classes.

2. Labs

Absences from student laboratory sessions are strongly discouraged due to the difficulty in planning and scheduling make-up labs, along with number of required competencies which will be evaluated during

scheduled labs. A student must receive a passing grade (74% or higher) on all required competencies in order to pass the course.

Students are expected to be seated and ready to start class at the scheduled class times. Tardiness and/or absence without communication to the instructor will affect your grade based on the rubric shown below:

Days Late/Absent	Percentage Deducted from Final Grade
0 – 1	0%
2 – 3	10%
4 or more	20%

At the end of the semester your attendance will be assessed based on the rubric provided. Your final grade will be adjusted based on the documented days late or absent; for example:

Final Grade: 90%
Days Late/Absent: 2 (10%)
Adjusted Final Grade: 80% = B

3. Internship Sites

Regular and punctual attendance on all scheduled internship days is *required*. Absences or lateness from the practicum for reasons other than health or other documented emergencies will *not* be tolerated.

Students may be dismissed from their internship after two unscheduled absences. All absences, regardless of reason, must be made up. Students must coordinate the make-up day with their internship site and notify their Internship Coordinator about the make-up day. Students must notify their internship site and Internship Coordinator of all absences and/or lateness *immediately*.

Students must supply the Internship Coordinator with their internship schedule promptly after it is finalized. The Internship Coordinator should be kept up to date on all changes made to the schedule once it has been submitted.

Internship sites have the right to dismiss a student at any time for any reason, should they see fit. See Internship Manual for further policy and procedure for medical assisting internships.

Dropping/Withdrawing from Courses

Students who are considering dropping or withdrawing from a course are strongly encouraged to speak with the Medical Assisting Program Director prior to doing so. Each semester includes dates students may either “drop” or “withdraw” from a course (these dates are noted in the Program of Study & Handbook). *Note: Dropping or withdrawing from a course may affect financial aid, veterans’ benefits, international student status, or academic standing. Students are urged to consult with their instructor, advisor or Medical Assisting Program Director before making schedule changes.*

Drops vs. Withdrawals

Students who officially exit a course during the schedule change period or before the official college reporting date are considered to have “dropped” the course. They do so by submitting the official request to Admissions and Records. Dropped courses are not considered withdrawals and are not posted on the student transcript.

Withdrawals from a course occur after the official reporting date and result in a mark of W on the student transcript.

It is the student’s responsibility to initiate a withdrawal request to student affairs before the withdrawal deadline. After the withdrawal timeframe ends, withdrawals will not be allowed and students will be graded according to their performance in the class. Discontinuance of class attendance or notice to the instructor does not constitute authorized withdrawal.

Email Accounts and Student Contact Information

All students are **required** to check their email at least three (3) times per week for communication from course instructors and the department. Students are also required to maintain updated contact information (email, telephone, and address) with their Medical Assisting Program Director, as well as the college.

Social Media Policy

South Central College's Medical Assisting program does not seek to control students' right to personal communications on their own time; however, publishing and engaging in conversations on the internet via social media could affect the program. Appropriate use of systems and features, as well as the appropriate content of electronic communication, is a must. South Central College will not tolerate any form of abuse, profanity, or breach of privacy.

Please note

- Use of the internet for purposes not authorized by the college or college faculty and use of social media or networking sites during class or clinical time is strictly prohibited.
- Students who are posting to a non-SCC social media site should write in the first person and use a personal email address. Where the student's connection to SCC is apparent, they make clear they are speaking for themselves and not on behalf of the college.
- All applicable laws, regulations, and SCC policies should be followed when communicating on a social media site (HIPAA, anti-harassment, etc.).
- Students are prohibited from posting any content that includes personal patient health information (information such that someone could identify the person referenced in the posting), including patient images, on any social media site.
- Students should be respectful and professional regarding fellow students, college faculty and staff, employees, and business partners of the Medical Assisting program and SCC.
- Students are legally responsible for their postings and, therefore, may be held liable if the posts are found to be defamatory, harassing, tortuous or in violation of any other applicable law.
- Any student who believes this policy has been violated should report these findings to the Medical Assisting Program Director.

Any violation of this policy by a SCC Medical Assisting student may result in corrective action which may result in dismissal from the Medical Assisting program.

Cell Phones and Electronic Devices

Cell phones and pagers **MUST** be muted during class. If you must answer a call or page during class or lab, please excuse yourself from the class to make/take the call. **DO NOT** answer the phone during class or lab. **NO texting** is allowed during class. Likewise, cell phones and pagers should be muted and not carried on your person when at internship sites. iPods, MP3 players, etc. are not allowed in class nor at your internship site. If you do not follow this policy, the faculty member may ask you to leave the class resulting in an absence.

Interactive Television (ITV)

Interactive Television (ITV) classrooms offer unique telecommunications between SCC's campuses. This interactive link allows students to participate in a course they may not be offered at their primary campus location. It is expected that students will cooperate with the following to maximize learning for all:

- Refrain from participating in "side conversations". They may be audible to the other students along with the instructor which distract from the learning experience.
- Speak into or towards the microphone when participating in discussions
- Be aware that sounds such as coughing, shuffling books and backpacks, opening packages, etc. are amplified to the other ITV site, so do your best to minimize these.
- Stay in view of the camera
- Communicate if there is a problem hearing the audio or viewing any visual materials.

Student Health

It is the student's responsibility to inform the appropriate instructors of any physical condition or change in their health status that could interfere with the safety of themselves and/or the patient during class, lab, or their internship. Students assume full responsibility for accidents or injuries that occur during classroom, lab, or internship settings. Students who sustain injuries during their internship will be responsible for completing the required incident forms provided by the clinic or facility. All injuries that occur in the lab or during the student's internship must be communicated to the Medical Assisting Program Director and clinic/facility staff *immediately!*

Forms for participating in student health insurance plans are available through SCC's student affairs office. Please check your insurance needs and coverage to determine if you need to request additional coverage. All international students and visiting scholars engaged in educational activities are required to purchase the Minnesota State Colleges and Universities International Student Accidental and Illness Insurance plan; unless they can provide written verification that their government or sponsoring agency accepts full responsibility for any medical claims that may occur.

Students are covered with a liability and malpractice insurance policy (provided by the college) during their internship. The cost of this insurance is included in the student's college fees.

Eligibility for Medical Assisting Internship

Medical Assisting internship sites are not easily acquired. Availability of sites may vary from semester to semester, and there is no guarantee that the student will receive their desired internship site. The Medical Assisting internship occurs during students' last semester of the program. **It is an unpaid supervised internship.** Students must have successfully completed all of their medical assisting core classes to be eligible to apply for their internship. If a student was to relocate for their internship, all relocation costs, including housing and travel, are the responsibility of the student.

Disciplinary Policy

South Central College's Medical Assisting program is focused on providing a safe and orderly environment where all students can learn and prosper. All students shall demonstrate appropriate behavior and mutual respect for all persons and property. Student behavior which interferes with an effective learning environment is **not** tolerated. This policy includes behavior which occurs on college property; while the medical assisting student is engaged in or attending a college-related, sponsored, or approved activity; or where the student is a representative of the college and his/her behavior could have a negative impact on SCC.

Each instructor implements and enforces rules to maintain appropriate classroom discipline. If a breach of conduct occurs in the classroom, lab, college activity, or internship site, the instructor and/or Medical Assisting Program Director may enforce discipline, including the removal of the student from the class. If necessary, the instructor and/or Medical Assisting Program Director may recommend probation and/or suspension or removal from the Medical Assisting program.

Complaint/Grievance Policy

South Central College's Medical Assisting program follows the college's policies for student complaints as set forth in the Programs of Study & Handbook. A copy of the student handbook is available at both campus student affairs offices.

The purpose of the student complaint procedure is to ensure students due process in the resolution of a complaint.

- Academic complaints (program requirements, faculty concerns, et.) shall be addressed to the appropriate academic Dean or Director.
- Business operations, tuition, parking, building and grounds complaints shall be addressed to a Business Office Designee.
- Student Service complaints should be addressed to the Program Director (Admissions, Financial Aid, Registration, Academic Support Center).

Please refer to the Student Code of Conduct within SCC Programs of Study & Handbook for procedures relating to conduct-related complaints.

Affirmative Action

If a student has a concern regarding sexual, racial harassment or feels discriminated in any fashion the student should inform SCC's Affirmative Action Office or Regional Investigator as soon as possible.

Affirmative Action Office

1920 Lee Boulevard
North Mankato, MN 56003
507-389-7206

Regional Investigator

Ricki Walters
1920 Lee Boulevard
North Mankato, MN 56003
ricki.walters@southcentral.edu
507-433-0368

Contact Information

Dr. Liz Thompson, DNP, RN, CNE, PHN

Dean of Health Sciences

liz.thompson@southcentral.edu

Phone: 507-389-7307

Liz Johnson, CMA (AAMA), CHUC

Medical Assisting Program Director/Instructor

liz.johnson@southcentral.edu

Phone: 507-389-7332

Office: NM D135-M

APPENDICES



Confidentiality Statement

As a condition of my classroom and clinical experience, I agree to adhere to all HIPAA regulations, as well as NOT divulging to unauthorized persons any confidential information obtained from observations, conversations, correspondence, personal records, clinical materials, and/or any other sources. I will not publish or otherwise make public any confidential information such that the person involved will be identifiable or harmed, except as I may be legally required to do so.

I understand that any violation of this confidentiality agreement and/or the HIPAA guidelines is very serious and will warrant disciplinary action.

Student Name (Print Name)

Student Signature

Date



Medical Assisting

Functional Abilities for Medical Assisting Statement of Understanding

The Americans with Disabilities Act of 1990 (42 U.S.C. 12101, *et seq.*) and Section 504 of the Rehabilitation Act of 1973 (29 U.S.C 794) prohibits discrimination of persons because of her or his disability. In keeping with these laws, South Central College makes every effort to ensure a quality education for our students. The purpose of this document is to ensure that students acknowledge that they have been provided information on the functional abilities of the Medical Assisting profession.

In addition, information was given to the student on reasonable accommodations to meet the *Functional Abilities* at this time.

Please sign upon initial program interest and at time of admission to SCC's medical assisting program.

(initials) I have read and I understand the functional ability categories specific to a student in SCC's medical assisting program.

(initials) I am able to meet the functional abilities as presented and have been provided with information concerning accommodations or special services if needed at this time

Student Name (Print Name)

Student Signature

Date



Medical Assisting

Waiver and Release of Liability Assumption of Risk and Consent to Invasive Procedures

All SCC Medical Assisting students are expected to participate in all invasive procedures required by the program curriculum unless they have reasonable accommodations set up with disability services.

The Student Hereby Acknowledges and Agrees:

I will have the opportunity to practice specific invasive procedures on consenting students and/or staff and/or faculty and for other students and/or faculty to practice such procedures on me. The invasive procedures include finger needle punctures, intramuscular, subcutaneous and intradermal injections of saline, and venipuncture. In order to minimize risk of exposure to blood borne pathogens, I agree to follow Standard Precautions Guidelines as well as comply with regulations outlined in the OSHA Blood Borne Pathogen Standard.

I understand and acknowledge that a faculty member must be in attendance during any of the invasive procedures, whether I am the person performing it or the recipient of the invasive procedures.

I agree to allow fellow students and/or faculty to perform invasive procedures on me. I hereby release South Central College directors, deans, owners, employees and agents, other students, and faculty from all liability arising from or related to the invasive procedures.

I understand and agree that I must immediately report any accident, injury or illness that I believe occurred as a result of or in connection with an invasive procedure to the South Central College faculty immediately and any hospital or medical costs arising from such accident, injury or illness shall be my sole responsibility.

I have read and understand this WAIVER AND RELEASE OF LIABILITY, ASSUMPTION OF RISK AND CONSENT TO INVASIVE PROCEDURES and hereby acknowledge my understanding of the risks associated with either performing or being the recipient of invasive procedures as well as my obligations for this program.

Student Name (Print Name)

Student Signature

Date

Learning Activity	Educational Benefit	Risks/Discomfort
Venipuncture (evacuated tube system; syringe system)	Student gains experience needed prior to performing procedures on actual patients	Possibility of hematoma or bruising; minimal risk of infection; slight, temporary pain with procedure; slight risk of temporary nerve inflammation
Capillary puncture (skin puncture of fingertip)	Student gains experience needed prior to performing procedures on actual patients	Slight, temporary pain with procedure; possibility of bruising and/or discomfort at site of procedure; minimal risk of infection
Saline injections (intramuscular, subcutaneous, intradermal)	Student gains experience needed prior to performing procedures on actual patients	Possibility of soreness, tenderness, redness, itching, swelling, and/or bruising at the procedure site; slight, temporary pain with procedure; minimal risk of infection



Medical Assisting

Student Handbook Accountability Statement

I acknowledge that I have received and reviewed the Medical Assistant Program Handbook and I take responsibility for knowing and complying with the information contained in it.

Student Name (Print Name)

Student Signature

Date