



Lake Technical College

**Program Requirements and Expectations
And Master Plan of Instruction**

Medical Assisting

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The mission of Lake Technical College is to be an integral component of the economic growth and development in our communities by offering a variety of high quality career-education and training opportunities.

Lake Technical College does not discriminate on the basis of race, religion, color, national origin, gender, genetic information, age, pregnancy, disability, or marital status in its educational programs, services or activities, or in its hiring or employment practices. The district also provides access to its facilities to the Boy Scouts and other patriotic youth groups, as required by the Boy Scouts of America Equal Access Act, or any other youth group listed in Title 36 of the United States Code as a patriotic society.

LAKE TECHNICAL COLLEGE

Program Requirements and Expectations

ADMISSION REQUIREMENTS

Applicants must be at least 16 years of age and should be academically, physically, and emotionally capable of meeting the demands of the chosen program. Applicants make initial application through the Admissions Office. A minimum skills evaluation is part of the admission process.

The Career and Technical Education programs have the following minimum admissions requirements:

1. Complete an LTC online application.
2. Take the basic skills examination, if required.
3. Meet with a career advisor.
4. Fulfill additional entry requirements as needed for individual programs.

A high school diploma or GED is not required to enroll in most programs. However, it is **recommended that all students complete either a high school diploma or a GED prior to program completion.**

TESTING REQUIREMENTS

All applicants for Career and Technical Education (CTE) programs 450 hours or more, with the exception of Florida Law Enforcement Academy and Paramedic applicants, take a state mandated basic skills evaluation prior to enrollment. Basic skills evaluation scores must be valid at the time of enrollment. Testers must be 16 years of age or older.

If a student has met or exceeded standard scores on one area of one test, they may use another test to meet the additional skill area requirements. It is acceptable to combine test scores from more than one test. (Rule 6A-10.315, F.A.C.)

Assessment instruments meeting this requirement include:

Per 2020, FS [1008.30](#) – Common placement testing for public postsecondary education and [Rule 6a-10.040](#) (eff. 2/16/21)

No expiration date:

- Tests of Adult Basic Education (TABE), Forms 11 and 12, 2017;
- Comprehensive Adult Student Assessment System (CASAS), GOALS 900 Series, 2019;
- 2014 GED® Tests: Reasoning through Language Arts and Mathematical Reasoning where a minimum score as required in [Rule 6A-6.0201, F.A.C](#) (eff. 3/23/16), has been attained on each test.

Good for 2 years from the date of testing:

- A common placement test where a minimum score has been achieved pursuant to [Rule 6A-10.0315, F.A.C.](#)(eff. 9/24/19);
- PERT, SAT, The College Board, ACT, Next Generation, ACCPLACER, The College Board

Per 2020, FS [1004.91](#), FS [1008.30](#), and the [2021 CTE Basic Skills Assessment Technical Assistance Paper](#) – Requirements for career education program basic skills – Programs 450 hours or more

- An adult student with a disability may be exempted. (per [Rule 6a-10.040](#)(eff. 2/16/21), FS [1004.02\(6\)](#)(eff. 2020) – must follow LTC policy and process);
- A student who possesses a college degree at the associate in applied science level or higher;
- Any student who entered 9th grade in a Florida public school in the 2003-2004 school year, or any year thereafter, and earned a Florida standard high school diploma. (*Graduated 2007+*)
- A student who is serving as an active duty member of any branch of the United States Armed Services;
- A student who passes a state or national industry certification or licensure examination that is identified in State Board of Education rules and aligned to the career education program in which the student is enrolled;
- An adult student who is enrolled in an apprenticeship program that is registered with the Department of Education in accordance with chapter 446;

- A student who demonstrates readiness for public postsecondary education pursuant to s. [1008.30](#) (see *testing chart below*) and applicable rules adopted by the State Board of Education. If a student has met or exceeded standard scores in one area of one test, another test may be used to meet the additional skill area requirements. It is acceptable to combine test scores from more than one test;
- A student who was previously tested and referred to developmental education at a Florida College System (FCS) institution college may be reported as meeting basic skills requirements once they successfully complete the required developmental education and will not need to be retested.
- Students enrolled in school district or FCS institution law enforcement training academies are not subject to basic skills exit requirements in s. 1004.91 F.S. or Rule 6A-10.040 F.A.C. The Florida Department of Law Enforcement (FDLE) has designated the Florida Basic Abilities Test (FBAT) for use with these students; please refer to [s. 943.17\(6\), F.S.](#), for more information.

Applicants transferring appropriately leveled TABE, CASAS GOALS, GED® test sections, or other common placement tests must do so by having an official score report sent directly to the Admissions Office prior to enrollment in the program. Scores brought by hand will be accepted only if the document provided by the outside testing center is in a sealed envelope.

Remediation of Basic Skills

According to Florida Department of Education rules, students who do not meet basic skills exit scores may only retest after 60 documented hours of remediation or three months if no documented remediation is available. 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 basic skills exit scores set by the Florida Department of Education for their program may begin attending remediation classes prior to or at the time of enrollment in a Career and Technical Education program and make acceptable progress as determined by the AAAE faculty member. It is highly recommended students meet state mandated basic skills requirements by the time they have completed 50% of their program. Students who do not meet state mandated basic skills exit scores may not receive a certificate of completion as per Florida Department of Education rules.

Some basic skills test scores are only good for two years and must be valid at the start date of the initial enrollment period. Basic skills test 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 each semester. Continuous enrollment applies to attendance in a single program.

ACCOMMODATIONS

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan to meet individual needs to ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their postsecondary provider.

Students desiring accommodations or updates to their accommodations are encouraged to self-identify before or as soon as possible to the Special Populations Coordinator and provide documentation that clearly shows evidence of a disability and applicable accommodations. The Special Populations Coordinator will schedule a meeting with the student and faculty to discuss the documented disability and applicable accommodations.

Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments, assessments, time demands, schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodation requested and provided is maintained in a confidential file.

Students in need of academic accommodations for a disability may consult with the Special Populations Coordinator to arrange appropriate accommodations. Students are required to give reasonable notice (typically 5 working days) prior to requesting an accommodation.

TUITION

Tuition is charged to adult students at a rate established by the State legislature. Current fee information is available in the Admissions Office. Tuition is waived for eligible high school, career dual enrolled students. Tuition is due prior to the first

day of each payment period based on the Lake Technical College payment calendar. Failure to pay fees at the time class begins may result in not being able to attend class and/or clinical.

INSURANCE

Personal injury/school accident insurance is required for all Career and Technical Education students. This insurance is provided through Lake Technical College at the rate of \$1.50 a month. The accident insurance fee will be charged to students per payment period.

Health programs with clinical experiences require liability insurance in conjunction with requirements by the healthcare facilities. The liability insurance fee is charged to students at the time of enrollment.

ATTENDANCE POLICY

Guidelines for All Students

In an effort to develop professional skills, regular attendance is required of all students. Students are expected to be in their class promptly in the morning, after break, and after lunch. If it is necessary to be absent due to illness or emergencies, all students are to notify the faculty member as soon as possible prior to the start of class, as is expected in the workplace. Students may be eligible to have up to 10% of the hours in a program per pay period as excused absences. LTC employs a Student Retention Specialist who works with students and faculty to track attendance, assists in developing strategies to improve attendance, and coordinates make-up time.

Enrollment Period – period of time a student begins his education and training in a CTE program (i.e., August 15th, January 3rd) through the date of withdrawal or completion.

Payment Period – a set block of time in which a student pays for program hours (i.e., 300 hours, 450 hours)

Excused absence – one that is unforeseeable, unavoidable, and/or unusual. Examples of excused absences include but are not limited to personal illness, court appearance, medical appointment, insurmountable conditions such as extreme weather conditions, religious observances, communicable disease outbreaks, and local conditions determined by LTC, and death in the immediate family. Documentation may be required. No more than 10% of program hours per payment period may be excused.

Unexcused absence – Absences that fall outside of the excused category. Students may make up a maximum of 5% of unexcused absences per payment period. Unexcused absences exceeding this amount will remain unexcused and may result in discipline and/or dismissal from the program. Make-up time must be completed within a reasonable amount of time in order remain in pace with the class and to remain in good standing with Lake Tech.

Make-up time – Students are required to successfully complete hours missed via attendance during designated hours outside of the regularly scheduled program hours. Failure to complete make-up time may result in withdrawal from the program. Make-up hours may not exceed 5% of the scheduled hours in the payment period. There is a \$25.00 make-up time fee per payment period.

Students in non-licensure programs must have achieved a minimum of 85% attendance at the end of each payment period. If the student's attendance does not improve but drops below 75%, the student may be withdrawn unless documentation regarding extenuating circumstances is provided to the Student Retention Specialist. School Intervention Team (SIT) meetings will be held as necessary to attempt to alleviate issues resulting in excessive absences and to counsel the student of possible alternatives and consequences. Students may be placed on attendance contracts. Students on attendance contracts are deemed to be on academic probation.

**Note: licensure program attendance policies may be more rigid due to licensure requirements and supersede this policy.*

Regularly scheduled class hours will be reported for attendance. Coursework completed at home will not count toward hours in a program. Students will be enrolled in additional hours if needed. Current tuition and fees will apply.

Excessive absences - A student who is absent for six (6) consecutive class sessions will be withdrawn from his/her program. A student must petition and be approved in order to return. Students exhibiting a pattern of consecutive absences of less than six days will be subject to dismissal as determined by a School Intervention Team. A School Intervention Team will review all petitions for re-enrollment. No additional fees will be charged if the student returns during that current payment period, provided fees have not been refunded.

The excessive absences policy also applies to the adult education student. If the student requests to be re-enrolled during the same enrollment period, he or she will be assessed a \$10.00 re-enrollment fee. This may be waived depending upon mitigating circumstances.

Students with excessive absences will face the possibility of the loss of financial aid, lower professional skills grades and the ability to continue in the program.

Leaving Campus During School Hours

For safety reasons, students will notify their faculty when leaving campus early. Students may leave campus for lunch provided this is done within the allotted time.

PLAN OF INSTRUCTIONAL PRACTICES

Teaching Methods

Lecture, demonstration, discussion, group interaction, verbal and written quizzes, skill practice, individualized instruction, computerized tutorials, interactive learning, web-based learning, textbooks, workbooks, projects, journals, reports, simulations, hands-on computer experience, collaborative learning, video-taped instructions, guest speakers, field trips, customer service projects, program job shadowing, cooperative on-the-job training, interactive learning, and web-based learning are among the teaching methods utilized.

Among the provisions made to allow for individual differences are pre-testing to determine entry level, workbooks and study guides for progress at individual rate, progress grading, individualized instruction, individual project assignments, and referral for basic skills remediation.

Online Access

Technology is an integral part of our daily lives. From smart phones to electronic tablets, these devices are becoming items that many cannot function without. In addition, the Internet is changing the way education is delivered. Lake Technical College strives to ensure that our students are able to compete in this technology driven world. With this in mind, it is recommended that students have an online presence and access to the internet.

It is also important that students have an email address that they check on a regular basis. A lot of information may come to you through your email, so it is important that you check it regularly. If you do not have an email address, there are numerous services that provide FREE email addresses. Please make sure your faculty have a current, working email address for you. See your faculty for more information.

Social Media

The advent of social media has created a world-wide communication medium for persons of all ages. While extremely popular, these websites have also created their own set of “not-so-popular” problems such as cyber-stalking, identity theft, cyber-bullying, cyber-cheating (posting of exam, or other course material), and a host of other nebulous challenges that users may face. Another reality associated with social media is its far-reaching consequences for those who share posts that may be seen by others as inappropriate.

Potential employers, current employers, civic, or educational organizations you may be associated with, and many others are looking at social media sites for information that may tell them things about an individual. Students should also be cautioned on how private their social media content really is – despite the settings on an account. All social media sites are potentially vulnerable. A simple search of how to view pages that are set as “private” for a popular social media website yielded numerous responses for ways to view the content. Everything from blogs to online videos offer to explain how to accomplish this task.

Students in all programs need to be cognizant of the fact that most professions rely on great moral character. It is recommended that when using social media, assume that all posts will be seen/read by everyone with access to the internet.

Evaluation

Class performance, quizzes, tests, attendance, portfolio assessments, completion of project assignments, decision-making, professional skills, achievement of entry-level competencies, and other methods are used for evaluation. See “Grading Procedures”.

Work Based Activities

Work-based learning activities play an integral part of the curriculum of LTC’s career-technical training programs. These activities are planned with two objectives in mind. First, the activity provides students with the opportunity to develop and apply a “real world” experience using the knowledge and skills attained in the program. Second, the activity provides the

faculty with objective input from potential employers or customers of program graduates. Each work-based activity has a written instructional plan outlining objectives, experiences, competencies and evaluation required during the activity.

Work-based activities are program specific and may include:

- Unpaid in-school shop/lab activities to provide customer service opportunities under the direct supervision of the program faculty.
- Unpaid job shadowing experiences that may include in-school or off-campus employer-based experiences under the supervision of a qualified employer representative who is working closely with the program faculty.
- Paid or unpaid cooperative training experiences conducted at the employer's work location under the supervision of a qualified employer representative and under the direction of the program faculty.

Cooperative Education

Cooperative training is available for students and coordinated by the faculty. Cooperative training is for students who have shown competence in program training that indicates readiness for placement in an on-the-job program. High school students participating in the cooperative job placement program must be in at least grade 12. Students must be enrolled in their last course of their program in order to participate in Co-op. In addition, basic skills exit levels must be met and the student can have no outstanding debt with the school. Students must be approved for Co-op prior to beginning, including clearance through financial aid.

Students may be returned to the program for additional training if they do not function satisfactorily on the job or when the cooperative agreement is terminated at the request of the student, parent, employer, or program faculty.

Veterans will be accepted into the program in accordance with the Department of Veterans Affairs approved program.

Additional information regarding co-op opportunities may be obtained from the program faculty.

Job Shadowing

Job shadowing experiences, or volunteer experiences, are available to students as part of their program training. These experiences are designed to give the student actual hands-on experience doing a variety of related tasks. Length and type of experiences will vary. The program faculty determines appropriateness of the experience. Additional information regarding job-shadowing experiences may be obtained from the program faculty.

Career Dual Enrollment Students

All students enrolled in Lake Technical College are expected to function as adults. High school students will be held to the same behavioral and performance standards as adult students.

GRADING PROCEDURE

Grading Scale

The grading policy for this program is as follows:

90-100	Excellent
80- 89	Passing
< 80	Failing

Lake Technical College is a postsecondary institution designed to provide trained individuals to industry. The grading scale for this program reflects industry standards. The approved postsecondary program grading requirements must be met if the student is to receive a certificate.

Program grades are based on the three criteria: Skills, Knowledge, and Professional Skills. Each area counts as one-third of the grade. Students have access to final course grades through the student portal. A minimum grade of 80% in each area is required in order to receive a passing grade. If a student's grade is below 80%, the student will be counseled as to what steps need to be taken to bring the grade to a satisfactory level.

Licensure programs may have a grading scale reflective of their industry that varies from the above.

Program Progress

Students are expected to complete the program of training within the hours allotted by the State of Florida for completion. The student's rate of progress will be closely monitored by the faculty and the Student Retention Specialist to ensure program completion in a timely manner. Most tests, projects, and similar assignments must be completed in class under the direction of the instructor.

Requirements for a Certificate

All competencies specified in the State of Florida Curriculum Framework for the program must be successfully completed with at least an 80 percent in the areas of skills, knowledge, and professional skills. Students must also meet minimum TABE requirements prior to graduation.

Professional Skills

Effective professional skills are the cornerstone to successful employment. Students are expected to demonstrate productive professional skills during all phases of enrollment. Faculty will work with students who need assistance in this area to improve the overall possibility for successful employment.

Attendance: Attends class for all scheduled hours assigned, arrives/leaves on time, contribute to class discussion and is actively involved in all activities.

Character: Displays academic integrity (inclusive of not committing plagiarism), trustworthiness, dependability, reliability, self-discipline, and self-responsibility.

Teamwork: Respects the rights of others; is a team worker; is cooperative; ensures confidentiality in all classroom, clinical and other matters; demonstrates professional behavior in interactions with peers, preceptors, and faculty.

Appearance: Displays appropriate dress, grooming, hygiene, and wears full regulation uniform of the day.

Attitude: Displays a willingness to cooperate and accept constructive criticism; sets realistic expectations; approaches assignments with interest and initiative.

Productivity: Follows safety practices; conserves materials and supplies; maintains equipment; stays on task and utilizes time constructively; demonstrates proactive learning through involvement in activities and contributions to class discussions.

Organization: Manifests skill in prioritizing and management of time and stress; demonstrates flexibility in handling change; completes assignments on time; uses work time appropriately.

Communication: Contacts faculty to report concerns; notifies faculty of tardy/absence one hour before start of class; seeks clarification and understanding through appropriate, pertinent questions.

Leadership: Displays leadership skills; appropriately handles conflict and concerns; demonstrates problem-solving capability; maintains appropriate relationships with supervisors/faculty and peers; follows the chain of command.

Respect: Deals appropriately with cultural/racial diversity; does not engage in harassment of any kind to include but not limited to verbal, nonverbal, and written; addresses faculty and peers in appropriate tone and with appropriate language to include but not limited to electronic (email, text, etc.) communications.

STUDENT DRESS 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, makeup, and jewelry must be clean, neat, modest, in good repair, appropriately sized, and be neither distracting nor offensive. Students are expected to display their valid student ID, or have on their person when unable to display due to safety in the program, at all times.

The Executive Director or designee has the final authority for determining whether or not a student's apparel conforms to the dress code. If it is determined that it does not, students will be required to change into clothing which will conform to this code or leave campus. Students may return to campus when they have changed into appropriate clothing.

Students will wear the designated program uniform each day to class and while on a Job Shadow experience, Co-op or clinical assignment. Shirts may be worn with pants or skirts. Shorts are not permitted. On designated days, some programs will required students to dress in business attire suitable for a job interview. This is defined to be clothing that would be acceptable for most job candidates to wear to a standard job interview.

NOTE - Remember that you are preparing for employment in a position in which public relations may be a factor in your success. Individual desires cannot always take precedence.

GENERAL SCHOOL INFORMATION

Campus Safety

Lake Technical College makes every effort to provide a safe environment for all students, visitors, faculty and staff. Basic safety standards, which will 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 enrollment. See the current school catalog for additional campus safety information.

Follow Up

Lake Technical College is proud of its graduates and celebrates the next step graduates take whether it is employment, military or further education. Prior to completing, students may visit the Career Success Center for assistance with employability skills such as resume writing. In addition, faculty may provide students with employment leads. However, it is up to the individual student to actively pursue employment opportunities. We like to hear how our graduates are doing and want to celebrate your successes so be sure to communicate with your faculty any employment, military, or further education you enter. Students are required to participate in an Exit Interview prior to their last day in their program.

Food and Drink

To protect equipment and furnishings in the classroom and laboratory areas, only water, in closed, covered containers, is permitted. No other food or drinks are allowed, unless specific permission is granted by the faculty. However, under no circumstance may food or drinks be in the computer lab areas.

Lunch

Food services are provided on the main campus in the Lake Tech Café and are available during breaks and lunch. Adult students may leave the LTC campus during the scheduled 30-minute lunch break as long as they return to the program on time.

Parking Regulations

Students may park only in the south parking lot in spaces not designated as staff or customer service parking. For safety, loitering in or around vehicles once the vehicle is parked is not allowed, and a 5 mph speed limit is enforced. In consideration of the neighbors and classes in session, loud music in vehicles on campus is prohibited.

Smoking

Lake Tech is a tobacco free institution. The use of tobacco products of any kind, including e-cigarettes, is not permitted at any Lake Tech location. This includes the parking lots.

FINANCIAL AID

Policies and guidelines for the administration of all financial aid are established according to federal and state law. Applicants complete an information form, Free Application for Federal Student Aid, and furnish documentation needed to verify eligibility. More information on the application process may be obtained in the Financial Aid Office.

The Financial Aid Office will assist students, where possible, with access to financial support offered by federal agencies (U.S. Department of Education – Pell Grants, Department of Veterans' Affairs), other state and local agencies and local organizations (scholarships).

TEXTBOOKS

For the most recent book list for any program visit Lake Technical College's bookstore located in the Business Office.

LAKE TECHNICAL COLLEGE

MEDICAL ASSISTING SYLLABUS

INTRODUCTION / GOALS

The Medical Assisting Program is a 1300-hour program. (Including 200 unpaid hours of externship/practicum in a medical setting.) This program is designed to introduce medical assisting students to the essential skills and knowledge necessary to be an entry-level medical assistant. This includes basic coverage of anatomy and physiology, as well as extensive coverage of both administrative, management skills, and clinical procedures. Program hours are from 8:15 am to 4:15pm Monday through Thursday.

The goals of the Medical Assisting program are to prepare students to successfully enter the workforce as a medical assistant, with the relevant academic knowledge and technical skill to become nationally certified. In addition, students in the program will be responsive to the needs of the community and the role the medical assistant will serve in meeting those needs.

HEALTH SCIENCE EDUCATION MISSION

The mission of the **Health Science Education Department at Lake Technical College** is to prepare students to meet the health care needs of a growing and diverse population, while serving as productive members of our local, state, national, and international communities.

PROGRAM ACCREDITATION

The Medical Assisting Program at Lake Technical College is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) upon the recommendation of Medical Assisting Education Review Board (MAERB). Students that have completed the program and have successfully mastered all competencies in the program, may apply for certification through the American Association of Medical Assistants (AAMA) to be credentialed as a Certified Medical Assistant (CMA). Students may also seek accreditation as a Registered Medical Assistant through the American Registry of Medical Assistants, to be credentialed as Registered Medical Assistant (RMA) the National Healthcare Association to be credentialed as a Certified Clinical Medical Assistant (CCMA) and the American Medical Certification Association to be credentialed as an AMCA. Program faculty will educate students to this application process.

MEDICAL ASSISTING 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 professional skills, 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 outpatient 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 medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.

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 minimum of 25 pounds and a maximum of 100 pounds
- Ability to bend a knee
- Ability to sit or stand for long periods of time
- Ability to perform CPR
- Ability to audibly hear sounds with a stethoscope (with a documented disability and reasonable accommodation may be made with a specially designed stethoscope.)

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 high degree of patience
- Ability to adapt to shift work
- Ability to work in areas that are close and crowded

PROGRAM GOALS AND EXPECTATIONS

- Demonstrate knowledge of blood borne diseases, including HIV/AIDS
- Apply basic math and science skills
- Demonstrate communication skills

The basic skills exit scores for this program are: Reading/Language 10 and Math 10.

Re-admission

At the direction of the HSE Department Chair and the College's administration, students in good standing who withdraw from the Medical Assisting program prior to program completion may reapply to the subsequent class. 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 course 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 course 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.
4. Students reentering program may be required to purchase any new or updated materials added to the program to include textbooks, online access codes, and web-based curriculum.

BACKGROUND SCREENING & DRUG TESTING

The Agency for Health Care Administration (AHCA) requires all employees and other individuals (students) whose responsibilities may require them to provide personal care or services to patients 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 College, 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-practicum 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 practicum/externship. A conviction, 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 Science Education (HSE) Department Chairperson within 72 hours of arrest. A conviction of; a plea of guilty to; or a plea of nolo contendere to an offense would require a meeting with the HSE Department Chairperson to discuss continuing in the program. Failure to disclose this information in a timely manner may also lead to dismissal from the program.

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 (knowledge), affective (behavior), and psychomotor (skills) 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 inquire about reasonable accommodations.

ATTENDANCE POLICY

Lab/Clinical Skills

1. Attendance is mandatory at all scheduled competencies and practical skills demonstrations. Absences during clinical skills demonstrations 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 competency or clinical skill to secure a time with a faculty to demonstrate the skills acquired by other students during the absence. It is the student's responsibility to come prepared for competency check-off. Students that are unprepared will have to reschedule with the faculty for a time not designated for other duties.
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 faculty to get missed assignments and handouts.
3. Breaks, lunch period, and release at the end of the day will be designated by the lead faculty.
4. Competencies must be scheduled in advance during the designated time set by class room scheduler and/or faculty.
5. Theory questions for competencies must be completed prior to start of competency
6. Failure to know answers to theory questions at time of competency will result in a lower Professional Skills Grade

Student Responsibilities

Students are responsible for:

- Attending class on all days as per the program schedule
- Checking email/voicemail messages regularly and communicating with faculty
- Scheduling competency check-offs in a timely manner in an effort to maintain forward progress with pacing chart
- Completing all class work and competencies for each program course prior to testing
- Completing assignments in sequential order, as noted in the pacing chart
- Scheduling "Goal Setting" meeting with faculty at the beginning of each course

- Achieving goals set within specified timeframe for each program course
- Scheduling Competencies with classroom scheduler and/or faculty in a timely manner to complete course time frames

Be focused. Develop a regular study routine using the pacing chart that is included with each course syllabus and the faculty's direction.

GRADING POLICY

The Medical Assisting program utilizes a web-based interface that coincides with the required texts for the program. This blend of educational delivery offers the student an opportunity to work independently in the classroom using his/her own electronic device or one provided in the classroom. Success utilizing the integrated method of instructional delivery depends on the following factors: a high level of self-discipline, an ability to communicate effectively, an ability to work independently and a desire to reach goals. These factors constitute effective professional skills and are essential to positive achievement in the Medical Assistant program.

Each course includes a syllabus with a pacing chart which outlines expectations, assignments, time frames, and competencies that need to be achieved for successful completion of the program. It is important that the student understand that all competencies must be proficiently achieved prior to moving onto the next course. All competencies in the program must be completed in order to graduate.

Students will establish goal dates for completion of the course with the Faculty. These dates will be documented on a goal sheet that is specific for the course the student is taking. The student will sign the goal sheet as verification the student agrees with the goal date established. If the student needs to extend the completion date, it must have authorization of faculty with date and signature on Goal sheet. Upon completion of the course, the student will enter the completion date on the goal sheet in the designated area and turn it in at the goal setting for the next course. The next course syllabus will not be given without the prior course goal sheet being completed.

Program Progress

Students are expected to complete the program of training within the hours allotted by the State of Florida for completion. The student's rate of progress will be closely monitored by the faculty to ensure program completion in a timely manner. Most tests, projects, and similar assignments must be completed in class under the direction of the instructor. Practice exercises may be completed at home. Practice exercises completed at home does not count toward hours in the program.

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

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

Program grades are based on knowledge, skills, and professional skills. 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.

Cognitive/Knowledge is based on exams, course work, and other assignments

Psychomotor/Skills are based on proficient demonstration of competencies and associated theory

Affective/Behavior are evaluated in the classroom and lab based on the Professional skills Performance Standards listed earlier in this document.

TESTING POLICY

Knowledge

If you receive a score of 77% or higher on any test, you may not retake that exam to earn a better score.

Policy on Test failures

Any exam passed via a retake will receive a **maximum** grade of 77%, **regardless** of the score on the retake. If a course has multiple exams, only two tests within that course may be retaken. In courses with multiple exams, the decision to retake an exam must be done at the time of failure. Once the next test in the course is taken, it is not an option to retest. Testing times will be available once per week. Students are expected to take a minimum of one test per week except in courses of 100 hours or less.

1st failure of content

- If you do not receive a score of 77% or better on a test, remediation will be done with your faculty. It is the student's responsibility to make an appointment with the faculty, within one week of test date. Once remediation is completed, the student may retake the test on the same day. Failure to make the appointment within one week of test date will result in the failing grade being posted in the grade book. The student has the option to take the test without remediation.

2nd failure of same content

- If you do not receive a score of 77% or better on a test after the 2nd attempt, you may not retake the test on the same day. You must schedule remediation with your faculty.
- You must complete the learning objectives that cover the content of the test, email them to your faculty and make an appointment to see your faculty within one week of the test date.
- Once both the objectives and the remediation have been completed, the test will be reopened for you.

3rd failure of same content

- On a third failure of the same test, the faculty will notify the HSE department coordinator of the academic status. After the third consecutive test failure, an appointment will be made for a School Intervention Team (SIT) meeting.

Testing Dates

1. Testing dates will be established with the student and the faculty, at the beginning of each new course during each goal setting session. Goal setting sessions will be scheduled by the student within 3 school calendar days of receiving the new syllabus, at which time the student will sign the goal setting form specific to the new course.
2. Missing scheduled Testing day
If the student misses their scheduled testing date, 5 points will be deducted from test score, unless documented illness/emergency has prevented attendance on that day. Student must contact the faculty upon return, acknowledging missing scheduled test.
3. Retake of Test
 - If the student fails the test on scheduled testing day, the student must schedule remediation if desired prior to re-testing.
 - In order to be eligible for re-testing, the retesting must occur within 2 school days following original test.
4. Expectation should student miss scheduled test
 - The student will take the missed exam on the day of return to the classroom.
 - If documented illness/emergency prevented student from taking exam on scheduled day, documentation must be given to faculty prior to taking exam.
 - Should the student fail the test they take when they return after absence, remediation and make up must be scheduled that week.
 - Moving forward the scheduled test dates will continue to be followed as written on the Medical Assisting Goal paper that is received at the beginning of each course.
5. Failure to follow the Goal form and corresponding testing dates
 - (Exception: illness/family emergency) or more than one missing scheduled testing date and/or adjustment to Goal sheet per course, will result in a meeting with the HSE department chair to discuss ways for the students continued success.

Competencies

Students will schedule their competencies with the classroom scheduler and/or faculty. Attendance and participation is required or changed in a timely manner. Student must bring competency form with theory questions highlighted and answered on a separate paper in order for evaluation of competency to begin. Students will remain in competency check off groups as designated at time of goal setting for each course. Skills must be passed by the second attempt and must be accomplished prior to the end of the module in which the skill is presented. The final exam for the course cannot be completed if all competencies are not successfully demonstrated. Students may not move on to the next course unless all competencies have satisfactorily been completed.

Students shall not perform any skill outside the medical assisting scope of practice. **Blood drawing or injections shall not be performed without a faculty present.** 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 200 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 Medical Assisting program 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 Coordinator or Faculty will communicate regularly with preceptors to determine student progression in the program. Any time missed will extend the practicum until 200 hours have been completed.

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 **successfully and unsuccessfully** attempted. The preceptor is responsible for verifying time in and out, evaluating skills performance and writing comments about student performance and progression.

Directions on all practicum 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 given to the Practicum Coordinator at the exit interview. Student is accountable for all information and completion of all practicum paperwork.

For the practicum experience, the student will be evaluated on the level of competency in: self-motivation, customer service, empathy, communication, time management, teamwork, respect, patient advocacy, appearance, and personal hygiene.

Clinical Skills

It is the student's responsibility to complete all skills competencies. Students will be held accountable to complete practicum (200hours) within consecutive weeks at the end of the program. All required clinical skills must be successfully achieved in order to complete the program.

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 TECHNICAL COLLEGE REQUIREMENTS FOR PROGRAM COMPLETION – CERTIFICATION

Students must meet the following program requirements for certification:

- Meet minimum basic skills recommendation prior to graduation.
- Successfully complete all competencies specified in the program State of Florida curriculum framework.
- Successfully complete both the classroom, competency 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 200 hours of unpaid practicum/externship.

CLASSROOM, LAB, CLINICAL AND PRACTICUM UNIFORM CODE

Students who attend Lake Technical College 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, makeup, and jewelry must be clean, neat, modest, in good repair, appropriately sized, and be neither distracting nor offensive.

A uniform identifies you to the public and medical 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. It will also be reflected in your professional skills grade.

Uniform Code

1. **Program approved polo shirt:** Shall be worn open at the neck one button from the collar. A long sleeved black t-shirt/turtleneck may be worn under the polo shirt. Black lab jacket with knitted cuffs at the wrist or black sweater may be worn with program approved embroidery. The shirt and lab jacket are to be free of wrinkles.

2. **Black medical uniform pants:** Pants must be of appropriate length and cannot have flare at bottom. (Cargo pants with no more than two pockets are allowed) Jeans are not permitted except for fundraising efforts designated by lead faculty. The pants are to be free of wrinkles
3. It is a requirement that both the polo shirt and the uniform pants be **clean and neat** at all times. You are representing yourself, your faculty and your school.
4. **Belts (if worn) are to be** black with a simple, unadorned buckle, maintained in relatively new condition.
5. **Black shoes,** Closed-toe and hard-soled. If ankles are exposed, **solid black** socks must be worn, covering ankles. High heels, clogs, platforms, cowboy boots or high top work boots are unacceptable.
6. Lake Technical College Student ID badge must be worn, above the waist, at all times when on campus and in uniform.
7. **Jewelry:** In order to reduce the risk of infection, jewelry must be limited to a watch, wedding or engagement rings worn on ring finger. Special rings for right hand on the ring finger 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 two small post earring in each ear, one small hoop, not to exceed ½ “, may be substituted for **one** post. **No other** visible piercings of any kind are acceptable. Tongue piercings must be removed. Ear plugs must be natural skin tone in color. One thin-chain necklace with adornment no larger than ½” is permitted. If worn, necklace must be tucked inside shirt.
8. **Make-up/Eyelashes:** Will be conservatively applied, if worn. Eyelashes are to be natural in color and, as with nails, artificial eyelashes are prohibited.
9. **Hair** will be:
 - A natural hair color only.
 - Neatly combed, brushed or styled.
 - Out of the eyes and restrained with clips or bands that blend with hair color or Red or Black. No large flowers or large bows. All hair adornments must be professional.
 - Hair must be worn above the collar and away from the face at all times when in uniform. The only exception is with special permission of faculty.
 - No Sculpting of hair.
10. Beards and moustaches must be neatly groomed.
11. **Fingernails:** No nail polish allowed. Nail polish should be completely removed with no residue visible. Nails should be no longer than end of fingertip. Artificial nails (to include, but not limited to, gel finish, silk tips, shellac) are not permitted.
12. **No** offensive odors (i.e., body, breath, shampoo, perfume, etc.) are acceptable. **Please remember that strong perfume, hair spray, coffee, cologne, or cigarette smoke may be offensive to patients and co-workers.** These odors **could trigger an acute respiratory episode in patients with respiratory ailments.**
13. **Body art:** All visible body art (tattoos, Henna, etc.) must be covered at all times when participating in any program class or clinical activity. The only exception to this is the hands during class. Because hands are the greatest source for the spread of infection, tattoos on the hands are not required to be covered, but must not be offensive in nature. Such tattoos must be covered per practicum sites employee policy, during practicum at the end of the program.
14. **Equipment:** A watch with the capability of a second hand, a black ink pen and a bell and diaphragm stethoscope are required.

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.

Any dress code infractions will be reflected in the professional skills grade.

MEDICAL ASSISTING POLICIES AND PROCEDURES

General Rules for Students**

1. To protect equipment and furnishings in the classroom, beverages in closed, covered containers, is permitted. No

other food or drinks are allowed, unless specific permission is granted by the faculty. However, under no circumstance may food or drinks be in the laboratory areas.

2. Students are to be in proper uniform for any class, lab, clinical, practicum, or other related school activity unless assigned otherwise. Participation at Morning Huddle and participation in end of day manager assignments is expected.
3. All laboratory equipment should be returned to its proper place after use. Any broken equipment must be reported to the faculty for repairs.
4. The refrigerator in the Medical Assisting lab is for specific medications only. No personal food or drink is permitted to be store there.
5. Students will not use electronic devices for personal needs while in classroom. Students are expected to follow the guidelines of the Telecommunications Policy and not use electronic devices for personal information while in the classroom, lab areas, or practicum experiences.
6. No student is allowed in the faculty's office without permission.
7. 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.
8. 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 faculty or department chairperson immediately and allow them to disarm the situation.
9. All injuries and/or illnesses must be reported immediately to the faculty.
10. Students who become ill during class must notify the faculty before leaving the classroom. If a student should have to leave for the day during school hours, the faculty must be notified and student will sign out on clipboard
11. Lake Tech is a tobacco free institution. The use of tobacco products of any kind, including e-cigarettes, is not permitted at any Lake Tech or externship location.
12. 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 being the student's responsibility. The advisory council for Medical Assisting states that industry standard mandates students cannot smell of smoke during classroom and/or practicum.
13. 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 faculty ½ 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 faculty.
 - Exhibit a congenial and cooperative attitude with others.
 - Show respect for faculty 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.

- Maintain goals that are self-determined at the beginning of each course.
 - 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 faculty 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, refrain from negative remarks on social media.

Practicum Rules**

1. Students are to abide by the policies and procedures of Lake Technical College and the facilities utilized by the Medical Assisting Program for practicum. Any student not in compliance with the set guidelines may be asked by the practicum coordinator/faculty to leave the practicum facility. The student will not be allowed to return to that practicum site. The faculty 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/faculty 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 practicum according to the practicum schedule. The practicum coordinator will do all scheduling. If there is a scheduling conflict, you must contact the practicum coordinator, who will discuss issues with the HSE Chair. During the practicum schedule, students will notify the practicum coordinator when they have arrived at practicum site and when they leave for the day. Time sheets will be faxed to the HSE office at the end of each scheduled week.
5. Students are authorized to be at the 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 PRACTICUM COORDINATOR MUST BE CONTACTED IMMEDIATELY.**
6. Unauthorized hours or shifts at a 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/Faculty will not be counted toward clinical hours and such incidents will be reported to the HSE Department Coordinator.
7. Students are expected to utilize their time productively (i.e., no cell phone use, 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, but may return with adherence to uniform policy. Student must clock out during this time and cannot be awarded minutes and/or hours while absent.
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 Faculty, or the HSE Department Coordinator 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 practicum work.
2. Demonstration of unsafe performance and poor professional judgment in the practicum 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.

CLASSROOM/LAB PROCEDURES

Methods of Teaching Safety

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

Evaluation

Cognitive (knowledge), psychomotor (skills), and affective (behavior) performance, class and lab competency, required written assignments and performance of objectives during practicum are included in a student's evaluation.

Externship/Practicum

Students will receive 200 unpaid externship/practicum hours under the direct supervision of their preceptor and/or faculty.

MEDICAL ASSISTING COURSE INFORMATION

Time Allotted

1300 hours

HSE Department Coordinator

Beth Thornton, Ext 1843

Program Faculty

Medical Assisting Program Director: Beth L. Thornton, CMA (AAMA) MSN, RN
Faculty and Practicum Coordinator: James Phillips, BS, CMA, x1870

Schedule

This program offers students flexibility to learn course material and complete assignments at their individual pace under the direct supervision and monitoring of the faculty in a cohesive learning environment. The student's learning experience will be enriched through discussion and peer interaction with other class members. This interaction is a primary component of any educational experience.

Courses for Medical Assisting

Health Core	90 Hours
Introduction to Medical Assisting	250 Hours
Medical Office Procedures	75 Hours
Phlebotomist, MA	75 Hours
EKG Aide, MA	75 Hours
Clinical Assisting	230 Hours
Pharmacology for Medical Assisting	90 Hours
Laboratory Procedures.....	125 Hours
Administrative Office Procedures.....	90 Hours
Practicum	<u>200 Hours</u>
Total	1300 Hours

Laboratory – Classroom practice

Practicum – Various clinical settings

Required Fees, Books and Supplies

Criminal background check

Complete drug screening (prior to practicum) Physical with two step TB test

MMR X2

Varicella X2

Current tetanus

Hepatitis B or declination Flu shot during flu season Approved polo shirt

Approved Jacket

Black Pants
Black shoes
Watch with second hand
Course Textbooks and Workbook
Electronic device

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

Textbooks

The textbooks and the use of the web-based course in class are imperative to success. Students will have three weeks from the beginning of Healthcare Core to obtain the Medical Assisting textbooks, workbooks, and online access. Failure to do so will jeopardize the student's standing in the program, as they will be unable to keep up with course content, and possibly require the student to have a SIT meeting at which time he/she will enter into a behavior contract with the possibility of being withdrawn from the program.

For the most recent book list for the Medical Assisting program, visit Lake Technical College's bookstore located in the Business Office.

Office hours:

On campus Monday-Thursday 8:00am to 4:30pm, Friday 8:00am to 11:30am, (Holidays excluded)

PROGRAM OBJECTIVES

See the attached Florida State Department of Education Curriculum Framework for program objectives and desired competencies.

**Florida Department of Education
Curriculum Framework**

Program Title: Medical Assisting
Program Type: Career Preparatory
Career Cluster: Health Science

Career Certificate Program	
Program Number	H170515
CIP Number	0351080102
Grade Level	30, 31
Standard Length	1300 hours
Teacher Certification	Refer to the Program Structure section.
CTSO	HOSA: Future Health Professionals
SOC Codes (all applicable)	31-9092 Medical Assistants 31-9099 Healthcare Support Workers, All Other 43-4171 Receptionists and Information Clerks 31-9097 Phlebotomists
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml
Basic Skills Level	Computation (Mathematics): 10 Communications (Reading Language Arts): 10

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Health Science career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of Health Science career cluster.

This program is designed to prepare students for employment as medical assistants SOC 31-9092.

The content includes but is not limited to communication, transcultural communication in healthcare, interpersonal skills, legal and ethical responsibilities, health-illness concepts, administrative and clinical duties, emergency procedures including CPR and first aid, emergency preparedness, safety and security procedures, medical terminology, anatomy and physiology, and employability skills.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 5 occupational completion points.

This program is comprised of courses which have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3) (b), F.S.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the postsecondary program structure:

OCP	Course Number	Course Title	Teacher Certification	Length	SOC Code
A	HSC0003	Basic Healthcare Worker	MED ASST 7G LPN 7G LAB TECH @7 7G REG NURSE 7 G PRAC NURSE @7 %7%G (Must be a Registered Nurse)	90 hours	31-9099
B	MEA0002	Introduction to Medical Assisting	MED ASST 7G LPN 7G LAB TECH @7 7G REG NURSE 7 G BUS ED 1@2 SECRETAR 7 G CLERICAL @7 7G PRAC NURSE @7 %7%G (Must be a Registered Nurse)	250 hours	31-9092
	MEA0501	Medical Office Procedures		75 hours	43-4171
C	MEA0521	Phlebotomist, MA	MED ASST 7G LPN 7G LAB TECH @7 7G REG NURSE 7 G PHLEB 7G PRAC NURSE @7 %7%G (Must be a Registered Nurse)	75 hours	31-9097
D	MEA0543	EKG Aide, MA	MED ASST 7G LPN 7G	75 hours	31-9099
E	MEA0581	Clinical Assisting	MED ASST 7G LPN 7G	230 hours	31-9092
	MEA0530	Pharmacology for Medical Assisting	LAB TECH @7 7G REG NURSE 7 G	90 hours	
	MEA0573	Laboratory Procedures	PHLEB 7G	125 hours	
	MEA0506	Administrative Office Procedures	PRAC NURSE @7 %7%G (Must be a Registered Nurse)	90 hours	
	MEA0942	Practicum Experience		200 Hours	

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.
2. Apply appropriate academic and technical skills.
3. Attend to personal health and financial well-being.
4. Communicate clearly, effectively and with reason.
5. Consider the environmental, social and economic impacts of decisions.
6. Demonstrate creativity and innovation.
7. Employ valid and reliable research strategies.
8. Utilize critical thinking to make sense of problems and persevere in solving them.
9. Model integrity, ethical leadership and effective management.
10. Plan education and career path aligned to personal goals.
11. Use technology to enhance productivity.
12. Work productively in teams while using cultural/global competence.

Standards

After successfully completing this program, the student will be able to perform the following:

- 01.0 Demonstrate knowledge of the healthcare delivery system and health occupations.
- 02.0 Demonstrate the ability to communicate and use interpersonal skills effectively.

- 03.0 Demonstrate legal and ethical responsibilities.
- 04.0 Demonstrate an understanding of and apply wellness and disease concepts.
- 05.0 Recognize and practice safety and security procedures.
- 06.0 Recognize and respond to emergency situations.
- 07.0 Recognize and practice infection control procedures.
- 08.0 Demonstrate an understanding of information technology applications in healthcare.
- 09.0 Demonstrate employability skills.
- 10.0 Demonstrate knowledge of blood borne diseases, including HIV/AIDS.
- 11.0 Apply basic math and science skills.
- 12.0 Demonstrate proper use of medical terminology.
- 13.0 Demonstrate knowledge of legal and ethical responsibilities for medical assistants.
- 14.0 Demonstrate an understanding of anatomy and physiology concepts in both illness and wellness states.
- 15.0 Demonstrate basic clerical/medical office duties.
- 16.0 Demonstrate accepted professional, communication, and interpersonal skills as related to phlebotomy.
- 17.0 Discuss phlebotomy in relation to the health care setting.
- 18.0 Identify the anatomic structure and function of body systems in relation to services performed by a phlebotomist.
- 19.0 Recognize and identify collection reagents supplies, equipment and interfering chemical substances.
- 20.0 Demonstrate skills and knowledge necessary to perform phlebotomy.
- 21.0 Practice infection control following standard precautions.
- 22.0 Practice accepted procedures of transporting, accessioning and processing specimens.
- 23.0 Practice quality assurance and safety.
- 24.0 Describe the role of a medical assistant with intravenous therapy in oncology and dialysis.
- 25.0 Describe the cardiovascular system.
- 26.0 Identify legal and ethical responsibilities of an EKG aide.
- 27.0 Perform patient care techniques in the health care facility.
- 28.0 Demonstrate knowledge of, apply and use medical instrumentation modalities.
- 29.0 Demonstrate basic office examination procedures.
- 30.0 Demonstrate knowledge of the fundamentals of microbial control and use aseptic techniques.
- 31.0 Demonstrate minor treatments.
- 32.0 Demonstrate knowledge of basic diagnostic medical assisting procedures.
- 33.0 Demonstrate basic radiology procedures.
- 34.0 Demonstrate knowledge of pharmaceutical principles and administer medications.
- 35.0 Perform CLIA-waived diagnostic clinical laboratory procedures.
- 36.0 Demonstrate knowledge of emergency preparedness and protective practices.
- 37.0 Perform administrative office duties.
- 38.0 Perform administrative and general skills.
- 39.0 Perform clinical and general skills.
- 40.0 Display professional work habits integral to medical assisting.

STATEMENT OF RECEIPT AND UNDERSTANDING OF POLICIES

I have received a copy of the ***Medical Assisting Master Plan of Instruction*** and completed the LTC Online Student Orientation.

I have read, asked for clarification if needed, understand, and agree to comply with all policies contained therein.

I understand that failure to comply with these policies may result in the termination of my program.

Print Name: _____ DATE: _____

Signature: _____