



2011 - 2012

Master Plan of Instruction Medical Assisting

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INTRODUCTION

The Medical Assisting Program is a 1300 hour hybrid program (combination of online and face to face). Included in the course hours are 160 unpaid hours of Externship/Practicum in a medical setting.

This course is designed to introduce medical assisting students to the essential skills and knowledge necessary to be a successful medical assistant. This includes basic coverage of anatomy and physiology, as well as extensive coverage of both administrative skills and clinical procedures.

PHILOSOPHY

We believe the dignity and worth of the individual in our democratic and ever-changing society fosters self-reliance. We must acknowledge individual differences and show respect for the right of the individual to seek fulfillment of spiritual, emotional, mental, physical, and socio-economic needs. In addition to the required skills and knowledge, instruction emphasizes good work habits, desirable personal characteristics, and effective interpersonal relationships, and leads to a productive life as a contributing member of the community.

We believe the medical assistant is a specialist in medical offices and out patient clinics that performs under medical authority to provide care patients in the medical physician office and in other appropriate settings, which are under physician control.

We believe the medical assistant curriculum must be competency-based and include formal course work skills, practice laboratories and externship/practicum experience. We believe continuous evaluation of a student's progress is necessary in measuring the effectiveness of the instruction and in achieving the stated objectives of the program.

We further believe medical assisting education is a continuous process, which must persist after completion of the program to keep the practitioner accountable for and alert to current trends and practices in the care patients.

The program goal is to prepare competent entry-level Medical Assistants in the following learning domains: Cognitive; Affective; and Psychomotor.

PROGRAM OBJECTIVES

- Demonstrate knowledge of the health care delivery system and health occupations.
- Demonstrate the ability to communicate and use interpersonal skills effectively
- Demonstrate legal and ethical responsibilities
- Demonstrate an understanding of and apply wellness and disease concepts
- Recognize and practice safety and security procedures
- Recognize and respond to emergency situations
- Recognize and practice infection control procedures
- Demonstrate computer literacy
- Demonstrate employability skills
- Demonstrate knowledge of blood borne diseases, including AIDS
- Apply basic math and science skills
- Demonstrate basic clerical/medical office duties
- Demonstrate accepted professional, communication and interpersonal skills
- Discuss phlebotomy in relation to the health care setting
- Identify the anatomic structure and function of body systems in relation to services performed by the phlebotomist.
- Recognize and identify collection reagents, supplies, equipment and interfering chemical substances
- Demonstrate skills and knowledge necessary to perform phlebotomy

- Practice infection control following universal precautions
- Practice accepted procedures of transporting, accessioning, and processing specimens.
- Practice quality assurance and safety
- Describe the cardiovascular system
- Identify legal and ethical responsibilities
- Demonstrate knowledge of, apply and use instrumentation modalities
- Demonstrate communication skills used by medical assistants
- Demonstrate knowledge of legal responsibilities for medical assistants
- Demonstrate an understanding of anatomy and physiology
- Demonstrate knowledge of the fundamentals of microbial control and use aseptic techniques.
- Demonstrate knowledge of emergency equipment and procedures
- Perform basic laboratory procedures
- Perform diagnostic clinical laboratory procedures
- Demonstrate basic office examination procedures
- Demonstrate minor treatments
- Perform basic medical assisting procedures
- Demonstrate knowledge of pharmaceutical principles and administer medications in medical assisting settings
- Demonstrate basic x-ray procedures
- Perform administrative office duties
- Demonstrate communication skills used by medical assistants
- Demonstrate knowledge of legal responsibilities for medical assistants
- Perform administrative office duties
- Demonstrate the ability to communicate and use interpersonal skills effectively

--Florida Department of Education Curriculum Framework for Medical Assisting 2011-2012

COMPUTER REQUIREMENTS FOR ONLINE

The following are the minimum requirements to complete the online portion of the program:

Operating Systems:

Microsoft Windows 98SE, ME, 2000, XP, Vista, 7

Macintosh OS X

Web browsers:

MS Internet Explorer version 5.5 or above

Netscape 6x or above

Mozilla/Firefox

Apple Safari version 1x or above

TEST OF ADULT BASIC EDUCATION (TABE)

The Florida Legislature requires that students without an applied associate's degree or higher be tested using the Test of Adult Basic Education (TABE) to determine levels of reading, math, and language skills. This test is given prior to entering the program and helps staff and student in determining the career fields in which each student can be successful.

According to Florida Department of Education rules, students who fail all or parts of the TABE may only retest using a different TABE version after 60 documented hours of remediation in the Applied Academics for Adult Education (AAAE) lab or three months if not attending AAAE. Students may not retake the same test version for six months. We, therefore, strongly recommend that students test early, especially for licensure programs, in order to allow time for remediation and retesting should the need arise.

Students who do not meet the minimum TABE scores set by the Florida Department of Education for their program must begin attending remediation classes in the AAAE lab prior to or at the time of enrollment in a Career and Technical Education class for at least one block a day and make acceptable progress as determined by the AAAE instructor. Students should meet state mandated TABE requirements by the time they have completed 50% of their program. Students who do not meet state mandated TABE scores may not receive a certificate of completion as per Florida Department of Education rules.

Applicants transferring TABE or CPT scores from other testing centers must do so by having an official score report sent directly to the Admissions Office prior to enrollment. Scores brought in by hand will not be accepted.

TABE scores are good for two years and must be valid at the time of enrollment. TABE scores that expire during continuous enrollment remain valid until the end of such enrollment. Under continuous enrollment, students must be enrolled at least 50% of one semester per school year and may miss no more than one consecutive semester. Continuous enrollment applies to attendance in a single program.

ADMISSION REQUIREMENTS

To be considered for admission to the Medical Assisting program, in addition to the above-noted criteria, the applicant must have the following prerequisites.

1. High school diploma or its equivalent (GED)
2. LTC application

The Medical Assisting application is considered complete when the following information has been fulfilled.

1. Official transcript of high school diploma or its equivalent
2. TABE scores of 10 or greater* (unless exempt; proof of college degree required)
3. Information session with the instructor

*Students with TABE scores less than 10 please review TABE information beginning on page two.

Re-admission

At the direction of the HSE Department Chair and the Center's administration, students in good standing who withdraw from the Medical Assisting program prior to program completion may reapply to the subsequent program. Students will be allowed to repeat only one time. Students exiting for clinical failure will not be considered for readmission.

Readmission is contingent upon the following:

1. Applicants for readmission who left prior to successful completion of the 90 hour Core program will be required to start at the beginning of the Medical Assisting program.
2. Students in good standing who withdraw after successful completion of the 90 hour core program may apply for re-entry at the beginning of a module not successfully completed.
3. Students applying for readmission will be admitted on a space available basis.

FINANCIAL AID

Scholarships, grants and limited in-house scholarships are available to eligible students from federal and local sources through the Financial Aid Office. Students should be aware that the application for financial aid should be completed as early of possible. If the application process is not completed at least one month prior to the start of class students should be prepared to pay tuition until verification of eligibility can be completed. Referrals to local agencies for additional support may be made. Applications and information are provided through the Financial Aid Office.

Financial Aid personnel are available daily to assist students with financial aid needs and requests. The Financial Aid Coordinator is also the liaison for all local agencies.

SAFETY

Basic safety standards, which include fire drills, weather drills, equipment usage, and traffic regulations, will be covered in the program orientation. These basic safety standards will be reinforced throughout the program. See the current school catalog for additional school safety information.

BACKGROUND SCREENING & DRUG TESTING

The Agency for Health Care Administration requires all employees and other individuals (students) whose responsibilities may require them to provide personal care or services to residents or has access to their living area or personal property to undergo a background screening. The healthcare profession recognizes that substance abuse among its members is a serious problem that may compromise the ability of the abuser and jeopardize the safety of patients entrusted to their care. The Center, in its effort to maintain high standards of education and clinical practice and to comply with requirements mandated by cooperating clinical facilities, has implemented a drug-testing program.

If at any time during a pre-clinical screening, random screening or reasonable cause screening, a student refuses to be tested, the student will be withdrawn from the program. If at any time the student's drug test is positive, or a negative dilute and has not been medically approved, the student will be withdrawn from the program.

A criminal background check will need to be completed prior to externship. A conviction of, regardless of adjudication, a plea of guilty to; or a plea of nolo contendere to an offense constitutes a conviction for the program of Medical Assisting purposes.

If at any time during the program you are arrested, you must notify the Health Chair within 72 hours. A conviction of; a plea of guilty to; or a plea of nolo contendere to an offense would equate to withdrawal from the medical assisting program.

INSURANCE

All students are required to purchase professional liability insurance through the school. As a clinical requirement, students must show proof of accident insurance. Any student who does not have proof of private health care insurance may purchase the school accident insurance to fulfill this requirement. This insurance is provided at a very reasonable cost and provides coverage during required Medical Assisting course functions. Information regarding purchase of school accident insurance will be provided during new student orientation or in the Admissions Office.

TUITION

Tuition is charged for adult students at a reasonable rate that may vary slightly from year to year. Current fee information is available from the Admissions Office. Tuition is due prior to the first day of each semester. Failure to pay all fees due at the time class begins will result in the student not being able to attend class and/or clinicals.

PERFORMANCE STANDARDS

Medical Assisting involves the provision of direct care of individuals and is characterized by the application of verified knowledge in the skillful performance of medical assisting functions. Medical Assisting is a practiced discipline with cognitive, sensory, affective, and psychomotor performance requirements. Based on these requirements, a list of Core Performance Standards has been developed.

Critical Thinking	Critical thinking ability sufficient for clinical judgment
Interpersonal	Interpersonal abilities sufficient to interact with individuals, families, and groups from a variety of social, emotional, cultural, and intellectual backgrounds
Communication	Communication abilities sufficient for interaction with others in verbal and written form
Mobility	Physical abilities sufficient to move from room to room, maneuver in small spaces,
Motor Skills	Gross and fine motor abilities sufficient to provide safe and effective care
Hearing	Auditory ability sufficient to monitor and assess health needs
Visual	Visual ability sufficient for observation and assessment necessary in care
Tactile	Tactile ability sufficient for physical assessment

Students unable to demonstrate the Core Performance Standards must notify the HSE Department Chair by the end of the first class day to investigate the feasibility of reasonable accommodations.

ATTENDANCE POLICY

In an effort to develop appropriate work ethics, Lake Technical Center students are expected to attend all class sessions. As is expected in the workplace, when it is necessary to be absent due to illness or emergency situations, all students are to notify the instructor on or before the date of absence.

The expectation of Lake Technical Center is that all students will be in attendance each day of the scheduled program. The student attendance code for each postsecondary program is consistent with industry standards as recommended by the program advisory committee and approved by the administration of Lake Technical Center.

Campus attendance is kept via a computerized system. It is the responsibility of the student to **log in and out** in order to receive credit for class time. This allows the school to keep accurate attendance records for the actual number of hours and minutes attended at the school. Only regularly scheduled class hours will be reported for attendance. **NO one** is to log you in or out. This could result in dismissal from the program.

Attendance during face-to-face time is very important in the Medical Assisting program. Absences and tardiness are significant areas of interest by potential employers such that any violation of the above will significantly lower the student's work habits grade as outlined in the department's grading policy.

A student who finds it necessary to be absent MUST notify the Medical Assisting Program Director/Instructor at least one hour prior to the start of class that day. Failure of notification will result in:

1. A verbal reprimand at the first no-call, no-show
2. A written reprimand and meeting with the HSE Department Chair for the second no-call, no-show
3. A School Intervention Team meeting (SIT) and academic probation for the third no-call, no-show

Online attendance participation policy

Distance learning is the avenue in which Lake Technical Center seeks to provide students with the opportunity to access quality instruction anytime, anywhere. LTC offers a quality technology-based learning environment

that is not bound by traditional time and space limitations, providing access for students and meeting the education and training needs of the public it serves.

Students will adhere to the same standards and course credit requirements with online courses as with LTC's face-to-face courses. The delivery method for online learning at LTC is through Blackboard. In addition to Blackboard, the Medical Assisting program utilizes the online interface that coincides with the required text for the course. Success in an online learning environment depends on the following factors: a high level of self-discipline, an ability to communicate effectively, and an ability to work independently.

Lake Technical Center encourages and expects all students enrolled in online courses/programs to participate regularly, to derive maximum benefit from the instructional program, and to develop habits of punctuality, self discipline, and responsibility. Effective work habits are essential to student success. The following is the minimum level of participation that is expected of all students enrolled in certificate programs.

Each online course includes a syllabus and a pacing chart outlining assignments, due dates, and the comparable number of hours a student would have completed in a traditional classroom setting as they relate to courses and/or Occupational Completion Points.

In addition to maintaining satisfactory progress with the course pacing chart, it is expected that students will also maintain attendance/activity in the program, which may be defined as logging into the course, participating in online discussion boards, submitting completed assignments when due and attending any scheduled classroom sessions, if included as part of the program description.

Students who have one week of inactivity during the online course will be contacted by the instructor. The instructor will maintain documentation of this contact. **Upon completion of the second week of inactivity during the course, the student will be withdrawn.**

Students who fail to complete an online course in a non-lockstep program must begin the course over again. Students who have been withdrawn from an online course for attendance/inactivity reasons may not re-register for his/her program without approval from a School Intervention Team. The Team will refer the student for counseling and/or place the student on an attendance/behavior contract. Students who are withdrawn for attendance/inactivity reasons and have been enrolled in a lock-step program may have to wait until it is academically appropriate to re-enter a program.

A student who is absent, excused or unexcused, for six (6) consecutive face to face sessions will be withdrawn from membership in his/her program. The student may appeal to re-enroll.

Excessive Absences

Tardiness

Students are expected to be in their seats promptly in the morning, after break, and after lunch. Students must notify the Medical Assisting Program Director/Instructor of any expected tardiness and of an expected arrival time. Any student who is tardy and/or leaves early for 20% or more of the number of days scheduled for any given half-semester will be placed on academic probation. Probationary status will terminate when the number of tardies/early departures no longer exceeds 20% of the completed scheduled attendance days.

Classroom Attendance

The Medical Assisting program is a 1300 hour program which will have classroom instruction that encompasses both only and face to face.

1134 hours – classroom

166 hours – practicum/externship

1300 hours = total program

This program is a blend of face to face and online instruction. Students who start in the fall will be assigned a Tuesday/Thursday for the face to face portion. Students who enroll in January will be assigned a

Monday/Wednesday schedule for the face to face portion. Students must attend when assigned in order to get the full benefit of instruction. Classroom hours are 8:00 a.m. to 2:30 p.m. Any necessary schedule changes will be posted well in advance.

Breaks/Lunch

Students are expected to return on time from breaks and lunch. Breakfast and lunch can be purchased in the LTC Student Center, which is provided by our culinary students. Students may also use the kitchen facilities located behind the testing lab, Room 109. Students are responsible for cleanup and are not to use this area as a dining room. Anything left in the refrigerator must be labeled with name and date and will be thrown out after one week. It is not the responsibility of Lake Tech to monitor lunch or items placed in the refrigerator or freezer. At no time will the refrigerator in the Medical Assisting lab be utilized for food or drink. This is for laboratory specimens only.

Lab/Clinical skills

1. Attendance is mandatory at all scheduled labs and practical skills. Absences during clinical skills require make-up work to be done at a time not designated for other studies. It is the responsibility of any student absent during a lab or clinical skill to secure a time with an instructor or coordinator to demonstrate the skills acquired by other students during the absence.
2. Make-up: All materials and assignments missed during the student's absence must be made up. It is the student's responsibility to meet with the instructor to get missed assignments and handouts.
3. Breaks, lunch period, and release at the end of the day will be designated by the lead instructor.

Student Responsibilities

Students are responsible for:

- Logging into BlackBoard and/or online class-5 of 7 days per week
- Checking messages regularly and communicating with instructor
- Attending class/lab when scheduled
- Completing assignments as noted in the pacing chart

Be prepared: Regular tasks: Log on to the internet interface, enter your course and check the announcements.

Be responsible. Allow enough time to accomplish the task at hand. Even in an online course, one is expected to complete sufficient work to justify the number of hours earned for course completion.

Be focused. Develop a regular study routine using the pacing chart and the instructor's direction. "Attendance" will be taken based upon work output so stay focused and login to the online course regularly. Plan to attend class/lab as indicated in the pacing chart. Do not hesitate to contact the instructor by e-mail or telephone for assistance.

GRADING POLICY

The grading policy for the Lake Technical Center Medical Assisting Program is as follows:

90 – 100	Excellent
77 – 89	Average
76 & Below	Failing

Program grades are based on knowledge, skills, and work habits.

Knowledge is based on written exams and assignments.

Skills are based on practical examinations inclusive but not limited to of successful return demonstration of skills

Work Habits are evaluated in the classroom and practicum /externship. Work habits in the classroom are based on professional appearance, professional behavior, attendance, and classroom participation. Work Habits in the externship/practicum are based on: integrity, empathy, self-motivation, appearance and personal hygiene, self-confidence, communication, time management, teamwork and diplomacy, respect, patient advocacy, and care delivery of service.

For a student to continue in the program, the student must successfully complete each area, independent of each other, with a 77% at course ending.

Testing Policy

Policy on Test failures

- If you receive a score of 77% or higher on any chapter test you may not retake that exam to earn a better score
- If you do not receive a score of 77% or better on a test, you may **not** retake the test on the same day.
- You must complete the chapter learning objectives and **email** them to your instructor and make an appointment to see him/her within one week of original test date.
- Once the objectives are sent, you may contact the instructor (via email), to make an appointment. Students are **REQUIRED** to make an appointment with the instructor to make a verbal contract. Your instructor wants you to succeed and together you can identify strategies for success. Failure to make an appointment or failure to keep an appointment that has been made, will result in the failing grade being your final grade for the chapter
- Once both the objectives and the appointment have been completed, the test will be reopened for you during normal M- F hours of school/program operation.
- Any exam passed via a retake will receive a **maximum** grade of 77% **regardless** of the score on the retake
- On a second failure of the **same** chapter, students are **REQUIRED** to make an appointment with the HSE Department Chair to discuss the failure and have a written contract of success. Failure to make an appointment with the Dept. Chair within one week of the failure and failure to keep that appointment will result in the failing grade being your final grade for the chapter
- After the third test failure on an individual chapter test or after three chapter test failures, an appointment will be made for a School Intervention Team (SIT) meeting.

Labs

Attendance and participation is mandatory at all scheduled labs. Skills must be passed on or before the third attempt and must be accomplished prior to the end of the module in which the skill is presented. If a third attempt is necessary, the student will be evaluated by two instructors.

Clinical Skills

It is the student's responsibility to complete all skills competencies. Students will be held accountable to complete practicum within the assigned timeframe. Required clinical skills must be successfully achieved in order to complete the program.

Students shall not perform any skill outside the medical assisting scope of practice. Failure to comply with this rule may result in disciplinary action, up to, and including, probation or dismissal from the medical assisting program.

Externship/Practicum

The externship/practicum consists 160 hours of unpaid time that the student will work in a medical setting of the practicum coordinators discretion. The medical sites and preceptors of Medical Assisting program are to be treated with the upmost courtesy and respect. Students will adhere to the dress code policy during this time. Students are responsible for own transportation to/from the practicum site. Communication for tardiness and absences to the clinical site are mandatory and follow the Medical Assisting attendance policy timeframes. The Medical Assisting Program Director/Instructor will communicate regularly with preceptors to determine student progressions in the program. Only **one** 8 hour shift may be missed during this time.

Students shall be objectively evaluated by the preceptors using a standardized form (see clinical Skills Documentation). The student is responsible for listing time in and time out, and skills **unsuccessfully and successfully** attempted. The preceptor is responsible for verifying time in and out, evaluating skills performance and writing comments about student performance and progression.

Directions on the forms are to be followed. If an area of evaluation is not applicable to the student or the situation, the area should be marked N/A. An evaluation addendum should be attached to the evaluation form if space does not permit listing of information. Completed practicum documentation must be received in the HSE Office within three days of the completion of the clinical practicum rotation. Forms incorrectly completed will be returned to the student for correct completion and must be returned within three days. **Forms turned in after the three-day timeframe will be returned to the student without credit for hours or skills. The student will be required to repeat the clinical time. (The only exception - the student is expected to turn in the paperwork on the first day back after a program schedule holiday.)**

Under no circumstances is the student to alter any preceptor information. ***Falsification of documentation will lead to disciplinary action, which may include probation and/or immediate dismissal from the medical assisting program.***

LAKE TECH REQUIREMENTS FOR PROGRAM COMPLETION – CERTIFICATION

Students must meet the following program requirements for certification:

- Meet minimum TABE recommendation prior to graduation.
- Successfully complete all competencies specified in the program State of Florida curriculum framework.
- Successfully complete both the classroom portion and the practicum portion of the program independent from each other. The minimum satisfactory grade for each portion is 77 percent.
- Satisfactory completion of 160 hours of unpaid practicum/externship.
- MA Program Director/Instructor sign off of student externship/practicum packet.

ESSENTIAL TASKS

Health related occupations are demanding, both physically and emotionally. Before entering a program in the health field, it is important to review the following tasks which have been established. Their performance is essential for success in the program.

Physical Requirements

Ability to perform repetitive tasks
Ability to walk the equivalent of 5 miles per day
Ability to reach above shoulder level
Ability to interpret audible sounds of distress
Ability to project audible verbal communications at a distance of 4 feet
Ability to demonstrate high degree of manual dexterity
Ability to work with chemicals and detergents
Ability to tolerate exposure to dust and/or odors
Ability to grip
Ability to distinguish colors
Ability to lift a min of 25 lbs & max of 100 lbs
Ability to bend a knee
Ability to sit or stand for long periods of time
Ability to perform CPR

Mental and Emotional Requirements

Ability to cope with a high level of stress
Ability to make fast decisions under high pressure
Ability to cope with the anger/fear/hostility of others in a calm manner
Ability to manage altercations
Ability to concentrate
Ability to cope with confrontation
Ability to handle multiple priorities in a stressful situation
Ability to assist with problem resolution
Ability to work alone
Ability to demonstrate a high degree of patience
Ability to adapt to shift work
Ability to work in areas that are close and crowded

CLASSROOM, LAB, CLINICAL AND PRACTICUM UNIFORM CODE

Students who attend Lake Tech shall dress in a manner appropriate for the job in which they are receiving training, including any special protective gear and professional uniforms. All clothing must be neither distracting nor offensive and be clean, neat, modest, in good repair and appropriately sized.

A uniform identifies you to the public and hospital staff as a Medical Assisting student and presents a professional appearance. In addition, it prevents the possibility of cross contamination by separating street clothes from work clothes.

Professionalism is important in health careers and is reflected in one's appearance behavior, and work ethic. The following rules are in place to prepare students for the professional healthcare environment.

All Medical Assisting students will strictly follow the uniform code while attending classroom, clinical, or practicum, Failure to present a professional appearance will result in dismissal from the day's activity and an unexcused absence.

Uniform Code

1. **Program approved polo shirt:** Shall be worn open at the neck one button from the collar. No patches are to be worn on the shirt. A long sleeved black t-shirt/turtleneck may be worn under the polo shirt. No sweater or other jacket may be worn with the uniform while in the classroom or practicum area.
2. **Black medical uniform pants:** Pants cannot have flare at bottom. (Cargo pants are allowed– no more than 2 pockets.) Jeans are not permitted.
3. It is a requirement that both the polo shirt and the uniform pants be clean and neat at all times. Ironing is recommended. You are representing yourself, your instructor and your school.
4. **Belts (if worn)** Black with simple, unadorned buckle, maintained in relatively new condition.
5. **Black shoes,** Closed-toe and hard-soled. If clog type shoe, must have solid top without holes and have back strap. If ankles are exposed, solid black socks must be worn, covering ankles. High heels, platforms, cowboy boots or high top work boots are unacceptable.
6. **Lake Technical Student ID badge** must be worn at all times when in uniform.
7. **Jewelry:** Must be confined to a watch, wedding or engagement rings. Special rings for right hand will be allowed in the classroom and practicum however only one ring per hand (exception: wedding ring and engagement ring may be worn together) The only acceptable body piercing is one small earring in each ear. Unacceptable body piercing includes, but not limited to, brows, nose, lips, and tongue.
8. **Make-up:** Will be moderately applied. Make-up should be consistent with the professional nature of Medical Assisting.
9. **Hair:**
Hair will be:
 - A natural hair color only
 - Out of the eyes and restrained with clips or bands that blend with hair color or match uniform
 - Hair longer than at the top of the shoulder (men and women) must be tied back
 - No hats, scarves, or hair adornments may be worn in the classroom, lab areas, or during practicum
 - Beards and moustaches must be neatly groomed
10. **Fingernails** are to be kept clean and trimmed not to exceed ¼" past the nail tip. Polished nails must be clear. Bright and dark colors are not permitted. No artificial nails allowed.

11. **No** offensive odors (i.e., body, breath, shampoo, perfume, etc.) are acceptable.
12. **Body art:** All visible tattoos must be covered.
13. **Equipment:** A watch with a second hand, a black ink pen, stethoscope, scissors, safety glasses, and notebook.

Please remember that strong perfume, hair spray, coffee, cologne, or cigarette smoke may be offensive to patients and co-workers.

All aspects of personal hygiene, including the individual, uniform and undergarments represent one's professional image. Cleanliness and appropriate use of personal hygiene products are important components of professionalism and are expected of all students.

MEDICAL ASSISTING POLICIES AND PROCEDURES

General Rules for Students**

1. THERE IS TO BE NO FOOD IN THE CLASSROOM DURING LECTURE OR LAB WORK TIME; CAPPED WATER BOTTLES ONLY.
2. Students are to be in proper uniform for any class, lab, clinical, practicum, or other related school activity unless assigned otherwise.
3. All laboratory equipment should be returned to its proper place after use. Any broken equipment must be reported to the instructor for repairs.
4. At no time will the refrigerator in the Medical Assisting lab be utilized for any food or drink. This is for laboratory specimens only
5. Students will not use electronic devices for personal use while in classroom. No cell phones are allowed for personal use in the practicum settings
6. No student is allowed in the instructor's office without permission.
7. Students will provide the proper respect due the instructor in asking questions or making statements.
8. Students are responsible for keeping their individual desk areas policed of trash and in order. Chairs are to be returned to place at the end of each class.
9. If at any time a conflict arises, for any reason, during class time or clinical the student is to avoid a serious confrontation at all costs. Right or wrong, students should avoid being part of a bad scenario that would have an impact on the program. Students should report to the instructor or department chairperson immediately and allow her to disarm the situation.
10. All injuries and / or illnesses must be reported immediately to the instructor.
11. Students who become ill during class must notify the instructor before leaving the classroom.
12. Profanity and vulgarity will not be tolerated. Making fun of others in a negative way will not be tolerated.
13. Use of tobacco products of any kind is prohibited in practicum and in designated areas on campus.
14. Students will be asked to leave the classroom, clinical or practicum if there is any reasonable cause that they are under the influence of drugs or alcohol. Students will be immediately sent for drug screening in this situation with the cost of testing, the students responsibility.
15. Each student is expected to behave in a dignified manner at all times – a manner which conforms to the ethics of the profession and which instills patient confidence in medical assisting abilities. Irresponsible, unprofessional, or unethical behavior may result in termination from the program.

Classroom Rules**

Students will:

1. Maintain a neat, clean, appropriate appearance
 - When in uniform, be dressed according to the dress code
 - Notify an instructor 1 hour prior to expected arrival time regarding tardiness or absences
 - Seek permission and follow procedure to leave early when necessary
 - Return from breaks and meal times at the specified time
2. Respect the rights of others
 - Be attentive and polite
 - Do not talk to neighbors thus preventing others from learning
 - Respect the property of others
 - Be patient and considerate of others
 - Pay attention
 - Do not make fun of others when they ask a question
 - Think before speaking to avoid misunderstanding
 - Do not talk while others are talking
3. Demonstrate good interpersonal relationships with peers and instructors
 - Exhibit a congenial and cooperative attitude with others
 - Show respect for instructors and peers
 - Accept others for themselves
4. Contribute to a learning atmosphere
 - Wait for recognition before speaking
 - Do not interrupt class
 - Assist classmates if able and time is appropriate
 - Contribute new or pertinent material on topic when appropriate
 - Do reading or assignments when no lecture or formal class is in progress
 - Practice procedures and be prepared for requested sign-off on procedures
 - Make good use of classroom/laboratory time
5. Take responsibility for own learning
 - Come to class prepared by bringing pen, pencil, paper, and books
 - Submit work missed during absence in a timely manner without prompting
 - Complete reading assignments and participate in class discussions
 - Be responsible for all assigned books and equipment
6. Attempt to do the best possible
 - Try to achieve full potential
 - Make an effort to answer questions when called upon. The instructor will recognize students before asking a question
 - Use time wisely
 - Make an appointment to see the teacher privately to clarify any unclear material
7. Respect school and clinical facility/property
 - Always leave the classroom, laboratory and conference areas neater than found
 - Do not eat, drink, or smoke except in designated areas
 - Do not deface property of others
 - Be proud of your school and remember to be an ambassador to the public

Externship/Practicum Rules**

1. Students are to abide by the policies and procedures of Lake Technical Center and the facilities utilized by the Medical Assisting Program for externship. Any student not in compliance with the set guidelines may be asked by the practicum coordinator/instructor to leave the practicum facility. The student will not be allowed to return to that practicum site. The instructor will notify the HSE Department Chair who will schedule a SIT meeting with the student.
2. Students will observe patient care activities and assist only as directed by the practicum coordinator/instructor or preceptor in charge. Students will perform only patient care that has been covered and completed in his/her present program.
3. Remember to protect patient privacy and confidential information. What you hear and see is not for general discussion. Any violation of this policy will be considered a serious breach of professional ethics. A Confidentiality Statement with each student's signature is kept on file.
4. Students will attend externship/practicum according to the externship/practicum schedule. The practicum coordinator will do all scheduling. If there is a scheduling conflict, you must contact the practicum coordinator/instructor, who will discuss issues with the HSE Director.
5. Students are authorized to be at the externship/practicum sites only for scheduled times. Please do not arrive early or stay late unless permitted to do so in order to complete patient care. **IF AN INCIDENT OCCURS WHILE AT A PRACTICUM SITE THE INSTRUCTOR MUST BE CONTACTED IMMEDIATELY.**
6. Unauthorized hours or shifts at a externship/practicum site are not allowed. Hours for students attending any practicum site (including scheduled dates but not scheduled sites) without prior approval from the Practicum coordinator/Instructor will not be counted toward clinical hours and will be reported to the HSE Department Chair.
7. Students are expected to utilize their time productively (i.e., no watching television, no sleeping, etc.) Students are expected to study or practice with equipment in order to maximize practicum experience.
8. Any student not in a proper, professional, maintained uniform will be sent home and he/she will have to reschedule.
9. The student is responsible for providing protective eyewear whether in- or outdoor. Proper and appropriate personal protective equipment shall be worn during all skills activities.
10. Certain records must be maintained in order to document clinical experiences and skill performance at the practicum site. **It is the responsibility of the student to adequately and accurately maintain these records.**
11. Additional policies and regulations may be established by the school or by the Medical Assisting Program director/Instructor or HSE Department Chair during the course of the program. After due and proper notification, students will be expected to comply fully with all regulations.

**** Violation of any of the above may result in disciplinary action up to and including dismissal from the program.**

REASONS FOR DISMISSAL FROM PROGRAM

1. Unsatisfactory academic, lab or clinical/internship work.
2. Demonstration of unsafe performance and poor professional judgment in the clinical and internship area such as, but not limited to, endangering a patient's safety by:
 - a. Violating standard safety practices in the care of patients

- b. Delaying care that is within the student's realm of ability and/or knowledge
 - c. Performing skills or procedures beyond the realm of the student's ability and/or knowledge
3. Being found in any restricted or unauthorized area.
4. Unethical conduct such as fraud, drug abuse, alcohol abuse, breach of confidentiality (HIPAA violation); inappropriate student/patient interaction or interpersonal relation; or aggressive or dishonest behavior to any school or practicum site staff member, physician, patient, or other student, defined as follows:
 - a. Aggressive behavior is defined as a forceful, self-assertive action or attitude that is expressed physically, verbally, or symbolically and is manifested by abusive or destructive acts towards oneself or others
 - b. Dishonest behavior is defined as an untruthful, untrustworthy or unreliable action
5. Cheating in any manner
6. Withdrawal from practicum clinical site or participating agency as the result of due process proceedings based upon a written request from the agency that the student be withdrawn
7. Violations of the attendance policy
8. Failure to satisfy identified probationary requirements within the stated time
9. Failure to comply with requirements as stated in the Master Plan of Instruction

DESCRIPTION OF THE PROFESSION

JOB DESCRIPTION

Main Function

Medical assistants work in doctors' offices and in various health care settings under the supervision of a doctor or office manager. Medical assistants who work in smaller facilities often act as generalists, engaging in a wide range of functions from patient care to administrative duties. Those who work in larger facilities may focus on one or two specific duties.

Duties and Responsibilities

Administrative duties

- Medical assistants handle important clerical tasks that enable facilities to operate efficiently. They perform bookkeeping, check patients in and out, collect insurance information, complete insurance paperwork and maintain patient medical records. When dealing with patient records, medical assistants must ensure that the information remains confidential at all times. Medical assistants answer phones, receive and direct incoming patients and schedule patient appointments. They also participate in coordinating prescription drug refills with pharmacies and in scheduling doctor-ordered lab work. Medical assistants also monitor facility supply and equipment levels.

Patient Care

- Medical assistants often aid the treating doctor in direct patient care. When involved in patient care, medical assistants may record patient medical histories, check vital signs, draw blood and prepare patients to undergo exams or procedures. Some medical assistants will even aid the doctor in performing a medical exam or procedure. Medical assistants may also be permitted to prepare and administer certain shots and medications to patients.

Patient Instruction

- In addition to working with doctors to administer hands-on patient care, medical assistants often participate in educating and instructing the patients. Medical assistants will provide patients with important information regarding recommended diets, medication instructions, treatments and procedures. Medical assistants may also answer patient questions, explain any potential risks or provide a patient with comfort and reassurance.

Facility Maintenance

- Many medical facilities require medical assistants to participate in the general maintenance and appearance of the facility. Medical assistants will prepare examination rooms for patients, making sure that the rooms are clean and properly stocked with the necessary equipment and supplies. Medical

assistants are responsible for gathering and properly disposing of lab specimens and contaminated items. Medical assistants may also be required to ensure that all instruments are properly sterilized.

PLAN OF INSTRUCTIONAL PRACTICES

Teaching Methods

The MA Program is a hybrid program with both online and face-to-face learning. Pre- and post-testing, demonstration, discussion, group interaction, audio-visual materials, required reading and written assignments, oral reports, role playing, question and answer, unit examinations, skill practice, anatomical models and charts, self-directed learning activity packages and clinical practicum experiences are teaching methods utilized in this program.

Teaching and Instructional Aids

Textbooks, workbooks, projects, reports, simulations, hands-on computer experience, video-taped instructions, films, guest speakers, board examples.

Methods of Teaching Safety

A basic outline of safety standards and practices is covered along with continuous implementation of safety principles. Skills are demonstrated by the student in the lab environment and must meet competency standards prior to performance in the clinical setting.

Evaluation

Class performance, skills performance, pre- and post-testing, practical test evaluation (labs), required written and workbook assignments, clinical observation of performance objectives during clinical experiences, decision-making, attendance, and work habits are included in a student's evaluation.

Externship/Practicum

Students will receive 160 unpaid externship hours under the direct supervision of their preceptor and/or instructor.

MEDICAL ASSISTING COURSE INFORMATION

Time Allotted

1300 hours

Program Faculty

M.A. Program Director/Instructor/Practicum Coordinator, Beth L. Thornton, MSN, RN
HSE Chair, Elise Veremakis, MSN, RN

Schedule

This course offers students flexibility to learn course material and complete assignments at their convenience. However, to create a cohesive learning environment, modules are completed within a designated time frame. This time frame will enrich the learning experience, particularly through discussion and peer interaction with other class members. This interaction is a primary component of any educational experience, online or face-to-face classroom learning.

Courses for Medical Assisting

Health Core	90 hrs
Medical Office Receptionist.....	100 hrs
Phlebotomist, MA	75 hrs
EKG Aide, MA	75 hrs
Medical Assistant 1	320 hrs
Medical Assistant 2	320 hrs
Medical Assistant 3	160 hrs
Externship/Practicum	<u>160 hrs</u>
Total	1300 hrs

Laboratory-Classroom practice

Externship/Practicum- Various clinical settings

Required Fees, Books and Supplies

Tuition **
Registration Fee**
Lab Fee**
Accident insurance (See insurance)
Criminal background check
Complete drug screening (scheduled after the start of the program)
Physical
Approved polo shirt
Watch with second hand
Bandage scissors***
Stethoscope***
Safety glasses***
Protective eyewear***
Course Textbooks and Workbook

**Current tuition and fee information is available from the Admissions Office.

***Included in lab resource kit

Textbooks

Bonewit-West K, Hunt, SA, Applegate, E: *Today's Medical Assistant: Clinical and Administrative Procedures*, St Louis, 2009, Saunders

Bonewit-West K, Hunt, SA, Applegate, E: *Study Guide for Today's Medical Assistant: Clinical and Administrative Procedures*, St Louis, 2009, Saunders

Study Guide for *Virtual Medical Office*, St Louis, 2009, Saunders

Instructor Information

Office hours

On campus Monday- Friday (Holidays excluded) 8:00 am to 3:30pm

Virtual office hours - 24/7, response may not be received until instructor on campus

Beth Thornton MSN, RN ext. 156

Thorntonb@lake.k12.fl.us

Healthcare Chair Information

Elise Veremakis MSN, RN ext. 134

Veremakis@lake.k12.fl.us