



EAST CENTRAL COLLEGE

Medical Assistant Program Student Handbook 2022 – 2023



Medical Assistants are multi-skilled allied health professionals specifically trained to work in ambulatory settings, such as physician offices, clinics and urgent care facilities performing administrative duties and clinical procedures.

East Central College
1964 Prairie Dell Rd.
Union, MO. 63084
636-584-6616
www.eastcentral.edu

Dear ECC Medical Assisting Students:

Welcome to the Medical Assisting Program! Medical Assisting is an extremely versatile health care career, which is forecast to be one of the fastest growing professions in the 21st century. As a professional medical assistant, you will be a multi- skilled allied health care provider and a vital part of the health care team.

In the clinical area your duties may include assisting patients to the examination room, obtaining the patient's height, weight, temperature and medical history; obtaining labs and diagnostics such as EKG's; along with preparing instruments for minor surgery and assisting the physician with the examination. You may also give patients injections or other treatments ordered by the physician. Alternatively, you may become an administrative medical assistant who answers phones, greets patients, and schedules appointments. Administrative medical assistants are also responsible for accounting, insurance preparation and computer work. Employment opportunities also exist in laboratories as phlebotomists, as EKG technicians and in hospitals and as unit secretaries. Most graduates will be employed in an ambulatory care clinic (a physician's office) or managed care clinic.

If we were asked to offer some advice to new students as they begin our program, we would provide the following:

- Participate fully in your learning and all of the experiences that you are offered. Attendance is very important. It is one of the most frequently asked questions when employers are checking references.
- Be a team player. Getting along with and working well with others is also a quality that employers are seeking.
- Be open to new ideas
- Realize that for every 1 hour you are in class, you will have at 2-3 hours of homework/study outside of class

Please read this Student Handbook carefully. The intent of the Handbook is to clearly state the policies of the MDA program. This Student Handbook presents policies, procedures, and general information intended to assist you as you progress through the MDA program. This Handbook should be used in conjunction with other official documents prepared and distributed by East Central College.

The MDA program reserves the right to change, delete or add any information without previous notice and at its sole discretion. Furthermore, the provisions of this document are designed by the college to serve as guidelines rather than absolute rules, and exceptions may be made on the basis of particular circumstances. The forms you sign should be reviewed very carefully. Your acknowledgement will be submitted to the Allied Health office. They will be placed in your student file along with all required certifications, paperwork and student progress reports during the two years you are in the program.

Everyone at East Central College wants you to succeed. Developing technical skills is important, but growing personally, working effectively with others, and being an ethical, professional provider is equally important.

Welcome again and do not hesitate to come in to see us or to ask for help.

Sincerely,

Adisa Velic, CCMA AAS
MDA Instructor/Program Director

Nancy Mitchell MSN, RN, CCMA
Dean of Health Sciences

EAST CENTRAL COLLEGE

MEDICAL ASSISTING PROGRAM

I, the undersigned, have received, read and fully understand the policies in the Student Handbook for Medical Assisting, which was reviewed and updated August 2022.

I have received, read, and fully understand the College academic policy regarding class attendance and student conduct found in the East Central College Student Handbook.

I understand that personal information may be required by the clinical sites (i.e. criminal background check, immunizations, etc.). I give my permission for this information to be divulged for that purpose alone. Refer to individual policies relating to personal information.

Signature

Printed Name (please print legibly)

Date

Applicants for admission and employment, students, employees sources of referral of applicants for admission and employment and individuals with whom the Board of Trustees and college officials do business are hereby notified that East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries/concerns regarding civil rights compliance as it relates to student programs and services may be directed to Shelli Allen, Vice President of Student Development, 131 Buescher Hall, telephone number 636-584-6565 or stnotice@eastcentral.edu. Both offices are located at the ECC main campus located at 1964 Prairie Dell Road, Union, Missouri 63084. (2014)

East Central College Request for Release of Information

East Central College complies with the Family Educational Rights and Privacy Act of 1974 (FERPA)*, a federal law that protects the privacy of student education records. All information other than directory information is restricted and will not be released without first obtaining the student's signed consent. East Central College defines directory information as follows:

- Student name
- Parent's name
- Address
- Telephone number
- Date and place of birth
- Major field of study
- Participation in officially recognized activities and sports
- Weight and height of members of athletic teams
- Dates of attendance
- Most recent previous school attended

I request the release of additional information to the person listed below for the purpose of discussing my academic progress at East Central College.

- Care plans and student assignments will be available in an area that other students/persons have access.
- Agree to notify Allied Health office if file has restrictions for release of general information.
- Allow release of information to potential employers regarding academic and clinical performance, as requested.
- Allow release of information to clinical sites regarding academic and clinical performance. May also include criminal background checks, drug screening results or other information per contractual agreement.
- This release is valid from date of signature forward.

Print Name (legibly): _____

Student Signature: _____

Student ID: _____

Date: _____

Witnessed by: _____ Date: _____

*FERPA contains provisions for the release of personally identifiable information without student consent to financial aid organizations, health agencies in emergencies, court officials, third parties with valid subpoenas and others as defined in the provisions of the Family Educational Rights and Privacy Act. Please consult the East Central College Registrar if you have questions regarding FERPA.

July 14, 2022

East Central College Information and Consent Form

For valuable consideration, I do hereby authorize East Central College, a public corporation, and those acting pursuant to its authority to:

- a. Record my participation and appearance on video tape, audio tape, film, photograph, digital media or any other medium.
- b. Use my name, likeness, voice and biographical material in connection with these recordings.
- c. Exhibit or distribute such recording using a private digital video network, or other mechanisms, in whole or in part without restrictions or limitation for any education purpose which East Central College, a public corporation, and those acting pursuant to its authority, deem appropriate.
- d. To copyright the same in its name or any other name it may choose.

I hereby release and discharge East Central College, a public corporation, its successors and assigns, its officers, employees and agents, and members of the Board of Trustees, from any and all claims and demands arising out of or in connection with the use of such images, audio, photographs, film, tape, or digital recordings including but not limited to any claims for defamation or invasion of privacy.

I hereby consent to the release of said video tape, audio tape, film, photograph, digital media or any other medium for the above-stated purposes and in accordance with the terms stated above, pursuant to the consent provisions of the Family Educational Rights and Privacy Act, 20 U.S.C. 1232 et.seq.

Name: _____

Address: _____

Phone #: _____

Signature: _____

Parent/Guardian
Signature (if under 18): _____

Date: _____

TABLE OF CONTENTS

2022-2023

I.	PROGRAM INFORMATION	
	A. Introduction (Program Profile)	7
	B. Medical Assisting Program Technical Standards.....	8
	C. Competency Checklist.....	11
	D. Accreditation	21
II.	ADMISSION CRITERIA AND CURRICULUM	
	A. Admission Criteria	23
	B. Medical Assisting Course Outline (Union)	25
	C. Medical Assisting Course Outline (Rolla)	26
	C. Medical Assisting Course Descriptions	27
III.	PROGRESS AND RETENTION	
	A. Progress and Retention/Withdrawal	30
	1. Testing Methodology.....	30
	2. Cheating	30
	B. Program Completion.....	30
	1. Certification.....	31
	C. Classroom and Clinical Policies	
	1. Classroom Attendance and Class Policies.....	32
	2. Clinical Externship Policies	33
	3. Cancellation of Class/Clinical (Inclement Weather Policy).....	34
	D. Progression Assessment and Remediation.....	36
IV.	STUDENT SERVICES AND COLLEGE POLICIES	37
	A. Academic Support	38
	B. Access Services	38
	C. Academic Honor Code	39
	D. Student Code of Conduct.....	41
	E. Appeals Policy	43
V.	PROFESSIONAL CONDUCT	44
	A. AAMA Medical Assistant Creed.....	45
	B. AAMA Medical Assistant Code of Ethics	45
	C. Professional Behavior, Respect and Civility	46
	D. Communication Policy.....	48
	1. Electronic Communications and HIPAA Security Rule... ..	49
	2. Electronic Compliance Form.....	51
	E. Criminal Background and Disclosure Policy/Consent.....	52
VI.	HEALTH AND SAFETY GUIDELINES	
	A. Extended Medical Leave Policy... ..	54
	B. Emergency Policy.....	55
	C. Health Policy	56
	D. Health and Safety Guidelines	57
	1. Vaccination Policy Statement.....	59
	2. Tuberculosis Testing.....	60
	E. Substance Abuse and Drug Testing Policy	62

TABLE OF CONTENTS (cont.)

Page 2

	G. Medical Marijuana Policy.....	64
	F. Transportation Policy	65
VII.	FACULTY AND STAFF ROSTER	
	A. Faculty/Staff Roster	67

PROGRAM INFORMATION

Introduction

East Central College

Medical Assistant Program

The Medical Assistant Program is designed to train competent professionals to meet the needs of an ever-expanding allied health field. The main campus in Union, as well as the Rolla site, offers a complete associate degree and a certificate option. The main campus offers a traditional day program, and the Rolla site offers an evening option to meet the needs of all students. The program combines both formal education and practical experience to help participants master the complex body of knowledge and specialized skills necessary for a successful career. The program prepares competent, entry-level medical assistants in knowledge, skills and behavior learning domains. Program options and courses are located under the degree/ certificate tab. Please note that coursework denoted in red are required for the Certificate in Medical Assistant and the additional courses denoted in black are required to complete the Associate Degree.

Medical Assistants directly influence the public health and well-being. Specific job tasks include bookkeeping, coordinating appointments, patient interaction, coding paper and electronic health files. Medical Assistants may also take patient vital signs and help with injections, examinations and lab test preparations under a doctor's supervision.

The Medical Assistant program prepares students to demonstrate successful entry level competence in the domains and subdomains established by CAAHEP- Commission on Accreditation of Allied Health Education Programs and MAERB- Medical Assisting Education Review Board.

Medical Assisting Program Goal

To prepare competent professional entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behaviors) learning domains so they will be fully prepared for a career in medical assisting.

THE NATURE OF THE WORK

Medical Assistants perform administrative and clinical tasks to assist in the delivery of quality health care. The duties of medical assistants vary from office to office, depending upon location, size and specialty.

Medical assistants perform administrative duties including reception, business and financial aspects of the office. A clinical medical assistant's duties include providing all aspects of direct patient care and performing basic laboratory procedures.

Medical assistants work in well-lighted, clean environments, where they constantly interact with other people and are expected to handle several responsibilities at the same time (multi-task).

Medical assistants **MUST** be able to communicate effectively and professionally with individuals of different abilities and cultural, ethnic, and educational backgrounds

Medical Assisting Program Technical Standards

Effective: September, 2009 Scope: Medical Assisting Students

Contact: Medical Assisting Program Director

Forms: Medical Assisting Technical Standards Acknowledgement Form

Technical standards are requirements for admission to or participation in an educational program or activity. The academic & nonacademic standards, skills & performance requirements are demanded of every participant in an educational program. Academic standards include courses of study, attainment of satisfactory grades and other required activities. Nonacademic standards include those physical, cognitive and behavioral standards required for satisfactory completion of all aspects of the curriculum and development of professional attributes required at graduation.

Technical standards must be met with or without accommodations. A student seeking admission into the medical assisting program at East Central College should carefully review these non-academic technical standards and decide if he or she has any limitations that may restrict or interfere with the satisfactory performance of any of these requirements. The applicant should consult with the program director to discuss any individual situation that would prohibit the applicant from meeting any of these technical standards. The applicant may also contact the Coordinator of Disability Services, with any concerns or complaints regarding these standards.

The Medical Assistant specializes in the application of scientific knowledge and theory in the skillful performance of their profession. Therefore, all applicants should possess:

Physical Standards:

- Lifting Requirements: 50 pounds. Lift and carry equipment and patients up to 50 pounds. Support and assist patients in and out of a wheelchair, and on and off an examination table. Frequency of the lifting requirement is 0-25% of the time.
- Pushing requirement 200 pounds. (Push a patient weighing 200 pounds in a wheelchair).
- Average percent of time during a regular workday spent walking, squatting, sitting, bending reaching is 25%.
- Average percent of time during a regular workday spent standing is 75%.
- Kneel, bend, stoop and/or crouch to perform CPR, assist patients, and to retrieve items from cabinets located below waist level.
- Bend, reach above shoulder height, and or twist to position examination table, adjust equipment, or obtain supplies.
- Fine motor dexterity should be adequate to grasp with both hands, pinch with thumb or forefinger, to manipulate equipment and delicate instruments such as microscopes, sphygmomanometers, and perform tasks such as phlebotomy, electrocardiography, drawing up and administering parenteral medications, handling small containers of potentially biohazardous specimens (one inch by one inch), using sample measuring devices such as capillary tubes, setting up and maintaining a sterile field, putting on personal

protective equipment, and operating controls on instruments and equipment, operating multi-line telephone systems, computer keyboards, and ten-key adding machines, and the ability to talk on the telephone and write simultaneously.

Tactile Standards

- Palpate pulses, muscle contractions, bony landmarks and edema.
- Differentiate between temperature and pressure variations.

Visual Standards

- Adequate visual acuity, such as is needed in the preparation and administration of all forms of medication, the performance of diagnostic laboratory procedures, and for observation necessary in-patient assessment and care.
- Read accurately numbers, letters, and cursive writing on instruments, equipment, computer screens and paper.
- Discriminate shapes and color in order to identify reagents and other materials such as laboratory media, stained preparations and the physical properties of various body fluids.
- All the above with or without corrective devices.

Auditory Standards

- Adequate auditory perception to receive verbal communication from patients and members of the health care team either in person or over the telephone.
- Hear heart sounds, blood pressure sounds, patient distress sounds to assess health needs of patients.
- Hear instrument timers and alarms.
- Hear over the telephone, paging systems or intercom in order to communicate with patients and other members of the health care team.
- All of the above with or without corrective devices.

Communication Standards

- Adequate communication skills (verbal, nonverbal, and written) to interact effectively with individuals.
- Speak in the English language in clear, concise manner in order to communicate with patients (such as interviewing and taking patient history, obtaining chief complaint, and providing patient education regarding treatment plans, disease prevention, or health maintenance), families, healthcare providers, other members of the healthcare team and the community.
- Comprehend oral and written language including medical terminology in order to communicate with patients, families, healthcare providers, other members of the healthcare team and the community.
- Write in English clearly, legibly, for documentation in the medical record, completion of forms, and to initiate written communication.

Mental/Cognitive Standards

- Sufficient intellectual and emotional functions to plan and implement assigned duties in a responsible manner.
- Function safely, responsibly and effectively under stressful situations.
- Remain alert to surroundings and potential emergencies.
- Interact effectively and appropriately with patients, families and coworkers.
- Display attitudes and actions consistent with ethical standards of medical assisting.
- Maintain composure while managing and prioritizing multiple tasks.
- Communicate an understanding of the principles of confidentiality, respect, tact, politeness, collaboration, teamwork and discretion.
- Handle difficult interpersonal situations in a calm and tactful manner.
- Remain calm, rational, decisive, and in control at all times, especially during emergency situations.
- Maintain cleanliness and personal grooming consistent with close personal contact.
- Function without causing harm to others if under the influence of prescription or over-the-counter medication.
- Function without causing harm to others. This would include situations that may result from any mental or physical conditions.

Medical Assisting students must complete a Medical Assisting Technical Standards Acknowledgement Form and submit it to the Program Coordinator upon admission to the program.

Students who feel that they do not possess one or more of the above abilities should contact the program director and seek assistance from East Central College Learning Services office concerning any flexibility in program requirements. When possible, reasonable accommodations of a disability will be discussed and approached in a manner appropriate to the individual's needs.

EXPECTATIONS OF A MEDICAL ASSISTANT

It is expected that a Medical Assistant student will work to accomplish the following goals:

1. Have an understanding of oneself as an individual, as a member of the healthcare team and as a member of the community.
2. Exhibit positive attitudes toward their work/school environment.
3. Communicate knowledge and attitudes necessary to meet the needs of the patients.
4. Maintain, demonstrate and communicate medical health principles.
5. Effectively perform the administrative, laboratory, and clinical duties expected of the Medical Assistant
6. Assume responsibility for continued educational and professional growth.
7. Assume responsibilities for participation in their professional organization.
8. Be professional in demeanor and dress

Student Signature: _____

Date: _____

Master Competency Checklist

Explanatory Note: Students are required to pass all the psychomotor and affective competencies in the MAERB Core Curriculum, as is outlined in Standard IV.A.1. In addition, programs must demonstrate that students have passed those competencies by tracking their successful completion to illustrate “programmatic summative measures” in Standard IV.B.1. The type of tracking mechanism can vary according to the program. Some programs use a Master Competency Checklist, some outline all the competencies in a detailed gradebook, others have an electronic form, and there are variations within all those methods. All those forms are acceptable, as long as programs are able to share the tracking form with the site surveyors and send it in to the MAERB office if requested for progress reports.

Below is a template of a form that can be used as a tracking mechanism. The psychomotor and affective competencies are combined under each specific content area and numbered appropriately.

Institution Name: East Central College

Student Name:

Date of Graduation:

Master Competency Checklist 2022 MAERB Core Curriculum

Psychomotor Competencies

I. Anatomy, Physiology, and Pharmacology		Grade	Pass	Date	Int.
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

A.1	Demonstrate critical thinking skills	Grade	Pass	Date	Int.
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				

**PRACTICUM EVALUATION OF STUDENT
2022 MAERB Core Curriculum**

**East Central College
Medical Assisting Program**

Name of Practicum Student Being Evaluated: _____

INSTRUCTIONS: Consider each item separately and rate each item independently of all others. Indicate in the appropriate box the student's level of competency, if applicable, or access to the specific task.

Psychomotor & Affective Competencies					
	Competency	Competent	Needs Work	Student was able to observe	Not Available at this site
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 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 for: 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 patient 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 b. fire extinguishers				
XII.P.3	Use proper body mechanics				
XII.P.4	Evaluate an environment to identify unsafe conditions				
Affective					
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				

Additional Comments

What type of administrative duties did the student perform? What type of administrative duties did the student observe?

What type of clinical duties did the student perform? What type of clinical duties did the student observe?

What type of oversight did the Practicum Coordinator of the medical assisting program provide for the student and the site supervisor? Were you able to contact the Practicum Coordinator with any problems? Was there regular contact?

Signature of individual completing this evaluation _____

Credentials & Title _____ Date _____

Accreditation

East Central College is accredited by the Higher Learning Commission of the North Central Association of Colleges and Schools (NCA/HLC) and is a participant in the Academic Quality Improvement Program (AQIP).

North Central Association

The Higher Learning Commission

230 South LaSalle Street, Suite 7-500

Chicago, Illinois 60604-1411

Phone: 800.621.7440 / 312.263.0456 Fax: 312.263.7462

www.ncahlc.org

info@hlcommission.org

The college is recognized by and operates under the coordination of the Missouri Department of Higher Education, is a member of the American Association of Community Colleges and the Missouri Community College Association.

For Further Information, contact us at:

East Central College

1964 Prairie Dell Rd

Union, MO.

College web site: www.eastcentral.edu

The East Central Medical Assistant Program is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of Medical Assisting Education Review Board (MAERB)."

Commission on Accreditation of Allied Health Education Programs

1361 Park Street

Clearwater, FL 33756

727-210-2350

www.caahep.org

**ADMISSION
CRITERIA
&
CURRICULUM**

Admission Criteria

Program Prerequisites

- Students must have a cumulative GPA of 2.0 or above prior to starting the MDA Program.
- Students need to demonstrate proficiency in reading, English and mathematics based on the college assessment scores, or by taking and passing the recommended/required courses.
- Students should also have basic keyboarding skills.
- Some courses in this curriculum may have additional prerequisites.

Transfer Credit Policy

East Central College is committed to assisting students transfer to and from East Central College and facilitate credit transfer to and from other post-secondary institutions. Transfer in credit will be analyzed in terms of level, course content, comparability and compatibility with degree programs and course offerings at East Central College by the program director, dean and/or college registrar.

Transfer-In Credit Procedures

Transfer students should follow the East Central College “New Student Procedures.”

1. Courses completed at any Missouri public institution in compliance with the Missouri Department of Higher Education’s guidelines and agreements concerning the transfer and articulation of credit will be accepted for transfer if appropriate to a student’s program of study.
2. Courses completed at any institution maintaining current articulation agreements with East Central College will be accepted for transfer as outlined in the agreement.
3. Courses completed at any regionally accredited institution will be reviewed for course equivalency and program relevance and accepted for transfer accordingly.
4. Courses completed at non-regionally accredited institutions will be reviewed as follows:
 - a) The transfer institution’s accreditation status will be examined.
 - b) Information provided by the school or the student regarding the completed coursework, e.g. transcripts, catalog descriptions, course syllabi, faculty credentials, etc. will be distributed to the appropriate program/academic department official for recommendation to the dean and/or Vice President of Academic Affairs.
 - c) After an evaluation has been completed and the results communicated to the student, the student may appeal the decision regarding transfer to the dean, the college Registrar and/or the Vice President of Academic Affairs.
6. Experiential learning will be reviewed as follows:
 - a) Student will submit a written request to the Registrar describing the experiential learning and provide supporting documentation. Student will make a formal request for course/credit equivalency.
 - b) Information regarding the request will be distributed to the appropriate program/academic department official for recommendation to the Vice President of Instruction.
 - c) After an evaluation has been completed and the results communicated to the student, the student may appeal the decision regarding transfer to the Registrar and the Vice President of Instruction.
7. Military credit will be reviewed as follows:
 - a) Student will provide an official copy of their DD214 and/or a transcript from their military service.

- b) Courses completed through the military will be reviewed for course equivalency and program relevance using ACE credit recommendations and accepted for transfer accordingly.
 - c) After an evaluation has been completed and the results communicated to the student, the student may appeal the decision regarding transfer to the Registrar and the Vice President of Instruction.
8. Dual credit coursework will be reviewed based on the policies and guidelines of the Missouri Department of Higher Education (MDHE) with respect to the transfer in of dual credit coursework. Limitations and exclusions may apply based on the MDHE policy and guidelines statements.
 9. All other incoming credit transfer requests not covered by the aforementioned procedures must be made in writing to the Registrar's office.

MDA Credit for Prior Learning

Current CMA or RMA requesting to complete their AAS degree from ECC must:

- Successfully complete general education coursework (15 credit hours of last 30 credit hours from ECC)
- MDA course credit:
 - Successfully complete the Master Check Off Competency list per CAAHEP guidelines
 - Transcripts indicate a B or higher for lab courses
 - Must demonstrate competency in using healthcare computerized records
 - Must submit a current certification record

Graduates from an accredited college in Medical Assisting with NO certification requesting to complete their AAS degree from ECC must:

- Show proof of completion—Diploma from prior Medical Assistant program
- Successfully complete the Master Check Off Competency list per CAAHEP guidelines
- One of the following:
 - If transcripts show successful completion of Medical Terminology, take Medical Terminology & Abbreviation Quiz
 - If transcripts show no Medical Terminology course, take the Medical Terminology Course at ECC
- Provide MA transcripts showing a B or higher in lab course(s) OR may substitute years of experiential learning from fieldwork and waive the B or higher in the lab courses.
- Must complete the General Education courses required for the AAS Degree
- Must complete the MDA Capstone course.

Medical Assistant

One Calendar Year – January Start

UNION CAMPUS

FALL (16 weeks)

▪	COL*101	Foundation Seminar (AC)	1.0
▪	PSY*101	General Psychology	3.0
▪	MTH*110	Contemporary Math, Statistics, or Intermediate Algebra	3.0
▪	COM*101	Oral Communications (or) Public Speaking	3.0
▪	ESR	Ethics and Social Responsibility Requirement	3.0
▪	PSC*CIVICS	Civics Achievement Exam (Pass/Fail)	<u>0.0</u>
			13.0

SPRING (16 Weeks)

▪	MDA*101	Administrative Procedures (AC) *	3.0
▪	MDA*112	Office Interpersonal & Communication Skills (AC) * <i>(8-week course)</i>	3.0
▪	BIO*151	Intro to Human Anatomy & Physiology (AC)	4.0
▪	MDA*113	Clinical Procedures Lecture/Lab (AC) *	4.0
▪	EMS*101	Basic Life Support/Healthcare Provider (AC)	<u>.5</u>
			14.5

SUMMER (8 Weeks)

▪	MDA*213	Medical Lab Procedures (AC) *	4.0
▪	MDA*121	Ethics for Health Careers (on-line) (AC) *	<u>3.0</u>
			7.0

FALL (16 Weeks)

▪	MDA*222	Program Capstone (AC) *	3.0
▪	MDA*223	Medical Assistant Externship (AC) *	4.0
▪	HIM*104	Intro to Pharmacology (AC)	1.0
▪	HSC*113	Medical Terminology (AC)	3.0
▪	ENG*101	English Composition I (AC)	<u>3.0</u>
			14.0

SPRING (16 Weeks)

▪	PSY*250	Human Development	3.0
▪	ENG*102/104	English Comp II or Technical Writing	3.0
▪	HIM*105	Basic Principles of Disease	3.0
▪	HST/PSC	History or Political Science Requirement	<u>3.0</u>
			12.0

Certificate:

36.5

AAS: 60.5

* MDA Courses only offered during indicated semester

July 2022

Medical Assistant

One Calendar Year – August Start

Rolla CAMPUS

Spring (16 weeks)

▪ COL*101	Foundation Seminar (AC)	1.0
▪ PSY*101	General Psychology	3.0
▪ MTH*110	Contemporary Math, Statistics, or Intermediate Algebra	3.0
▪ COM*101	Oral Communications (or) Public Speaking	3.0
▪ ESR	Ethics and Social Responsibility Requirement	3.0
▪ PSC*CIVICS	Civics Achievement Exam (Pass/Fail)	<u>0.0</u>
		13.0

Fall (16 Weeks)

▪ MDA*101	Administrative Procedures (AC) *	3.0
▪ BIO*151	Intro to Human Anatomy & Physiology (AC)*	4.0
▪ MDA*113	Clinical Procedures Lecture/Lab (AC)*	4.0
▪ MDA*121	Ethics for Health Careers (on-line) (AC)*	<u>3.0</u>
		14.0

Spring (16 Weeks)

▪ EMS* 101	Basic Life Support/Healthcare Provider(AC)	0.5
▪ MDA* 112	Office Interpersonal & Communication Skills (AC) <i>(8-Week Course)</i>	3.0
▪ MDA*213	Medical Lab Procedures	4.0
▪ ENG*101	English Composition I (AC)	<u>3.0</u>
		10.5

Fall (16 Weeks)

▪ MDA*222	Program Capstone (AC)*	3.0
▪ MDA*223	MDA Externship (AC)*	4.0
▪ HSC*113	Medical Terminology	3.0
▪ HIM*104	Intro to Pharmacology	<u>1.0</u>
		11.0

Spring (16 Weeks)

▪ PSY*250	Human Development	3.0
▪ ENG*102/104	English Comp II or Technical Writing	3.0
▪ HIM*105	Basic Principles of Disease	3.0
▪ HST/PSC	History or Political Science Requirement	<u>3.0</u>
		12.0

Certificate: 36.5

AAS: 60.5

* MDA Courses only offered during indicated semester

July 2022

COURSE DESCRIPTIONS

CATALOG 2022

MDA*101 Administrative Procedures:

This course is designed to prepare the student in records management, financial processes, insurance and coding, scheduling, office procedures, communication, and management of the electronic health record. Students will achieve 100 percent of course designated MAERB core competencies for this course. Students must maintain a grade of C or higher to successfully pass this course.

MDA*112 Office Interpersonal & Communication Skills:

Emphasis on the application of basic psychological principles and the study of behavior, as they apply to special populations. This course includes such topics as developmental stages of the life cycle, principles of listening, therapeutic, verbal, and non-verbal communication skills as they relate to the medical assistant role.

MDA*113 Clinical Procedures:

This course is designed to introduce students to patient-centered care and procedures involving concepts of infection control, patient screenings and assessments, general / physical / specialty examinations, procedures and minor surgeries, emergencies, pathophysiology, medication administration, patient education, and community resources. Students will achieve 100% of the designated course MAERB Core Competencies by demonstrating and implementing hands-on techniques. Students must maintain a grade of B or higher to successfully pass this course.

MDA*121 Medical Ethics for Healthcare:

This course is designed to introduce and provide the student with a broad understanding of legal and ethical issues facing the healthcare industry. Current issues and trends related to ethical and legal healthcare practice and decision-making will be discussed and debated, as well as, state and federal healthcare regulations. Students will achieve 100 percent of course designated MAERB core competencies for this course. Students must maintain a grade of C or higher to successfully pass this course.

MDA*213 Medical Laboratory Procedures:

This career technical course credit hour includes collection, processing and transport of blood, urine, cultures; identification of normal ranges; and quality control measures. Students will learn principals of infection control and medical asepsis. Students will knowledge of and demonstrate performance on an EKG. Lab coat is required for this course and will not be provided by the instructor. Two hours of lecture and four hours of laboratory per week. Prerequisite: MDA 113. Co/Prerequisite: EMS 101 BLS Healthcare Providers

MDA*222 Program Capstone-Medical Assist Review

This course is designed to prepare the student to transition to practice as a professional medical assistant. Application of previously learned coursework will be identified and discussed in relation to the profession, as well as developing a plan for professional employment. Additionally, students will review components of the CMA exam and prepare to sit for the CMA, AAMA national certification exam. Students will

achieve 100 percent of course designated MAERB core competencies for this course. Students must maintain a grade of C or higher to successfully pass this course.

MDA*223 MDA Clinical Externship

This is an externship in the Medical Assistant Career Technical Program. Students are placed in a health care setting, which provides practical experience to apply knowledge and skills learned to meet the competencies of the Medical Assistant program. Close and/or direct supervision is provided by the clinical professional (faculty or preceptor) in a clinical setting. Clinical education is an unpaid learning experience in which the student completes 200 hours of work. Students must complete this externship with a 100% on competency requirements.

Prerequisite: MDA112 & MDA 213. Co-req: MDA 222.

EMS*101 BLS/Healthcare Providers:

This 8 hours course is designed to educate the professional rescuer or healthcare provider in techniques of Basic Life Support to include one- and two-man CPR in the adult patient, CPR for children and infants, pediatric safety, as well as relief of Foreign Body Airway Obstruction in all age groups. Course also covers use of barrier devices in rescue breathing and use of the Automated External Defibrillator. The class may include physical strain, emotional stress, and a possibility of cross infection because of manikin practice. Student should seek the advice of a physician to see they are medically fit for CPR training. Upon completion, an American Heart Association BLS card will be issued. Prerequisite: None

HIM*104 Intro to Pharmacology:

An introductory course that discusses basic concepts of drug therapy and will concentrate on major drug classifications, as they relate to specific body systems. Prerequisite: None

HSC*113 Medical Terminology:

An introduction to medical terminology focusing on the building and understanding of anatomical and pathological terms through identification and interpretation of roots, prefixes and suffixes. Students will pronounce, spell, define and interpret text on basic terms used in reporting on body systems, medical specialties, disease and procedural activities. The course will address basic medical terminology and abbreviations. Prerequisites: Appropriate placement score to enter ENG 101

PROGRESSION
&
RETENTION

PROGRESSION AND RETENTION / WITHDRAWAL

Progression and Retention

Students in the MDA Program must receive a minimum grade of “C” in all MDA courses and support courses, and a “B” in core requirements (MDA 113, 213, 223) to remain in the program. Students must achieve a minimum of 80% average on combined exams in the lecture course, as well as midterm practice evaluation and Final Practice evaluation. Co-requisites must be met according to the established curriculum. A student that has not successfully met a pre-requisite or co-curricular requirement will be required to withdraw from the program. Evidence of successful completion must be on the student’s East Central College transcript at the start of each semester.

Students must maintain a 2.0 cumulative grade point average (with a “C” or better in all MDA and co-curriculum courses, and a “B” or better in all MDA lab courses) to remain in the program.

Student must also successfully complete all lab competencies in no more than three (3) attempts to progress in the lab courses.

If a student attempts an MDA course and withdraws or fails the course two times, the student is ineligible to continue in the program. This includes final course grades of “F, W, or WX.”

Testing Methodology

Testing may be delivered in any of the following formats:

- Written (pencil and paper)
- Computer based
- Verbal
- Clinical Skills Competencies (hands on, verbal or written)

Skills assessments and exams in this course are given as scheduled: no assessment or exam will be given without notice. Exact dates will be announced in class. Quizzes may NOT be made up. **No exceptions.**

Cheating:

If during the examination an instructor observes a student communicating with another student, looking at another test paper or having material other than the exams in sight, using a cell phone to search for or text answers, the instructor will take the test, a zero will be given and you will be reported to the Vice President of Student Affairs. See the ECC student handbook for policy.

Program Completion

Academic and Graduation Requirements

Students are awarded a Medical Assistant Certificate of Achievement after completing the 3-semester program. The certification will allow the student to sit for the CMA (AAMA) exam. Upon successful completion of the additional 24 credit hours, the student will graduate with an Associate of Applied Science degree.

You will register for the CMA AAMA exam the month prior to graduation.
The exam fee is paid by the college and is linked to the Capstone Course MDA 223.
Students who take the CMA exam, but do not pass, are still considered graduates of the MDA program.

Certification:

- Those passing this examination are awarded the credential of Certified Medical Assistant, CMA (AAMA) This certification is not required to work in the state of Missouri but is strongly encouraged as a recognition of your professional competence.
- ECC does not guarantee students that they will pass the certification exam. Your success will be determined by several factors beyond the instruction you are given in the classroom, including your test-taking skills, your willingness to study outside of class, and your satisfactory completion of appropriate practice exams. Certification exam questions are drawn from databases of hundreds of possible questions; therefore, a thorough understanding of the subject matter is required.
- Professional certification signifies a level of expertise in your field. It gives you, and your employer, confidence in your job skills. Additionally, it is a professional credential that is recognized in all 50 states without the need for reciprocity. Many Missouri area employers do require employees to be certified. Only graduates of schools accredited by the Commission on Accreditation of Allied Health Program (CAAHEP) are eligible to take this exam.
- Students are encouraged to access the American Association of Medical Assistants website at www.aama-ntl.org to learn more about the benefits of this highly regarded, professional credential.

***Positive findings on a criminal background check may impact an individual's ability to obtain certification or to gain employment.*

CLASSROOM AND CLINICAL POLICIES

CLASSROOM ATTENDANCE AND CLASS POLICIES

THEORY (Classroom):

Attendance:

Due to the complex nature of class content, it is strongly recommended that students attend all scheduled classes. The individual student will be responsible for content missed during an absence.

The College attendance policy states: “Because East Central College believes that learning is an interactive process, students are expected to attend classes regularly. Instructors distribute written class attendance policies at the beginning of each new class. Faculty or administrators at ECC may administratively withdraw a student from a class if a student violates the expressed, written attendance policy as stated in the course syllabus for the class.”

The policy of the medical assistant department is if the student is absent the equivalent of the number of clock hours for the number of credit hours for the course, attendance counseling will be required to maintain participation in the program.

If student absenteeism continues, further disciplinary action may be taken up to and including dismissal from the program.

Class Policies:

1. Upon the discretion of the instructor, only one (1) examination may be made up per semester due to an absence. Any subsequent examination missed will be given the grade of “0”. The student is to notify the instructor (or, the department secretary if the instructor is unavailable) ***before*** class time in order to be excused from the examination for that day. If the student does not call, the instructor may deny the student the opportunity to make up the examination.
2. In the event of a missed exam, the test must be taken the day the student returns to class. Failure to follow this procedure may result in the student not being allowed to take the exam.
3. A “pop quiz” may not be made up, as this negates the purpose of the quiz. The grade of the quiz missed will be recorded as “0”. If a student arrives late for class and after the quiz has begun, that student will not be allowed to take the “pop quiz” and will receive a “0”. In general, a pop quiz will not be greater than 10 points on any given lecture day.
4. Classes begin ***promptly*** as specified by the instructor. It is the students’ responsibility to show consideration for the class by being prompt. The instructor may use his/her discretion in regard to allowing students to enter the classroom late due to the disruptive nature.
5. All cell phones, pagers, and other communication devices must be turned off/inactivated during all class sessions.

6. For lab courses (MDA 113 & 213) if you plan to be absent a call must be made prior to the class start time. Call the Nursing & Allied Health office at 636-584-6616 and either speak with the instructor or leave a message, failure to do that will result in a no call no show event and your first offense is grounds for probation and 2 of those no call, no show events can lead to dismissal from the class. Communication is the KEY to being absent!
7. For Clinical Externship, you ***MUST*** report a tardy or absence to the clinical site and clinical instructor (Mrs. Velic) at least 30 minutes ***PRIOR*** to the start of your clinical day. *Any student that misses more than 3 days may be subject to administrative dismissal from the program upon review of each individual case per discretion of the instructor/Director/Dean.* Any days missed will be required to be made up.
 - a. 3 tardies equal probation
 - b. 1 no call no show equals probation.
 - c. 2 no call no shows equal dismissal
8. ***See Externship Packet for externship expectations and guidelines.***
9. Children are not allowed in the classroom, lab or Externship sites at any time.
10. Cell phones and pagers ***must be turned off*** during class time and are not allowed in the lab or externship settings
11. Students may not operate laboratory equipment or participate in any activity that has a potential for injury without an instructor present. No doing any kind of needle sticks without instructor present in room.
12. Materials utilized in the classroom, lab or clinic are to be returned to their proper location and may not be removed.
13. You will be required to practice injections, venipuncture, EKG's on each other. If you have a medical condition that would prevent you from doing this, you need to bring a physician's note so it can be placed in your file

ECC College Attendance Policy:

ECC is an attendance taking institution. Student attendance in class, regardless of the delivery modality, is important for student success. Attendance will be taken at each class meeting and recorded in a class record.

The instructor will take action as stated in the course syllabus (MDA student handbook) up to and including administrative withdrawal (WX) from the class for any student not considered attending but still officially enrolled in the class. Regardless of any action, the faculty member will report the last date of attendance as noted in the class record.

For a student to be considered attending the following conditions must be met:

A student cannot be absent for all the class meetings held within 14 consecutive calendar days (or a prorated amount based on a reduced class meeting calendar) without having made regular and frequent contact with the instructor regarding class progress.

A student cannot be absent for the equivalent (intermittent, nonconsecutive absences) of two weeks of class meeting time (or a prorated amount based on a reduced class meeting calendar) without having made regular and frequent contact with the instructor regarding class progress.

A student cannot exceed the absences permitted under a more restrictive and specific course attendance policy as stated above (for example, the MDA Program policy).

CANCELLATION OF CLASS/CLINICAL (Inclement Weather Policy)

On-site classes

Cancellation of class (lecture) will be decided in accordance with the College policy. *Please refer to the college policy attached to this supplemental nursing and allied health policy.* There are situations specific to the MDA program that are outlined below.

Externship

The decision to rearrange clinical is made by the Director, in coordination with college administrative staff, and is decided on the morning of clinical unless it becomes obvious earlier that clinical should be canceled **OR**, the college administration has made the cancellation prior to 4:00 a.m. for daytime classes. Since instructors live in different locations, traveling conditions may vary. *It is possible that some clinical groups will meet and others will not if the college is open.*

A snow schedule (or, late start) means the College will open later than normal: 10:15 a.m. for non-teaching staff (except maintenance) and 10:30 a.m. for students and faculty.

SNOW SCHEDULE/PROCEDURES

When snow and/or ice make driving hazardous, East Central College may be (1) Closed, or (2) on a Snow Schedule. Announcements are made on local radio stations throughout the college district and service area TV and radio stations, placed on the website, and on the college's phone system. Students are encouraged to register with the college's Emergency Notification System – ECC Alert. Instructions are found on the college website or at www.eastcentral.edu/eccalert

When the college is closed:

When the weather warrants, the college will close and cancel day and/or evening classes. Announcements will be made as soon as possible.

When the College is on a Late Start Schedule

In the event that East Central College is prevented from opening on time in the morning, but roads are expected to be passable later in the morning, the college may elect to use a Late Start Schedule. A Late Start Schedule means the college will start later than usual. MDA classes will begin at the established late start time. Any classes scheduled to end prior to the late start time will not meet.

Externship

In order to avoid disruption at our externship sites, ECC MDA students will not begin clinical at a clinical site on a late start day.

Other

1. In the event that road conditions deteriorate during the day and the college administration cancels classes in the middle of the day or evening, clinical instructors will be notified by text messaging to cancel the remaining of the clinical class. Instructors will release students from the clinical site following appropriate report and sign off procedures for safe patient care.
2. Rolla and Union locations have a separate designation for class cancellations.
3. Students and faculty should use common sense and personal judgment in determining travel decisions based on road conditions in their area. If the college is open, students are responsible for missed work in their classes and should refer to the clinical policies for make-up assignments.

Announcements about closing/snow schedule are made on the following stations:

Radio Stations Dial # KLPW-Union/Washington 1220 AM; KWMO/KSLQ-Washington 1350 AM/104.5 FM; KTUI-Sullivan 1560 AM/102.1 FM; KWRE/KFAV-Warrenton 730 AM/99.9 FM; KMOX-St. Louis 1120 AM; KTTR-Rolla/St. James 1490 AM/99.7 FM; KZNN-Rolla 105.3 FM; KKID-Rolla/Salem 92.9 FM; KFLW – St. Roberts 98.9 FM51

TV Stations Channel TV Stations Channel KTVI Fox-St. Louis 2; KYTV – Springfield 3; KMOV-St. Louis 4; KOLR – Springfield 10; KSDK-St. Louis 5; KSFX – Springfield 27; Fidelity Cable 6; 95 KSPR – Springfield 33

Reviewed: July 19, 2022

PROGRESSION ASSESSMENT POLICIES

ASSESSMENT and REMEDIATION

Evolve Reach

INTRODUCTION AND PURPOSE

The Medical Assistant program concurs with the philosophy that assessment and benchmarking of our students is instrumental in measuring and comparing the success of our students, and ultimately, the success of our program.

In this area of education, the comprehensive exit exam for graduating MDA students provides two purposes. Standardized testing assesses and benchmarks individual achievement AND provides for preparation of the CMA (AAMA) exam. In addition, the national testing service the MDA program utilizes has the capability to predict success on the CMA exam for each individual. This level of predictive ability is due to years of research and statistical analysis. By achieving the recommended established score of 850* on the Comprehensive Exit Exam, a candidate has a predictive pass rate of 95 %. It is in the best interest of the student to prepare adequately for these exams. All assessment exams are scheduled and administered on a secured website and proctored by MDA faculty. ECC computer labs are utilized.

METHODOLOGY

MDA Administrative Knowledge Exam

Students will be required to complete the specialty examination at the completion of the Administrative Procedures (MDA 101) course during the first semester of the program. This examination will serve as a benchmark for knowledge obtained and the student's ability to apply that knowledge during the "trigger" course of the MDA program.

MDA Comprehensive Exit Exam

Students will be required to take a nationally normed comprehensive exit exam (during program capstone MDA 222) and achieve a satisfactory score on such exam prior to graduation and taking the NCLEX exam. Students will take the exam approximately 4-6 weeks prior to graduation. This examination will serve as a benchmark for knowledge obtained during the MDA program and likelihood of success on the student's CMA (AAMA) certification exam based on reaching the recommended score of 850 or higher.

Cost: The cost of utilizing testing/assessment routine services is included in "testing and special fees" in the tuition structure of the MDA Program. The student is responsible to bring earbuds to each exam or they may purchase them from the department, if available.

STUDENT SERVICES
&
COLLEGE POLICIES

ACADEMIC SUPPORT / ACCESS SERVICES

ACADEMIC SUPPORT

Need help? The Learning Center (TLC) at East Central College is a comprehensive student resource center for educational assistance. They offer free tutoring in English, math, and other subjects that vary by semester. With experienced, competent tutors available in most subjects, they are qualified to assist any student with academic needs. In addition, TLC houses the Testing Center, Adaptive Technology Lab, and open computer lab for academic use. Visit today to see a tutor, watch a course video, DVD or tutorial, get help with PowerPoint, set up a study group, access your Moodle page or eCentral account. Find out for yourself that TLC is a nice place to think and do your homework. Create good study habits early in the semester.

www.eastcentral.edu/learning-center/

For tutoring contact: Call 636-584-6688 or stop by the front desk in Learning Center to make an appointment. In Rolla contact rolla.tutors@eastcentral.edu or call 573-466-4080.

Location: 1st Floor, Buescher Hall

TLC Contact: 636-584-6688

**Student IDs are required to use any of The Learning Center facilities.

Hours of Operation:

See the following link for current hours of operation for all College facilities:

<http://www.eastcentral.edu/locations/operations-schedule>

MDA Student Support:

The MDA faculty are the student's first contact for medical assisting academic support and remediation. If further assistance is needed with test-taking strategies, clinical concepts, etc., please make an appointment with the MDA Coordinator at the respective campus.

ACCESS Services for Students with a Disability

Any student who has a health concern or other disability that prevents the fullest expression of academic abilities should contact Access Services as soon as possible. Students with a health condition or other disability which may require an accommodation in order effectively participate in college activities can make an appointment with the Access Counselor by contacting 636-584-6577 or 636-584-6580 in Rolla 573-466-4080. An appointment should be made as soon as possible to ensure that accommodations are arranged in a timely manner. Information about a disability will be held in strict confidence. Disabilities covered through the Access accommodations include, but are not limited to learning disorders, ADHD, dyslexia, hearing or visual impairments, and physical challenges.

Revised July 2022

ACADEMIC HONOR CODE

Students are expected to conduct themselves honestly in all academic endeavors. Any act of academic dishonesty is a violation of the Academic Honor Code.

East Central College is an academic community. Integrity and honesty in the classroom, in academic programs and in all related learning experiences is critical. The Academic Honor Code is a statement of the college's position regarding student conduct as it relates to academic integrity. It is not intended to supersede specific course or instructor guidelines, or policies contained in any course syllabus. (Students are responsible for learning about and being fully aware of activities that constitute violation of the Academic Honor Code.) The following list is presented for information and clarification and is not intended to be exhaustive.

The faculty retains the right to recommend a remedy when students are in violation of the Academic Honor Code. Students retain the right to appeal any accusation of policy violation as outlined in the Student Discipline Policy and Appeal Policy in this handbook.

Definitions and Clarifying Comments

Academic Dishonesty:

Academic dishonesty is defined as any form of cheating or dishonesty that has the effect or intent of interfering with any academic exercise or a fair evaluation of a student's performance. Some examples and definitions are given below. The College faculty can provide additional information, particularly as it relates to a specific course, laboratory or assignment.

Cheating:

An intentional use or attempted use of unauthorized material or study aids in assignments or tests, or unauthorized assistance by any other party in any academic exercise. *Examples: unauthorized use of notes for a test; using a "cheat sheet" on a quiz or exam; any alteration made on a graded test or exam which is then resubmitted to the teacher.

Plagiarism:

Careless or deliberate use of the work or the ideas of another; representation of another's work, words, ideas, or data as your own without permission or appropriate acknowledgement.

Examples: copying another's paper, work, computer disk, or answers and submitting or representing it as your own; submitting an assignment which has been partially or wholly done by another and claiming it as yours; not properly acknowledging a source which has been summarized or paraphrased in your work; failure to acknowledge the use of another's words with quotation marks.

Facilitation of Academic Dishonesty:

Knowingly assisting another in violation of the Academic Honor Code.

Examples: working together without permission on a take-home test; providing another with information about a test that you have already taken before they take it.

Multiple Submission:

Submission of work from one course to satisfy a requirement in another course without explicit permission.

Example: using a paper prepared and graded for credit in one course to fulfill a requirement and receive credit in a different course.

Fabrication/Forgery:

Use or submission of contrived, invented, forged, or altered information in any assignment, laboratory exercise or test; tampering with or production of a counterfeit document, particularly documents which make up the student's academic record.

Examples: making up a source or citing a nonexistent publication or article; representing made up data as real for an experiment in a science laboratory class; forging a change of grade or student withdrawal record; falsifying any document related to a student academic exercise.

Obstruction:

Behavior that limits any student's opportunity to participate in any academic exercise or attempts to block access to resources.

Examples: destroying a library resource before another student can access it; interfering with another students' efforts or work in any academic exercise; tampering with a computer resource before other students can gain access.

Misconduct in Creative Endeavors:

The misrepresentation of another person's ideas, writing, computer images, artistic effort, or artistic performance as one's own.

Examples: representing a musical performance as original when it is not; using copyrighted artistic material inappropriately or illegally.

Professional Behavior:

Students are required to conduct themselves in a manner appropriate to the classroom, laboratory, internship or clinical setting as specified in the course syllabus and program requirements.

Academic Honor Code Disciplinary Procedures

- A. Students who violate the Academic Honor Code will be confronted by the faculty member and referred to the Chief Student Affairs Officer (CSAO). Supporting documentation, when appropriate, will be forwarded to the CSAO. The CSAO will meet with the student, discuss the misconduct and review the Academic Honor Code and Disciplinary Procedures. The CSAO will maintain a file with supporting documentation and the name of the student will be placed on a disciplinary list accessible only to the CSAO and the Chief Academic Officer (CAO). The faculty member will determine how the violation will affect the student's grade.
- B. In the event that the student violates the Academic Honor Code a second time, the student will be required to meet with the CSAO. The student will be placed on academic probation. The faculty member will determine how the violation will affect the student's grade. The student's file and disciplinary list will be maintained by the CSAO.
- C. If the Student violates the Academic Honor Code a third time, they will be subject to sanctions up to disciplinary suspension or expulsion.

EAST CENTRAL COLLEGE – STUDENT CODE OF CONDUCT
Student Conduct Policy (BP 3.17)

3.17 Student Conduct Policy (Revised May 7, 1973; Reaffirmed December 2, 1991; Revised August 28, 2003; Revised June 16, 2014; Revised October 24, 2014)

Admission to East Central College carries an obligation to conduct one's self as a responsible member of the College community. Individual students and student organizations are required to observe the policies of the College and the laws of city, state, and federal governments. Student and organizational behavior must be compatible with the educational objectives of the College thereby maintaining safety standards and promoting the health and wellness of each member of the College community. Students are expected to approach each academic course and activity with a willingness to learn and an attitude of cooperation. Students and student organizations are expected to uphold the key principles of honor, truthfulness, and respect for people and property. Prohibited conduct will lead to student discipline.

Prohibited Conduct:

- A. Violations of standards established by College academic programs for student conduct in areas and classes such as the gym, fitness center, locker rooms, clinical settings, labs, shops and internships.
- B. Violation of or disregard for safety policies and procedures, e.g. lab safety contract.
- C. Violation of the Tobacco-Free Campus Policy.
- D. Violation of East Central College's Information Technology Policy.
- E. All forms of academic dishonesty such as cheating, aiding or abetting cheating, plagiarism, fabrication or multiple submission of papers in courses without prior instructor consent or representation of others' work as one's own. Refer to Academic Honor Code.
- F. Knowingly furnishing false information to the College.
- G. Forgery, alteration, or misuse of College documents, records, or identification, whether in written or electronic form.
- H. Obstruction or disruption of teaching, research, administration, disciplinary procedures, or any other College events or activities, including public service functions and other authorized activities on College premises.
- I. Disturbing others with strong, pervasive odors such as perfume, cologne, body odor, animal odor, alcohol, or illegal substances.
- J. Assault, abuse or conduct which threatens or endangers the health or safety of another person on College- owned or controlled property or at a College-sponsored or supervised function.
- K. Theft, malicious destruction, damage, misuse, or conversion of property belonging to the College, a College employee, a College student, or a campus visitor.
- L. Unauthorized entry into or use of College facilities.
- M. Violation of local, state, or federal laws on College-owned or controlled property or at College-sponsored or supervised functions.
- N. The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance, an imitation controlled substance, or alcoholic beverages on College premises or at off-campus sites, in College vehicles and in any private vehicles parked on College premises or at off-campus sites or at College-sponsored or supervised functions. An imitation controlled substance is a substance that is not a controlled substance, which by appearance (including color, shape, size, and markings), or by representations made, would lead a reasonable person to believe that a substance is a controlled substance.
- O. Failure to identify one's self when requested to by College officials or College agents or failure to comply with directions of College officials acting in the performance of their duties.
- P. Possession or use of firearms or other weapons, explosives, dangerous chemicals, or fireworks on campus or at College-sponsored or supervised activities.
- Q. Gambling on College-owned or controlled property or at College-sponsored or supervised functions. Charitable or fund raising raffles may be permitted for student organizations with the approval of the Vice President of Student Development.
- R. Violation of the Policy Regarding Student Protections Against Sexual Assault, Relationship Violence, and Stalking.
- S. Violation of College policies regarding Discrimination and Harassment.

Student Conduct (cont.)

Page 2

- T. Disorderly conduct, breach of public decency, breach of the peace, aiding or inciting another to breach the peace, infringement upon the rights of another or defamation of another either on College property or at College-authorized activities.
- U. Hazing, or any act that intimidates, frightens, or degrades an individual.
- V. Bullying, defined as repeated and/or severe aggressive behavior likely to intimidate or intentionally hurt, control or diminish another person, physically or mentally.
- W. Stalking, defined as engaging in a course of conduct directed at a specific member of the College commu that would cause a reasonable person to fear for his or her safety or the safety of others, or to suffer substantial emotional distress. For purposes of this definition, a course of conduct means that two or more acts, including, but not limited to, acts in which the stalker directly, indirectly, or through third parties by any action, method, device or means, follows, monitors, observes, surveils, threatens, or communicates to or about a person, or interferes with a person's property. Stalking may involve physical stalking and/or cyber stalking.
- X. Any aforementioned committed in concert with other persons, may make each participant responsible for the acts of the entire group.

Jurisdiction for this Policy applies to student conduct which occurs on all property owned or operated or maintained by East Central College as well as actions which occur off-campus when the misconduct affects the well-being of students and other members of the College community.

Reviewed: July 2022

APPEALS POLICY

The Associate Degree MDA Program follows the Board of Trustees policies for Student Grievance and Appeals.

A copy of this may be found on the East Central College website.

PROFESSIONAL CONDUCT

American Association of Medical Assistants (AAMA)

AAMA Medical Assistant Creed

I believe in the principles and purposes of the profession of medical assisting.
I endeavor to be more effective.
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 aspire to render greater service.
I am true to the ethics of my profession.
I am strengthened by compassion, courage and faith.

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:

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

Demonstrate Professional Behavior, Respect and Civility

Each student is expected to demonstrate professional behavior as reflected by the AAMA Creed and Code of Ethics. Students will fulfill professional roles including advocate, direct care provider, and educator. Students will treat peers, faculty, members of the healthcare team, patients and families with respect and compassion. Each of these people comes from different cultural backgrounds and holds different values. Students will respect these differences providing professional, empathetic and holistic health care for all.

Examples of uncivil & unprofessional behavior are below (***NOT*** inclusive):

- Discounting or ignoring solicited input from faculty regarding classroom or clinical performance or professional conduct
- Knowingly withholding information from faculty, peers, & clinical staff
- Not responding to email, letters, or voicemail that requires a reply
- Sending emails or text messages that are inflammatory/disrespectful in nature
- Demeaning, or belittling or harassing others
- Rumoring, gossiping about or damaging a classmates/professors/clinical staff members reputation
- Speaking with a condescending attitude
- Yelling or screaming at faculty, peers, clinical staff, or patients & their families
- Display of temper or rudeness that may or may not escalate into threatened or actual violence
- Threatening others: this refers to physical threats, verbal/nonverbal threats and implied threats
- Inappropriate posting on social media related to ECC MDA program experience (refer to policy on Use of Social Media)
- Illegally removing college property, healthcare agency or patient property from the premises
- Destruction of any college, healthcare or patient property
- Falsifying or fabricating clinical experiences
- Documenting medical care that was not performed or falsifying a patient record
- Knowingly accessing a patient's health record that is not in your direct care

Code of Professional Conduct and Student Civility Policy (cont.)

According to legal standards, student nurses are expected to uphold the AAMA Code of Ethics. Students whose behavior does not comply with the AAMA Code of Professional Conduct presented here will receive sanctions which may include but are not limited to the following: verbal reprimand, letter of understanding, disciplinary probation, and/or dismissal from the program.

1. **Verbal Reprimand** – official verbal warning that continuation or repetition of wrongful conduct may result in further disciplinary action. This will also be documented in the student’s file.
2. **Letter of Understanding and/or Learning Contract** – official written warning that continuation or repetition of wrongful conduct may result in further disciplinary action (i.e.: disciplinary probation or dismissal from the program.)
3. **Disciplinary Probation** – may be imposed for any misconduct, failure to follow the Code of Professional Conduct, violation of the Mandatory Safety Policy, Civility Policy, excessive absences, etc... that does not warrant dismissal from the program but requires further consequences. Disciplinary Probation is imposed for a designated period of time determined by the faculty and director. This probationary status includes the probability of further penalties if the student commits additional acts of misconduct or fails to comply in any probationary contract details. (see probation policy for details)
4. **Program Dismissal** – permanent termination of admission and enrollment status in the ECC Medical Assistant Program.

**A student may be dismissed on first occurrence of incivility based on severity of offense

Maintain Academic Honesty

Please refer to the East Central College Academic Honor Code found in the ECC Medical Assistant Handbook, the ECC Student Handbook and/or the college website.

Maintain Confidentiality at All Times

Please see the ECC Medical Assistant Policy regarding Electronic Communications and HIPAA Security Rule along with the ECC Electronic Compliance Form located in the ECC Medical Assistant Handbook.

Use of Social Media

The use of social media outlets (i.e.: Facebook, Twitter, Instagram, Text messaging, etc.) is strictly prohibited in all capacities related to the ECC Medical Assistant Program experiences. **The posting of pictures, comments or discussions addressing any classroom and /or clinical experience on any of these sites could result in immediate dismissal from the program.**

Reviewed: July 2022

COMMUNICATION POLICY

CELL PHONES/ELECTRONIC DEVICES:

- *It is required that all cell phones and/or pagers must be turned off during class.* The device should neither be seen nor heard during class. Voice mail and text messages may be retrieved during breaks.
- If a cell phone or pager rings, it is considered a “disruption” to the class. Due to the disruption the student has created, the student with the phone may be asked to leave the classroom until the next break occurs. The time the student is out of the classroom is considered an unexcused absence. Any material covered, quizzes, or exams missed will not be allowed to be made up.
- According to the agreements (policies) with our clinical sites, no cell phone, pager, or other electronic communication device may be carried on your person during clinical hours. If a disruption occurs due to a cell phone or electronic communication device, the student will be dismissed from the clinical experience. This will be an unexcused absence. (See “Policies for Clinical Experience”)

USE OF SOCIAL MEDIA

The use of social media outlets (i.e.: Facebook, Twitter, Instagram, Snap Chat, Text messaging, etc.) is strictly prohibited in all capacities related to the ECC Medical Assistant Program experiences. ***The posting of pictures, comments or discussions addressing any classroom and/or clinical experience on any of these sites could result in immediate dismissal from the program.***

FACULTY COMMUNICATION

Open communication is highly encouraged between student and faculty members. The following guidelines will allow for respectful contact for both students and faculty.

- Students are encouraged to utilize faculty scheduled office hour time (posted beside office doors) to have routine questions answered. An appointment is recommended.
- The Instructor’s e-mail should be the primary means of communication for routine matters, concerns, and questions. This information will be furnished to you at the beginning of the semester.
- In the event of a clinical absence, you must notify the instructor 30 minutes before your clinical start time.
- If a phone call or text is necessary to an instructor, please do not contact them prior to 7:00 a.m. or after 9:00 p.m.

Reviewed/Revised: July 2022

Electronic Communications and HIPAA Security Rule

Health care professionals have a moral and ethical responsibility to protect the privacy of their patients, and this has been mandated by federal law (Health Insurance Portability and Accountability Act -HIPAA). This encompasses all aspects of patient care from pulling curtains and using towels and sheets to protect the patient's modesty and dignity to refraining from discussing details about a patient in any circumstances where you can be overheard.

MDA students have an obligation to protect the patient's information from being seen by anyone who has no need to know. Students should never leave electronic records open when you leave your seat by the computer. It means not leaving patient charts out and unattended for anyone to view.

DEFINITIONS:

Privacy - the clinical site's desire to limit the disclosure of patient personal information.

Confidentiality - a condition in which information is shared or released in a controlled manner.

Security - consists of measures to protect the confidentiality, integrity and availability of information and the information systems used to access it.

Electronic health information - (such as electronic medical records) is a computerized format of the health-care information paper records that is used for the same range of purposes as paper records, namely, to familiarize readers with the patient, to document care, to document the need for care, to assess the quality of care, to determine reimbursement rates, to justify reimbursement claims and to measure outcomes of the care process

Confidentiality and the Patient's Chart Access/Usage in **hard copy**:

- Confidentiality is to be upheld at all times. Conversations, concerning patients and diseases, between students and/or others (either in the institution or away) are only those which are professional and necessary.
- The patient's chart (hard copy) is a legal document and ***may not be photocopied for any reason, per facility policy.*** No printed copies of any portion of the patient's record (chart or computer printout) may be taken from the healthcare facility/clinical site. This includes PCP's, worksheets, census sheets, Kardex, etc. ***Students do not have authorization to review medical documents of patients not assigned to them unless review is authorized by instructor.***

Confidentiality and the **Electronic Health Record** Access/Usage:

- All students are fully responsible for following all regulations of the Health Insurance Portability and Accountability Act (HIPAA) guidelines.
- **The Security Rule:** The HIPAA Security Rule establishes national standards to protect individuals' electronic personal health information that is created, received, used, or maintained by a covered entity. The Security Rule requires appropriate administrative, physical and technical safeguards to ensure the confidentiality, integrity, and security of electronic protected health information. The Security Rule is located at 45 CFR [Part 160](#) and Subparts A and C of [Part 164](#).

The security rule adopts standards for the security of electronic protected health information to be implemented by health plans, health care clearinghouses, and certain health care providers.

Electronic Communications and HIPAA Security Rule Policy (cont.)

- Students must adhere to professional standards for all communication including maintaining confidentiality, proper conduct for communication and communicating appropriate material.
- Students are fully responsible to ensure that they adhere to all regulations at all times whether at school, at clinical, on break, or anywhere else. This includes proper management of confidential patient information.
- Personal Health Identifiers (PHI) must be removed from any patient data students collect. Additionally, students will use a password to protect access to information. This password is never to be disclosed to another individual. ***Students do not have authorization to review electronic health records of patients not assigned to them unless review is authorized by instructor. Also, students do not have authorization to review electronic health records of any personal acquaintances such as family member or friend, etc., under any circumstance.***
- Research of a medical record is for the purposes of the MDA Program curriculum and course requirements only.
- Students will follow clinical site protocol for review of medical records.
- Photocopying of a medical record is a HIPAA violation and will result in disciplinary action.
- Electronic Medical Records may only be accessed while present at the clinical site AND only during approved clinical rotations. Accessing an Electronic Medical Record while off site is considered a HIPAA violation and will result in disciplinary action.
- Students will sign the East Central College Electronic Compliance Form [Authorization to Access/Use PHI] prior to entering any clinical setting at any facility annually for all courses. This form will be placed in each student's file.
- Using the internet while at clinical for personal, non-school related functions is strictly prohibited. Inappropriate internet access/usage or violation of HIPAA guidelines is cause for termination from ECC Medical Assistant Program (See ECC Medical Assistant Students Disciplinary Guidelines).
- Handheld electronic devices (I-pods, smartphones, etc.) may be used to obtain clinical information such as the use of an electronic drug book. The devices must be on silent and cannot be used for personal use at a clinical site. It is at the instructor's discretion to disallow handheld electronic devices during the clinical experience or based on the usage.
- Violation of patient confidentiality or clinical site medical access policies will result in disciplinary action up to and including dismissal from the MDA program. Violation of patient confidentiality with malicious intent will result in dismissal and can also carry federal charges.

Reviewed/Revised: June 2021, July 2022

Electronic Compliance Form
[Authorization to Access/Use PHI]

Authorization to access/use PHI (Protected Health Information) is granted to the student identified below based on review and evaluation of the academic need. Students must take responsibility for the security of all PHI. A signed copy of this authorization is to be maintained in the student user's file and can be viewed upon request. The

Section 1: Describe the defined academic reason

- To collect limited information (i.e. diagnosis, medication list, history and/or physical assessment data) for careplans;
- To update current MDA directives (i.e. look up new drug order or new diagnosis, answer patient education questions);
- To assist with communication between student and clinical instructor.

Section 2: User (Student) Agreement (This section to be completed by the authorized user)

- I understand that I have been granted authorization to temporarily access/use PHI for academic purposes only while I am a current student in the East Central College MDA Program. This authorization has been granted based on a defined academic need; therefore, access/usage must be limited to those uses necessary to meet that academic need. I agree to follow the requirements and guidelines as stated in this User Agreement. I understand the definition of PHI (Protected Health Information).
- At no time will I access/use Social Security numbers for criminal intent such as Identity Theft.
- I agree to use physical and technical safeguards for the protection of PHI. I agree to use strong password protections.
- I will ensure the proper destruction of all PHI immediately after intended use, and I will not use the PHI beyond the approval period (clinical rotation).
- If any academic paperwork (careplans, case studies, journals) is lost or stolen, I will immediately report the loss/theft to the Director OF MDA Program, East Central College, even if I believe the academic paperwork did not contain PHI.
- I will protect the confidentiality of patient information as required by law at all times.
- Conversations between physicians, nurses and other healthcare professionals in the setting of a patient receiving care are protected and may not be discussed.
- Other sources of medical information that are protected and confidential are medical records, emergency room department and ambulance records, child abuse reporting forms, elderly abuse reporting forms, laboratory requests and results, radiological and diagnostic reports, and any element of the patient medical record.

REQUIRED SIGNATURES:

Name (Print): _____

Signature: _____ **Date:** _____

July 14, 2022

Criminal Background and Disclosure Policy/Consent

RSMo 660.317 prohibits a hospital, or other provider, from knowingly allowing those who have been convicted of, pled guilty to or nolo contendere in this state or any other state or has been found guilty of a crime, which is committed in Missouri would be a Class A or B felony violation, to give care to patients in their agency. As defined by state law, these are violations of chapter RSMo 565 (domestic violence/violence against a person), RSMo 566 (sex offenses) or RSMo 569 (robbery, arson, burglary or related offenses), or any violation of subsection 3 of section 198.070 RSMo (abuse and neglect), or section 568.020 RSMo (incest).

RSMo 660.315 requires an inquiry whether a person is listed on Missouri Department of Health and Senior Services disqualification list. In addition to these records, an on-line search will be conducted to determine if a student is on other government sanction lists. These on-line searches include Office of Inspector General (OIG) and the General Services Administration (GSA). As a requirement of the East Central College Associate of Science in MDA Program application process in response to RSMO 660.317b and 660.315, students accepted into the program will be required to consent to release of their criminal history records (RSMo 43.450) for the sole purpose of determining the applicant's ability to enter patient care areas in order to fulfill the requirements of the MDA program.

East Central College is hereby granted my permission, consent, and authorization to obtain all background check information maintained on me by the Missouri Highway Patrol, the Missouri Department of Health and Senior Services (sanction list) and any agency thereof, the FBI and any other law enforcement agency of and state of the United States, the Office of Inspector General A (sanction list) and the General Services Administration (sanction list). I understand that at this time, only the Missouri Highway Patrol background check will be obtained to determine class A and class B felonies, but ECC is hereby authorized to obtain the other background information listed above. The information received by the Admission's and Retention Committee will remain confidential (RSMo 43.540) and will be used for the sole purpose to determine a student's ability to enter patient care areas in order to complete the requirements of the MDA program.

Any student who is found to have a criminal history for a class A or class B felony, as defined by state law, or is found to be on one of the governmental sanction lists will not be able to continue enrollment in the East Central College MDA program.

I understand that these background checks are used for the sole purpose of determining my ability to enter patient care areas in order to be able to complete the clinical requirements of the MDA program and I hereby consent to the use of such information as stated in this disclosure consent. I also understand if my criminal history, regardless of the criminal classification, prohibits my placement in the clinical setting, I will not be able to complete the MDA program at East Central College. I will also notify the Director of any criminal charges/convictions that may occur during the course of study at East Central College.

Full name (Print): _____ SS# _____

Maiden/Alias name(s): _____ (include all last names you have been known as)

Address: _____

Date of birth: _____ Place of birth _____

Signature: _____ Date: _____

Witness signature: _____ Date: _____

Reviewed: May 2017, June 2021, July 2022

HEALTH & SAFETY

GUIDELINES

EXTENDED MEDICAL LEAVE POLICY

1. For the student's safety, upon receiving affirmation from the physician that the student requires a medical extended leave, the instructor **must be given written permission** from the physician stating the student may participate in clinical at a level that allows him/her meeting all clinical/course objectives and Essential Functions. If there are any physical restrictions placed on the student by the physician, these restrictions must be delineated in the written permission from the doctor. **This written permission for clinical participation is mandatory.** No student on a medical restriction, will be allowed to attend clinical without written permission from the physician.
2. It is the responsibility of each student to recognize potential safety hazards in the clinical area (i.e. exposure to anesthesia gas or radiation, infectious agents, allergens, etc.).
3. The student shall pass the course if he/she has:
 - a. a passing theory grade when the theoretical portion has been completed, and
 - b. a laboratory or externship grade of satisfactory.
4. These requirements must be met before the beginning of the subsequent MDA course, unless otherwise stipulated by the MDA Admissions and Retention Committee.
 - a. The student must complete all theoretical requirements for the course.
 - 1) All tests missed must be taken by the date specified by the instructor. The dates will be set according to the situation and condition of the student.
 - b. The student must demonstrate competence in all course objectives for the course.
 - 1) This can be determined at the time of the medical leave or at the end of the semester if the student returns to the course before the semester ends.
 - 2) The student will be allowed 2 weeks (6 externship days) for medical leave.
 - c. The student must assume responsibility for obtaining the notes.
5. Each request will be reviewed by the MDA Admission and Retention Committee for eligibility of extended medical leave. All decisions and stipulations for progression made by the Committee are final.

Reviewed: May 2017, June 2021, July 2022

EMERGENCY POLICY

Upon admission into the MDA Program, each student will be asked to complete the official Emergency Information Record with the following information:

- Name
- Current Address
- Current phone number(s)
- Person(s) to be contacted in case of emergency with his/her (their) current phone number(s)

MDA students will be asked to update the record at the beginning of each semester. If any of the requested information changes during the semester (for instance, a change of address or person to contact in case of emergency), it is the responsibility of the student to notify the Program Assistant for Allied Health of the new information as soon as possible.

The purpose of the Emergency Information is to provide a plan for emergency care for the students in the MDA Program. It is the responsibility of each student to keep the information in the record current so that the plan may be effective.

Reviewed/Revised: May 2007, May 2011, May 2012, May 2014, June 2021, July 2022

HEALTH POLICY

All students are expected to adhere to and follow their externship facility policy and regulations regarding Covid requirements. This may include vaccination requirements to attend the externship, which includes both the influenza and Covid 19 vaccine. Failure to comply with the vaccination policy may be subject to removal from the program.

Students are responsible for their own health maintenance throughout the MDA Program. Neither the College nor the health care agency where the student obtains clinical experience is responsible for needed medical care. Students are strongly advised to make arrangements for adequate health insurance coverage.

Each clinical agency enforces specific health requirements, and the MDA student is obliged to meet the current requirements of the agency in which clinical experience is provided. Proof of current immunization and selected diagnostic testing such as tuberculin testing, rubella vaccine or titer levels will be required prior to entering clinical agencies. MDA students are expected to inform faculty of any health problems that might interfere with clinical experience in a timely fashion. The student will be asked to leave the clinical area, if in the judgment of the faculty member, the student or patient's health may be compromised. The College (ECC Board Policies and Procedures Manual, 3.16 *Student Health/Safety*) has the right and obligation to require individual students to have additional tests, examinations, immunizations and treatments to safeguard both the health of the student and patients in health facilities. As soon as pregnancy or any medical problems are diagnosed, the student is **required** to bring a written statement from their doctor permitting them to continue in the MDA Program at a level that allows his/her meeting **all** clinical/course objectives.

In the event of an exposure by needle-stick, other puncture wounds, or by other means such as splashes, the students will adhere to the following policy. This policy will be given to students in the first semester.

Following an exposure, it will be the student's responsibility to:

1. Report the incident immediately to the faculty member in charge of the clinical rotation.
2. Report the incident to the appropriate person at the health care facility immediately after the exposure occurs.
3. Report the incident to the department of infection control and complete the appropriate exposure form.

The faculty member will:

1. Confer with the clinical facility's designated employee risk manager.
2. Write a complete report of the incident.

Students should be aware that neither the College nor the clinical facility is responsible for any occupational hazards encountered during the course of study. Any treatment or referral to a consulting physician will be at the student's expense.

Allergen and Latex Guidelines:

East Central College attempts to maintain a latex and allergen safe environment. It is NOT possible to assure a latex-free or other allergen-free environment in either the lab or clinical settings. Any student with an allergy; latex or other, must notify the clinical lab instructor prior to entering the lab or clinical setting. **It is the student's responsibility** to avoid causative allergens or latex whenever possible and to take the appropriate measures should an allergic reaction.

**EAST CENTRAL COLLEGE
ALLIED HEALTH PROGRAMS
IMMUNIZATION REQUIREMENT POLICY**

A. *Students in the Associate Degree MDA Program are required to show proof of immunity to measles, rubella, and varicella-zoster (chickenpox).*

1. MEASLES:

- a. Note signed by physician stating that the individual has had the disease, date, and proof of serological (blood test) screening which reads “reactive” (proof of immunity).
- b. Immunization record: Date must be after 1968 (when vaccine was made available). Documentation must include dates of the last two (2) doses.

2. RUBELLA:

- a. Note signed by a physician stating that the individual has had the disease and the date: and the diagnosis is supported by serial (2) serological tests at the time of the disease; or,
- b. Immunization record: Date may be as early as 1969, for persons who were residing in St. Louis, or 1970, if living elsewhere in Missouri; documentation must include dates of the last 2 vaccinations; OR,
Proof of serological (blood test) screening which reads “reactive” (proof of immunity)

3. HEPATITIS “B” VACCINE:

- a. Note signed by physician stating that the individual has initiated the Hepatitis “B” vaccine series.
- b. If the individual chooses not to receive the Hepatitis “B” vaccination, they must report to the Director of Allied Health for the purpose of signing a waiver form.
- c. It is recommended to speak with your healthcare provider in regard to immunity, if your Hepatitis B immunizations are older than 10 years old.

4. VARICELLA-ZOSTER (CHICKENPOX) or SHINGLES

- a. Note signed by physician stating the individual has had the disease and date of disease; or
- b. Immunization record: date must be 1995 or later and includes dates of two doses or a proof of reactive varicella titer.

B. *If acceptable proof of immunity is not available for measles/rubella (positive titer and date, or 2-dose vaccine dates), the individual is required to receive the appropriate immunization with proper precautions taken for Rubella.*

C. *Influenza vaccination:* Clinical sites require an annual influenza vaccination. It is the student’s responsibility to maintain compliance with clinical site requirements. ***Proof of vaccination is required each year by October 15th or date specified by clinical site and waiver returned at the same time.***

D. *COVID vaccination:* Clinical sites require the Covid vaccine. It is the student’s responsibility to maintain compliance with clinical site requirements. ***Proof of vaccination is required each year by September 15th, or the date specified by the clinical site.***

E. T-dap: Tetanus, Diphtheria & Pertussis:

1. Immunization Record should indicate three dates (series) of immunization. A booster is recommended every ten years; **OR**,
2. Recent proof of immunization *by date* in the last 10 years.

Reviewed: May 2017, June 2021, July 2022

**EAST CENTRAL COLLEGE
ASSOCIATE DEGREE ALLIED HEALTH
PROGRAM VACCINATION POLICY
STATEMENT**

Students with concerns regarding the vaccination policy should schedule an appointment with the Program Director or Dean as soon as possible

Understand that if you are not able to comply with the vaccination policy, you may not be able to be placed at a clinical site or participate in clinical experiences.

If you are unable to comply with the clinical facility mandates, this would be considered a clinical absence. Please refer to “Clinical Experience Policies.”

July 2022

TUBERCULOSIS TESTING

1. Students are required to be tested for tuberculosis before attending clinical the first semester and annually until graduation.
2. The Missouri Division of Health recommends the intradermal injection over the prong (Tine) type and the **2-step method** (2 separate injections, 2-3 weeks apart) for those who have not previously been tested, **OR** Quantiferon Gold blood test, **OR** T-SPOT (lab report required) yearly. The MDA program supports these recommendations
3. On admission to the program, **ALL** students are required to have the 2-step TB Method. Second year students are required to have the standard one-step TB Method.
4. Documentation of the test includes:
 - a. Type of test
 - b. Date(s) of test
 - c. Result of test
 - d. Signature of the physician or nurse administering the test.
 - e. The above should be recorded on official stationary, or on the physical examination form in the Fall.
5. Students with a baseline positive, or newly positive, test result for m. tuberculosis infection or documentation of previous treatment for TB disease should receive one chest radiograph result (within the last 2 years) to exclude TB disease. Instead of participating in annual serial testing, the student should complete a symptom screen assessment annually.

NOTE: Problems or questions should be discussed with the Director **before** the test is done.

Source: CDC, *Recommendations & Reports Guidelines for Preventing the Transmission of mycobacterium tuberculosis in Health-care Settings*.

EAST CENTRAL COLLEGE
TUBERCULOSIS QUESTIONNAIRE

PRINT NAME: _____ **DATE:** _____

According to your student medical records, you do not receive annual TB skin testing. The reason for not receiving an annual TB skin test may include a previous history of a positive TB skin test, history of having received BCG Vaccine, allergic reaction to a previous skin test, or other medical contraindications. An initial negative chest x-ray is required (within the last two (2) years).

Chest x-rays are not required on an annual basis by East Central College. However, you should be aware of the symptoms of active pulmonary TB which include cough, chest pain, and hemoptysis. Systemic symptoms consistent with TB also include fever, chills, night sweats, becoming tired easily, loss of appetite, and weight loss. TB should be considered in persons who have these symptoms. Persons suspected of having TB will be referred for a complete medical evaluation by their personal healthcare provider at their expense.

Check the list below as to any symptoms you may have.

	Yes	No
Cough		
Chest Pain		
Hemoptysis (coughing & spitting up blood)		
Fever		
Chills		
Night Sweats		
Tire Easily		
Loss of Appetite		
Weight Loss		

SIGNATURE: _____ **DATE:** _____

Please complete and return this questionnaire to the ECC MDA Department by the following date: _____

Source: CDC, *Recommendations & Reports Guidelines for Preventing the Transmission of mycobacterium tuberculosis in Health-care Settings*.

December 2008
Reviewed: May 2017, May 2018, June 16, 2021, July 14, 2022

SUBSTANCE ABUSE AND DRUG TESTING POLICY

The Associate of Science in MDA adheres to the East Central College policy on a drug and alcohol –free environment and intends to comply with Drug and Alcohol Abuse Program and the Drug-Free Schools and Communities Act Amendments of 1989.

The ECC Drug and Alcohol Policy states: “The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance, narcotics, or alcoholic beverage on college premises or off-campus sites, or college sponsored functions is absolutely prohibited.” Further details can be found, including disciplinary action, in the student handbook and ECC Board Policy.

Violations of this policy can result in disciplinary action up to and including discharge for employees and dismissal for students and referral for prosecution. Violations of this policy by students will be considered violation of the college disciplinary code, which may result in dismissal, suspension, or imposition or a lesser sanction.

Offers of acceptance to the Associate of Science in MDA Program are made as conditional offers. The conditions include satisfactory completion of pre-MDA courses, a satisfactory background check, and a negative drug, and/or controlled substance test. An applicant or current MDA student who refuses to authorize and pay for testing or who tests positive for drugs, alcohol, or controlled substances will not receive a final offer of admission or will not be allowed to continue in the MDA program.

A number of programs are available on campus and in the community to promote alcohol and drug awareness. In the Department of MDA content on chemical dependency and the impaired nurse is integrated into coursework required for the program. Policies will be reviewed with students during the admission process and during clinical orientation each semester. Student acknowledgement/consent forms to be tested for the presence of drugs, alcohol, and controlled substances will be signed when a conditional offer of admission to the MDA program is made.\

To ensure compliance with the Drug Free Schools and Communities Act Amendments of 1989, MDA students will be tested:

1. as a condition of admission, readmission, or transfer to the MDA education program and
2. upon reasonable suspicion

Any student who tests positive for a drug or controlled substance must be able to verify that it was obtained legally and legitimately. If an initial drug or controlled substance test is positive, a second test on the same specimen will be performed to confirm the initial result. A positive test result on the confirming test will result in dismissal from the medical assisting program.

If an alcohol test is positive, a second test will be performed to confirm the initial result. Any confirmed alcohol result above 0% will be considered positive. A positive test result on the confirming test will result in dismissal from the MDA program.

Any student dismissed following a positive drug, controlled substance, or alcohol test will be removed from all MDA courses. A grade of “W” will be transcribed if prior to the College withdrawal date. A grade of “F” will be transcribed if the student is removed from courses following the college withdrawal date.

Students in clinical agencies are subject to the policies of East Central College and must also abide by the policies of the agency in which they are practicing as a student nurse. A student may be required to have alcohol or drug testing alone or in combination. Any student who refuses to submit to initial or subsequent testing will be dismissed from the MDA program.

Substance Abuse and Drug Testing Policy (cont.)

The Director of the Associate of Science in MDA Program must authorize reasonable suspicion testing on a student before such a test is administered. In the absence of the Director, the faculty, or designated administrator may authorize a test. Reasonable suspicion may include, but not be limited to: accidents and injuries caused by human error, unusual or serious violations of rules, secured drug supply disappearance, irrational or extreme behavior, or unusual inattention or personal behavior, such as smelling of alcoholic beverages.

A student may not return to the clinical agency assigned until verification that the random drug test was negative. The student will be required to make up missed clinical experiences.

Students must abide by the terms of the above policy and must report any conviction under a criminal drug statute for violations occurring on or off college premises. A conviction must be reported within five (5) days after the conviction. Students convicted of involvement in a criminal drug offense will be dismissed from the MDA program.

Dismissed students will be reconsidered for admission one time. Dismissed students will be eligible for consideration of readmission to the MDA program upon successful completion and documented evidence of treatment remedying the rationale for dismissal.

I understand that this drug screening test is used for the sole purpose of determining my ability to enter patient care areas in order to be able to complete the clinical requirements of the MDA program and I hereby consent to this test through Missouri Occupational Medicine – Washington, Missouri or Employee Screening Services, Inc., Rolla, Missouri. I have read and understand the Drug and Alcohol policies of East Central College and those of the Associate Degree MDA program as stated in this consent.

Full name (Print): _____

Address: _____

(Street)

(City, state, zip code)

Date of birth: _____

Signature: _____

Reviewed: May 2016, May 2018, June 16, 2021, July 14, 2022



Allied Health Program
Medical Marijuana Policy

As of December 2018, Article XIV of the Missouri Constitution now allows for the possession and cultivation of marijuana for medical use, after voters approved a statewide ballot measure. Under the program developed by the Missouri Department of Health and Senior Services, Missouri physicians may certify that their clients are eligible for medical marijuana use. Clients who receive certification must then apply for an identification card authorizing their use of medical marijuana.

Please note, *marijuana is still illegal at the federal level*. Regardless of whether medical marijuana is legal in Missouri, federal law requires that colleges and universities adopt and enforce drug-free workplace policies, as well as programs to prevent the unlawful possession, use, or distribution of illicit drugs by students and employees. Accordingly, because marijuana is still considered illegal under federal law as a “Schedule I” drug, *East Central College must prohibit its distribution, possession, and consumption on property owned and operated by the College or its affiliates (clinical partner affiliations)*.

Students and employees who are found in possession or under the influence of marijuana will be subject to disciplinary action in keeping with the College’s policies and procedures. Please be advised that disability accommodations are not available for medical marijuana use. Students are encouraged to seek assistance with ACCESS services for options related to alternative accommodations. In the event that the authorized use of marijuana for medical purposes while off-campus impairs a student or results to student conduct violations, it may result in disciplinary consequences from the program and/or College.

CBD oils, supplements, and products derived from hemp are legal under both federal and Missouri law, but may not be sold on campus. Individuals are cautioned to use these products at their own risk. *These types of supplements may still be detected in small amounts or types and can result in a positive drug screen (AJN, 2/2021)*

Student Name (printed legibly): _____

Student Signature: _____ Date: _____

TRANSPORTATION POLICY STATEMENT FOR STUDENTS

1. Each MDA student is expected to provide his/her own transportation to and from each clinical site. The term “clinical site” shall include any facility which has been selected to provide practice and/or observation experiences.
2. East Central College, its agents, employees, and servants disclaim any liability for any and all claims of personal injury and/or property damage which shall arise from, or be incident to, the carriage, transportation, and/or transference of any student to, and/or from, any clinical site.

NOTE: *Students should check their liability policy prior to the acceptance of compensation from passengers.*

Approved by the ECC Board of Trustees on March 1, 1982. Reaffirmed in “East Central College Board of Trustees: Policy & Procedures” (August 28, 2003).

Reviewed: May 2017, May 2018, June 16, 2021, July 14, 2022

FACULTY/STAFF

ROSTER

East Central College Medical Assistant Program

Dean of Health Sciences

Nancy Mitchell, MSN, RN, CCMA
Dean of Health Sciences
nancy.mitchell@eastcentral.edu
Phone: 636-584-6619

Faculty /Program Director

Adisa Velic, CCMA
Director of Medical Assisting Program
Medical Assistant Instructor
adisa.velic@eastcentral.edu
636-584-6922

Adjuncts

Mrs. Stephanie Levine,
RMA(AMT)
Adjunct Instructor
stephanie.levine@eastcentral.edu
Office: 636-584-6616

Mrs. Melissa Walters, RN
Adjunct Instructor
melissa.walter@eastcentral.edu
Office: 636-584-6616

Program Support:

Mrs. Julie Beck
Program Assistant of Nursing and Allied Health
julie.beck@eastcentral.edu
636-584-6616

Ms. Jessica Horn
Administrative Assistant for Nursing and Allied Health - Union
jessica.horn@eastcentral.edu
636-584-6148

Mrs. Lavonda Lawson
Administrative Assistant for Nursing & Allied Health – Rolla North
lavonda.lawson@eastcentral.edu
573-202-6950

Ms. Molly Vroman
Administrative Assistant Rolla Main
molly.vroman@eastcentral.edu
573-899-8055