

NORTHEAST MISSISSIPPI COMMUNITY COLLEGE

MEDICAL ASSISTING TECHNOLOGY

STUDENT HANDBOOK

2023-2024



The program director/instructor reserves the right to make changes in the rules, regulations or curriculum contained in this handbook if I feel that it is in the best interest of the program and its students.

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SECTION I: Introduction/Welcome

The administration, faculty, and staff welcome you to the Medical Assisting Technology Program. This student handbook will familiarize you with information relevant to your participation and ultimate success in the Medical Assisting Technology Program. You are responsible for reading the contents of this handbook. If you need clarification, please don't hesitate to ask. Your success in this program will depend on the mutual commitment of you, the student, and the instructors on campus as well as clinical instructors.

SECTION II: Program Accreditation

The NEMCC Medical Assisting Technology Certificate Program is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) upon recommendation of the Medical Assisting Education Review Board (MAERB).

Commission on Accreditation of Allied Health Education Programs

9355 113th Street North #7709
Seminole, FL 33775-7709
Telephone (727) 210-2350
Fax (727) 210-2354
Website www.caahep.org

For additional information, please contact the Medical Assisting Education Review Board (MAERB).

MAERB

20 North Wacker Drive
Suite 1575
Chicago, IL 60606
Telephone (800) 228-2262
Fax (312) 899-1259
Website www.maerb.org
Email accreditation@aama-ntl.org

SECTION III: Program Mission Statement

The mission of the NEMCC Medical Assisting Program is to prepare medical assistants who excel in knowledge, skill, and professionalism required by employers and the medical community. It should be understood by each student that a total commitment on the part of him/her is required. The Medical Assisting Technology Program reflects the basic purpose and objectives of Northeast Mississippi Community College.

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SECTION IV: Program Goals and Student Learning Outcomes

To prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behaviors) learning domains to enter the profession. To ensure continuous program improvement, program faculty have adopted the following goals and student learning outcomes (SLOs) for the Medical Assisting Technology Program.

1. Students will develop competency as an entry-level medical assistant

SLO 1.1: Students will be able to assist with examinations, procedures, and treatments.

SLO 1.2: Students will be able to perform administrative functions

SLO 1.3: Students will be able to collect and process laboratory specimens

2. Students will be able to communicate effectively

SLO 2.1: Students will effectively demonstrate oral communication

SLO 2.2: Students will demonstrate effective written communication

3. Students will practice health and safety policies and procedure necessary to the establishment of a safe working environment

SLO 3.1: Students will be able to apply principles of aseptic technique & infection control

SLO 3.2: Students will be able to practice Standard Precautions

4. Students will demonstrate the values and ethics of a medical assistant and understanding of professional development and life-long learning

SLO 4.1: Students will demonstrate professional behavior

SLO 4.2: Students will demonstrate knowledge and understanding of key professional organizations AAMA, AMT, NHA and NCCT

5. Students will demonstrate community and ethical knowledge while providing health care services to diverse populations

SLO 5.1: Students will demonstrate empathy and respect for all patients

SLO 5.2: Students will demonstrate ethical decision making within a medical setting

6. Students will be prepared for immediate employment as a medical assistant

SLO 6.1: Graduates will find employment as a medical assistant or related field

SLO 6.2: Graduates will pass a National Certification Examination

SLO 6.3: Employers of graduates will be satisfied with job performance

SLO 6.4: Graduates will feel that they were adequately prepared

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SECTION V: Program Organization

The Medical Assisting Technology Program is incorporated within the Division of Health Sciences at the Northeast Mississippi Community College. Academic instruction is furnished by the college and the clinical experience (practicum) takes place in clinical affiliates.

Medical Assisting Program Officials

President of the College	Ricky Ford, M.Ed.
Dean of Instruction	Michelle Baragona, Ph.D.
Division Head of Health Sciences	Jennifer Davis, M.A.R.T. (R)(T)
Program Director/Instructor	Vickie J. Hopkins, MHS, CMA (AAMA)
Clinical Faculty	Designated staff in the individual clinics

SECTION VI: 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 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 public which they serve, do pledge themselves to strive always to:

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

****Taken from AAMA website, www.aama-ntl.org**

SECTION VII: AAMA Medical Assistant Creed **

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

I endeavor to be more effective.

I aspire to render greater service.

I protect the confidence entrusted to me.

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

I am loyal to my employer.

I am true to the ethics of my profession.

I am strengthened by compassion, courage and faith.

****Taken from AAMA website, www.aama-ntl.org**

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SECTION VIII: AAMA Medical Assisting Job Responsibilities **

Medical assistants are cross trained to perform administrative and clinical duties. Medical Assistants are under the direct supervision of the physician. Here is a quick overview (duties vary from office to office depending on location, size, specialty, and state law):

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

- Using computer applications
- Answering telephones
- Greeting patients
- Managing patient medical records
- Coding and completing insurance forms
- Scheduling appointments
- Arranging for hospital admissions and laboratory services
- Handling correspondence, billing, and bookkeeping

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

- Taking medical histories
- Explaining treatment procedures to patients
- Preparing patients for examination
- Assisting the physician during exams
- Collecting and preparing laboratory specimens
- Performing basic laboratory tests
- Instructing patients about medication and special diets
- Preparing and administering medications as directed by a physician
- Authorizing prescription refills as directed
- Drawing blood
- Taking electrocardiograms
- Removing sutures and changing dressings

Patient Liaison Medical assistants are instrumental in helping patients feel at ease in the physician's office and often explain the physician's instructions.

PCMH Team Member Medical assistants are essential members of the Patient-Centered Medical Home team. According to a survey by the Healthcare Intelligence Network, medical assistants ranked as one of the top five professionals necessary to the PCMH team.

CMA (AAMA) Certification Many employers of allied health personnel prefer, or even insist, that their medical assistants are CMA (AAMA) certified.

****Taken from AAMA website, www.aama-ntl.org**

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SECTION IX: AAMA Statement Regarding Felony Convictions

Generally, individuals who have been found guilty of a felony, or pleaded guilty to a felony, may not be eligible to take the Certified Medical Assisting (CMA) Examination offered by the American Association of Medical Assistants (AAMA)

However, the Certifying Board may grant a waiver based upon mitigating circumstances, which may include, but need not be limited to, the following:

- The age at which the crime was committed
- The circumstances surrounding the crime
- The nature of the crime committed
- The length of time since the conviction
- The individual's criminal history since the conviction
- The individual's current employment references
- The individual's character references
- Other evidence demonstrating the ability of the individual to perform the professional responsibilities competently, and evidence that the individual does not pose a threat to the health or safety of patient

If you wish to request that the Certifying Board permit you to take the test, you must submit a Request for Waiver form and written evidence that demonstrates your felony conviction or plea or professional misconduct should not prevent you from taking the CMA (AAMA) Exam.

SECTION X: Admission

See Admission to Health Sciences Programs in current school catalog for complete requirements

1. Applicants to Medical Assisting Program must meet requirements for admission to the college.
2. Medical Assisting Program applications must be submitted by May 1st for August admission or September 15th for January admission (admission in January is limited to readmission applicants).
3. Applicants must provide to the college records office proof of a composite ACT score of 17 or greater and a cumulative GPA of 2.00 or greater.
4. Applicants whose ACT scores are below 17 may be considered for admission after completion of 12 semester hours of prescribed academic courses with a GPA of 2.0 or greater.
5. Applicants to Medical Assisting Program must complete BIO 1534 Survey of Anatomy and Physiology or BIO 2514 Anatomy and Physiology I with a grade of "C" or greater prior to admission.
6. Acceptable Health Status - Once admitted, Medical Assisting students must supply, on program forms, proof of a physical examination and identified immunizations and tests and must document an acceptable health status. Review of the submitted data may result in the request for additional documentation, psychiatric evaluation, and/or drug/alcohol screens if

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indicated. Students must comply with any such requests. Students must be able to exhibit performance requirements which include adequate cognition, sensory, affective, and psychomotor abilities, i.e., vision, hearing, mobility, speaking, and manual dexterity. Final admission status cannot be determined until the health status has been validated. Students may not attend clinical experiences until acceptable health status has been validated.

7. Criminal Background/Fingerprinting Procedure- In accordance to the Mississippi State Law as stated in the State Statute §37-29-232, Northeast Mississippi Community College Health Science Programs: Associate Degree Nursing, Medical Laboratory Technology, **Medical Assisting Technology**, Practical Nursing Education, Radiologic Technology, and Respiratory Care Technology require students to submit to and satisfactorily complete a criminal background check/ fingerprinting. Admission may be rescinded and reversed based on review of the students' criminal background check. At any time, the college may ask a student to clarify current legal status by completing the fingerprinting process. Students who refuse to submit to a criminal background check/fingerprinting or do not pass the criminal background check/fingerprinting will be dismissed from the program. Students who are dismissed from a Health Science Program may seek admission into another educational program that does not have a clinical component requirement in its curriculum

8. CPR Certification – All students admitted to Allied Health Programs must obtain and maintain current American Heart Association CPR certification for Health Care Providers.

***NOTE:** Meeting eligibility requirements does not guarantee admission to any program of study. Applicants are rated and ranked on program rating tools. These rating tools are available with the program application. Applications are available from the Division of Health Sciences office in Childers Hall and from the NEMCC Medical Assisting website.*

***NOTE:** Students who, once admitted, fail to complete the program of study may be readmitted only **once** to the program of study. Please see Section XI for program readmission policy.*

Non-Discrimination Statement

In compliance with Title VI of the Civil Rights Act of 1964; Title IX, Educational Amendments of 1972 of the Higher Education Act; and, Section 504 of the Rehabilitation Act of 1973, as amended, the Board of Trustees of Northeast Mississippi Community College has adopted this policy assuring that no one shall, on the grounds of race, color, age, national origin, or sex, be excluded from participating in, be denied the benefits of, or otherwise be subjected to discrimination in any program or activity of the College. Northeast Mississippi Community College adheres to the principle of equal educational and employment opportunity without regard to race, sex, age, color, creed, or national origin. This policy includes the qualified handicapped and extends to all programs and activities supported by the College. The Section 504 Coordinator is Leigh Ann Stewart, Wright Hall (662)720-7192 and the Title IX Coordinator is Liz Roark, (662) 720-7223.

SECTION XI: Readmission to Medical Assisting Program

A final average of 75 or above must be obtained in each course in order for the student to advance to the next semester. If a student fails to obtain the required 75 on one or all courses taught in the attending semester, he/she may apply for readmission to the program. The

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following guidelines must be followed:

1. A new application must be submitted to the program for the requested semester; May 1 is deadline for fall admission and October 30 is deadline for spring admission and summer admission (returning students).
2. Student must have a cumulative grade point average of at least a 2.0 at time of application for readmission.
3. For students who do not pass all courses first semester of freshmen year; applications will be scored with all other applicants and all admission criteria will apply.
4. For students who have successfully completed the first semester of the program, but are unsuccessful the subsequent semester, readmission is based on space availability of the program and all admission criteria will apply. Since we have a limited number of clinical spots, readmission is not guaranteed.
5. For students who have successfully completed the first and second semesters of the program, but are unsuccessful the summer semester (practicum), readmission includes the following requirements, and all admission criteria will apply.

1. Prove clinical competency prior to the clinical practicum course. After sitting out for a year, students who wish to return to clinic must demonstrate competencies needed in the clinical site. This ensures patient care will be maintained by the student in the clinical site. To prove competencies, the student will be required to retake the final exams for Clinical Procedures II, Medical Insurance, Medical Laboratory for MA's. The same rules apply to these exams as the exams taken while in the program. The student will have two attempts to take the specified final exams and the exam scores must average a 75 or above. These exams need to be taken in early January to provide time for the program director to grade and begin looking for a clinical site for the practicum. The student must email the program director by January 1st to schedule the exams.

2. Be accepted by a clinical site for your Summer Practicum. Clinical affiliates are limited, and students accepted in the Fall class will be placed first. Then, available clinical affiliates will be contacted regarding placement. If a prior incident, student placement in a clinical site requires the program director to disclose the reasons why the student was dismissed from a previous work location. This is the same process/concept for an employee who was fired from a clinic. Ethically, the college must provide this information to potential clinical sites to ensure patient care. If a clinic does not accept the student, the clinical practicum course cannot be completed.

After a second unsuccessful attempt, the student must wait five years to re-apply to the program. The student will then apply through the regular admission process. The student's transcript will be evaluated and all D's, F's, W's in academic and MET courses as well as previous attempts in other health science programs will cause point deduction from rating scale.

Additional guidelines for readmission:

1. All courses first semester, MET 1113, MET 1214, MET 1314, MET 1413, MET 1513, must be passed concurrently or ALL courses must be repeated if student is readmitted.
2. All courses second semester, MET 1323, MET 2334, MET 2224, MET 2613, MET 2234 must be passed concurrently or ALL courses must be repeated if student is readmitted.

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If a student has reason to believe they will not be successful in a course/and or the program, it is their responsibility to monitor progress and grades and make this determination. While instructors will provide timely feedback to students, it will be the responsibility of the student to withdraw during the appropriate time frame.

SECTION XII: Attendance

See Class Attendance in current school catalog for complete policy

Students are required to attend all classes. Absences from class should be the result of unavoidable circumstances such as sickness, family deaths, hazardous road conditions, and so forth. Excused absences will entitle the student to reasonable opportunities to complete make-up assignments or exams. It is the student's responsibility to check with instructors for missed material. Excused absences will not protect the student from the consequences of excessive absences. Students who are absent from class more than 14% (2 weeks or 4 absences) of the scheduled class meetings will be reported to the Records Office for excessive absences. Absenteeism will be included in an affective evaluation for MET courses. For Practicum attendance policy, see Attendance during Practicum section.

If a student must be late or absent from class or practicum, it is expected that they will contact the instructor or the doctor's office they are assigned. This should be done in the same manner if you were not going to be at work on time. Guidelines for contacting clinical faculty and program faculty will be provided in individual course syllable.

SECTION XIII: Tardies

The student needs to be aware that unexcused tardiness is not acceptable behavior. Arriving to class on time is a behavior that is important to the student, the teacher, other students, and future employee habits. Being more than **15 minutes late**, or missing more than 15 minutes of class (**for any reason**) will result in an absence. Being late for class will result in a tardy (arriving after the start time of class; 1-15 minutes). **Three** tardies will equal one absence. Tardies will be included in an affective evaluation for MET courses.

SECTION XIV: Calculators and Cell Phones

Students may use a standard, nonprogrammable calculator to compute dosages in the classroom, clinical area, and on diagnostic testing. This calculator may be used for classroom quizzes and exams. No cell phones with calculator capacities or programmable calculators may be used.

Electronic Personal Devices will be turned off in class. On days of exams, all personal electronic devices (smart watches, cell phones, iPads, etc.), books, caps and personal items will be placed in a designated area away from testing area. Smart watches, cell phones and pagers are not allowed on the student's person during class time or laboratory time. Students using smart watches, cell phones or pagers during class time or laboratory time may be dismissed from the class and a grade of zero will be recorded for the day. Cell phones may only be used during assigned breaks. Any emergency need of a phone or pager must be approved by the classroom instructor.

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SECTION XV: Certification

The CMA (AAMA) credential designates a medical assistant who has achieved certification through the Certifying Board of the American Association of Medical Assistants (AAMA).

The RMA (AMT) credential designates a medical assistant who has met eligibility requirements specified by the American Medical Technologists.

THE CCMA credential designates a medical assistant who has met eligibility requirements specified by the National Health Career Association.

The NCMA credential designates a medical assistant who has met eligibility requirements specified by the National Center for Competency Testing.

The CMAC credential designates a medical assistant who has achieved certification through the American Medical Certification Association.

SECTION XVI: Computer Lab for Medical Assisting Technology

1. Students are expected to be good stewards of the computing and network resources offered by NEMCC. Examples of poor stewardship of information resources include but are not limited to excessive personal use in a lab facility; game playing; continuous running of background programs and reception of large files.
2. Students are not permitted to save files to the local hard drive. The computer lab is not responsible if any files are lost, stolen, or deleted. *Users are encouraged to store their files by using their personal storage devices.*
3. If any computer equipment malfunctions, students should not attempt to repair it. Students should notify the instructor immediately.
4. Students are prohibited from installing software on any computer in the computer lab.
5. Students will be given assistance, guidance, and basic troubleshooting help with technical problems related to their assignments and academic tasks.
6. It is the responsibility of every student to ensure that the computer lab equipment is not being abused, damaged, or used in a manner other than what it is intended for.
7. Students are expected to be conservative in their use of paper and to exercise discretion when printing documents to prevent waste of expensive printing materials.
8. Students are urged to use the “print preview” command before submitting a print job. Blank pages that appear in the “print preview” result should be deleted before the print job is sent.
9. Students are prohibited from applying magnets, tape, etc. to external hard drive and monitors.

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SECTION XVII: Complaint/Grievance Procedure for Students

See Complaints & Grievances in current school catalog for complete policy

The Northeast Mississippi Community College complaint/grievance appeal procedure is designed to assure a systematic method for resolving complaints involving students. A complaint/grievance is defined as a claim by a student that there has been a violation, misinterpretation, or misapplication of an established practice, policy, or procedure. A complaint/grievance may be initiated as a result of claims of discrimination, faculty/staff misconduct, grade appeals, or other issues between students and faculty/staff members. Complaints involving sexual harassment are covered under a separate policy that can be found in the Northeast Procedures Manual.

The Northeast Mississippi Community College and its Board of Trustees, administration, faculty and staff shall continue its policy of nondiscrimination as related to the acts of discrimination (Title VI), or violation of the rights of the disabled (Section 504 of the Rehabilitation Act of 1973). Students who have reason to believe that their rights under law or campus policy have been denied in such areas as admission, financial assistance, employment, residence hall assignment, disciplinary actions, or any other campus matters may seek to resolve them by using the following procedures.

Non-Academic Student Complaint Procedure

When students encounter problems on campus that they do not know how to resolve, they should attempt to work out the problem by initially discussing it with the individual involved. If a problem or issue still exists after that discussion, the student has the right to initiate what is defined as a formal complaint. No adverse action will be taken against the student by college personnel as a result of the complaint. All formal complaints must be put in writing using the official Student Complaint Form (paper or online version) by following the steps below:

1. Each campus location processes its own complaints. Students should contact the Vice President of Student Services of the Booneville campus, the director at the Northeast Corinth campus or the director at the Northeast New Albany campus dependent upon where the incident occurs. eLearning students may submit complaints electronically via the Student Complaint Form at www.nemcc.edu.
2. Students should express the nature of the complaint and pertinent information on the College's Student Complaint Form and submit the completed form to the appropriate person listed above. Student complaints must be filed no later than ten (10) business days after the issue in question occurred.
3. The college representative receiving the complaint will either process the complaint personally or refer it to the appropriate person for investigation. All student complaints will be processed, and final determination will be made by college personnel, who are not directly involved in the alleged incident. All student complaints will be processed, and the student notified in writing within sixty (60) business days from the initial filing or sooner depending upon the nature and circumstances of the complaint.
4. Students have a right to due process for any grievance. If the student is not satisfied with the resolution of the grievance, the student may then request an appellant hearing before the Student Grievance Committee, which is composed of the Executive Vice-President (chair), two faculty members (one male, one female), two staff members (one male, one female), and one academic division head, in writing to the Executive Vice-President within three (3) business days of the previous decision. Any student who does not submit a written appeal by that date forfeits any further consideration in this matter. The Executive Vice-President will notify the student of the time, date, and location of the hearing. The student must be

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present and may be accompanied by an advisor for the hearing. The Grievance Committee will respond in writing to the student within ten (10) business days.

5. If the student remains unsatisfied, they may appeal through a signed, written statement to the President of the College. The decision of the President will be final.
6. The College shall log all student complaints in the appropriate office for record keeping purposes. Complaint logs are submitted to the Executive Vice President's Office annually.
7. For complaints regarding Sexual Harassment, Title IX, or Section 504 directives, refer to the sections in the student handbook as special provisions apply.

Academic Matters

The student should first contact the instructor involved and attempt to resolve the complaint/grievance at the instructor level. If the student is unable to resolve the issue at the instructor level, the student should contact the academic division head for the instructor involved and attempt to resolve the complaint/grievance.

Appeal Procedure for Academic Matters

1. If the student is unable to resolve the issue at the division head level, the student should seek resolution with the Vice President of Instruction.
2. If the student is not satisfied with the decision of the Vice President of Instruction, he or she may, within ten (10) workdays of the response, request in writing an appellant hearing before the Student Grievance Committee.

Student Grievance Committee for Academic Matters

1. The Student Grievance Committee is composed of the Executive Vice-President (Chair), two faculty members (one male, one female), two staff members (one male, one female), and one academic division head.
2. The appeal must be written and must be submitted to the chair of the grievance committee.
3. The Executive Vice-President will notify the student of the time, date, and location of the Student Grievance Committee hearing.
4. The student must be present when the grievance is heard. The student may have an adviser present during the hearing.
5. The responsibility of the committee shall be limited to a review of the case to determine if established Northeast policies, procedures, or practices were followed or interpreted correctly or to determine if discrimination and/or sexual harassment occurred.
6. The Grievance Committee will respond in writing to the grievance within ten (10) business days by certified mail. All copies of documentation will be housed in the Vice President of Instruction's Office.
7. If the student remains unsatisfied, he/she may appeal through a signed, written statement to the President of the College. The decision of the President will be final.

Unresolved Complaints and Grievances

If you have exhausted all of the Northeast Mississippi Community College options listed above and are still unsatisfied, you may contact the Mississippi Commission on College Accreditation. The MCCA will not respond to complaints until the student has exhausted all grievance procedures provided by the institution.

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SECTION XVIII: Conduct

See Student Code of Conduct in current school catalog for complete policy

Students who register at Northeast Mississippi Community College agree to conform to its regulations and policies and are subject to disciplinary action upon violation of these regulations and policies.

All students of Northeast Mississippi Community College are expected to maintain the highest standards of moral conduct and concern for the well-being and rights of their fellow students. The student's standards of public and private behavior must not reflect unfavorably on the student or the College, and they must be such that they will not disturb the student body or the community.

All students have the responsibility to avoid the specific offenses in the Code of Student Conduct. The College considers offenses in these areas of concern extremely serious, and students who commit one of these offenses may expect appropriate action to be taken.

If the student demonstrates inappropriate behavior, she/he will be dismissed from the classroom, laboratory, and/or practicum and will receive a grade of "F" where applicable.

SECTION XIX: Critical Incident

A student must not threaten the physical and/or psychological well-being of a client/patient by her/his performance in the clinical area. Students are held accountable for any real and or potential threat to the client/patient. If clinical faculty prevents an error, the student is still in error. Should the clinical faculty, program faculty and Division Head deem an incident serious enough, it will be defined as a "Critical Incident."

"CRITICAL INCIDENTS" are defined by the Medical Assisting Technology faculty based on their expertise, knowledge of the Standards of Medical Assisting Technology Practice, the client's/patient's history, the nature of the incident, and the potential liability incurred by all parties.

"Examples of "Critical Incident" behavior(s) include, but are not limited to, the following:

- Functioning outside the Student Medical Assisting Technology role i.e. performing skills without minimum of indirect supervision.

- Failure to observe medical assisting technology ethics and legalities i.e., chemical impairment, breach of confidentiality, falsifying information, etc.

- Committing acts that harm or threaten the client/patient physically or psychologically FOR EXAMPLE, inappropriate communication, etc.

Critical Incident Procedure: "Critical Incident" will be documented on the Student Conference Form. The form will include all pertinent information stated concisely, and the behavior(s) will be precisely and specifically identified. If the instructor is in doubt regarding the criticality of an incident, the instructor will meet with the Academic Division Head and the clinical faculty and a decision will be rendered. A student/instructor conference will be held after the "Critical Incident" behavior has been documented in order to review the behavior, make recommendations, and obtain the student's comments and signature. Copies of the "Critical

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Incident" will be given to the student, instructor, clinical faculty, and the Assistant Academic Head.

When one (1) "Critical Incident" has been documented, the Academic Dismissal Procedure will be instituted.

SECTION XX: Disciplinary Process

See Disciplinary Process in current school catalog for complete policy

Disturbance of any nature is not acceptable within the classroom. In cases of student disorder, an instructor will ask the student(s) to refrain from disorderly behavior. Should the disorderly behavior persist, the student(s) will be asked to leave the classroom. If the disturbance occurs again, the student(s) will be dismissed from class and not readmitted until directed by the disciplinary committee. After the second dismissal, the Dean of Instruction is informed, on the same day and in writing, of the reasons for dismissal. If an unruly student refuses to leave the classroom after requested to do so, the instructor will immediately contact the Dean of Instruction or Campus Security.

The following are some acts of classroom misconduct that are subject to disciplinary action by the college authorities:

- Cheating in any form
- Destruction or damage to college property
- Unnecessary disturbances
- Disrespectful attitudes, behavior and language
- Negative comments/remarks that are disrespectful to other students and/or instructors

Penalties administered for such actions may include severe reprimand, disciplinary probation (which may be recorded on the student's permanent record), suspension, or exclusion. Serious offenses should be reported to the Dean of Instruction immediately.

Northeast Mississippi Community College will address any incident, which is disruptive to the operation of the college or in violation of state, federal, and local laws. When disciplinary action is necessary, judgment will be determined fairly, reasonably, and in respect to due process. The aim of disciplinary action is to redirect the student's behavior toward the achievement of academic goals.

The Vice President of Students oversees the disciplinary process. When a student is charged with violation of conduct regulations, disposition of the student's case shall be according to the due process regulations of the institution.

There are three steps to the discipline process at Northeast:

1. An initial interview is held with the Vice President of Students for misconduct related to the incident. The Vice President of Students may determine the appropriate disciplinary action or refer serious infractions to the Discipline Committee. The Discipline Committee consists of faculty and staff representatives. If requested by the Vice President, the committee will hear evidence and recommend appropriate disciplinary measures to the Vice President of Instruction or Vice President of Students. The student affected shall be notified in writing by mail or by memorandum of the specific charge(s) made against him/her and of the time and place where the hearing will be held. This letter will be hand-delivered to the student or mailed to the student three (3) days prior to the hearing date. The letter of notification will inform the student

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that witnesses may appear at the hearing to testify on his/her behalf. The letter will also inform the student that an adviser may accompany them at their own expense. At a student's request, a hearing may be held earlier.

2. If a student wishes to appeal the disciplinary action of the Vice President, he/she may submit an appeal in writing through the Vice President of Students' Office within three (3) business days after notice of the action is received. The appeal will be brought before the Discipline Committee. The student may have an adviser accompany him at his own expense.
3. If a student disagrees with the decision of the Discipline Committee, he/she may submit an appeal in writing to the Executive Vice President. Appeals should be turned in to the Vice President of Students office within three (3) business days after notice of the action is received. The decision of the Executive Vice President is final.

The following procedures for initiating due process shall apply for all hearings:

- The student shall be permitted to confront and question witnesses testifying against him/her at the hearing.
- The record of the hearing will be placed on file in the office of Vice President of Students.
- The Vice President of Students will notify the student in writing of the committee's decision immediately after the decision is reached.

Disciplinary Sanctions

The range of disciplinary sanctions includes but is not limited to, the following:

Category I These would include any violation of the Student Code of Conduct

Warning: Issued for minor infraction of policy. Further violations will result in more serious sanctions.

Fine: Student is fined for violation of policy; amount of fine will vary depending upon the nature and severity of offense.

Restriction: Student is restricted from entering certain facilities or from specified student privileges.

Supervised Work: Specified work hours with a campus office or community service.

Mandatory Counseling/Educational Sessions: Behavioral counseling or educational sessions as deemed necessary by the Vice President of Student Services or the discipline committee.

Disciplinary Probation: Student is no longer considered in good standing in terms of conduct. Further violation of regulations during this probation period may result in suspension, dismissal, or expulsion. Certain student privileges may be suspended during a probationary period. Example: scholarships, representing the college in activities, seeking elected office, may lose elected office.

Residence Hall Dismissal: Required to vacate a residence hall for violations of residence hall policies and/or institutional policies. Students are not allowed to visit any residence hall when

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assigned this sanction. Residential students appealing the sanctions of expulsion, dismissal, suspension, modified suspension, or residence hall dismissal may be required to temporarily vacate the residence hall while the appeal is pending.

Modified Suspension: All privileges except to attend classes are suspended for a specified period of time. The student is allowed to attend classes only. Student must leave campus no later than 3:30 p.m. each day.

Suspension: Separation from Northeast Mississippi Community College for a specific period of time. The student is not allowed on college premises without specific permission from the Vice President of Student Services.

Category II These would include felonies or misdemeanor charges as described by federal and state laws.

Modified Suspension: All privileges except to attend classes are suspended for a specified period of time. The student is allowed to attend classes only. Student must leave campus no later than 3:30 p.m. each day.

Suspension: Separation from Northeast Mississippi Community College for a specific period of time. The student is not allowed on college premises without specific permission from the Vice President of Student Services.

Withdrawal: Student is withdrawn from school for the remainder of the semester. No entry is made on official records other than withdrawal. Student may return to school at the end of specified time.

Expulsion: Dismissal from Northeast Mississippi Community College for a specified period of time, with the denial of rights for the student to participate in any academic or other activity. Student is not allowed on campus.

Dismissal: Permanent separation from Northeast Mississippi Community College, with the student not allowed to reapply for admission. The student is not allowed on college premises without permission from the Vice President of Student Services.

***Interim Suspension:** Any student charged with or convicted of a violation of the law, or college regulation involving injuries to the health and welfare of the college community shall be subject to immediate administrative suspension, with or without prejudice, depending upon the nature and circumstances of the case, by the President of the College or his delegates. A hearing regarding the student's conduct will be held as soon as practical in accordance with Northeast policies.

The conviction of a student for a criminal offense which interferes with the orderly education and operation of the college or of a nature that, if the student were allowed to remain enrolled, would endanger the health, safety, or property of the college community shall be sufficient grounds for disciplinary action consistent with the college's policies and procedures.

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SECTION XXI: Dismissal From Medical Assisting Program

Also see Section XXV: Grading Policy

To progress in the Medical Assisting Program, a student must obtain a grade of “C” or higher in each Medical Assisting Technology (MET) course. If a grade below a “C” is given in one or more MET course, the student will be required to repeat all the courses in that semester. See Section XI for the Readmission Policy. To earn a passing grade in the course, the student must achieve a passing score of 75 or higher for each individual psychomotor and affective competency listed for that course. The student will only have **two attempts** to pass the psychomotor and affective competencies and the average of the two attempts must result in a passing score of 75 or higher.

The academic dismissal policy will be followed for a student who has committed an act which is of an academic nature or while in a clinical or training setting that is not in compliance with the standards taught or not within the role of the student.

Section XXII: Dress Code

See Student Dress Code in current school catalog for complete policy

Business casual dress is strongly encouraged when the student is not required to wear the program uniform. Students may be asked to leave the classroom or activity if dress is not deemed appropriate.

Northeast students are expected to dress in manner deemed appropriate by the Vice President of Student Services, both in the classroom and at all college-sponsored activities. Students must be fully clothed (including shoes) before entering any classroom, library, auditorium, and the Haney Union. Underwear should always remain covered except in a student’s assigned residence hall. All pants and shorts must be worn above the hips and at the waist. Wearing sagging pants are not allowed on campus.

Female students are also expected to always present themselves in appropriate dress. Inappropriate dress might include unreasonably short dresses, midriff tops, short shorts, halter-tops, or other apparel of a revealing nature that is worn publicly into the classroom, or to special occasions. Headdress is inappropriate for males during all indoor functions. Male headdress that includes “do-rags” or scarves are considered inappropriate for the educational environment. Any violation of this dress code will be subject to disciplinary action, fines, and/or both.

For dress code required during the clinical phase of the program, see Professional Image Guidelines in the Practicum section.

SECTION XXIII: Electronic Mail

Official communications from the College are sent via electronic mail (e-mail) to each student’s Student@tigers.nemcc.edu e-mail accounts. Students are required to set up and utilize their school email account for all program and school related correspondences. Students are responsible for reading e-mail sent to this official address by checking their college account regularly. Email should be checked every day. Professional email etiquette should be used. Students should set up their TigerAlert system when sent information from campus police. This will allow students to receive important safety and school closing information from the college.

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SECTION XXIV: Estimated Expenses

In addition to tuition and program fees, each student is responsible for the purchase of uniforms and accessories, immunizations and testing, certification examination, and other costs necessary for the completion of the program. The following are estimated program costs:

1. Tuition (Fall, Spring, and Summer Semesters)	\$4745
2. Program Fee (3 semesters)	\$2340
3. iPad (one time purchase, iOS13.6 or greater)	\$340
4. Supplies (office supplies, stethoscope, watch with second hand)	\$100
5. Criminal Background Check	\$50
6. Hepatitis B Vaccines/TB Skin Test/Immunizations/Lab Work	\$200
7. Physical Exam	\$150
8. CPR Certification	\$20
9. Uniforms and shoes	\$200
10. AAMA Student Membership	\$35
11. CMA (AAMA) Exam	\$125

Note: Clinical travel expenses varies based on clinical site location

SECTION XXV: Grading Policy

1. The following grading scale is used for all MET Courses:

<i>Letter Grade</i>	<i>Percentage</i>	<i>Performance</i>
A	95-100%	Superior
B	85-94%	Good
C	75-84%	Satisfactory
D	70-74 %	Not Acceptable
F	below 70%	Failure

2. All grades will be returned to students within one week of the assignment due date. Check your grades in Canvas frequently throughout the semester. Alert the instructor immediately if you notice a discrepancy in your grade. It would be your advantage to record each grade you make in a notebook pertaining to that class. At no time should you ask for your grades.
3. In order to earn a passing grade in applicable MET courses, the student must achieve a passing score of 75% or higher for all of the psychomotor and affective competencies in the

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course. The instructor will assign all laboratory and skills check sessions. Psychomotor and affective competencies are graded using procedure checklist/rubrics. The student is expected to have mastered the assigned skills by the scheduled date. The student will need to spend extra time on their own working on the psychomotor and affective competencies. The student will only have two attempts to pass the psychomotor and affective competencies. The average of the two attempts must result in a passing score of 75% or higher and the first attempt score will be recorded in the grade book. Students will sign an acknowledgement statement included in each applicable MET course syllabus that to pass the course, they must successfully achieve every psychomotor and affective competency listed for that course.

4. An overall grade average of 75% must be achieved to pass each MET course and progress in the program. A medical assisting student who receives a final grade less than 75% is automatically dropped from Medical Assisting Technology due to the sequencing of the courses in the program. A grade of “D” is considered a failing grade in the Medical Assisting Technology Curriculum and the course will have to be repeated. Students who fail (D, F, or W) a course may reapply to the program the following year. All courses must be completed within the program sequence to allow progression within the program.
5. Cognitive competencies are graded using Unit Exams, Chapter Quizzes, Homework Assignments, and Daily Grades. Grading Explanation: Since it is not possible for the instructor to cover all information in the assigned readings in the text, students are responsible for reading all corresponding information assigned in the text. All the assigned reading information in the text is testable information. Grading values are listed in each course syllabus.
6. Unit/lesson exams will usually be given at the end of each unit/lesson. Exams are made up of multiple choice, true/false, matching, and discussion questions. Math problems may be included on any exam at any time. Failure to pass three (3) consecutive exams within a course (theory grade) may prevent the student from remaining in the program. If a student does not achieve a basic level of competency in any subject area, remediation of that area may be required.
7. If a student misses an exam, he/she will be allowed to take the exam, but all missed exams will be given on ONE make-up day scheduled at the end of each semester. If the exam(s) is not made up on this date, the student will receive a grade of zero for that exam. No grade will be dropped, or exam retaken to raise a grade.
8. If a student knows that he/she will be absent on the scheduled exam date, he/she may take the exam early if granted permission by the instructor. Permission will be granted only if reason for absence is due to unavoidable circumstance, as deemed necessary by instructor.
9. The following is the exam procedure carried out at time of exam.
 1. On the day of the exam, all backpacks, books, and study materials will be left at the front of the classroom.
 2. Students may only bring a pencil or pen to their desk.

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3. If calculators are needed, follow policy for allowed calculators.
 4. Students will be assigned seats prior to each exam.
 5. Students will not be allowed to leave the classroom while taking the exam unless there is an emergency.
 6. All cell phones and electronic devices will be turned off and left at the front of the classroom.
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10. Final exams will be given at the end of the semester. These exams are comprehensive. If a student misses a final exam, see the Student Catalog.
 11. Homework assignments will be given and are due on the assigned day. The homework is necessary for completion of classroom assignments. If a student is absent on the day the assignment is due, he/she may turn in the assignment upon returning to class. Otherwise, the student will be given a zero for the assignment.
 12. Quizzes may be given at any time and count as a daily grade. Missed quizzes are not allowed to be made up and the student will be given a zero for the assignment.
 13. When averaging grades, no grades will be rounded off until the final average. Final Averages will be rounded to the nearest 10th. It is the student's responsibility to seek information regarding his/her grades by making an appointment with his/her instructor concerning the grade. There will be no ranking of grades.
 14. Cheating in any form, by any student, violates the ethics of Medical Assisting Technology and the Northeast Mississippi Community College. Any student found guilty of cheating will receive a grade of Zero on the work or test involved and could face other disciplinary action from the College Committee as per college policy listed in the Student Catalog.
 15. The student will be given 24 hours, after being notified that the grades are available to review exams or clinical grades, then the grade will be recorded and filed. The student will **NOT** be allowed further access to the exam or clinical evaluation form after this time. At no time will exams be re-graded at the end of the semester. After receiving notification by the faculty of the final course grade, the student has 24 hours to request an appeal with the Program Director. The student must make an appointment for the appeal with the Program Director.
 16. **Make-up Work:** The student must make appointments for approved makeup work and other matters. However, instructors are not expected to give individual attention or makeup exams that have resulted from the student's being absent without justifiable reason. The student can normally expect an "F" for the exam or quiz missed due to the absence under this condition. Arrangements for completing approved make-up work must be made with the instructor within a two-week period. See Student Catalog for details. You must be present on lab practical exam days. No makeup exams are given for lab practical's.

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17. Late work: Course assignments will be due on the due date listed in Canvas. Partial assignments are not accepted. It is the student's responsibility to keep up with the weekly schedule of course work. No late or make-up work will be accepted unless arranged with instructor for a specific circumstance or proper documentation is provided to the instructor
18. No horseplay is permitted in class or in lab. Violation of this will result in the final grade being lowered a letter grade.
19. Lab space must be kept clean and orderly, trash emptied, etc. after lab exercises and before leaving the lab. Points will be deducted from Affective Evaluation for leaving work area in disarray.
20. The instructor does not allow lectures to be recorded. Instructor does not allow MP3 players and/or headphones/earphones to be used in class unless otherwise specified by the instructor.
21. Affective Evaluation: At mid-term and before the end of the semester, the student's performance and behavior will be evaluated by the instructor. The student will be given an opportunity to review and sign the evaluation. The evaluations are a part of the students' permanent record. The evaluation will equal 10% of the final grade for each course. Affective Domain Objectives are listed in each MET course syllabus.

SECTION XXVI: iPad Usage

Our college has undergone an initiative to put iPads in the hands of all students to make education more accessible and affordable. Therefore, the Medical Assisting Technology program will be utilizing eBooks for all courses. All students are required to have a functioning iPad with all textbooks loaded onto it for class. Malfunction of the iPad is the student's responsibility. There is a help desk located inside the Student Union and virtual support links on the NEMCC homepage for help with technical problems. The student will be required to replace their device as quickly as possible if it is lost, stolen, or destroyed. Failure to have the proper equipment/texts/clinical software will result in dismissal from the program.

This device should ONLY be used for course related purposes (no playing games, no talking on phone, no camera, no texting, no accessing the internet, etc.)

Failure to follow any part of this policy will result in dismissal from the program. There will be no warning for the first offence.

SECTION XXVII: Part-Time Work

It is recommended that students work no more than 20 hours per week in a part-time job. Students will not be paid by the doctor's office while enrolled in his/her practicum.

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SECTION XXVIII: Placement Following Graduation

The Medical Assisting Technology Program Director along with the placement services at Northeast Mississippi Community College will make every effort to help place the students in a suitable employment upon graduation.

SECTION XXIX: Practicum

The practicum provides practical experience in a physician's office. The practicum is a valuable and irreplaceable part of your education. Lecture courses with skills training taught on campus are meant to prepare you for the clinical experience. Under the supervision of the clinical faculty, the student has the opportunity to learn firsthand the internal operation of his or her particular field of study. The student is not allowed to receive compensation for services provided as part of the practicum.

Attendance during Practicum

A Practicum Attendance Log is required and must be initialed daily by a representative of the clinical site. The student must complete 225 contact hours by the date agreed upon by the clinical affiliate and the program director/instructor. In addition, the student is required to complete 15 hours of classroom instruction. See NEMCC Academic Regulations regarding class attendance.

It is the intent of this program to train committed individuals to become caring, competent medical assistants. Good attendance is a must to accomplish this goal. The practicum is considered your job, employment, etc. Therefore, **NO** coming late, **NO** leaving early, and **DO** observe lunch hours and breaks.

Any reason for absenteeism or tardiness must be approved by the practicum coordinator (program director) and the student is responsible for notifying the clinical faculty. (I can be reached at the main campus, 662-720-7393 or e-mail vjhopkins@nemcc.edu). **Document absenteeism on attendance form.**

If a student fails to personally notify the practicum coordinator (program director) and the clinical faculty, **five grade points will be deducted** from the student's final grade at the end of the semester for each clinical day that was missed, and the program instructor/clinical faculty was not notified.

Due to the nature of the practicum and the requirements placed on the program by our accrediting agency, a student must not exceed the number of absences allowed. The Program Director will take special circumstances into consideration as they occur. If special circumstances are allowed, any missed days over the number allotted must be made up by the student to complete the clinical externship. Make up time will be scheduled through the program instructor/director and the clinical supervisor of the physician's office. Students who are assigned make-up time will be required to be on time and have documented proof of attendance. One day of missed scheduled make-up time will be counted as two absences. If clinical absences exceed this, the student will be terminated from the program.

School hours include practicum hours. Students may not be paid for time that is required for the practicum. Students must not accept other regular employment without special permission from the school.

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Cell Phone/Electronic Devices during Practicum

No smart watches, cell phones, pagers or other personal electronic devices will be on the student's person during clinical. Students using personal electronic devices in client care areas may be dismissed from the clinical learning experience and a grade of zero recorded for the clinical day. Use of electronic devices should be limited to designated break areas and are subject to clinic policy. Any emergency need of a cell phone or pager must be approved by the clinic supervisor. The student will provide family/teachers, etc. the number to the clinical facility where they are scheduled in case an emergency arises.

Clinical Affiliate Selection

The program coordinator (program director) utilizes the Practicum Site Evaluation Form provided by MAERB to evaluate a practicum site prior to any contract. Sites are selected based on ability to facilitate student objectives and ability to provide on-site supervision of the student by an individual who has knowledge of the medical assisting profession. Sites must allow the student to complete the required number of hours and allow the student the opportunity to demonstrate knowledge, skills, and behaviors of the MAERB Core Curriculum in performing clinical and administrative duties.

Confidentiality during Practicum

Confidentiality must be always maintained. This includes, but is not limited to, while performing tasks at clinic, assignments that are to be turned in, and, especially, in social conversations. Under no circumstances should a clinical site or anything related to a clinical site or clinical course be discussed on any type of social media. Students should not make any references or share any information concerning theirs or fellow students' practicum location, providers, patients, employees, etc., in social conversations, in an email, on twitter, on Facebook, by cell phone text, instant messenger, and/or by any other electronic means of communication.

Students should not access or view any information other than what is required to perform tasks in the supervised setting. Students should only access patient information (i.e., charts, electronic health records, computer printouts, etc.) during clinical hours only. Other access is deemed a breach of confidentiality with possibility of personal liability and academic penalty.

In addition, the student must maintain the confidentiality of all information related to clinic operations. Students will not discuss any information pertaining to patients or the practice in an area where unauthorized individuals may hear such information (for example, in hallways, on elevators, in the cafeteria, on public transportation, at restaurants, or at social events.) Students will not discuss any practice information in public areas even if specifics such as a patient's name or practice/provider/employee's name are not used.

Failure to abide by confidentiality guidelines may result in the student's failure to progress in the program due to the critical nature and legality of issues involved.

Please refer to NEMCC Medical Assisting Technology Confidentiality Agreement, **Appendix C**.

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Evaluation of Practicum

Each clinic is provided a **Practicum Evaluation Form** to rate the student's overall performance in the Practicum. The clinic is aware that the evaluation makes up 50% of the course grade. Therefore, skills performance, documentation of 225 clinical hours, and the evaluation form must be completed by agreed upon date between clinical affiliate and program coordinator.

The Clinic Manager/Supervisor/Faculty is expected to:

1. consider each item separately and rate each item independently of all others.
2. circle the rating that indicates the level of the student's skill (Competent or Needs Work)
"Needs Work" rating is issued when the student:
 1. **Demonstrates little to no knowledge of the task being performed.**
 2. **Lacks ability to perform the task independently after 2 attempts.**
3. circle NA for skills not performed in the clinic or skills that the student is not permitted to perform or only observes.
4. avoid discussing the evaluation form rating with the student. The form must be placed in the sealed envelope provided with additional tape placed on the envelope to ensure confidentiality. **(An envelope that is not sealed and taped, will not be accepted from the student and a grade of zero will be issued).**
5. give the completed Evaluation Form in the sealed envelope to the student. The student is responsible for returning the form to the Practicum Coordinator/Program Director during the practicum exit interview.

Clinic faculty are to keep in mind that the student must achieve a **minimal score of 80% on the Practicum Evaluation Form** to pass the practicum. If the student is consistently performing at the level of "**needs work**", clinic faculty are to notify the Practicum Coordinator immediately.

The student is provided a **Practicum Evaluation Checklist for Student** to keep track of when they are given opportunity to perform the skills and behaviors that will be rated. Skills and behaviors that the student does not have the opportunity to complete or observe only will not be included in the final score for the Practicum Evaluation Form.

The practicum coordinator will use the Practicum Coordinator Visit form to evaluate students. During the visit, the student will be graded on professional image guidelines, required materials and supplies, and attendance log completion. The practicum coordinator will seek feedback from the student and clinic faculty on completion of student objectives.

The practicum coordinator (program director) will withdraw any student upon request in writing from the affiliating clinic, whose conduct or work, in the opinion of the practicum clinic supervisor of the affiliating clinic, may have a detrimental effect on its patients or fellow staff members. This will be documented as a "critical incident" and will follow the academic dismissal policy.

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Exit Interview

Each student is required to attend the exit interview with the Practicum Coordinator (Program Director/Instructor) at the conclusion of the practicum, date TBA. All course work, practicum evaluation, and attendance log must be completed prior to the exit interview. The student's Practicum Grade will not be issued until the exit interview is complete.

Inclement Weather during Practicum

In cases of bad weather, the student must use his/her own judgment on clinical attendance. The student should inform the program director/instructor and clinical faculty of his/her absence as soon as possible. If the college is closed, you are not expected to attend classes or clinical.

Placement for Practicum

The instructor is responsible for the selection of sites that will facilitate student objectives. Because of the college's service area and the location of our clinical affiliates, student travel is a necessity. During the practicum, you must plan to be able to arrive at the start of the business day and stay for the length of the business day.

The procedure for placing a student at a clinical site is:

1. Approximately two months before the start of the clinical practicum, the program instructor/director will provide a list of clinical affiliates.
2. Students will submit a site selection form for the top two choices for the practicum. This does not mean that the student will be placed at one of the two choices; the program instructor/director will make the final assignments to best benefit all students.
3. The program instructor/director will submit letters to the affiliates chosen requesting approval for the practicum. Based on those responses, the program instructor will assign students to a clinical affiliate. If more students wish to be placed at an affiliate than that affiliate can accommodate, the student(s) with the highest GPAs in the Medical Assisting courses will get priority. If the GPAs for the Medical Assisting courses are the same, the overall college GPA's will be used.
4. The program instructor/director realizes that extenuating circumstances will arise, whenever possible we will try to accommodate these needs but not at the expense of being unfair to the other students or compromising a practicum experience.

Preparation for Practicum

The student must be prepared for the practicum. To be prepared requires the following:

1. The student must be familiar with the assigned skills through reading, studying assignments, laboratory skills practice, and successful completion of ALL lab skills checkoffs.
2. Possession of all equipment necessary for the practicum experience. (See Dress Code).
3. Each student that participates in the practicum must submit proof of health status to the program director. The requirements to meet are as follows

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- a. Physical exam (includes lab work and 9 panel drug screen)
 - b. Immunizations- Students are required to document proof of Rubella, Diphtheria-Tetanus, Poliomyelitis, Hepatitis B vaccination and Flu Vaccination
 - c. TB skin test (to be updated every year)
4. All required immunizations must be completed before the first day of the practicum. Failure to do this may result in dismissal from the program.
 5. If a student's health status should change after enrolled into the program (e.g. pregnancy, diagnosis of acute or chronic disease, etc.), the student should notify the program director/instructor immediately so that both the student and patient can be protected in the clinical setting.

Professional Image Guidelines during Practicum

1. Each student must adhere to the dress policy of each clinical affiliate.
2. Students should always enhance a professional image through the practice of good body and oral hygiene. Students are expected to be neat, clean, and free of body odor.
3. Uniforms of the assigned color must be worn. Laboratory jackets may be worn over uniforms if they **color coordinate** with Uniform. Be sure ID badges are visible.
4. Shoes should be made of puncture resistant material, have slip-resistant soles, and be supportive. Shoes should be clean and not reflect heavy wear and tear. No cloth tennis shoes, no clogs, no opened heel shoes or open toe shoes, and no mesh shoes are allowed.
5. Hair should be conservative, neat, and clean. Hair should be neatly arranged so that it is prevented from falling forward. Beards, mustaches, and/or sideburns should be well groomed and short. Hair must be a "natural color" as required by the clinical agencies. This means no blue or pink, streaks or coloration, etc. Individuals may dye or tint the hair blonde, auburn, brown, black, gray, etc.
6. No artificial nails are allowed while attending practicum. Nails should be kept trimmed short and neat. Clear fingernail polish only. Chipped nail polish can harbor bacteria.
7. Dangling jewelry should not be worn during the practicum. Only one pair of post earrings and wedding band is to be worn. No other jewelry except for medical alert bracelet/necklace and watch are to be worn on the face or body. No decorative headbands are to be worn.
8. Make-up should be conservative and kept to a minimal.
9. All tattoos must be covered. Visible tattoos may be distracting and may detract from a professional atmosphere; accordingly, those with tattoos should wear clothing to cover them. Vulgar or offensive tattoos are not permitted.
10. Northeast Mississippi Community College issued student identification badges and facility issued badges must be always worn during the practicum.
11. Stethoscopes, x-ray badges, and a watch with a secondhand are required and must be always carried during the practicum.

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12. Colognes and perfumes should not be worn during the practicum. (This can be very nauseating to an already sick person.)

Complaints regarding student hygiene will be discussed with the student and the student will be given the opportunity to correct it. Failure to correct hygiene issue can result in dismissal from the program.

Responsibilities of the Student for Practicum

1. Malpractice insurance must be purchased by students before they enter the practicum. Medical health forms, Criminal Background/ Fingerprinting, Immunization records, and CPR certification must also be completed and turned in before going to the clinical site.
2. Students are expected to follow the professional image guidelines. Adherence to professional ethics is always expected. Any breach of the above will result in the student being removed from the clinical site and evaluation by the program instructor/director for dismissal/readmission to the Medical Assisting Technology Program.
3. Students are expected to be always courteous and respectful to everyone. Unnecessary and loud conversation should be always avoided. No personal phone calls or visits are to be received during the practicum. If an emergency call is necessary, the family of the student should notify the clinical practicum supervisor who will be responsible for notifying the student.
4. Students must have reliable transportation. Transportation to and from the clinical affiliate is the responsibility of the individual student. Students are assigned to clinical affiliates by the program instructor/director with permission of the clinical affiliate.
5. Students are expected to project professional attitude in tasks assigned regardless of personal opinion.
6. Students are expected to be open to suggestions and take criticism constructively. This is the time for supervised learning experience and do not be upset if all does not go smoothly.
7. Students should avoid discussing personal affairs on the job. It is very important that you learn to separate personal issues from the professional setting.
8. Students should not become involved in office politics. Keep your focus on the learning.
9. Students are expected to keep all information about patients, physicians, or employees confidential. This even applies to close relatives and friends. I cannot repeat too often the need of **confidentiality** concerning the physician-patient relationship. Do not make any reference or put any information concerning your practicum location, patients, employees, etc., in an email, on twitter, on Facebook, by cell phone text, and any other electronic means of communication.
10. Students are expected to take initiative and offer to perform tasks. Use good follow through and pay attention to details.
11. Students should not ask for free medical advice or expect free health services.

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12. Students are expected to follow all office policies and procedures including HIPAA and OSHA. Techniques may vary from those taught in classroom. If policy conflicts with course syllabus, student handbook, or what is taught in classroom, the student should notify clinical faculty and/or office manager and practicum coordinator for further instructions. The student should notify the practicum coordinator immediately regarding illness or injury of student that requires the student to seek health services. A form will be provided for the student to document details of the illness or injury requiring health services.
13. Students are expected to complete online assignments as specified in the Practicum Course Syllabus. Students are expected to refrain from completing assignments in the presence of patients and no assignments should be completed in the patient care areas. Failure to complete weekly practicum reports, weekly quizzes, practicum site case study, and other assigned work during the practicum will result in failing the practicum.
14. Students are expected to contact the practicum coordinator for problems needing immediate attention, office (662) 720-7393 or email vjhopkins@nemcc.edu. The clinical faculty are provided with alternate contact methods.

Responsibilities of the Practicum Faculty

1. Provide instruction to the student.
2. Supervise the learning experiences of the student and provide necessary assistance and correction.
3. Provide continual feedback of the student's performance.
4. Evaluate the student's performance by completing an evaluation form after the student has finished the practicum.
5. Notify the medical assisting program instructor/director of any behavior that would result in a failing grade or dismissal from the practicum site as soon as possible.
6. Provide input to medical assisting program instructor/director on development of essential knowledge, skills and attitude necessary to the student while completing the practicum.
7. Notify practicum coordinator/program director immediately regarding illness or injury of student that requires the student to seek health services. A form will be provided for the clinical supervisor to document details of the illness or injury requiring health services.

Social Media during Practicum

Under no circumstances should a clinical or anything related to a clinical site or the practicum course be discussed on any type of social media (Facebook, Instagram, Twitter, SnapChap, etc.). Students should not **make any reference or put any information concerning your practicum location, patients, employees, etc., in an email, on twitter, on Facebook, by cell phone text, and any other electronic means of communication.** Doing so will be considered a breach of confidentiality and could be grounds for dismissal from the Medical Assisting Technology program. Violating HIPAA can result in large fines and possible imprisonment.

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Student-Clinic Orientation

Prior to entering the clinical phase (practicum) of the program, the practicum coordinator will schedule a student-clinic orientation. During the orientation, the practicum coordinator will

1. Introduce the student to the clinic supervisor and provide student contact information
2. Verify Clinic Letter of Acceptance Reply
3. Verify Clinical Affiliation Agreement Signed by Clinical Representative On File
4. Provide Student Verification Form or copies of required documentation to Clinic Contact
5. Provide practicum coordinator cell phone number/emergency contact information
6. Discuss practicum coordinator required visits and ongoing contact with clinical faculty
7. Verify the hours of operation meet the minimum hours (225) required and go over attendance log time required to be initialed daily by clinic faculty.
8. Review Responsibilities of the Clinical Faculty and the responsibility of the affiliate to give orientation to its staff defining functions and limitations of students and the staff's responsibility toward the educational program.
9. Review Student Expectations and Practicum Policies (attendance, cell phones, confidentiality, social media, professional image, student responsibilities, student health services, etc.)
10. Discuss the supervision requirement and the "Observe/Perform/Evaluate" required to complete Medical Assistant Clinical Evaluation
11. Verify if the clinical affiliate requires that the student wear an X-ray Badge
12. Discuss the Practicum Site Case Study required and additional assignments required for 15 hours online instruction.
13. Tour clinical affiliate and meet clinical faculty that will be responsible for supervision and instruction

Student Health Services during Practicum

While at the affiliate location, students are responsible for provision of their own health care. Should a student contract a communicable disease or become injured in a clinical facility through no fault of the facility, the student must assume the cost and responsibility for diagnosis, treatments, and/or appropriate interventions. Northeast Mississippi Community College and the NEMCC Medical Assisting Technology Program Faculty are not liable for student health. If an injury occurs at a clinical site, the student will have access to emergency care. The clinical affiliate has agreed that the students will receive the same health services and safety standards as their employed staff during the student's assigned clinical hours. The student will be subject to payment of such services as required by the affiliate. For details, see Responsibilities of the Student during Practicum.

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SECTION XXX: Qualifications and Technical Standards for the Student Medical Assistant

Qualifications

Education: Participant in a College Medical Assisting Program in pursuit of a Certificate Award and eligibility for certification by a recognized certification agency.

Job Knowledge: Should utilize college classroom training and education in the clinical setting.

Essential Functions: To perform the tasks required of a medical assistant, certain physical capabilities are required. Students must demonstrate the ability to perform required functions as a routine part of classroom, laboratory, or while during the practicum. Students should be aware that successful completion of the Medical Assisting Technology Program will depend upon the ability to meet the following technical standards:

Technical Standards

Physical requirements: Major activities of this job include frequent walking, standing, and light physical effort performed on a level surface. Some carrying, lifting, kneeling, bending, reaching, and squatting are involved in the medical office. Testing procedures require the Medical Assisting Technology student to use a computer and telephone and employ writing and organizational skills.

Manual dexterity, mobility and good vision that includes near acuity, depth perception and accommodation are physical requirements necessary for test performance and close technical work.

Communication requirement: Communication expected of the Medical Assisting student includes writing, speaking, hearing, and dealing with the public. Electronic communications via computers, printers, interfaces, and fax machines are utilized in this job role. Inter-relationships define the broad level of communication needs involved in these technical responsibilities.

Cognitive requirement: Cognitive requirements for the Medical Assisting student include reading, writing, simple arithmetic, math reasoning, weighing, measuring, and analyzing data and report information. Judgment and actions required of the MAS student in performing and reporting analyses under supervision could result in decisions regarding management.

Working environment/safety: The medical assistant's work environment is indoors in an office/clinical setting. There are mechanical, electrical, chemical, and infectious material hazards in existence.

Infectious material hazards involve regular exposure to disease-bearing specimens, body fluids, wastes and risk of blood-borne disease. Electrical and mechanical hazards exist in areas of equipment use. Laboratory testing procedures may expose the medical assisting student to some odorous chemicals and specimens. Phlebotomy procedures require contact with patients under a wide variety of circumstances and conditions. The work environment in the medical office is subject to frequent interruptions and at times, irregular hours. Occasional pressure due to multiple calls and inquiries exists.

Safety for the medical assisting student is provided in the form of personal protective equipment and barrier precautions. Gloves, face shields, goggles, fluid resistant lab coats and manual pipetting devices are used. Additionally, adequate lighting, ventilation, adjustable work surfaces, sufficiently located utilities and area security are present in the medical office.

General Statement:

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

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SECTION XXXI: Smoking Policy (Tobacco-Free Environment)

Northeast Mississippi Community College (NEMCC) is designated a “tobacco free” environment. To this end, smoking and/or tobacco use is prohibited on all Northeast Campuses. The use of electronic cigarettes is also prohibited on campus. NEMCC seeks to foster a healthy environment for its students. For this reason, smoking, vaping, chewing, dipping, or any other form of tobacco use is prohibited on all Northeast Campuses.

SECTION: XXXII: Student Group

Students enrolled in Medical Assisting Technology are eligible for membership. Any Medical Assisting student that withdraws from or is removed from the Medical Assisting program will automatically forfeit their membership in the Medical Assisting Student Group. The purpose of this organization is to promote interest in the medical assisting profession and in the American Association of Medical Assistants. This group shall also serve as a means of establishing harmonious social relationships between its members.

Student Group members are strongly encouraged to become members of the AAMA, the professional association for medical assistants. Membership opens the door to a variety of benefits to aid in professional growth and development. Students must join the AAMA prior to graduation to take advantage of the student membership fee. See the program director for membership applications.

SECTION XXXIII: Student Health Services

The general health and safety of all students, faculty and staff is of prime importance at Northeast Mississippi Community College. Any person suffering an accident or illness on school property shall be provided immediate and temporary care until the services of a medical profession can be obtained.

During school hours, all student accidents are reported to the vice president of instruction and student services or the director of residential student services. The director of residential student services or another member of student affairs will make the determination to call an ambulance, call parents or provide first aid treatment. Baptist Memorial Hospital will treat students, faculty, staff or visitors at the emergency entrance. The hospital is located at 100 Hospital Street in Booneville, approximately one mile from campus.

The health and safety of patients, students, faculty and other participants associated with the educational activities of the students must be adequately safeguarded. Therefore, the students and faculty are expected to adhere to all OSHA safety rules and regulations and applicable CDC guidelines.

While on campus, students are expected to adhere to all policies listed in the Laboratory Safety Agreement. Safety issues and injury(s) should be reported immediately to the instructor. Students may be asked to leave the laboratory area at the instructor’s discretion for not adhering to safety policies and for not following OSHA safety rules and regulations for the laboratory. The student will be given reasonable opportunity to correct the violation. If the violation is not corrected, the student will be prohibited from the laboratory area and will receive a grade of zero for scheduled competency evaluations. Also, points will be deducted from the Affective Evaluation for not adhering to the policies in the Laboratory Safety Agreement and for not following OSHA safety rules and regulations for the laboratory and applicable CDC guidelines. See Laboratory Safety Agreement for details (MET 2334 – Medical Lab for Medical Assistants).

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SECTION XXXIV: Substance Use and Abuse

The Medical Assisting Program and clinical affiliates expect the student to adhere to the Substance Screening Policy for the Division of Health Sciences.

Alcohol and drug screens may be requested by the Medical Assisting Technology faculty at any time signs and symptoms of possible use are observed. Student(s) may be asked to submit individual, group/or random drug screening at any time. The college reserves the right to determine which agency will conduct the drug screening.

The academic dismissal procedure will be instituted for a positive confirmation test or refusal to comply with requested screening within the time frame directed. The student may appeal the decision by following the college appeals process. Please refer to NEMCC Substance Screening Policy, **Appendix A**.

SECTION XXXV: Student Responsibilities

1. Each student is expected to put forth his/her best effort throughout the training program.
2. Each student is expected to appear on time and prepared for all classes and clinical work.
3. Each student is expected to enter the classroom with a positive attitude. Students will enter the classroom quietly and calmly. Students are expected to greet one another and the instructor(s) in a respectful tone.
4. Each student is expected to maintain a professional attitude in class as well as time spent in the clinical affiliates.
5. At the beginning of each class, each student is expected to have homework, all necessary books/iPad with eBooks loaded and supplies required for that course. The student should be ready to begin upon completion of the instructor taking the class roll.
6. One person at a time will talk. Each student is expected to listen and respond appropriately. The student should not hesitate to comment or ask questions when given an opportunity.
7. Completed assignments should be placed in the designated area before class begins. Be sure to use the specified format in the syllabi for identifying your assignment.
8. Each student is expected to go to the restroom and take care of personal business during breaks between classes. Emergency situations are understood and do not require notifying the instructor. The student is asked to leave the classroom quietly without causing disruption.
9. Each student is expected to demonstrate appropriate etiquette. Each student is expected to say, "thank you" and "please" in conversations. Don't be boastful, arrogant, or loud. Listen before speaking. Speak with kindness. Do not criticize or complain.

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10. Students are placed in teacher chosen groups at times. Each student is expected to participate and contribute to the group activity.
11. Each student is responsible for notifying the instructor(s) of computer malfunctions, equipment malfunctions, facility repairs needed, safety concerns, etc. A Maintenance and Repair Request form is provided to the student to document the notification.
12. I will dismiss the class not the bell/clock. Students are dismissed when called upon, either individually or by groups. Each student is responsible for tidying/cleaning their work area.
13. Each student is expected to check the college's learning management system (Canvas) daily for announcements, assignments, and supplementary course information.
14. Each student is expected to maintain a working NEMCC email account. See www.nemcc.edu Email Help for trouble shooting. Each student is expected to check assigned NEMCC email daily and respond appropriately. All emails sent to the instructor should include students' first and last name with NEMCC ID. Each student is expected to set-up their Tiger Alert system when sent information from campus police. This will allow students to receive important safety and school closing information from the college.
15. Each student must maintain a "C" in each course before progressing in the program or entering the clinical phase of the program (practicum).
16. Each student is responsible for all work missed in class. If late assignments are accepted, they should be handed directly to the instructor. Each student is responsible for being in class on test day.
17. Each student is expected to spend time practicing assigned skills and behaviors outside of class time.
18. Each student is required to have CPR-Health Care Provider Certification prior to entering the clinical phase of the program (practicum).
19. Each student is required to have malpractice insurance prior to entering the clinical phase of the program (practicum).
20. Each student is required to have a health exam form including immunizations and testing on file prior to entering the clinical phase of the program (practicum).
21. Each student is expected to follow the dress code as specified by the college, course syllabi and/or by the instructor.

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SECTION XXXVI: Medical Assisting Technology Student Agreement Form

1. I have read the Medical Assisting Technology Student Handbook and the course policies. I clearly understand the policies contained in each and hereby agree to abide by these policies while I am a student in this program. I understand the consequences if I do not abide by these policies.
2. I understand the absentee policy and if I miss more than 14% of classroom time, I will be terminated from the program.
3. I understand that I will be expected to maintain a “C” in all MET courses to progress in the program.
4. I understand that to earn a passing grade in courses containing psychomotor and affective competencies, I must achieve a passing score of 75 or higher on each individual psychomotor and affective competency listed for that course. I further understand that the instructor will assign all laboratory and skills check sessions and I am expected to have mastered the assigned skills by the scheduled date. I also understand that I may need to spend extra time on my own working on the psychomotor and affective competencies. It is understood that I will have two attempts to pass the psychomotor and affective competencies and the average of the two attempts must result in a passing score of 75 or higher. It is also understood that the first attempt score will be recorded in the grade book.
5. Due to the availability of clinical sites, it may be necessary to place the student somewhere other than his/her hometown or first choice of a clinic. I have been informed of the above situation.
6. I understand that I will be required to carry malpractice insurance and have AHA CPR-Health Care Provider Certification.
7. I understand that I will be required to have an x-ray badge if clinical affiliate requires so.
8. I understand that I will be expected to have completed all the MET courses before entering the practicum.
9. I understand the guidelines for maintaining confidentiality within the healthcare setting and I understand that unauthorized use or disclosure of such information will result in a disciplinary action up to and including involuntary expulsion from the school, the imposition of fines pursuant to relevant state and federal legislation, and a report to my professional regulatory body.
10. I understand that it is my responsibility to maintain a working NEMCC email account and functioning iPad for the duration of the program.

Print Student Name and Student Signature

Date

Instructions: After reading the Medical Assisting Student Handbook including course policies, the student must sign this form, date it, and return it to the program director.

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Appendix A

Northeast Mississippi Community College Division of Health Sciences Substance Screening Policy

The misuse or abuse of substances is inconsistent with the ideals of health care.

Students in programs within the NEMCC Division of Health Sciences are expected to reflect the professional/ethical standards of their chosen course of study.

The NEMCC ideal is a drug free educational and work environment.

When asked to comply with substance screening, a student must comply or the student will be dismissed from the program of study.

Results of screening may result in the dismissal of a student from the program of study.

A student who fails to disclose used substances which are documented by the screening may be dismissed from the program of study.

EVIDENCE OF UNDERSTANDING SUBSTANCE ABUSE POLICY

I, the undersigned have read and been informed of the substance abuse policy that is in place in the Division of Health Sciences at Northeast Mississippi Community College. Being fully aware of this, I am signing this document verifying that I am aware and understand the policy and the actions that are listed within it.

Print Name/NEMCC ID

Student Signature/Date

Instructions: After reading the Substance Screening and Abuse Policy, the student must sign this form, date it, and return it to the program director.

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Appendix B

Northeast Mississippi Community College Medical Assisting Technology Program Phlebotomy Skills Training and Consent

Medical Assisting Students are to be aware of the importance of practice in developing quality phlebotomy skills, which are performed as safely as possible.

In consideration of the educational opportunity being offered by Northeast Mississippi Community College, students within the Medical Assisting Program will be allowed to practice phlebotomy techniques, including venipunctures and capillary punctures, in the presence of an instructor, on each other.

There are risks, some of which are very rare, associated with phlebotomy that include, but are not limited to infection, bruising, and other potential damage to surrounding tissue.

Biological specimens and blood products may possess the potential of transmitting diseases such as hepatitis and acquired immunodeficiency syndrome (AIDS).

Even though diagnostic products are tested for Hepatitis B surface antigen (HBsAg) and antibody for Human Immunodeficiency Virus (HIV), no known test can offer assurance that products derived from human blood will not transmit hepatitis or AIDS.

I, _____, consent to allow students within this program to

Student Print Name

practice phlebotomy techniques, including venipunctures and capillary punctures on me in the presence of an instructor, just as I will practice these same techniques on other students in the program. I understand that there are possible risks involved with this procedure as described above. I accept these risks and agree to perform these skills as safely and professionally as possible. I hereby agree to release and hold harmless Northeast Mississippi Community College, its officers, and staff from any and all liability arising out of or related to injuries that I may receive as a result of such phlebotomy practice.

Print Name/NEMCC ID

Student Signature/Date

Instructions: After reading Phlebotomy Skills Training and Consent, the student and must sign this form, date it, and return it to the program director.

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Appendix C

Northeast Mississippi Community College Medical Assisting Technology Program Confidentiality Agreement

Medical Assisting Students are to be aware of the importance of confidentiality.

By signing this document, I, _____, understand and agree that
Print Student Name Here

the affiliating agency has a legal and ethical responsibility to maintain patient privacy, including obligations to protect the confidentiality of patient information and to safeguard the privacy of patient information in accordance with affiliating agency policies, HIPAA, and other applicable legislation.

I will follow the guidelines for maintaining confidentiality as outlined in the Medical Assistant Student Handbook (Section XXIV: Practicum) and the affiliating agency policies and procedures manual.

As a student of Northeast Mississippi Community College and/or association with healthcare facilities and provider offices that offer internship opportunities, I will not at any time access or use protected health information, or reveal or disclose to any persons within or outside the healthcare facility or provider office, any protected health information except as may be required in the course of duties and responsibilities to fulfill the requirements of the practicum.

Personal access code (s), user ID (s), access key (s) and password (s) used to access the affiliated agency's facility, computer systems, or other equipment are to be kept confidential at all times.

During the course of the student practicum, I may see or hear other confidential information such as financial data and operational information pertaining to the practice that must be kept confidential. I understand that I should not access, view, or share any information other than what is required. I further understand that if there is a question about whether access to certain information is required for me to fulfill the requirements of the Practicum, I will immediately ask the clinical supervisor or practicum coordinator/instructor for clarification.

I will not make any inquiries about any practice information (patient information or clinic operations) for any individual or party who does not have proper authorization to access such information.

Obligations outlined above will continue after my association with Northeast Mississippi Community College and/or the affiliating agency ends. I further understand that my obligations concerning the protection of the confidentiality of health information relate to all protected health information whether I acquired the information through my association with NEMCC and/or the affiliating agency.

In addition, I understand that unauthorized use or disclosure of such information will result in a disciplinary action up to and including involuntary expulsion from the school, the imposition of fines pursuant to relevant state and federal legislation, and a report to my professional regulatory body.

Print Name/NEMCC ID

Student Signature/Date

Instructions: After reading the Confidentiality Agreement, the student must sign this form, date it, and return it to the program director.