SOUTHERN REGIONAL TECHNICAL COLLEGE

MEDICAL ASSISTING STUDENT HANDBOOK

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Southern Regional Technical College

Medical Assisting

Dear Medical Assisting Student:

Welcome to the Southern Regional Technical College (SRTC) Medical Assisting Program. We are delighted that you have chosen Medical Assisting as your career and that you have selected our Medical Assisting Program. The time that you spend with us will be very enriching, exciting, beneficial, and challenging. It is our desire that you grow into a caring, competent practitioner. Our primary goal is to prepare you for entry level practice in the field of Medical Assisting.

This *Medical Assisting Program Student Handbook* has been created to inform you about the Medical Assisting Program. You are expected to be knowledgeable of and abide by the policies and procedures of both Southern Regional Technical College and the Medical Assisting Program. This handbook is intended to be utilized in addition to, not in lieu of, the *Southern Regional Technical College Catalog and Student Handbook*. Please read this booklet carefully and feel free to ask questions. It is the students' responsibility to know what is contained in this handbook.

The handbook is kept as accurate as possible, but the information may not remain current for all of the academic year. Changes in courses, course content, credit, fees, regulations, semester calendar, curriculum, and other college matters may be changed in accordance with established college procedures and without prior notice. Such changes authorized by Southern Regional Technical College apply both to prospective students and to those previously enrolled, unless the latter are specifically exempted.

Again, we are delighted to have you! Please remember that the Medical Assisting faculty members are here to help you meet your goal. We are interested in your educational and professional development. We believe that students and faculty can make a positive impact on the medical assisting profession – together.

Sincerely,

Medical Assisting Faculty

Disclaimer: From the time of publication of the Medical Assisting Student Handbook and completion of the Medical Assisting Program, procedures may change. Procedure changes will be communicated each term through the course syllabus if the need should arise. Therefore, it is the student's responsibility to reference their syllabi for any changes in the program procedures between publications of the Medical Assisting Student Handbook.

Medical Assisting Faculty Contact Information

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Southern Regional Technical College
Medical Assisting

Program Overview

Medical Assisting is a three (3) semester diploma program that trains the student for administrative and clinical duties, primarily in physicians' offices or clinics. The medical assisting program prepares entry-level medical assistants who are competent in cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession. Clinical skills include taking vital signs, obtaining medical histories, performing basic lab tests, sterilizing instruments, administering medications, and assisting the physician. Administrative skills include answering phones, scheduling appointments, filing medical and insurance reports, arranging for hospital admissions and laboratory services. Graduates that have completed the Advanced Medical Assisting (TCC), Medical Assisting Diploma, or Asssociate of Applied Science in Allied Health Medical Assisting program receive a certificate, diploma or degree and are qualified for employment as a medical assistant, as well as eligible to sit for the Certified Medical Assistant (CMA) examination through the American Association of Medical Assistants (AAMA).

Accreditation Information

Southern Regional Technical College Medical Assisting diploma program is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of the Medical Assisting Education Review Board (MAERB).

Commission on Accreditation for Allied Health Education Programs (CAAHEP)
9355 - 113th St. North, #7709
Seminole, FL 33775
1-727-210-2350
mail@caahep.org

American Association of Medical Assistants (AAMA)
20 North Wacker Dr. Ste. #3720
Chicago, IL 60606-2903
1-800-228-2262 (AAMA)
www.aama-ntl.org.

Southern Regional Technical College is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award Associate Degrees, Diplomas, and Technical Certificates of Credit. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Southern Regional Technical College.

Scope of Practice of the Medical Assisting Profession

Definition

Medical assisting is an allied health profession whose practitioners function as members of the health care delivery team and perform administrative and clinical procedures.

The designation Certified Medical Assistant (CMA) indicates that the individual is a graduate of a CAAHEP (Commission on Accreditation of Allied Health Education Programs) accredited medical assisting program, has passed the Certification Examination of the American Association of Medical Assistants (AAMA), and maintains currency of the CMA credential.

Qualifications

A graduate of a CAAHEP accredited medical assisting program with a current CMA credential. (The foregoing shall not preclude those CMAs who acquired the credential prior to February 1, 1998 and maintain currency of the CMA (AAMA) credential.

Scope of Practice

Certified Medical Assistants perform delegated clinical and administrative duties within the supervising physician's scope of practice consistent with the CMA's education, training, and experience. Such duties shall not constitute the practice of medicine.

Supervision

Physician supervision shall be active and continuous but shall not be construed as necessarily requiring the physical presence of the supervising physician at the time and place that services are rendered.

AAMA Medical Assistant Code of Ethics

The Code of Ethics of the American Association of Medical Assistants shall set forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting. Members of AAMA dedicated to the conscientious pursuit of their profession, and thus desiring to merit the high regard of the entire medical profession and the respect of the general public which they serve, do pledge themselves to strive always to:

A. render service with full respect for the dignity of humanity;
B. respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information;
C. uphold the honor and high principles of the profession and accept its disciplines;
D. seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues;
E. participate in additional service activities aimed toward improving the health and well-being of the community.

AAMA Medical Assistant Creed

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

I endeavor to be more effective.

I aspire to render greater service.

I protect the confidence entrusted to me.

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

I am loyal to my employer.

I am true to the ethics of my profession.

I am strengthened by compassion, courage, and faith.

Medical Assistant Recognition Week
Third week in October

Georgia Society of Medical Assistants
www.gssma.net

Thomas County Chapter of the Georgia State Society of Medical Assistants
Meeting time: TBA

(Subject to change)

Job/Career Description

Medical Assistants play a vital role in both the clinical and administrative functions of healthcare settings. Their clinical responsibilities include taking and recording vital signs, obtaining medical histories, performing basic laboratory tests, sterilizing instruments, administering medications as directed, and assisting physicians during examinations and procedures. On the administrative side, Medical Assistants are responsible for answering phones, scheduling appointments, maintaining medical and insurance records, filing reports, and arranging for hospital admissions and laboratory services. To perform these tasks effectively, Medical Assistants must possess strong communication and organizational skills, attention to detail, proficiency with electronic health records (EHRs), multitasking abilities, and a solid understanding of medical terminology and procedures. Their diverse skill set ensures the smooth operation of medical offices and supports high-quality patient care.

Equal Opportunity Statement of Compliance

The Technical College System of Georgia and its constituent technical colleges do not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, political affiliation or belief, genetic information, disabled veteran, veteran of the Vietnam Era, spouse of military member, or citizenship status (except in those special circumstances permitted or mandated by law). This nondiscrimination procedure encompasses the operation of all TCSG and technical college-administered programs, federally financed programs, educational programs and activities involving admissions, scholarships and loans, student life, and athletics. It also applies to the recruitment and employment of personnel and the contracting for goods and services. TCSG and the technical colleges are expected to promote the full realization of equal opportunity through affirmative and continuing practices. TCSG and each technical college shall develop Affirmative Action Plans based on federal guidelines to ensure compliance with applicable mandates. Each is required to report and monitor Affirmative Action Plan data as directed by federal compliance guidelines.

This College is in compliance with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin; with Title IX of the Education Amendments of 1972, which prohibits the discrimination on the basis of gender; with the provisions of Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of disability, and with the American With Disabilities Act (ADA).

The Technical College System and Technical Colleges shall promote the realization of equal opportunity through a positive continuing program of specific practices designed to ensure the full realization of equal opportunity.

The following person(s) have been designated to manage inquiries regarding the nondiscrimination policies: Darbie Raines and Mary Beth Watson. At Southern Regional Technical College (SRTC), the Title IX (student complaints) and Section 504 Coordinator is Darbie Raines, SRTC-Moultrie 800 Veterans Parkway North, Moultrie, GA 31788, Building A, (229) 217-4145, davera@southernregional.edu. The Title VI, VII, and Title IX (employee complaints) Coordinator is Mary Beth Watson, SRTC-Moultrie 800 Veterans Parkway North, Moultrie, GA 31788, Building A, (229) 217-4207, mwatson@ southernregional.edu.

Academic Regulations and Information

Students are admitted without regard to race, nationality, sex, or religion. Every effort is made to ensure that applicants are admitted to programs of instruction in which they have a reasonable chance to succeed.

The Medical Assisting Program is part of the School of Health Sciences Division of the College; therefore, the Medical Assisting student is a member of the College study body and is subject to applicable Southern Regional Technical College (SRTC) regulations. Students are referred to the SRTC Catalog and Student Handbook for information regarding college procedures, academic regulations, and current fees. Orientation presentations are available online by accessing the College website.

Due to the cooperative educational relationship between many private and public healthcare agencies and SRTC students, faculty, and staff are required to comply with individual policies outlined in the legal agreements for each institution. These include conduct and dress codes and compliance with health, insurance, confidentiality, and academic requirements.

Services/accommodation may be made available to those students who self-identify and provide appropriate documentation of their disabilities. All services are provided at no charge to qualified students. SRTC strives to provide reasonable, quality services/accommodations based on the disability, the cost of the accommodation needed, and the availability of financial resources within the College and from other agencies. The type of service/accommodation provided will not be disruptive or fundamentally alter the program. Services available may include registration assistance, campus orientation, career exploration, test modification, recording/enlarging reading materials, accessible parking, counseling, special equipment, and others. For assistance, students may request services through the Counseling Office in Student Affairs. Students should request accommodation prior to beginning college courses.

SRTC Mission Statement

Southern Regional Technical College, a unit of the Technical College System of Georgia, is a public two-year college that provides access to learner-centered high-quality services; academic and occupational credit courses; associate degree, diploma, and technical certificate of credit programs; continuing education opportunities; business and industry training; and adult education programs. Through traditional and distance delivery methods at multiple instructional sites, the College supports workforce development serving primarily the citizens of Colquitt, Decatur, Early, Grady, Miller, Mitchell, Seminole, Thomas, Tift, Turner, and Worth counties.

Medical Assisting Program Misson Statement

The Medical Assisting Diploma Program at Southern Regional Technical College is a 3-semester postsecondary program with the mission to provide high quality educational courses, services and training through both distance and traditional delivery methods. The Associate Degree is a 4-semester postsecondary program. The Medical Assisting program is provided to develop individual skills and abilities, to provide intellectual and career development, and to meet the needs of business and industry. Achievement of this mission promotes economic growth and development and improves the quality of life for individuals and the community. Southern Regional Technical College and the Medical Assisting program do not discriminate on the basis of race, color, religion, sex, national origin, age, academic or economic disadvantage, handicap, or disability.

Medical Assisting GOALS (Process)

The goals of the Medical Assisting program are to:

1. Provide education that acknowledges individual differences and respects the right of individuals to seek fulfillment of educational needs.
2. Provide an environment that encourages the individual to benefit and contribute as a partner in the economic progress, development, and stability of Georgia.
3. Provide education that develops the potential of each student to become a productive, responsible, and upwardly mobile member of society.
4. Provide quality medical assisting education in an atmosphere that fosters interest and enthusiasm for learning.
5. Prepare graduates to function as accountable and responsible members within their field of endeavor.
6. Prepare graduates to function as safe and competent employees in the field of medical assisting.
7. Prepare program graduates with the highest level of competence possible given the constraints of the interests and ability levels of the individual.
8. Provide educational and related services without regard to race, color, national origin, religion, sex, age, handicapping condition, academic disadvantage, or economic disadvantage.
9. Foster employer participation, understanding, and confidence in the instructional process and the competence of Medical Assisting program graduates.

Medical Assisting Program Minimum Expectations

1. To prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.
2. To meet or exceed the Three-Year Retention Rate Average for the Reporting Year and meet or exceed the Reporting Year College-wide Retention Benchmark.
3. To meet or exceed the Three-Year Graduation Rate Average for the Reporting Year and meet or exceed the Reporting Year College-wide Graduation Benchmark.
4. To meet or exceed the Three-Year Placement Rate Average for the Reporting Year and meet or exceed the Reporting Year College-wide Placement Benchmark.
5. To have 80% of graduates responding to the Graduate Exit Survey record satisfaction with education, technical instruction, and skills preparation for work provided by the College.
6. To have 80% of employers responding the Employer Follow-Up Survey record that prior year graduates meet and or exceed expectations with work ethics, job specific knowledge and skills, and overall education and training related to job requirements.
7. To maintain accreditation from the American Association of Medical Assistants (AAMA) through the Commission on the Accreditation of Allied Health Programs (CAAHEP).
8. To have 80% of graduates successfully complete the CMA (AAMA) certification exam.

Philosophy of the Medical Assisting Program

The basic beliefs, attitudes, and concepts that are the foundation of the Medical Assisting program are expressed in the following statements.

Medical Assisting is a program of study that is compatible with the policies of the Technical College Systems of Georgia and encourages each Medical Assisting program student to benefit and contribute as a partner in the economic development and stability of Georgia. The philosophy of the Medical Assisting program is founded on the value attributed to individual students, the medical assisting profession, and technical education.

The Medical Assisting program of study is consistent with the philosophy and purpose of the institution. The program provides academic foundations in communication, mathematics, and human relations, as well as occupational fundamentals. Program graduates are well trained in the underlying fundamentals of medical assisting and are well prepared for employment and subsequent upward mobility.

The Medical Assisting program is a training program that provides the student with the knowledge and skills to become a qualified medical assistant. Important attributes for success of program graduates are critical thinking, problem solving, and the application of the training to the work requirement. This field has presently experienced rapid expansion and the trend is expected to continue for the foreseeable future.

The program structure acknowledges individual differences and provides opportunities for students to seek fulfillment of their educational goals. The program does not discriminate on the basis of race, color, national origin, religion, sex, handicapping condition, academic disadvantage, or economic disadvantage.

To assist each student to attain his or her respective potential within the program, both the instructor and the student incur an obligation in the learning process. The instructor is a manager of instructional resources and organizes instruction in a manner that promotes learning. The student assumes responsibility for learning by actively participating in the learning process.

This is a dynamic field that requires attention to current curriculum and up-to-date instructional equipment. The Medical Assisting program must promote the concept of change as the profession evolves. The need for nurturing the spirit of involvement and lifelong learning is paramount in the medical assisting field.

Medical Assisting Purpose Statement

The purpose of the Medical Assisting program is to provide educational opportunities to the individual that will enable them to obtain the knowledge, skills, and attitudes necessary to succeed in the field of medical assisting.

The Medical Assisting program provides educational opportunities regardless of race, color, national origin, religion, sex, age, handicapping condition, academic disadvantage, or economic disadvantage.

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

The Medical Assisting program is intended to produce graduates who are prepared for employment as medical assistants. Program graduates are to be competent in the general areas of communications, mathematics and interpersonal relations.

Program graduates are to be competent in the technical areas of medical law and ethics, computers, medical terminology, pharmacology, medical administrative procedures, and medical assisting skills.

HEALTH AND SAFETY

The Medical Assisting program provides a safe and healthy environment for students and staff.

References for proper health and safety condition, equipment, practices, and procedures, are available in Technical College System of Georgia policy and local, state, and federal law. Emergency and disaster plans, accident reports, and fire drill procedures are outlined in information from the State Fire Marshall's Office, and Civil Defense Division, and the Georgia Department of Human Resources.

Health and safety facility and equipment provisions required by the Georgia Board of Technical and Adult Education meet or exceed appropriate local, state, and federal law.

The physical facility, furnishings, equipment, supplies, and practices of the Medical Assisting program meet or exceed appropriate local, state, and federal health and safety standards.

Proper health and safety practices are developed, implemented, and integrated into the Medical Assisting program.

Medical Assisting Occupational Risks

The US Equal Employment Opportunity Commission reports that workers in the healthcare industry have a high incidence of injury and illness and medical assistants are likely to encounter a number of workplace hazards while performing their duties, such as exposure to infectious diseases, injuries from sharps, back injuries and latex allergy. Medical assisting can be a mentally stressful and physically challenging career. However, it can also be a very rewarding profession to work in.

Objectives of the Medical Assisting Program

1. Provide current curriculum, instructional materials and equipment (in accordance with available funding) that teach knowledge, skills, and attitudes appropriate to industry needs.
2. Provide educational facilities that foster learning and provide safe, healthy environments available and accessible to all students who can benefit from the program.
3. Provide academic instruction which supports effective learning within the program and which enhances professional performance on the job.
4. Provide employability skills that foster work attitudes and work habits that will enable graduates of the program to perform as good employees.
5. Nurture the desire for learning so that graduates will pursue their own continuing education as a lifelong endeavor.
6. Provide an educational atmosphere that promotes a positive self-image and a sense of personal well being.
7. Provide education that foster development of good safety habits.
8. Provide admission, educational, and placement services without regard to race, color, national origin, religion, sex, age, or handicapping condition.
9. Provide information to the public regarding the program that will facilitate recruitment and enrollment of students.
10. Promote good public relations via contacts and regular communications with business, industry, and the public sector.
11. Promote faculty and student rapport and communications to enhance student success in the program.

SOUTHERN REGIONAL TECHNICAL COLLEGE

Medical Assisting Book Cost Sheet

COURSE PREFIX	COURSE #	TEXT NAME	PUBLISHER	ISBN	Approximate Bookstore price
MAST	1030 1120 1112 1061 1080 1090	Unlimited Cengage Access Code (1 year) REQUIRED Includes eBook & MindTap	Cengage	9780357700044	$229.99
MAST	1030	Essentials of Pharmacology for Health Professionals 10h Ed. (Textbook OPTIONAL)	Cengage	9798214116068	$142.95
MAST	1120	Human Diseases 6th Ed. (Textbook OPTIONAL)	Cengage	9780357618042	$142.95
MAST	1112 1061 1080 1090	Medical Assisting Administrative and Clinical 9th Edition (Textbook OPTIONAL)	Cengage	9780357502815	$168.95
MAST	1130	Connect Access Card for Moini Medical Assisting Review: Passing The CMA, RMA, and CCMA Exams 2025 Release (includes eBook)	McGraw Hill	9781264111343	$100.75
		(Optional) Loose Leaf for Moini Medical Assisting Review: Passing the CMA, RMA, CCMA and NCMA Exams: 2025 Release	McGraw Hill	9781264519637	$89.99
		M.A. Notes Medical Assistant's Pocket Guide 4th Edition (optional)	F.A. Davis	9781719640329	$43.95

***Please be advised if purchasing these books outside of SRTC Book store you are NOT guaranteed the correct bundle. These books are set in a specific bundle for our facility.**

***Students are advised against purchasing used books from previous students as they will be required to purchase the corresponding key code for the online software. Courses CANNOT be completed without required software.**

Medical Assisting Program Classroom/Externship Dress Behavior Code

Professionalism is part of the program's required competencies. A professional appearance and attitude reflect positively on both the student and the school. To promote this standard, students entering the Medical Assisting Program must purchase at least two sets of scrubs: turquoise tops, black pants, a white lab jacket, blood pressure cuff, stethoscope, and a standard watch with a second hand. Students are expected to follow this dress code during all classroom, lab, and externship experiences.
**Note: Some items listed below are required by the externship sites in which students attend to complete externship hours.*

Uniform Requirements:

- Top: Turquoise scrub top (Women-Cherokee Infinity 2624A) **– [Male Only-WonderWinks 100]** with SRTC patch on the left deltoid.
- Bottom: Black scrub pants (Cherokee Infinity 1123A). No jeans, leggings, or alternative pants allowed.
- Outerwear: White lab coat with SRTC patch (no vests). Light jackets allowed in class only—not during procedures or externships.
- Undershirts/Socks/Shoes: Black t-shirts under scrubs, solid black socks, and black nursing shoes (closed toe and heel)
- ID Badge: SRTC student ID or hospital-issued badge with photo in program scrubs.
- Appearance: Uniforms must be clean and wrinkle-free.

Personal Hygiene:

- Avoid excessive makeup and do not wear cologne, perfume, or scented aftershave. No body or smoke odor is permitted.
- Hair must be clean, neat, conservatively colored, and off the collar during class/lab/externship. No caps, hats, or scarves except for religious reasons.
- Facial hair must be neatly trimmed and no longer than 1 inch.
- Fingernails must be clean and no longer than ¼ inch. No artificial nails, nail polish, or tips.
- False eyelashes are not allowed.

Accessories and Devices:

- Limit jewelry to one pair of post earrings, engagement/wedding ring, and watch.
- You must follow the externship site policy regarding visible tattoos.
- Keep all cell phones silent and in the designated area as instructed by the instructor.

Behavioral Expectations:

- Harassment of any kind will not be tolerated, including jokes or playful behavior.
- Students must arrive on time and remain for the duration of classroom, externship, or program activities.

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Classroom Attendance and Punctuality Policy

Classes will begin at the scheduled hour. At that time, the classroom doors will be locked. Students who are not present in the classroom when the doors are locked will not be permitted to enter until the next scheduled class break. To ensure you are prepared, it is strongly recommended that you arrive 10-15 minutes early to use the restroom, organize your materials, and be ready to begin lecture on time. Please note - if you are absent from class at the time a quiz, exam, or graded activity is administered, you will receive a zero for that assignment. (See student handbook policy p.32) –This policy is designed to minimize disruptions, promote professionalism, and ensure fairness for all students.

Tardiness Policy
Tardiness will be rounded to the nearest 15-minute interval as follows:

- 1–15 minutes late: recorded as 15 minutes
- 16–30 minutes late: recorded as 30 minutes
- 31–45 minutes late: recorded as 45 minutes
- 46–60 minutes late: recorded as 1 hour

Classroom Laboratory/ Management Plan

1. Students must dress appropriately in MA uniform while in the lab.
   a. Hair must be pulled back off shoulders.
   b. No open toe shoes allowed at any time in lab.
   c. You may not enter with any stained, wrinkled, or torn uniforms.

2. Wash hands upon entering and leaving the laboratory area.

3. Wash hands before and after student/patient contact.

4. Wash hands immediately if some of the material contained in the specimen is accidentally touched.

5. Cover any skin break with a bandage.

6. Change paper on tables after each use. Clean tables with 1:10 solution of Clorox: water being sure to leave solution on surface the recommended time for complete disinfection of table. If wipes are provided, be sure you read the instructions as well.

7. Avoid hand-to-mouth contact while working with specimens.

8. Utilize hand sanitizers as often as needed.

9. Follow the OSHA BBPs Standard in collecting and handling of laboratory specimens or administering parenteral medications.
   a. Gloves
   b. Goggles (optional for administration of injections.)
   c. Lab coats

10. Properly clean up blood and body fluids (see Lab Spill Policy).

11. Do not recap needles after use.

12. Needle sticks must be reported to the instructor after proper first aid has been completed.

13. Properly dispose of all contaminated needles, syringes, specimen containers, and infectious waste.

14. Remove sharps containers when 2/3 full.
   a. send to designated biohazard storage area (See instructor for location)

15. Perform quality control on all tests prior to test performance.
   a. check glassware for breakage
   b. maintain equipment in good working order

16. Venipuncture and parenteral administration of medication must be performed under the supervision of the instructor.

17. Lab tests must be performed under the supervision of the instructor.

18. Clean and disinfect countertops with a 1:10 solution of Clorox: water. Be sure to follow directions for length of time product should remain on surface before wiping off. Disinfectant wipes may be used if provided.

19. Prepare equipment for procedures.

20. Handle equipment and supplies carefully.

21. Review SDS sheets as needed before handling and using chemicals.

22. Clean equipment as needed.

23. Return equipment and supplies to their proper places.

24. Maintain lab logs as needed.

25. Under NO circumstances should any student remove any item from the lab without permission from the instructor.

MEDICAL ASSISTING LAB POLICY on BLOOD and BODY FLUID SPILLS

Policy: Cleaning of blood and/or body fluid spills shall be handled with caution to prevent transmission of disease and to prevent direct contact of students and faculty with any blood or body fluids.

Required Equipment: Gloves, paper towels, bleach solution

Procedure:

1. When blood spills are to be cleaned, employees must wear disposable gloves.
2. Cover the spill with paper towels and apply generous amounts of 1:10 solution of bleach: water or other antibacterial solution.
3. Allow to sit for ten (10) minutes, or as directed.
4. Dispose of contaminated paper towels in a red biohazard bag.
5. Reapply a generous amount of bleach solution to the contaminated area, wipe up with paper towels.
6. Dispose of contaminated paper towels in a red biohazard bag.
7. Remove gloves and dispose of in a red biohazard bag.
8. Wash hands with antimicrobial soap.
9. Report to instructor immediately after clean-up of spill.

Guidelines for Prevention of Transmission of Disease

* Standard Precautions

As a medical assisting student, you work in an environment that may contain pathogens (organisms that cause disease). You will be shown a video on the topics of Bloodborne safety and Tuberculosis that includes Standard Precautions. Time will be set aside for students to ask any questions they may have concerning the videos.

Blood-borne safety is maintained by the use of Standard Precautions. Standard Precautions are the infection control actions used for all patients regardless of their condition or diagnosis. Standard precautions must be used to protect the student from:
Blood, body fluids (except sweat), secretions, excretions, mucous membranes, and non-intact skin.

Guidelines for standard precautions:

1. Proper hand washing
2. Wear gloves for contact with blood, body fluids (except sweat), secretions, excretions, mucous membranes, and non-intact skin. Gloves should also be worn if you have a cut, scratch, or rash on the skin, during cleaning procedures, and when cleaning up body fluid spills.
3. Change gloves and wash your hands after caring for each patient to prevent transferring pathogens from one patient to another.
4. Waterproof gowns or aprons are to be worn if there is a potential for a splash.
5. Eyewear (mask, goggles or face shield) must be worn if there is a potential for a splash.
6. Mouth-to-mouth devices should be worn for resuscitation.
7. Sharp objects must be handled in a careful manner, so an accidental penetration of the skin does not occur. The sharp must be placed in a puncture-resistant container.
8. Blood spills should be cleaned up using the mandated spill kit and housekeeping notified to apply a disinfectant or 10% bleach solution.
9. Dispose of body fluids according to facility policy.
10. Avoid eating, drinking, smoking, applying cosmetics or lip balm, and manipulating contact lenses in the work area. No food or drink may be stored in areas where there is exposure to blood or blood products.
11. Laboratory specimens and specimen containers are considered to be potentially infectious and require special handling.

* Prevention of Transmission of Hepatitis B (HBV)

Hepatitis B is an inflammation of the liver and is contracted through blood, sexual secretions, feces, and saliva. Because the student will be engaged in client care there is a potential for exposure and every precaution must be taken to prevent this. Along with standard precautions the vaccination series is strongly recommended. The vaccines are free of human blood products. The vaccine series is given in three doses. The three doses are given as follows: a. first dose; b. second dose, one month later; and c. third dose, six months later. A titer should be drawn after the series is complete to verify adequate protection. Your physician or local health department should have the Hepatitis B Series available.

Anyone who does not elect to take the Hepatitis B Series prior to entering clinic/practicum must sign a statement of Declination of Hepatitis B Vaccine and is kept on file with Jill Burnette, Infection Control coordinator.

* Prevention of Transmission of Human Immunodeficiency Virus (HIV)

The HIV virus is transmitted through direct contact with bodily secretions of an infected person. Not everyone who comes in contact with the HIV virus becomes infected with the disease, but they will remain a carrier (someone who can spread the disease but does not have symptoms of the disease) for life. For those who are infected, there is always a period of time between contact and the start of signs and symptoms of the disease because the body does not make antibodies during this time. In three to six months after the infection occurs, the body will begin to produce antibodies and is referred to as Acquired Immunodeficiency Syndrome (AIDS). To date there are no vaccines available to protect the student from acquiring the HIV Virus if an accidental exposure should occur.

Post-Exposure Protocol for Prophylaxis of HBV, HIV and other potentially infectious materials.

The use of personal protective equipment, appropriate engineering controls, and proper work practices must be continually reinforced among faculty and students to prevent exposure incidents to blood or other potentially infectious materials.

* Initial Response to Exposure

1. Immediately apply first aid as appropriate
   a. Allow to bleed freely: clean with 70% alcohol (for needle stick/puncture injury.)
   b. Wash thoroughly with soap and water.
   c. Mucous membrane: flush copiously with water
   d. Eyes: irrigate and/or flush copiously with water

2. Document the incident, including:
   a. Route of exposure
   b. How and when exposure occurred
   c. Identify source individual, if known
   d. Report exposure immediately to your instructor and appropriate supervisor at the clinical agency.
   e. Instructor will follow SRTC's Exposure Control Plan. Student will receive a copy of the exposure control plan.

Tuberculosis/PPD

All medical assisting students must have an ***annual*** PPD skin test before entering externship/practicum/clinic. Those that have tested positive for TB with a PPD in the past will be referred to the Health Department for further instructions. The PPD skin test must be up to date throughout the entire externship/practicum/clinic rotation. Proof of having met these criteria must be submitted to the MA department before students will be allowed to participate in the clinical experience.

Community Service

Community Service Hours

In accordance with the mission, vision, values, and philosophy of Southern Regional Technical College (SRTC), students enrolled in the Medical Assisting Program, are required to complete community service. Because learning takes place not only in the classroom but also in the community, service learning is an important part of the healthcare curriculum. It is a great opportunity to assist the community while experiencing personal fulfillment. The Community Service 10-hour requirement is the application of one's skills and time to meet identified community needs. Service learning promotes hands-on learning by:

- Fulfilling community needs
- Promoting civic and social responsibility
- Actively reflecting and reinforcing professionalism
- Developing strengths that last a lifetime
- Stimulating the development of leadership skills

Community service is defined as volunteer work that is intended to help others in a particular way. In order to fulfill the service requirement for the Medical Assisting program at SRTC, the activity must be related to the promotion within the Technical College's institution or within the counties it serves.

Community service activities include, but are not limited to:

- Planning and/or participating in career fairs (1 hour per career fair)
- Serving food in the soup kitchen (1 hour)
- Participating in Peanut Butter & Jesus (3 hours)
- Mentoring or tutoring other students with the approval of instructor (e.g. assisting in the lab after scheduled class time) (1 hour)
- Volunteering for College sponsored events that serve the public in some way (e.g. Registration) (2 hours)
- Volunteering with various human service agencies (e.g. Food Banks, Humane Society)
- Participation in any College or community activity if it can be demonstrated that the student contributed in some special way (e.g. Donating blood – one hour per pint, the Alzheimer's Memory Walk, Relay for Life)
- ACTIVE Participation in College groups such as Student Government Association, SKILLS USA (Competition), or NTHS
- Attend State Medical Assisting Conferences (Fall, Spring) (5 hours per event)
- Make food bags for Student Campus Food

DONATIONS

Bringing items for Student Campus Food Drive (time determined on items donated)

Students are responsible for submitting validating documentation of their activities to their instructor to place in permanent file. **It is also recommended that the students keep a copy of the validation sheet for their own records.** If students have questions about whether a specific activity is acceptable, they should present the details to one of their current instructor for review. Upon the approval of the activity by the Instructor **and** the

Program Chair, the student may complete the activity. **The 10-hour Community Service requirement shall not begin prior to entering MAST 1080 and must be completed by end of term of MAST 1090.**

SEE INSTRUCTOR FOR COMMUNITY SERVICE FORMS

Technical Standards for Health Sciences

The School of Health Sciences has specified the following nonacademic criteria (technical standards) which all applicants and enrolled students are expected to meet in order to participate in the programs of the School of Health Science and professional practice.

1. Working in a clinical setting eight to twelve hours a day performing physical tasks requiring physical energy without jeopardizing client, self, or colleague safety.

2. Frequent bending, reaching, stooping, lifting, and manual dexterity in the manipulation and operation of frequent equipment, accessories, and for the use/creating of immobilization devices. This includes sufficient tactile ability for performing a physical examination, as well as, manipulating syringes, and inserting needles into an ampule or vial and removing the contents without contaminating the needle or solution.

3. Assisting the transporting, moving, lifting, and transferring of clients weighing up to 600 pounds from beds, treatment tables, chairs, etc.

4. Lifting devices (weighing up to 50 pounds).

5. Possess sufficient visual and aural acuity. This is necessary to report visual observations of clients and equipment operations and to read the client's medical records and medical information. Aural acuity must be adequate to hear the client during all phases of care as well as to perceive and interpret equipment signals.

6. Ability to communicate clearly, monitor and instruct patients before, during, and after procedures.

7. To have sufficient problem-solving skills to include measuring, calculating, reasoning, analyzing, evaluating, and synthesizing with the ability to perform these skills in a timely fashion.

8. Criminal background checks and drug toxicology are required of all medical programs. Due to these checks, some students may be ineligible to participate in the program's clinical component. The cost associated with these screenings will be paid for by the student.

Admissions for the Medical Assisting Program

A GPA of 2.0 is required for entry into the program. A grade of "C" or above is required for successful completion of any course. However, a semester GPA of 2.0 must be maintained to remain in the program.

Length of Program for Diploma: One (1) semester of prerequisite courses and Two (2) semesters of occupational courses

Minimum Expectations: **MAST Minimum Expectations**

Entrance Date: Fall and spring semester.

Program Admission: Moultrie: Fall and Spring

Entrance Requirements: Refer to Admissions criteria. Contact Advisor or Admissions for details.

Age: Applicant must be 18 years of age or older, prior to first clinical course.

Education: An applicant must be a high school graduate or the equivalent (GED). College transcripts will be evaluated on an individual basis.

Additional Requirements: Basic Life Support Certification (BLS) **Health Care Provider from the American Heart Association**, First Aid Certification, Drug Toxicology, Physical Exam, Current Immunizations, Criminal Background Check. TB Screening.

Medical Assisting Occupational Risks: The **US Equal Employment Opportunity Commission** reports that workers in the healthcare industry have a high incidence of injury and illness and medical assistants are likely to encounter a number of workplace hazards while performing their duties, such as exposure to infectious diseases, injuries from sharps, back injuries and latex allergy. Medical assisting can be a mentally stressful and physically challenging career. However, it can also be a very rewarding profession to work in.

Note: As of January 2001, felons are not eligible to sit for the Medical Assisting Certification Examination unless granted a waiver by the Certifying Board. The waiver would be based on one or more mitigating circumstances listed in the Disciplinary Standards. Disciplinary standards are available in the office of the Southern Regional Technical College Medical Assisting Program Director.

In order for a student to graduate, he/she must sit for the Certified Medical Assistant Exam prior to graduation.

Program Final Exit Point: Medical Assisting, Diploma. Eligible to apply for additional national certification exams.

Grounds for Administrative Withdrawal

- Failure to maintain 70% or better in your courses during the program
- Failure to demonstrate achievement of 85% or better on any competency on the assigned date (MAST 1061, MAST 1080, MAST 1112, MAST 1090, MAST 1130)
- Excessive absenteeism and tardiness = 10% or > 10%
- Cheating in related or professional courses.
- Insubordination to instructors, faculty, peers, administrators, and externship site.
- Refusing a clinical assignment.
- The conviction and distribution of, or possession of illegal drugs or controlled substances.
- Usage or possession of alcohol and/or chemical substances in clinical or classroom settings.
- Any falsification of clinical records.
- Breach of confidentiality (HIPAA).
- Dismissal from the externship site by clinical facility staff for **any** violations such as theft, misconduct, or lack of proper medical assisting skills or technique.
- The externship site refuses to allow you, the student, to return to the clinical facility.
- Failure to show up for a scheduled clinical without notifying the instructor **and** clinical staff ("No Call, No Show")
- Leaving the clinical site early without approval from the instructor **and** clinical staff.
- Failure to follow externship site policies.
- Having electronic devices (phones, earbuds, etc.) in patient areas or exam rooms.
- Use of profanity or obscene language.
- Unsafe Clinical Practices.
- Conduct that is deemed detrimental to the proper operations of the clinical setting.
- Misuse of **ANY** social media

Documentation for the Medical Assisting Program

Documentation for the Medical Assisting Program, the student must have the following current official documents on file with the Medical Assisting Program Instructor as well as submit them to PreCheck and or ACEMAPP. The physical forms and information about required screenings are given to the students on Orientation Day or First Day of Class in MAST 1090. **The deadline for all the following official documents will be announced** on Orientation Day or First Day of Class. ***Please note:*** **All fees and expenses** associated with the medical examinations, toxicology screening, immunizations, criminal background check, and certifications that are required for admission to the externship site are **the responsibility of the student**.

1. Current Basic Life Support Certification (BLS) **Health Care Provider from the American Heart Association**. Copy the front and back of the card. **A current card must be maintained throughout the medical assisting program.** ***No other CPR cards will be accepted. (Obtained during MAST 1090)***

2. Health forms and immunization records to include:
   a. Physical Exam – must be within three months of externship start, signed by your healthcare provider.
   b. Measles, mumps, and rubella (MMR)
   c. Tetanus – must be within ten years
   d. Varicella injection Required or Titer
   e. Hepatitis B vaccine or declination form ***(Declination not accepted at Tift Regional Medical Center)***
   f. PPD, QuantiFERON, if positive Chest x-ray needed – must be within three months of program start, and must be renewed annually
   g. Drug (Toxicology) screening – (Pre-check)

h. Flu shots required
i. TDap
j. Meningitis
k. **Regarding COVID-19 Vaccinations**
   As healthcare professional students, it is highly recommended that you are vaccinated against infectious diseases encountered at clinical/practicum sites. We recommend you discuss these vaccinations with your personal Primary Health Care Provider. All clinical sites currently require students to submit proof of COVID-19 vaccination or a medical/religious exemption form.

   Students must follow the medical clearance policies designated by their assigned clinical and/or practicum sites. Please be aware that some clinical/practicum sites mandate vaccinations against specific diseases such as COVID-19, influenza and/or testing for specific diseases like tuberculosis. If you elect not to be vaccinated or tested, you may not be allowed to attend those clinical/practicum sites. If you do not have all the required immunizations and tests, you may have limited access to clinical/practicum sites. This may delay or prevent program completion.

Students should keep a digital copy of all health records on a flash drive for their records and subsequently update them as they expire! Once the forms are turned in and placed into the student's permanent file, we will not be able to make copies of the materials. In the event a form is not completed by the time required, the faculty will make a decision as to the students' continued acceptance in the Medical Assisting Program. Their decision will be final.

3. Criminal Background Check (please refer to *Mandatory Criminal Background Check Procedure* in this handbook) – (PreCheck)
4. Signed "State of Understanding Regarding Commission of a Felony"
5. Personal Data Sheet
6. Signed "Disciplinary Action Statement on All Forms of Academic Dishonesty"
7. Signed "Confidentiality Statement"
8. Signed "Verification of Receipt of Medical Assisting Program Student Handbook"
9. Signed "Student Authorization for Clinical Paperwork"
10. Signed "Attendance Acknowledge Policy"
11. Additional forms to be completed as applicable

Please note: SRTC cannot assume legal or financial responsibility for the actions of medical assisting students. SRTC has arranged for a group liability procedure for health care providers; this Procedure covers medical assisting students while they are engaged in clinical activities related to the student role. A copy of proof of Student Liability Insurance is kept on file at the college.

Clinical at Archbold Memorial Hospital (AMH) and Clinics Affiliated with AMH

As a requisite for clinical space at AMH and affiliates, all clinical requirements must be current before each semester starts. AMH utilizes the clinical education platform, ACEMAPP. ACEMAPP is a secure, online, onboarding, clinical rotation matching, and compliance management solution. There is a fee ($50 per year) for students. Without current records, you will not be scheduled for the required clinical time for that semester. In addition, each semester you will be required to complete an orientation booklet and paperwork by a pre-determined deadline of the clinical site.

Clinical at Colquitt Regional Medical Center (CRMC) and Clinics Affiliated with CRMC

As a requisite for completing clinicals, you may be required to attend clinical at Colquitt Regional Medical Center (CRMC). CRMC utilizes the clinical education platform, ACEMAPP. ACEMAPP is a secure, online, onboarding, clinical rotation matching, and compliance management solution. While there is a fee ($50 per year) involved for schools and students, CRMC believes the functionalities gained will be of benefit to all stakeholders. Students and faculty must complete all clinical site requirements in ACEMAPP before participating in a clinical rotation with CRMC. Once students become compliant, students and faculty will be notified of changes in real time and receive alerts when their requirements, such as documents and immunizations, are close to expiring.

Clinical at Tift Regional Medical Center and Clinics Affiliated with Southwell

As a requisite for clinical space at Tift Regional Medical and affiliates, all clinical requirements must be current before each semester starts. Without current records, you will not be scheduled for the required clinical time for that semester. Also, each semester you will be required to complete an orientation booklet and paperwork by a pre-determined deadline of the clinical site. If there is not an instructor onsite students must wear a Tift Regional Student badge.

Criminal Background Check Procedure

All Southern Regional Technical College Medical Assisting Program students must complete a criminal background check at the student expense. (Please refer to the SRTC Catalog and Student Handbook).

Note: Those who have been arrested/convicted of a moral and/or legal violation of the law may not have access to every clinical site. If clinical placement is not available, the student may be withdrawn from the Medical Assisting Program. Successful completion of all program requirements does not guarantee the student will be eligible to take the CMA(AAMA) certification examination and/or receive a CMA certificate.

Completion of the Medical Assisting program is contingent upon satisfactory completion of didactic and clinical experience components; therefore, student attendance for all classes and clinical facilities are mandatory throughout the program.

Each clinical facility has the right of refusal for any student to participate in the facility if a student's criminal background check is not clear.

These procedure requirements continue throughout the program; therefore, if a student is suspected or convicted of criminal activity at any time during the Medical Assisting program, and a clinical site refuses student attendance, the student may be unable to complete the required course satisfactorily

Student PreCheck *Check with your instructor before purchasing to see which service or services you need to purchase for your clinical rotations*

Instructions for obtaining your background check and drug screening for a clinical education program Background checks and drug screening are required for students going to externship. You must order your background check and complete the drug screening in enough time for it to be reviewed by the program coordinator or associated hospital before starting your clinical rotation (MAST 1090). A background check typically takes 3-5 normal business days to complete, and a turnaround time of the drug screening results is determined by a variety of factors. The background checks and drug screens are conducted by PreCheck, Inc., a firm specializing in for healthcare workers. All your orders must be placed online through StudentCheck.

Go to www.mystudentcheck.com and select your School and Program (pay close attention to Program) from the drop-down menus for School and Program. It is important that you select your school and correct program, such as Southern Regional Technical College Medical Assisting. Log in with your username and password. If you do not have an existing profile, please create a new account.

Complete all required fields as prompted and hit continue to enter your payment information. The payment can be made securely online with a credit or debit card.

Pricing	
Background Check	$54.45
Drug Test	$58.30

Applicable state sales tax may be collected based on your residential location.

For your records, you will be provided a receipt and confirmation page of background check and drug screening through PreCheck, Inc.

Drug Screening:

You must pre-register for drug screen collections before heading to a collection lab.
If you pay by credit card, the link to the instructions for pre-registration will be provided at the confirmation page after you complete your order.

If you are paying by money order, you will be emailed instructions to obtain your drug screen once payment has been received.

Note on Drug Screen Collection Pre-Registration and Appointments: This process only pre-registers you for a drug screen and does not set up an appointment time with the collection site. Collection sites have different policies on setting up appointments for drug screening. For your convenience, we recommend calling your chosen collection site ahead of time to set up an appointment. It is also your responsibility to pre-register and complete the drug screen at the time frame required by the school. For most students, the Electronic Chain of Custody (ECOC) process will register them to a collection site instantly; however, the location of some students may require us to mail a paper Chain of Custody Form to get you to a collection site close to your location. We encourage you to pre-register with enough time to allow mailing time, if needed.

PreCheck will not use your information for any purposes other than the services ordered. Your credit will not be investigated, and your name will not be given out to any businesses.

Frequently Asked Questions:
What does PreCheck do with my information? Your information will only be used for the services ordered. Your credit will not be investigated, and your name will not be given out to any businesses.
I selected the wrong school, program, or need to correct some other information entered, what do I do? Please email StudentCheck@PreCheck.com, with the details.
Do I get a copy of the background report? Yes. Go to www.mystudentcheck.com, log in, and select Yes, go to www.mystudentcheck.com, log in, and select Check Status
Do I get a copy of the drug screening? Please email StudentCheck@PreCheck.com to receive a copy of the report.
I have been advised that I am being denied entry into the program because of information on my report who

can I contact? Call PreCheck's Adverse Action hotline at 800-203-1654.

Please note that if a drug screen is diluted, it will need to be repeated at the students' expense. To avoid dilution, drink a normal amount of fluids and do not over hydrate when providing a sample is anticipated. If you need further assistance, please contact PreCheck at StudentCheck@PreCheck.com.

Advisory Committee Representative

The class will have the chance to elect one of their peers to represent the group's concerns while serving as a student member of the Medical Assisting Program Advisory Committee.

Academic Misconduct

Please refer to the SRTC Catalog and Student Handbook

Computers in the Classroom/Computer Tests

Computers in the Classroom:

They are not for personal email, surfing the web, social media, completing work for other courses, completing work to turn in today, which should have been completed before class, etc.

The only items that should be seen on computer screens are Blackboard Ultra when indicated, PowerPoint which you take notes on – if these are provided to you. If you do not need those, turn the power off altogether on your computer. The IP address on each computer is monitored for activity.

Computer Tests:

Before any test, the students will leave all personal items at the front of the room (or area designated by faculty) which includes, but is not limited to books, book bags, cell phones, smart watches, notebooks, paper, notes, key rings, pens, pencils, calculators, caps/hats/visors, coats/jackets/sweaters, etc.

During testing, nothing will be on the desk other than any materials provided to you by your instructor. If you are provided with a piece of paper and a pencil, you must put your name on it and turn it in when testing is complete, along with the pencil. Once you have completed your test, close out the program and wait for others to finish the test.

Technical Issues:

Occasionally, technical problems may occur while attempting to take an exam. If this happens, the instructor will help the student ensure they can take the exam. The student will be given the same amount of time to take his or her exam as their classmates had to complete the exam.

Instructors have no control over internet connectivity during an exam. Often, delays or disconnections may occur during an exam. The instructor will try to allow the student to complete an exam submission.

Grading Procedure for the Medical Assisting Program

Theory/Classroom Grading Scale

Students are expected to submit their own work. Evidence of plagiarism, offering or copying others homework, or any other form of cheating will result in forfeiture of the grade for the work and/or formal disciplinary action, and the student will be referred to the schools' administration.

Homework / Project assignments are due at 11:59 pm according to the schedule. Assignments are to be uploaded to Blackboard. If not turned in by the deadline time, a zero will be issued. No late work will be accepted.

All Medical Assisting courses must be taken in the designated sequence and time frame allowed to complete the program in a timely manner.

All students must maintain a "C" (70%) or better in all courses. If a student does not earn 70% or higher at the end of the course, then the course(s) may be repeated the next time it is taught, provided space is available.

Once the classroom door is closed, no students will be permitted to enter until the next scheduled class break.
Tardiness Policy
Tardiness will be rounded to the nearest 15-minute interval as follows:

- 1–15 minutes late: recorded as 15 minutes
- 16–30 minutes late: recorded as 30 minutes
- 31–45 minutes late: recorded as 45 minutes
- 46–60 minutes late: recorded as 1 hour

Students are expected to take all scheduled examinations. Make-Up Exams will not be given. If proof of extenuating circumstances is provided to the course instructor within **three days** after a missed exam, the lowest exam score will be substituted for the missed exam. Extenuating circumstances include, but are not limited to, illness of the student and illness or death in the immediate family (parent, grandparent, sibling, spouse, child, significant other).

Final exams are administered at the end of each MAST course. To move forward in the Medical Assisting Program, students must earn a **final course average of 70% or higher**. If the final grade falls below 70%, the student will be required to repeat the course before continuing in the program.
Grades will not be rounded. For example, a final grade of 69.6% will be recorded as 69%, not 70%.

Final course grades will be calculated **after** the final exam to include competencies skills, daily assignments, exam grades, and the final exam.

Grading Policy

Credit Courses	Course Grading Score	
	90 – 100	A
	80 – 89	B
	70 – 79	C
	60 – 69	D
	Below 60	F

Student Evaluation

A failing grade, any grade less than 70%, will prevent a student from progressing in the Medical Assisting Program. The student must attain an overall average of 70% to pass with a "C" or higher and be eligible to continue in the medical assisting course sequence.

A student will not graduate or be recommended to sit for the CMA exam until the student has successfully completed the Advanced Medical Assisting TCC or Diploma program. This exam is administered in the last semester of the program.

Examinations and Quizzes

Attendance and Examinations/Quizzes:

Attendance and Examinations

Campus-Based Students

Students are expected to take all scheduled examinations. Make-Up Exams will not be given. If proof of extenuating circumstances is provided to the course instructor within **three days** after a missed exam, the lowest exam score will be substituted for the missed exam. Extenuating circumstances include, but are not limited to, illness of the student and illness or death in the immediate family (parent, grandparent, sibling, spouse, child, significant other).

If a student is noted present on campus at any time the day of an exam and arrives late for exam, proof of extenuating circumstances is NOT ALLOWED. The student will receive a zero for this exam.
Extenuating circumstances will only be allowed once per semester. If proof of extenuating circumstances is not provided or if the student does not contact the course instructor within three days after the missed exam, the student will receive a zero for that module exam. If a second module exam is missed, the student must provide a written explanation and must appear before the faculty panel with evidence of extenuating circumstances. The evidence will be brought before the faculty panel (made up of the Program Chair/Dean, Course Instructor, and one other faculty member). It is the student's responsibility to contact the course instructor to make an appointment to appear before the faculty panel within 5 school days or it will result in a zero for the second exam missed and failure for the course. **NOTE: The Final Exam cannot be missed!**

Online-Based Students

Students are expected to take all scheduled examinations by the posted due date (see Course Table.) Make-Up Exams will not be given. If proof of extenuating circumstances is provided to the course instructor within three days after a missed exam, the lowest exam score will be substituted for the missed exam. Extenuating circumstances include, but are not limited to, illness of the student and illness or death in the immediate family (parent, grandparent, sibling, spouse, child, significant other). Instructors WILL NOT open up missed exams, quizzes, or assignments. It is the student's responsibility to meet the posted due dates. Zeros will be placed for missed quizzes and discussion board assignments if these assignments are not completed by the posted due date.
Extenuating circumstances will only be allowed once per semester. If proof of extenuating circumstances is not provided or if the student does not contact the course instructor within three days after the missed exam, the student will receive a zero for that module exam. If a second module exam is missed, the student must provide a written explanation and must appear before the faculty panel with evidence of extenuating circumstances. The evidence will be brought before the faculty panel (made up of the Program Chair/Dean, Course Instructor, and one other faculty member). It is the student's responsibility to contact the course instructor to make an appointment to appear before the faculty panel within 5 school days or it will result in a zero for the second exam missed and failure for the course. **NOTE: The Final Exam cannot be missed!**

All online exams will require Respondus Lockdown Browser with Respondus Monitor. Student Guide to Respondus Lockdown Browser instructions can be found under Student Resources folder inside your Blackboard.

NOTE: The Final Exam cannot be missed! Failure to take the final exam results in a zero and failure of the course.

Exam Review Policy
All exams will be available for **one-time viewing only**. If you have any questions or concerns about specific exam questions, you may **schedule an appointment with your instructor** to review your exam in a one-on-one setting.

Testing Guidelines for ALL Examinations

- All graded exams for in-person, blended and Simulcast classes must be live in-person proctored exams. Exams are to be scheduled during regularly scheduled classroom time.
- No personal items are permitted in the examination room. This includes, but is not limited to phones, smart watches, tablets, computers, Bluetooth devices, drinks, food, paper, writing materials, and calculators.
- Pencils, scratch paper and/or calculator will be provided to you by the proctor. You must sign and return the scratch paper to the proctor following the exam. Scratch paper is not to be removed from the examination room.
- Desks should be completely clear of any items except those provided to you by the proctor.
- Talking during the exam is prohibited.
- If you have questions or a problem, raise your hand to notify the proctor.
- Questions concerning the content of the examination are prohibited.
- Please, review the procedure regarding Academic Conduct in the Student Handbook for additional information.

Medical Assisting Grade Appeals

Please refer to the SRTC Catalog for the following policies:

- Grade and Other Academic Appeals for College
- Student Grievances

Misuse of Social Media

Students are prohibited from posting any comment that is personal health information, including patient images, on **any** social media site.

The use of social media provides the ability for students to communicate with their peers in an expedient and even real-time basis. However, students should understand that publishing information on a social media site may be public, can be shared by others, and is searchable to trace activity back to them as individuals for long periods of time. If a student provides identification that he/she is an SRTC student public perception expands beyond the individual student to the program, division, and the College. Examples of social media include, but

are not limited to:

YouTube
Facebook
Snapchat
Apple Music
Tik Tok
LinkedIn
Twitter
Instagram

Students in all areas of Allied Health Education are preparing for professions that provide services to the public who expect high standards of care and in the handling of confidential information. Therefore, students should be constantly aware of HIPAA and FERPA guidelines, which require that confidential information related to patients or agencies/offices must not be disclosed. Students may be personally and legally responsible for anything they post on social media. In addition, potential employers now commonly utilize analysis of public personal websites as a determination of possible job offers.

Externship Requirements

Students must complete a minimum of **160 preceptor-supervised externship hours** at an assigned clinical site, either a **general practitioner's office** (e.g., family medicine/internal medicine) or a **specialty office** (e.g., cardiology, gastroenterology).
During the externship, students will be evaluated by their preceptor, and this evaluation will be factored into the final MAST 1130 course grade. Preceptors will be notified by the instructor when to complete the **online evaluation form**. While efforts will be made to place students near their home, site availability may vary. **All required hours must be completed.**
Confidentiality is mandatory. Students must not share patient information with anyone outside their assigned clinical team. **Photocopying patient or hospital records is prohibited**, and students may only access records for assigned patients. All **HIPAA regulations** and **"need-to-know" policies** will be strictly enforced.