



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

Students who do not meet the basic skills exit scores set by the Florida Department of Education for their program are strongly encouraged to 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 ASB faculty member. Lake Technical College follows vendor guidelines for all retesting. Students with an approved early testing waiver may be permitted to test early. 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 good for two years and must be valid at the time of enrollment. 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.

DISABILITY 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 staff and provide documentation that clearly shows evidence of a disability and applicable accommodations. The special populations staff 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 and are reasonable as they relate to the industry or field. 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. Note: attendance does not qualify as an accommodation. 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 staff 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. Some programs have more rigid requirements for attendance. LTC recognizes that students may face extenuating circumstances that could negatively impact their attendance. In such cases, LTC employs a Student Retention Specialist who works with students and faculty to track attendance, to collaborate in developing strategies to improve attendance, and to develop a plan.

CDE students are responsible for maintaining attendance in good standing at LTC. Should a student need to miss class due to mandatory high school activities or tests, the student should give notice to their instructor and meet with the Student Retention Specialist to document the absence. Approved absences may be set to not count against the student's overall attendance average.

Enrollment Period – period of time a student begins his/her 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)

Students who are approved to make up missed time must complete the required hours through attendance during designated times outside the regular program schedule. Failure to complete scheduled make-up time may result in withdrawal from the program and/or loss of financial aid. 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.

Regularly scheduled class hours will be reported for attendance. Practice exercises 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; however, time missed may be added at the end of the program and will incur additional fees.

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.

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

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.

CHECK IN/OUT FACTS AND RULES

1. Students are required to check in and check out using a designated school computer.
2. Students are to check out-/in when going to lunch or leaving campus, but not for scheduled breaks or restroom breaks. However, students who leave for extended periods of time without permission will be checked out by their instructor.
3. Checking in early does not add time to hours present.
4. Checking out after the scheduled time of class does not add time to hours present.
5. Students must check out/in for their lunch breaks. Taking less than a 30-minute lunch break does not add time to student hours present. Lunch break starts at the time a student logs out for lunch. Students are expected to return and log back in within 30 minutes of the logout time. Students will be marked absent for each minute past the 30 minutes allowed.
6. If a student accidentally checks out, he/she should check back in immediately. If done within a minute, there is no reduction in student hours present.
7. It is NOT acceptable to check in or out for other students. Check in/out student IDs are to be kept confidential as stated in the Acceptable Use Policies. Violation will result in dismissal from the program.
8. A student must notify his/her instructor if it is suspected that someone is tampering with another student's check in/out ID.
9. Instructors are permitted to perform attendance overrides to correct attendance errors; however, these corrections must be made within two weeks of the original attendance date. Any changes needed beyond this two-week window must be submitted to the appropriate administrator for review and approval. Each instructor is allowed to complete **one** attendance override per student per academic year in cases of student oversight (e.g., forgetting to log out at the end of the day). Any additional overrides for the same student must be approved by an administrator.
10. There is NO limit to the number of instructor overrides if NOT due to the student's negligence. Instructors must record a reason for the override.
11. If a student's check in/out ID does not work, he/she should see the instructor.

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 for 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 people 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

The grading scale for LTC is as follows:

90 – 100	A (4 quality points)
80 – 89	B (3 quality points)
70 – 79	C (2 quality points)
60 – 69	D (1 quality point)
< 59	F (0 quality points)
I	Incomplete
NG	Not Graded

Note: passing thresholds may vary by program based on industry standards. Separate program requirements are listed in the Master Plan of Instruction.

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. In determining grades, most programs evaluate students equally in the areas of skills (33.34%), knowledge (33.33%), and professional skills (33.33%). This structure should be included in the Master Plan of Instruction. A few programs do not use this structure due to State licensure, board and/or curricular requirements.

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 a passing grade in the areas of skills, knowledge, and professional skills. Students must also meet minimum basic skills 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. Shorts are not permitted in CTE program areas.

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 require 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

INTRODUCTION/GOALS

Welcome to the Lake Technical College Health Science Education Department and the Medical Assisting (MA) program. Your future holds a rewarding and challenging health career!

The Medical Assisting Program is a 900-hour program 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.

The goals of the Medical Assisting program are to prepare students to successfully enter the workforce as medical assistants, with the relevant academic knowledge and technical skills 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. The goal is to prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.

This Master Plan of Instruction (MPI) serves as a guide to help you become familiar with the program, school policies, expectations, and graduation requirements. We encourage you to refer to it throughout your training.

Our goal is to provide an educational experience that is both challenging and rewarding. We are committed to creating a positive learning environment where students are encouraged to ask questions, develop critical thinking skills, and grow professionally. Our faculty will instruct, mentor, demonstrate, guide, and support you throughout the program. In return, we ask that you actively participate in your learning, demonstrate professionalism, take initiative, and strive to provide safe, compassionate, high-quality patient care.

We look forward to partnering with you as you work toward achieving your educational and career goals. Welcome to Lake Technical College—we are excited to be part of your journey!

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 the 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 instructors will educate students through 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 who provides care to patients in a medical office or other outpatient clinic under the direct or indirect supervision of the provider.

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 current trends and practices in patient care.

The program's expected goal is to prepare medical assistants who are competent in 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 as vital to completion of the program. Their performance is essential for success in the program.

Program Requirements:

- Requires a high school diploma or equivalent.
- Pass a Level 2 background check and drug screen (prior to externship).
- Must have a valid driver's license.
- Hair must be a natural hair color only.
- Visible tattoos must not be offensive and may require covering (such as black forearm sleeves) based on the specific clinical facility's guidelines.
- Provide a physical exam and proof of immunizations (MMR, Varicella, Tetanus, Hep B, and Flu).
- Artificial nails (including gel finishes, silk tips, and shellac) are strictly prohibited.
- Jewelry is generally limited to a watch and wedding rings. Most allow one small nasal stud.

Top Physical Requirements:

- Lift and move patients and equipment safely, between 25-50 pounds and assist with team lifts for items up to 100 pounds.
- Recognize changes in patient condition using visual and auditory observations.
- Handle medical instruments with dexterity.
- Perform repetitive hand/arm motions.
- Maintain posture for long procedures.
- Perform duties in clinical settings with routine exposure to bodily fluids, dust, odor and medical-grade chemicals.
- Stand, walk (up to 5 miles/day), bend, crouch, and kneel frequently.
- Perform CPR and emergency procedures.
- Maintain balance in dynamic clinical settings.
- Operate clinical equipment safely.

Top Mental/Cognitive & Emotional/Professional Requirements:

- Ability to communicate in verbal, written, and electronic form.
- Follow multi-step clinical procedures accurately.
- Apply critical thinking for patient care and problem-solving.
- Exhibit pride in patient care quality and safety.
- Breaks are limited to scheduled times, and personal phone use is restricted except during designated break periods or when required for training purposes.
- Maintain composure under stressful or emergency conditions, with the ability to handle anger, fear, hostility, confrontation, altercations, etc.
- Adapt to changes in patient needs or clinical procedures.
- Ability to manage tasks and complete assigned activities within expected time constraints.
- Read and interpret medical charts and instructions.
- Ability to retain, recall, and follow all industry and program safety protocols.
- Retain knowledge of medication, and procedural protocols.
- Demonstrate empathy, patience, and professionalism.
- Collaborate effectively with healthcare teams.
- Work independently and accept accountability.
- Maintain continuous engagement in assigned training activities for up to 8 hours per day in an industrial learning environment.

NOTE: The safety and well-being of our students is a primary concern. Students are responsible for self-reporting any medical conditions, illnesses, or injuries which may affect performance of the required essential tasks to the program faculty in a timely manner. The reporting of these conditions is for your safety as well as the safety of those we care for and interact with. A determination can then be made regarding the possible need for medical clearance from a physician, to determine if the student's level of participation in the program requires modification.

If a student is deemed to have a medical condition, illness, or injury which may prevent, or hinder the student from performing

the required essential tasks, medical evaluation and clearance from a licensed physician, a nurse practitioner, or a physician's assistant will be required to continue. See faculty or Healthcare Programs Coordinator for documentation requirements.

MORAL CHARACTER

According to Florida Statutes, Medical Assistants must be screened through the Florida Department of Law Enforcement (FDLE) PRIOR to employment and must meet the standards of good moral character. A history of the following offenses DISQUALIFIES a Medical Assistant from employment:

- Murder
- Manslaughter
- Kidnapping
- Obscene literature
- Sexual battery
- Lewd and lascivious behavior
- Child abuse/aggravated child abuse
- Abuse/neglect of disabled adult or elderly
- False Imprisonment
- Negligent treatment of children
- Fraudulent sale of controlled substance
- Prohibited acts of a person in familiar or custodial authority on a child
- Incest
- Arson
- Prostitution
- Assault to a minor
- Vehicular homicide
- Lewd and indecent exposure
- Aggravated Assault
- Exploitation of disabled adult or elderly
- Sexual performance by a child
- Killing of unborn child by injury to mother
- Theft, robbery and related crimes if the offense is a felony
- Relating to drug abuse prevention and control, if offense was a felony or if another person involved was a minor

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 with clinical facilities, has implemented a drug-testing program.

If at any time during a pre-practicum screening, random screening or reasonable cause screenings, a student refuses to be tested; the student will be withdrawn from the program. If the student's drug test is positive and has not been medically approved, the student will be withdrawn from the program at any time. If, at any time, the student's drug test is negative dilute, the student will immediately repeat the drug test. NOTE: Students are responsible for payment of all fees related to drug screening.

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 Healthcare Programs Coordinator 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 Healthcare Programs Coordinator to discuss continuing in the program. Failure to disclose this information in a timely manner may also lead to dismissal from the program.

CLASS SCHEDULE

Medical Assisting is a 900-hour program. The basic skills exit scores for this program are Reading/Language 10 and Math 10. MA includes Basic Healthcare Worker, Introduction to Medical Assisting, Medical Office Procedures, Phlebotomist, EKG Aide, Clinical Assisting, Pharmacology, Laboratory Procedures, Administrative Office Procedures, and Practicum Experience. Most courses combine classroom and lab hours. Classroom hours are 8:15 AM to 4:15 PM Monday through Thursday. Hours during the Practicum Experience can vary and will likely run Monday-Friday. All schedules will be posted well in advance but are subject to change based on program and/or facility needs. It is important to note that practicum experience schedules are dependent upon the availability of appropriate facilities.

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 Healthcare Programs Coordinator by the end of the first-class day to inquire about reasonable accommodations.

PROGRAM SPECIFIC ATTENDANCE INFORMATION

Student Responsibilities

Students are responsible for:

- Attending class on all days as per the program schedule.
- Checking email/voicemail messages regularly and communicating with the instructor.
- Scheduling competency checkoffs in a timely manner to maintain forward progress with the 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 the instructor at the beginning of each course.
- Achieving goals set within a specified timeframe for each course.
- Scheduling Competencies with classroom scheduler and/or instructor in a timely manner to complete course time frames.
- Breaks, lunch period, and release at the end of the day are designated per the college schedule.
- 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.
- Be focused. Develop a regular study routine using the pacing chart that is included with each course syllabus and the instructor's direction.

Lab/Clinical Skills

- 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 time with an instructor to demonstrate the skills acquired by other students during the absence.

PROGRAM SPECIFIC GRADING PROCEDURES

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 understands that all competencies must be proficiently achieved prior to moving onto the next course. All competencies in the program must be completed to graduate.

Students will establish goal dates for completion of the course with the instructor. These dates will be documented on a goal sheet that is specific to the course the student is taking. The student will sign the goal sheet as verification that the student agrees with the goal date established. If the student needs to extend the completion date, it must have authorization from the instructor with the date and signature on the 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 instructor 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 do not count toward hours in the program.

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

90 – 100 = A
80 – 89 = B
70 – 79 = C
60 – 69 = D
<59 = F

Using the grading scale set by Lake Technical College, students must pass each program category with a score of 77% or higher. If a student does not meet the 77% minimum in any category, the final course grade recorded in the Student Information System will reflect the category in which the student was not successful.

KNOWLEDGE (33.33% of the grade)

The Knowledge grade is composed of quizzes, written exams, and assignments.

PROFESSIONALSKILLS (Work Habits) (33.33% of the grade)

The Professional Skills grade is based on the attributes listed.

SKILLS (33.34% of the grade)

The Skills grade results from performance during lab work.

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 (professional skills) are evaluated in the classroom and lab based on the Professional Skills performance standards listed earlier in this document.

All psychomotor and affective domains must be successfully achieved in each course to pass the course.

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 three tests within that course may be retaken. In courses with multiple exams, the decision to retake an exam must be made at the time of failure. Once the next test in the course is taken, it is not an option to retest.

1st failure of content

- If you do not receive a score of 77% or better on a test, remediation may be done with your instructor. It is the

student's responsibility to make an appointment with the instructor. Once remediation is completed, the student may retake the test on the same day. Failure to make an appointment to take the test will result in the failing grade being posted in the grade book. The student has the option to take the test without remediation.

- Will result in a meeting with the instructor and documented on a student counseling form.

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 instructor.
- You must complete the learning objectives that cover the content of the test and make an appointment to see your instructor.
- Once both the objectives and the remediation have been completed, the test will be reopened for you.
- The test must be retaken prior to your next scheduled test date. The goal sheet must be readjusted with the instructor.
- After the 2nd failure, the student will meet with the Healthcare Programs Coordinator, and the instructor and it will be documented on a Pre-SIT form.

3rd failure of same content

- After the third consecutive test failure on the same test and the knowledge overall grade is also below 77%, an appointment will be made with the Dean of Student Services for a School Intervention Team (SIT) meeting.

Testing Dates

1. Testing dates will be established with the student and the instructor, 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, the student will earn a zero for that exam. They then will follow the retake test policy, unless documented illness/emergency has prevented attendance on that day.
 - Students must provide documents of illness/emergency the day they return to class.
 - Student must contact the instructor upon return, acknowledging missing scheduled test, and goal sheet must be updated appropriately with instructor.
 - The student will take the missed exam on the day of returning to the classroom.
 - 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.
3. Retake of Test if Failure of Test
 - If the student fails the test on scheduled testing day, the student must schedule remediation if desired prior to re-testing. The goal sheet must be updated appropriately with the instructor.
 - To be eligible for re-testing, the retesting must occur within 2 school days following the original test and must be done prior to the next scheduled test.
4. Failure to Follow the Goal Form and Corresponding Testing Dates
 - (Exception: illness/family emergency) One missing scheduled testing date and/or adjustment to the Goal sheet per course will result in a meeting with the instructor and documented on a Pre-SIT form. More than one adjustment to goal sheet will result in a meeting with the Healthcare Programs Coordinator to discuss ways for the student's continued success and documented.

Competencies

- A basic outline of safety standards and practices is covered along with continuous implementation of safety principles.
- Competencies must be scheduled in advance during the designated time set by the classroom scheduler and/or instructor.
- Students must bring competency form with theory questions highlighted and answered on a separate paper for evaluation of competency to begin.
- Students are expected to practice competencies with fellow classmates prior to final competency check-off with instructor. Failure to know answers to theory questions at time of competency will result in a lower grade on the reviewed competency.
- 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 been completed.

Students shall not perform any skill outside the medical assisting scope of practice. **Blood drawing or injections shall not be performed without an instructor 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 of 190 hours of unpaid time that the student will work in a medical setting of the practicum coordinator's discretion. Students will be held accountable to complete practicum hours within consecutive weeks at the end of the program and may be scheduled Monday-Friday. All required clinical skills must be successfully achieved to complete the program.

- The medical sites and preceptors of the Medical Assisting program are to be treated with the upmost courtesy and respect.
- Students will adhere to the Medical Assisting program for dress code policy during this time.
- Students are responsible for their own transportation to/from the practicum site.
- Communication for tardiness and absences to the clinical site and practicum coordinator are mandatory and follow the Medical Assisting attendance policy timeframes.
- The Medical Assisting Practicum Coordinator will communicate regularly with preceptors to determine student progress in the program.
- Any time missed will extend the practicum until 190 hours have been completed. The Practicum coordinator will schedule weekly meetings with the practicum students.

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 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.

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 recommendations prior to graduation.
- Successfully complete all competencies specified in the 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%.
- Satisfactory completion of 190 hours of unpaid practicum/externship.
- Complete a graduation application and Exit Interview.

PROGRAM SPECIFIC STUDENT DRESS 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 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 ethics. 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 could result in students being sent home to correct their appearance before returning to class. Any time missed will be accounted for in the calculation of attendance. It will also be reflected in your professional skills grade.

Uniform Code

1. **Program approved shirt** – A grey uniform scrub top shall be worn with the school logo embroidered on the left-hand side. A long-sleeved black t-shirt/turtleneck may be worn under the polo shirt or scrub top. 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 flares at the bottom. (Cargo pants with no more than two pockets are allowed) Jeans are not permitted except during designated days determined by the college. The pants are to be free of wrinkles.
3. It is a requirement that both the scrub top or polo shirt and uniform pants be **clean and neat** at all times. You are representing yourself, your instructor, and your school.
4. **Belts – (if worn) are to be** black with a simple, unadorned buckle, maintained in relatively new condition.
5. **Shoes – all black, including soles and logo**, (no cloth/canvas), closed heel/toe and hard-soles in oxford or athletic style for classroom and clinical. Solid black socks must be worn, covering the ankles when wearing jogger pant-styled pants. Shoelaces, if applicable, must be clean and black. High heels, clogs, crocs, platforms, cowboy boots, or high-top work boots are unacceptable.
6. **Badge** – Lake Technical College Student ID badge must be worn, above the waist, always 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, one watch with secondhand capability, a plain wedding band/set. Special rings for the 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.) Earrings - 6mm or less, ball type or post style only (no hoops). One nasal piercing (stud only) is permitted but cannot exceed 1.5 mm. No other visible body piercings (including tongue piercings) are permitted. Piercings (other than noted above) must be removed or replaced with a clear or flesh toned small post. Plugs must also be replaced with skin tone spacers. Necklaces are not permitted in the clinical setting unless prior approval is given by the Healthcare Programs Coordinator.
8. **Make-up/Eyelashes** – Will be conservatively applied if worn. Eyelashes are to be natural in color and, as with nails, artificial eyelashes or enhancers 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 from the instructor.
 - No Sculpting of hair.
10. **Facial Hair** – 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 the end of the fingertips. 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** – visible tattoos, Henna, etc. may not be offensive and may require covering based on facility guidelines. Forearm sleeves in black may be worn by students to cover tattoos, but both arms must be covered if this is the case. The only exception to coverings is the hands since this area is the greatest source for the spread of infection. Body art on the hands cannot be offensive in nature. The Healthcare Programs Coordinator has the final decision as to what is considered offensive.

14. **Equipment** – A watch with the capability of a second-hand and a black ink pen.

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 are permitted. No other food or drinks are allowed, unless specific permission is granted by the instructor. 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 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 instructor for repairs.
4. The refrigerator in the Medical Assisting lab is not for personal food or drink.
5. Students will not use electronic devices for personal needs while in the 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. Headphones are allowed for music during independent work.
6. No student is allowed in the instructor'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 a conflict arises, for any reason, during class time or at the clinical site, the student is to avoid 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 coordinator immediately and allow them to disarm the situation.
9. All injuries and/or illnesses must be reported immediately to the instructor.
10. Students who become ill during class must notify the instructor before leaving the classroom. If a student should have to leave for the day during school hours, the instructor 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 always behave in a dignified manner – 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, dress according to the dress code.
2. Demonstrate punctuality.
 - Notify the instructor ½ hour prior to expected arrival time regarding tardiness or absences.
 - Seek permission and follow the procedure to leave early when necessary.
 - Return from breaks and mealtimes at the specified time.
3. 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 questions.
 - Think before speaking to avoid misunderstanding.
 - Do not talk while others are talking.

- Bullying is not permitted.
 - Demonstrate good interpersonal relationships with peers and instructors.
 - Exhibit a congenial and cooperative attitude toward others.
 - Show respect for the instructor and peers.
 - Accept others for themselves.
4. Follow chain of command as demonstrated in industry.
 5. Contribute to a learning atmosphere.
 - Wait for recognition before speaking.
 - Do not interrupt class.
 - Assist peers if able and time is appropriate.
 - Contribute new or pertinent material on topic when appropriate.
 6. Make good use of classroom/laboratory time.
 - 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.
 - Absolutely no sleeping in class or placing head on desk in classroom or lab spaces.
 7. Take responsibility for your own learning.
 - Come with an electronic device to assist in learning.
 - Be proactive in contacting faculty with concerns about progress and to attain help from faculty when needed.
 - Submit assignments on the specified date.
 - Come to class prepared by bringing pen, pencil, paper, and books.
 - Make up work missed during absence in a timely manner without prompting.
 - Completes reading assignments and is able to participate in class discussions.
 - Be responsible for all assigned books and equipment.
 8. Attempt to do the best possible.
 - Try to achieve your full potential.
 - Make an effort to answer questions when called upon. The instructor will recognize students before asking questions.
 - Use time wisely.
 - See the instructor privately to clarify any unclear material.
 9. 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 the 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 of 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 Healthcare Programs Coordinator who will schedule a Pre-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 patients' 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 the practicum according to the schedule. The practicum coordinator will do all the scheduling. If there is a scheduling conflict, you must contact the practicum coordinator, who will discuss issues with the Healthcare Programs Coordinator. 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 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/Instructor will not be counted toward clinical hours and such incidents will be reported to the Healthcare Programs 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 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. Students 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 outdoors. Proper and appropriate personal protective equipment shall be worn during all skills activities.
10. Certain records must be maintained 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 Instructor, or the Healthcare Programs Coordinator during 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.

Re-admission

At the direction of the Medical Assisting faculty and administration, students who withdraw from the Medical Assisting program, in good standing, may be considered for re-admission later. Students will be allowed to repeat only one time unless authorized by the administration. Students withdrawn for clinical failure or behavior will be considered for readmission upon submission of an appeal.

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 the module not successfully completed.
3. Students applying for readmission will be admitted on a space available basis.

- Students reentering the 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.

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 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 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.

MEDICAL ASSISTING COURSE INFORMATION

Time Allotted

900 hours

Interim Healthcare Programs Coordinator

Elise Veremakis, ext. 1843

Program Instructor

Medical Assisting Program Director: James Phillips, BS, CMA, ext. 1870
Instructor and Practicum Coordinator: James Phillips, BS, CMA, ext. 1870

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 instructor 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	
Course Name	Course Hours
Introduction to Medical Assisting and Pharmacology	250 Hours
Introduction to Medical Office Procedures	100 Hours
Phlebotomist	75 Hours
Laboratory Procedures	80 Hours
EKG Aide	75 Hours
Clinical Assisting	130 Hours
Practicum Experience (Will be conducted at various clinical sites.)	190 Hours
Total	900 Hours

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 or scrub top shirt
- Approved Jacket
- Black Pants
- Black shoes
- Watch with capability of a second hand
- Course Textbooks and Workbook

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

Textbooks

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 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, see program instructor or visit the Lake Technical College website.

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**

**This program is a replacement for Medical Assisting, H170515,
(0351080102).**

The program length has changed from 1300 clock hours to 900 clock hours.

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

Career Certificate Program		
Program Number	H700300	
CIP Number	0351080105	
Grade Level	30,31	
Standard Length	900 hours	
Teacher Certification	Refer to the Program Structure section.	
CTSO	HOSA	
Primary SOC Code	For program SOC codes, please see the Program and Course Tables section of the CTE Program Resources page linked below.	
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 and 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 the Health Science career cluster. This program is designed to prepare students for employment as medical assistants.

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 6 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 course(s) 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
A	MEA0003	Introduction to Medical Assisting and Pharmacology	MED ASST 7G LPN 7G c REG NURSE 7 G	250 hours
	MEA0502	Introduction to Medical Office Procedures		100 hours
B	MEA0521	Phlebotomist		75 hours
C	MEA0574	Laboratory Procedures		80 hours
D	MEA0543	EKG Aide		75 hours
E	MEA0584	Clinical Assisting		130 hours
F	MEA0943	Practicum Experience		190 hours

Florida's Career Readiness Skills for CTE Programs

Employability Skills	
01.0	Apply academic skills to workplace scenarios.
01.01	Use reading skills.
01.02	Use writing skills.
01.03	Use mathematical strategies and procedures.
01.04	Use scientific principles and procedures.
02.0	Design a solution to an industry problem.
02.01	Use critical thinking.
02.02	Use creativity.
02.03	Make sound decisions.
02.04	Solve problems.
02.05	Reason.
02.06	Plan and organize.
03.0	Manage resources within an industry project
03.01	Manage time.
03.02	Manage money or resources.
03.03	Manage materials.
03.04	Manage personnel.
04.0	Oversee the subcomponents, operations and output of a technical or organizational system.
04.01	Manage systems.
04.02	Monitor systems.
04.03	Improve systems.
05.0	Use information for decision making.
05.01	Locate information.
05.02	Organize information.
05.03	Use information.

05.04	Analyze information.
05.05	Communicate information.
06.0	Apply relevant technology to workplace scenarios to aid productivity.
06.01	Use technology.
07.0	Interpret and express interpersonal communication.
07.01	Communicate verbally.
07.02	Listen actively.
07.03	Comprehend written material.
07.04	Convey information in writing.
07.05	Communicate nonverbally.
07.06	Interpret nonverbal communication.
08.0	Interact with others to accomplish workplace goals.
08.01	Collaborate with others in a team.
08.02	Respond to customer needs.
08.03	Exercise leadership.
08.04	Negotiate to resolve conflict.
08.05	Respect others.
09.0	Manage personal behavior to maximize productivity and professional growth.
09.01	Demonstrate responsibility and self-discipline.
09.02	Adapt and show flexibility.
09.03	Work independently.
09.04	Demonstrate a willingness to learn.
09.05	Demonstrate integrity.
09.06	Demonstrate professionalism.
09.07	Take initiative.
09.08	Display positive attitude.
09.09	Take responsibility for professional growth.
Job Attainment	
10.0	Find, assess and apply to job opportunities.
10.01	Identify online job posts relevant to his or her career aspirations.
10.02	Compare and contrast the job posts' required qualifications, job duties, compensation, benefits and employers.
10.03	Define what information, documentation and writing prompts are required for the positions.
11.0	Communicate personal competence, character and fit for a job opportunity.
11.01	Develop a resume.
11.02	Write a cover letter.
11.03	Curate a professional portfolio that includes work products.
11.04	Prepare for and experience a mock job interview.

12.0	Cultivate and leverage relationships to professionally advance.
12.01	Request a signed reference letter, letter of recommendation and/or an online skill/professionalism endorsement.
12.02	Develop a plan to cultivate a professional digital footprint.
12.03	Develop a networking plan for a specific industry of interest.

Standards

After successfully completing this program, the student will have demonstrated mastery the following student learning outcomes:

- 01.0 Demonstrate proper use of medical terminology and identify anatomy and physiology concepts in both illness and wellness states.
- 02.0 Demonstrate knowledge of pharmaceutical principles and administer medications.
- 03.0 Demonstrate basic clerical/medical office duties, including communication and interpersonal skills.
- 04.0 Demonstrate knowledge of legal and ethical responsibilities for medical assistants.
- 05.0 Perform administrative office duties and employability skills.
- 06.0 Demonstrate accepted professional, communication, and interpersonal skills as related to phlebotomy.
- 07.0 Discuss phlebotomy in relation to the health care setting.
- 08.0 Identify the anatomic structure and function of body systems in relation to services performed by a phlebotomist.
- 09.0 Recognize and identify collection reagents supplies, equipment, and interfering chemical substances.
- 10.0 Demonstrate skills and knowledge necessary to perform phlebotomy.
- 11.0 Practice infection control following standard precautions.
- 12.0 Practice accepted procedures of transporting, accessioning, and processing specimens.
- 13.0 Practice quality assurance and safety.
- 14.0 Perform CLIA-waived diagnostic clinical laboratory procedures.
- 15.0 Demonstrate knowledge of emergency preparedness and protective practices
- 16.0 Describe the cardiovascular system.
- 17.0 Identify legal and ethical responsibilities of an EKG aide.
- 18.0 Demonstrate knowledge of, apply, and use medical instrumentation modalities
- 19.0 Perform patient care techniques in the health care facility.
- 20.0 Demonstrate basic office examination procedures.
- 21.0 Demonstrate knowledge of the fundamentals of microbial control and use aseptic techniques.
- 22.0 Demonstrate minor treatments.
- 23.0 Demonstrate knowledge of basic diagnostic medical assisting procedures
- 24.0 Perform administrative and general skills.
- 25.0 Dispose of bio-hazardous waste in appropriate containers.
- 26.0 Collaborate, communicate, and interact professionally with other health care professionals utilizing technology.



ACKNOWLEDGMENT OF RECEIPT AND UNDERSTANDING OF POLICIES

By signing this form, I acknowledge that I have received a copy of the Master Plan of Instruction for my program.

I have read, asked for clarification if needed, understand, and agree to comply with all policies contained therein inclusive of those concerning **drug testing, substance abuse, felony convictions** and **dress code**.

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

Print Name: _____ Date: _____

Student Signature: _____

STUDENT CONFIDENTIALITY STATEMENT

I, _____ (PRINT), understand that as a student at Lake Technical College Health Sciences Program, I will have access to private, confidential information regarding the patients at the clinical sites at which I will be practicing and/or job shadowing. I also understand that according to the law (HIPPA) this information is to be held in strict confidence and not discussed with anyone who does not have a legal right to know. This includes, but is not limited to, friends or relatives of mine, former employees of the practice and friends or relatives of the patient.

Information pertaining to a patient's health status can only be released upon the written authorization of the patient or patient's legal representative. Failure to comply with is a violation of Federal Law and grounds for immediate dismissal from the program of study.

Student Signature: _____ Date: _____



AUTHORIZATION TO RELEASE MEDICAL RECORDS

By signing this form, I authorize Lake Technical College to release confidential health information by releasing a copy of my vaccination/immunization record, or a summary of my protected health information to the entity listed below for the purpose of attending clinical/practicum at a designated facility in compliance with Contractual Agreements set forth between LTC and the aforementioned facility. I understand refusal to release documentation may result in an unsatisfactory academic grade in clinical experience and can be subject to disciplinary action set forth in the Master Plan of Instruction.

Student Name: _____ Program: _____

Vaccination/Immunization Requested:

Check here to release all _____

☐ Two-step Tuberculosis Test (PPD)

☐ BLS/First Aid

☐ MMR Immunity

☐ Varicella (Chicken Pox) Immunity

☐ Tetanus (TDAP)

☐ Hepatitis B

☐ Flu Vaccination

☐ Other _____

I understand that my records are confidential and cannot be disclosed without my written authorization, except when otherwise permitted by law. I understand I may revoke this authorization in writing at any time except to the extent that action has been taken in reliance upon the authorization.

Print Name: _____ Date: _____

Student Signature: _____