Indian River State College
3209 Virginia Avenue, Fort Pierce, Florida 34981-5596

Medical Assisting Student Handbook

IRSC is an EA/EO educational institution.
To Students

You forfeit your chance for life at its fullest when you withhold your best effort in learning. When you give only the minimum to learning, you receive only the minimum in return. Even with your parent's best example and your teachers' best efforts, in the end it is your work that determines how much and how well you learn. When you work to your full capacity, you can hope to attain the knowledge and skills that will enable you to create your future and control your destiny. If you do not, you will have your future thrust upon you by others. Take hold of your life, apply your gifts and talents, and work with dedication and self-discipline. Have high expectations for yourself and convert every challenge into opportunity.

The National Commission On Excellence In Education
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Appendix B: Health Science Division Student Handbook
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(This list has been updated as of 3/16.)

1. Health Science Division Purpose Statement
2. Health Science Statement of Ethics
3. Health Science Plagiarism Regulation
4. Email/Contact Information
5. Health Science Use of Electronic Regulation
6. Health Science Confidentiality Statement
7. Health Science Grading
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14. Indian River State College Health Science Post Exposure Protocol
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17. Health Science Dress Code/Professional Standards
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MEDICAL ASSISTING PROGRAM
Indian River State College

INTRODUCTION

The Medical Assisting program at Indian River State College is a 1300 clock-hour program that prepares the student for specific clinical, laboratory and administrative roles as a Medical Assistant employed in a physician’s office, clinic or other health care setting. It is designed to provide those enrolled with the knowledge and skills which will enable them to function effectively as Medical Assistants and become successfully employed in medical assisting or any of the related areas of medical assisting. It is the hope of the College and faculty that every student becomes a Certified Medical Assistant (CMA). This certification is offered by the American Association of Medical Assistants which is a sub-group of the American Medical Association.

The goal of the Medical Assisting program is to prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior), learning domains.

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Department Chair: Marilyn Barbour, M.Ed., MT (ASCP)
Program Director: Theresa Errante-Parrino, Ed.D, CMA, (AAMA), EMT-P, BMO, CPhT
FLORIDA MEDICAL PRACTICE ACT
DEFINING MEDICAL ASSISTANTS

458.3485 Medical assistant.

(1) DEFINITION. As used in this section, “medical assistant” means a professional multiskilled person dedicated to assisting in all aspects of medical practice under the direct supervision and responsibility of a physician. This practitioner assists with patient care management, executes administrative and clinical procedures, and often performs managerial and supervisory functions. Competence in the field also requires that a medical assistant adheres to ethical and legal standards of professional practice, recognize and respond to emergencies, and demonstrate professional characteristics.

(2) DUTIES. Under the direct supervision and responsibility of a licensed physician, a medical assistant may undertake the following duties:

(a) Performing clinical procedures, to include:
   1. Performing aseptic procedures.
   2. Taking vital signs.
   3. Preparing patients for the physician’s care.
   4. Performing venipunctures and nonintravenous injections.
   5. Observing and reporting patients’ signs and symptoms.

(b) Administering basic first aid.
(c) Assisting with patient examinations or treatments.
(d) Operating office medical equipment.
(e) Collecting routine laboratory specimens as directed by the physician.
(f) Administering medication as directed by the physician.
(g) Performing basic laboratory procedures.
(h) Performing office procedures including all general administrative duties required by the physician.
(i) Performing dialysis procedures, including home dialysis.

ACCREDITATION

The IRSC Medical Assisting program is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of the Medical Assisting Education Review Board (MAERB).

Commission on Accreditation of Allied Health Education Programs
25400 U.S. Highway 19 North, Suite 158
Clearwater, FL 33763
727-210-2350
www.caahep.org
AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS

CODE OF ETHICS

The Code of Ethics of the American Association of Medical Assistants (AAMA) shall set forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting.

Members of the AAMA dedicated to the conscientious pursuit of their profession, and thus desiring to merit the high regard of the entire medical profession and the respect of the general public which they serve, do pledge themselves to strive always to:

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

CREED

I believe in the principles and purposes of the profession of medical assisting.
I endeavor to be more effective.
I aspire to render greater service.
I protect the confidence entrusted to me.
I am dedicated to the care and well-being of all patients.
I am loyal to my physician-employer.
I am true to the ethics of my profession.
I am strengthened by compassion, courage, and faith.
PURPOSE

Purpose of the Medical Assisting Program

The purpose of the Medical Assisting program, at Indian River State College, supports and assists the implementation of the philosophy and purposes of the College and the Health Science Division. The College, the Health Science Division and the healthcare facilities provide rich learning experiences and resources that enable students to develop the competencies necessary for the practice of medical assisting.

The purpose of the Medical Assisting program is to provide the various populations of the community with dynamic medical assistants through a diversified program with innovative educational programs, excellence in teaching, clinical leadership and service to the health care of the community.

The program enables the College and the Health Science Division to achieve their purpose by preparing Medical Assisting students for employment in the community by achieving the following goals and objectives.

The goals and objectives include:

1. Prepare competent entry-level medical assistants in the cognitive, psychomotor, and affective learning domains.
2. Graduate competent students into the community who have adopted professional behaviors representative of a medical assistant.
3. Assist students in employment placement before or following graduation.
4. Maintain certification exam results of graduates which equal or exceed national standards.
5. Provide academic and clinical settings which stimulate student learning.
6. Meet or exceed all criteria and standards defined by the Florida Department of Education and accreditation agencies.
7. Update, revise, or modify curriculum as identified by students, faculty, College administrators, community, and medical assisting professionals.
8. Maintain state-of-the-art equipment and laboratory facilities.
9. Exemplify and demonstrate the importance of professional membership in the American Association of Medical Assistants (Chapter, State, and National levels as well as participate in Seminars, Conferences, and other Continued Education opportunities).
10. Ensure that equal educational opportunities are available for all students regardless of race, color, nationality, ethnicity, gender, religion, age, disability, sexual orientation, marital status, veterans status or genetic information.
11. Organize and maintain advisory committee which consist of persons actively engaged in or supporting the practice of medical assisting.
PROGRAM INFORMATION

In order to obtain the certificate of completion, the student must meet the following requirements:

- Successfully complete program requirements.

- Students must not have any financial holds and all fees must be paid for by the student.

- Students must comply with TABE requirements by scoring 10.0 in math, reading and English or have an A.S. Degree, A.S. Degree or higher degree or qualify for an exemption under Senate Bill 1720.

Upon completing the specified requirements, the student is eligible to be granted a certificate of completion from Indian River State College and apply to take the Certification Exam. Information on the exam will be provided during the Medical Assisting program.

The College provides a formal ceremony to recognize the graduates’ completion of the Medical Assisting program. Students will be notified of the date, time and place when it is set by the College.

Admissions Criteria

To enroll in the Medical Assisting program, students must meet the following criteria:

1. 18 years of age or over
2. College Admissions Complete
3. Current physical examination and immunizations
4. Negative drug screen and criminal background check
5. Proof of personal health insurance

Transfer of Credit

The Medical Assisting curriculum framework, approved by the Florida Department of Education, clearly defines the criteria for student entry into the program. It lists and defines multiple entry points for other health science education program completers.

Advanced placement and/or transfer of credit is discussed in the curriculum framework, IRSC College Catalog and course syllabi, and is done on an individual basis by the Program Director based on a review of evidence of prior education and training. Students must submit official transcripts, course syllabi and certificates of program completion to a counselor in Educational Services for consideration of transfer of credit. Credit for experiential learning will be determined by the Program Director on an individual basis.

All official transcripts and certificates must be forwarded to the Admission Office prior to the start of the program.
**Student Employment and Work Guidelines**

Students are not permitted to take the place of staff at clinical sites. Each affiliation agreement addresses this point. **Hours spent at the clinical sites are scheduled during weekday hours only.** Students are not permitted at the clinical site at times other than assigned nor are students to perform any duties other than those assigned by the instructor.

Students may not intern at their place of employment.
MEDICAL ASSISTING PROGRAM CURRICULUM

(1,300 Clock-hours)

This 1300 clock-hour selective admission certificate program prepares the student for specific clinical, laboratory, and administrative roles as a Medical Assistant employed in a physician’s office, clinic or other health care setting. Classroom theory and clinical practice prepare the student to perform a wide range of tasks ranging from examination room techniques to assisting with minor surgery, administering medications, educating patients, performing diagnostic procedures including drawing blood and electrocardiography, scheduling appointments, maintaining patient files, and completing insurance forms. Practicum experience includes supervised, uncompensated field work in a physician’s office or other appropriate facility.

Students attend classes as a group as designated in each semester (see program schedule on the Medical Assisting website). Students attend Fall and Spring classes full-time Monday through Friday, approximately 6 to 8 hours a day.

Students must take the administrative classes in the Medical Assisting program in the following sequence:

- MEA V500 Medical Office Receptionist
- MEA V334 Medical Office Procedures

Students must complete all other Medical Assisting program classes and obtain authorization from the Program Director or Department Chairperson before enrolling in the following courses:

- MEA V952 Medical Assisting Seminar
- MEA V800 Medical Assisting Practicum
Curriculum Notes

Full-time courses in this program begin and end with the Fall, Spring and Summer sessions. Certain courses must be taken in order and there are specific requirements for clinical courses. It is recommended that once the student decides to enroll in the Medical Assisting program, he/she completes a Health Science Program Application by the deadline date and contact the Program Director to obtain his/her course of study.

Prior to enrolling in Medical Assisting classes, such as MEAV courses and EKG class, you must have completed the application process for the Medical Assisting program, and complete all the health requirements. These classes have a clinical component which will not be scheduled until your physical form with immunization record, drug screen, FDLE check and proof of personal health insurance are submitted.

The last 2 classes to be taken in the Medical Assisting program are Medical Assisting Practicum (MEA V800) and Medical Assisting Seminar (MEA V952). You must have the permission of the Program Director to enroll in these classes and have completed all other courses.

The requirements for Medical Assisting practicum are:

a. Current physical examination and immunizations  
b. Negative drug screen  
c. Approved FDLE report  
d. Completion of all medical assisting classes  
e. 4-hour HIV/AIDS completion certificate  
f. Proof of personal health insurance  
g. Receipt to sit for National Exam (copy of orange card)  
h. Completion of HSC V405 and current CPR card at the Health Care Provider level  
i. Cover letter & Resume  
j. Mock interview

These requirements must be fulfilled before you can enroll in MEA V800 and MEA V952.
ACADEMIC STANDARDS

Academic standards are those measures by which the faculty of the program determines a student’s quality of performance. They are composed of guidelines for advancement in the program as well as the policies for grading, probation/requested withdrawal and dismissal.

Grading

1. Students must achieve a minimum of "C" for the final grade in **ALL COURSES** that are required for completion of the program. This requirement is met by "S" (satisfactory) in the practicum portion of the program.

2. A student must complete minimal performance standards in laboratory prior to progressing to the next level of academia or performing those skills in a clinical setting. Competency rating scales are computed on a scale of 100 points and must be completed at 100 points to be considered passing. Opportunities are given to be re-tested (maximum of one more time for a total of two). A student who does not pass a performance standard skill fails the course and is withdrawn from the program.

3. The student must meet minimal performance standards as detailed in the Medical Assisting Master Competency Form (see Appendix).

4. Practicums are graded on a satisfactory (S) or unsatisfactory (U) basis. Final determination of the grade depends on a satisfactory performance report and other assigned requirements (attendance at class seminars, weekly logs, time sheets, reports, evaluations, etc.) as outlined in the practicum syllabi.

5. The grading scale used by the program is:
   - A = 93 to 100
   - B = 85 to 92
   - C = 76 to 84
   - D = 70 to 75
   - F = 69 and below

6. An incomplete grade (I) is given to a student who, although passing the majority of the given course, has not completed the full class requirements. At the time that grades are submitted, the student will be given a list of work not yet completed and an explanation of how completion of the requirements will contribute to the final grade.

7. In the event the student does not meet the minimum standards of a 76% in a course, the course needs to be repeated. Students are allowed one additional re-take on a course and must pass the second attempt with a 76% or higher to continue in the program. If on the second attempt a passing score is not achieved, the student will be dismissed from the program.

8. If a student withdraws from or fails the program during the first semester, he/she must re-apply to the program. The student’s application will be given the same consideration as all other applicants applying for the Medical Assisting program.

9. All clinical and classroom assignments are to be handed in on time.

10. The instructor will not accept late work without valid reason and reserves the right to impose reasonable penalties if accepted.

11. Individual course syllabi further detail specific academic standards relative to any given course.
PHARMACOLOGY AND DRUG CALCULATIONS REGULATION

The ability to correctly calculate and administer various medications is a required competency of many allied health professionals. The Medical Assisting student must have full understanding of pharmacology and be able to determine medication dosage problems with the use of mathematical equations such as ratios and proportions and be familiar with different systems of measurement. This requires that the student be able to have solid math skills in fractions, decimals and percents. Students are encouraged to pre-test their math ability via the TABE examination in the ASC lab.

During Pharmacology class, students will be presented with a review of basic calculations and will be given an opportunity to practice drug calculations under supervision of their instructor. A drug calculation exam will be administered in each course in the Medical Assisting program. All students must score a minimum of 90% on this exam in order to progress in the program. Students will be given an opportunity to remediate their math skills and retake the exam. Pharmacology students must pass this test prior to beginning practicum. In all other courses, students will have three attempts to pass this test prior to practicum. Students who cannot pass the test must withdraw from practicum.

Only basic calculators can be used for drug calculation. Calculators cannot be shared between students. Students scoring below 90% will be referred for remediation and will be required to retest. The student must score 90% on this retest or continue with remediation and retesting until a passing grade is achieved. However, successful completion of this test and safe administration of medications are considered competencies for students completing Introduction to Pharmacology. Students cannot continue in the program if a score of 90% has not been achieved and/or student has not safely administered medications by the end of the first semester. Students must score a minimum of 90% on subsequent drug calculations exams. Students who do not score a 90% after a third attempt must withdraw from the course.

Pharmacology will be included throughout the curriculum. Faculty will present the students with a list of drugs that are appropriate for that unit (may be included in course syllabus), and the student is then responsible for researching those medications. In addition, the instructor will discuss pharmacology as part of lecture. Where appropriate, 10% to 20% of each test will consist of pharmacology questions including pharmacological math. Safe administration of medication is a requirement of all courses. If at any time the student commits a medication error or variance, the following regulation will be implemented and remediation required.
GUIDELINES FOR MEDICAL ASSISTING FACULTY: TO DEFINE AND HANDLE MEDICATION VARIANCES IN A CONSISTENT MANNER

VARIANCES: May include any of the following actual occurrences or may include situations in which student would have committed the error had the student not been stopped/interrupted by the instructor.

LEVEL ONE
• Medications not charted properly
• Does not have drug sheets/info pertinent to assigned client in clinical
• Does not check original orders if necessary for accuracy before asking instructor to supervise medication administration

LEVEL TWO
• Medication not administered at correct time.
• Not checking with instructor to review meds prior to administration
• Incorrect date – medication given on wrong date
• Incorrect rate
• Incorrect dose
• Extra dose
• Omission of medication
• Incorrect route
• Not following regulations as outlined in student handbook and/or institutional policy manual

LEVEL THREE
• Incorrect patient
• Giving unordered medication
• Medication given to client after stated allergy to medication
• Error results in patient harm.
• Failure to report controlled substance discrepancy
• Accessing controlled substances without reason or without supervision of instructor/licensed nurse/physician

SUGGESTED ACTION FOR VARIANCES:
These are minimal actions for errors. They may be increased and may include probation based on the judgment of the instructor

A. For any variance (LEVEL ONE) annotated:
1. A student clinical counseling form will be filled out by clinical instructor and students.
2. The Medical Assisting supervisor and physician will be notified of the medication variance, and a medication variance form for the facility will be filled out by the clinical instructor and student.
3. The student will complete a two-page report including what happened in the variance, including the correct procedure and dangers in variance and a plan for prevention of the variance in the future and will submit the report to the instructor the next school day. This must be completed before the student can resume practicum.
B. For any LEVEL TWO variance:
1. A student clinical counseling form will be filled out by clinical instructor and student.
2. The Medical Assisting supervisor and physician will be notified of the medication variance, and a medication variance form for the facility will be filled out by the clinical instructor and students.
3. The student will not administer or dispense medications until successfully remediated at instructor’s discretion.
4. The student will complete a detailed report including what happened in the variance, including the correct procedure and dangers in variance and a plan for prevention of the variance in the future and will submit the report to the instructor the next school day.
5. The student will view assigned multi-media regarding correct medication administration.

C. For any LEVEL THREE variance:
1. The clinical instructor and student will complete a clinical counseling form.
2. The Medical Assisting supervisor and physician will be notified of the medication variance, and a medication variance form for the facility will be filled out by the clinical instructor and students.
3. The student will not administer or dispense medications until successfully remediated at instructor’s discretion.
4. The student will complete a detailed report including what happened in the variance, including the correct procedure and dangers in variance and a plan for prevention of the variance in the future and will submit the report to the instructor the next school day.
5. The student will view assigned multi-media regarding correct medication administration.
6. The student will be immediately dismissed from clinical that day at the instructor’s discretion.
7. The student will attend a counseling session with the Program Director, as this could be severe enough grounds for dismissal from program. At this time, the Program Director and clinical instructor will determine what course to take concerning disciplinary action. The course coordinator and/or Dean may also be included in this session.
STUDENT APPEARANCE AND DEMEANOR

Personal Appearance

Students are expected to be neat, clean and appropriately dressed at all times. When determining appropriate dress, the student should apply the following guidelines:

- Fingernails should be natural and short – no nail polish may be worn.
- Make-up should be applied to be natural looking.
- Heavy cologne or perfume will not be permitted.
- Beards and mustaches must be short and neatly trimmed.
- Use of deodorant is encouraged.
- No visible tattoos.
- No weaves, artificial colors or extensions in hair.

Hair must not touch the shoulder of the uniform, and styling must be appropriate. Hair must be styled neatly and in such a manner that it does not move about freely, thereby becoming a possible source of contamination or hazard in the laboratory. Jewelry is limited to the following:

- Wedding band or other ring (no raised stones or metals)
- Body-piercing adornments (other than conservative earrings) are not permitted.
- Medical alert bracelet if necessary
- Watch with second hand

The uniform should be neat, clean and free of wrinkles at all times. Consideration must also be given to the fact that strong perfume, tobacco and body odors are offensive to most patients, co-workers and students. Preventive measures regarding these odors should be taken prior to reporting to class or practicum assignments. Eating, drinking, smoking and chewing gum are not permitted in the clinical areas or classroom.

Program Uniform

Since the health professions maintain high personal grooming and appearance standards, it is essential that a uniform be worn by all students after full acceptance into the program to all classes.
MEDICAL ASSISTING PROGRAM

UNIFORMS

The student must wear the assigned Medical Assisting uniform to every class. The uniform should fit properly and be freshly laundered and pressed. Uniforms consist of:

- “Ceil blue” Cherokee uniform-V-neck, 1 pocket top and drawstring or elastic waist (no elastic cuffs) scrub pants. They can be purchased at any uniform store, Wal-Mart, or the IRSC Bookstore (style #2874).

- White Health Science lab coat (fingertip length) purchased from IRSC Bookstore-Main Campus

- White socks or hose

- White professional duty shoes. If lace up shoes, laces must also be white. NO SNEAKERS (leather or canvas) ARE PERMITTED. They are sold at the IRSC Bookstore or local uniform store.

- Appropriate underwear is to be worn under uniform.

- IRSC name badge is to be worn on the upper left portion of the uniform. Name badges are available through the IRSC Student Affairs Office.

Other requirements include:

- Wrist watch with a second hand

- Minimal jewelry appropriate for healthcare setting- one ring and stud earrings only

- Hair is to be worn in a conservative, neat style; long hair must be worn off the shoulders and face. No weaves, artificial colors or extensions in hair.

- Fingernails should be short and clean; no nail polish is permitted.

- Conservative application of cosmetics is strongly encouraged.

- Body-piercing adornments (other than conservative earrings) are not permitted.

- Consideration must also be given to the fact that strong perfumes, tobacco and body odors are offensive to most patients, co-workers and students. Preventative measures regarding these odors should be taken prior to reporting to class or practicum assignments.

- Eating, drinking, smoking and chewing gum are not permitted in the clinical areas or classroom.

Note: This list is subject to change at any time.
Medical Assisting Uniforms and Supplies

Purchase the following UNIFORM:
IRSC Bookstore sells these items and Financial Aid can be used:

*Uniform Brand is Cherokee V-neck, front pockets -**Style solid Ceil Blue. Unisex pants Drawstring-**straight leg -**Ceil Blue

*Scrub tops (at least 2)  $12.99 each
*Scrub pants (at least 2)  $10.99 each
*Health Science Lab Jacket –White (1)  $19.99
*Nursing Shoes (either AnyWears or Skechers for Work)  $21.99 AnyWears/ $42.99 Skechers
*Compression Stockings (at least 1 pair)  $11.99
*Pro's Combo Blood Pressure Cuff Kit  $39.95
*Medical Assisting Patch (one for each scrub shirt and lab jacket)  $4.99
*BLT long sleeve under scrub shirt  $9.99
*Disposable lab jacket  $5.95
*Safety Eyewear  $3.50
*Name Badge holder (plastic pocket)  $0.60
*Name Badge clip (metal piece)  $0.20

Additional Uniform to be purchased outside the college

*white sweater  $25.00
*watch with second hand  $15.00

Please note these are estimated prices.
MEDICAL ASSISTING UNIFORMS AND SUPPLIES

Purchase the following SUPPLIES:
IRSC Bookstore sells these items and Financial Aid can be used:

- 3 ring 4” binder $10.00
- Filler paper $3.00
- Basic pocket calculator $3.50
- 8Gb Flash drive (EMTEC brand) $10.95
- Highlighters (Bazic brand) $1.49 (3 pack)
- Mini Stapler Bazic brand $0.99
- Scantron (6 packs) $1.50 (per pack)
- CPR mask $18.48
- IRSC blank Drug cards (3 packs) $2.99 per pack
- Pens
- Pencils
- Staples
- Tissues

*Please note these are estimated prices.*

You are expected to be in uniform for Orientation, each class, and clinical day of your program

CLASSROOM, PRACTICUM AND LABORATORY DEMEANOR

Students violating normal classroom environment by acting in an unprofessional manner during lecture, lab or practicum sessions will be asked to leave for the remainder of the session. Students who come to class not in proper uniform will be asked to leave. Re-admittance will be permitted only upon written permission of the instructor and counseling with the Program Director.

The Clinical Education Centers reserve the right to refuse admission to any Medical Assisting student who is involved in any activity not considered professional or conducive to proper patient care.

*Conduct after-hours reflects on the College, the practicum site and the profession.*
CLASSROOM/LABORATORY REGULATIONS

The complex nature of the classroom and laboratory portions of the Medical Assisting program curriculum demand that specific guidelines be set and adhered to regarding student attendance. The continuity of patient/client care requires that the student attend all classroom and laboratory sessions.

Attendance

1. All technical classroom/laboratory classes are **MANDATORY**.
2. The student should be seated and ready to begin class at the designated class time. Tardiness is considered unprofessional conduct.
3. If the student is late to class, the student should inform the instructor at the end of the class period indicating the reason for the tardiness. It is the responsibility of the student to be certain that all information, assignments, etc., be obtained.
4. Absence from lecture and laboratory classes:
   The following are defined as an EXCUSED ABSENCE:
   - “A student’s serious illness” means a condition such as pneumonia, surgery, hospital confinement or valid medical reason. A physician’s note verifying illness must be presented by the student should the faculty member request it.
   - “Death in the immediate family” is interpreted to mean mother, father, spouse, child, brother, sister, grandparents or significant other. Documentation must be provided.
   - “Statutory governmental responsibilities” refers to such matters as jury duty or subpoena for court appearance. Documentation must be provided.

If a student expects to be absent from class:
- The student must contact the instructor directly or leave a message for the instructor at 772-462-7055 at least 30 minutes prior to the scheduled class time.
- It is the responsibility of the student to obtain all lecture/laboratory materials and if necessary, schedule a time to meet with the instructor for specifics.

5. Each unexcused absence could lower the final course grade one letter grade.
6. Make-up quizzes or exams for unexcused absences is at the discretion of the instructor.

Classroom/Laboratory Safety Regulations

Safety regulations regarding the use of all equipment are presented at the start of each semester. It is imperative that these standards be adhered to in order for a safe environment to be maintained in the classroom and in the laboratory area.

Students are to practice only those techniques presented in the lecture or laboratory. Electrical calibration and testing of all modalities are performed periodically, on a regular basis, prior to the actual use of the equipment in the laboratory. Students are instructed to inform the faculty of any hazard such as water on the floor, frayed electrical wires, etc.

Food and drinks are **not** permitted within the lecture/laboratory classrooms, and smoking in the classroom and building is prohibited.

**Students are responsible for the safety of their personal belongings.**
PRACTICUM EDUCATION REGULATIONS

AAMA Endowment helps to prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills) and affective (behavioral) learning domains.

The Medical Assisting (MA) program affiliates with clinical facilities located within the IRSC service area, including Martin, Indian River, St. Lucie and Okeechobee counties. Students are responsible for transportation to and from the clinical site to which they are assigned. Attendance for Medical Assisting practicum is mandatory. The practicum is a non-paid externship experience. Students are not to take the place of paid staff at clinical sites. Each affiliation agreement addresses this point. Students are not to be paid for clinical experiences. Students will be supervised at all times by an individual who has knowledge of the medical assisting profession.

Clinical Practicum experiences will be provided in the following areas:

1. Patient relations
2. Assisting the physician
3. Administrative assisting with office procedures
4. Medical laboratory procedures/phlebotomy
5. Non-invasive cardiology procedures/electrocardiograph
6. Minor office surgery
7. Basic x-ray machine operator procedures
8. Administration of medications
9. Medical office computer applications

The practicum experience is meaningful and parallels in content with concepts in the materials presented in lecture and lab sessions. Practicum sites afford each student with a variety of experiences.

Attendance

Students are not excused from class or clinical practicum except for serious illness, emergencies or jury duty. Although the instructor is providing opportunities for each student's achievement of course objectives, students should realize the value that their experiences offer others as well. Therefore, it is critical that you attend class and Clinical Practicum regularly to be a full partner in this program. It is each student's responsibility to contact the instructor personally in advance, if the class or clinic is going to be missed. The instructor will not accept late work without valid reasons and reserves the right to impose reasonable penalties if accepted.

Students are encouraged to contact the instructor any time they are not achieving their intended level of success prior to taking any other action. Students who need to withdraw must complete an official form and submit it consistent with college protocol. "Incomplete" grades are given only when an emergency prevents a student from completing a minor portion of the assignments in the course.

When a student is absent from class, a call must be made to the instructor and/or the practicum site (office or clinic), prior to 8 a.m. to inform the program faculty and the clinical affiliation site of the nature or reason for the absence.
Students absent from a class for three (3) consecutive meetings or clinical assignments (and who have not made contact with the Program Director) will be withdrawn from class.

**Tardiness results in holding up class or going over material again. Be on time.**
*All routine doctor and dental appointments must be scheduled after school hours.*

**Absence from Practicum Site**

1. If the student expects to be absent from the clinical facility on any given day, he/she must inform the facility of the absence as soon as possible. Whenever possible, the student should inform the clinic prior to the scheduled day of attendance.
2. The student must inform the Medical Assisting Program Director of the absence as well via telephone (772) 462-7055. The appropriate absentee form must also be filled out and submitted.
3. It is the responsibility of the student to be on time and present in all planned learning experiences during the times designated by the Clinical Instructor.
4. All absences must be made up prior to the end of the clinical practice phase. Clinical absences are not to be made up at the expense of lecture/lab time. There are no excused absences as it is imperative that the student attends the total number of hours for each clinical.
5. Making up clinical absences are at the discretion of the Clinical Instructor at the facility.
6. Recurring absenteeism will necessitate a conference with the Clinical Instructor, the Medical Assisting Program Director and the student. Specific recommendations will be addressed in an effort to solve the problem.
7. Frequent absenteeism may result in dismissal from the program. Students absent from class for three (3) consecutive meetings or clinical assignments (and have not made contact with the Program Director) will be withdrawn from class.
8. For each clinical practice, the student is required to attend a minimum number of hours for each week of the term in which the course is offered. The minimum number of hours is detailed under Clinical Hours.
9. Students are not permitted to bank clinical hours. The total number of hours of any practice reflects a minimum weekly obligation and not a cumulative total. For instance, if a student stays an hour late on a certain day, that does not entitle him/her to come in an hour later the next morning.
10. Alterations of the clinical attendance regulation are made at the discretion of the Clinical Instructor at the facility and by/on approval of the Medical Assisting Program Director.

**Tardiness to Practicum Site**

1. If the student is to be tardy, the Clinical Instructor must be notified by telephone at the clinical site.
2. If the student does appear late, he/she must report directly to the Clinical Instructor at the facility to explain the reason for the tardiness and to receive instruction for the day's activities/schedule.
3. The student must adhere to the hourly time schedule of the assigned facility. This schedule will be determined in advance.
4. Repeated tardiness will require a conference with the Clinical Instructor and the Medical Assisting Program Director.
5. Excessive tardiness may result in dismissal from the program (individual clinical facilities may have policies that govern how "excessive" is determined.)
Practicum Hours

Minimum clinical time obligations are as follows:

MEAV800 Medical Assisting Practicum 200 hours

Hours of practicum will vary according to site and student needs. Student responsibilities will be detailed in objective form in clinical syllabus prior to the given assignment.

Practicum Skills Competency Assessment

Medical Assisting students are required to achieve administrative, clinical and diagnostic competencies during their practicum. See the Medical Assisting Master Competency Sheet in the Appendix of this handbook. In order to graduate from the program, all of the competencies must be passed.

Accidents

All accidents that occur while on clinical assignments resulting in patient, clinical facility personnel or personal injury to the student and/or damage to equipment must be reported. The Clinical Instructor or Medical Assisting Program Director should report all incidences immediately to the Health and Wellness Center at IRSC. The Florida Community College Risk Management Consortium Accident- Incident Report must be completed at the Health and Wellness Center, IRSC Main Campus, in addition to the clinical facility's report form. Any emergency care provided to a student at a clinical site will be at the student’s own expense.

Patients' Rights and Confidentiality

1. Patients have the right to considerate and respectful care.
2. Patients have the right to obtain from their physician complete current information about their diagnosis, treatment and prognosis in terms patients can be reasonably expected to understand.
3. Patients have the right to receive, from a physician, information necessary to give informed consent prior to a procedure. The information should include knowledge of the proposed procedure, with risks and probable duration of incapacitation. In addition, the patient has a right to information about medically significant alternatives.
4. Patients have the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of their action.
5. Patients have the right to privacy in their medical care. Case discussion, consultation, examination and treatment should be conducted discreetly. Those not directly involved with a patient's care must have the patient's permission to be present.
6. Patients have the right to expect that that all communication and records pertaining to their care are treated as confidential.
7. Patients have the right to expect that the hospital or clinic will make a reasonable response to their request for services and provide evaluation, service and referral as indicated.
8. Patients have the right to obtain information as to any relationship of their hospital or clinic with other healthcare and educational institutions, insofar as their care is concerned, and to the professional relationship among individuals who are treating them.
9. Patients have the right to be advised if the hospital or clinic proposes to engage in or perform human experimentation affecting their care or treatment. Patients have the right to refuse to participate in research projects.

10. Patients have the right to expect continuity of care, including future appointments and instructions on continuing healthcare requirements after discharge or office visit.

11. Patients have the right to examine and receive an explanation of their bill, regardless of the source of payment.

12. Patients have the right to know what hospital rules and regulations apply to their conduct as a patient.
APPENDIX A
Forms
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INDIAN RIVER STATE COLLEGE
MEDICAL ASSISTING PROGRAM

STUDENT CONFERENCE FORM

Name of Student____________________________________ Date_________________

Course____________________________________________________

Reason for Conference________________________________________

____________________________________________________________________________

Length of Conference ____________________________________________

Date of Previous Conference _______________________________________

____________________________________________________________________________

Topics Discussed:

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

Recommended Actions/Decisions:

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

Follow-Up Appointment with:

____________________________________________________________________________

Date________________

Instructor’s Signature____________________________________ Date________________

Student’s Signature____________________________________ Date________________

Original goes to Student File via Program Director within 24 hours
Student receives copy of original
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### Competency Form

**Competencies in italics require work products.**

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<thead>
<tr>
<th>Competency (Psychomotor &amp; Affective)</th>
<th>Grade</th>
<th>Pass</th>
<th>Date</th>
<th>Int.</th>
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<tbody>
<tr>
<td><strong>I. Anatomy &amp; Physiology</strong></td>
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<tr>
<td>1. Obtain vital signs</td>
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<td>2. Perform venipuncture</td>
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<td>3. Perform capillary puncture</td>
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<td>4. Perform pulmonary function testing</td>
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<td>5. Perform electrocardiography</td>
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<td>6. Perform patient screening using established protocols</td>
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<td>7. Select proper sites for administering parenteral medication</td>
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<td>8. Administer oral medications</td>
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<tr>
<td>9. Administer parenteral (excluding IV) medications</td>
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<td>10. Assist physician with patient care</td>
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<td>11. Perform quality control measures</td>
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<td>12. Perform CLIA-Waived hematology testing</td>
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<td>13. Perform CLIA-Waived chemistry testing</td>
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<td>14. Perform CLIA-Waived urinalysis</td>
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<td>15. Perform CLIA-Waived immunology testing</td>
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<td>16. Screen test results</td>
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<td>17. Apply critical thinking skills in performing patient assessment and care</td>
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<td>18. Use language/verbal skills that enable patients’ understanding</td>
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<td>19. Demonstrate respect for diversity in approaching patients and families</td>
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<tr>
<td><strong>II. Applied Mathematics</strong></td>
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<tr>
<td>1. Prepare proper dosages of medication for administration</td>
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<td>2. Maintain laboratory test results using flow sheets</td>
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<td>3. Maintain growth charts</td>
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<td>4. Verify ordered doses/dosages prior to administration</td>
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<td>5. Distinguish between normal and abnormal test results</td>
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</table>
### III. Applied Microbiology/Infection Control

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<tr>
<th>Competency</th>
<th>Grade</th>
<th>Pass</th>
<th>Date</th>
<th>Int.</th>
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<tbody>
<tr>
<td>1. Participate in training on Standard Precautions</td>
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<td>2. Practice Standard Precautions</td>
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<tr>
<td>3. Select appropriate barrier/personal protective equipment (PPE) for potentially infectious situations</td>
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<td>4. Perform handwashing</td>
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<td>5. Prepare items for autoclaving</td>
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<td>6. Perform sterilization procedures</td>
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<td>7. Obtain specimens for microbiological testing</td>
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<td>8. Perform CLIA waived microbiology testing</td>
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<tr>
<td>9. Display sensitivity to patient rights and feelings in collecting specimens</td>
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<td>10. Explain the rationale for performance of a procedure to the patient</td>
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<tr>
<td>11. Show awareness of patients’ concerns regarding their perceptions related to the procedure being performed</td>
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</table>

### IV. Concepts of Effective Communication

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<th>Competency</th>
<th>Grade</th>
<th>Pass</th>
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<tbody>
<tr>
<td>1. Use reflection, restatement and clarification techniques to obtain a patient history</td>
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<tr>
<td>2. Report relevant information to others succinctly and accurately</td>
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<td>3. Use medical terminology, pronouncing medical terms correctly, to communicate information, patient history, data and observations</td>
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<td>4. Explain general office policies</td>
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<td>5. Instruct patients according to their needs to promote health maintenance and disease prevention</td>
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<td>6. Prepare a patient for procedures and/or treatments</td>
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<td>7. Demonstrate telephone techniques</td>
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<td>8. Document patient care</td>
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<td>10. Compose professional/business letters</td>
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<td>11. Respond to nonverbal communication</td>
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<td>12. Develop and maintain a current list of community resources related to patients’ healthcare needs</td>
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<td>13. Advocate on behalf of patients</td>
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<td>14. Demonstrate empathy in communicating with patients, family and staff</td>
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<td>Competency (Psychomotor &amp; Affective)</td>
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<tr>
<td>15. Apply active listening skills</td>
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<tr>
<td>16. Use appropriate body language and other nonverbal skills in communicating with patients, family and staff</td>
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<td>17. Demonstrate awareness of the territorial boundaries of the person with whom communicating</td>
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<td>18. Demonstrate sensitivity appropriate to the message being delivered</td>
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<td>19. Demonstrate awareness of how an individual’s personal appearance affects anticipated responses</td>
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<td>20. Demonstrate recognition of the patient’s level of understanding in communications</td>
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<tr>
<td>21. Analyze communications in providing appropriate responses/feedback</td>
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<td>22. Recognize and protect personal boundaries in communicating with others</td>
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<tr>
<td>23. Demonstrate respect for individual diversity, incorporating awareness of one’s own biases in areas including gender, race, religion, age and economic status</td>
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V. Administrative Functions

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<tr>
<td>1. Manage appointment schedule, using established priorities</td>
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<tr>
<td>2. Schedule patient admissions and/or procedures</td>
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<tr>
<td>3. Organize a patient’s medical record</td>
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<td>4. File medical records</td>
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<tr>
<td>5. Execute data management using electronic healthcare records such as the EMR</td>
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<td>6. Use office hardware and software to maintain office systems</td>
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<td>7. Use internet to access information related to the medical office</td>
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<td>8. Maintain organization by filing</td>
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<td>9. Perform routine maintenance of office equipment with documentation</td>
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<td>10. Perform an office inventory</td>
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<tr>
<td>11. Consider staff needs and limitations in establishment of a filing system</td>
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<tr>
<td>12. Implement time management principles to maintain effective office function</td>
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<td>Competency (Psychomotor &amp; Affective)</td>
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<tr>
<td><strong>VI. Basic Practice Finances cont.</strong></td>
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<tr>
<td>1. Prepare a bank deposit</td>
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<td>2. Perform accounts receivable procedures, including:</td>
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<td>a. Post entries on a daysheet</td>
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<td>b. Perform billing procedures</td>
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<td>c. Perform collection procedures</td>
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<td>d. Post adjustments</td>
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<td>e. Process a credit balance</td>
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<td>f. Process refunds</td>
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<td>g. Post non-sufficient fund (NSF) checks</td>
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<td>h. Post collection agency payments</td>
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<td>3. Utilize computerized office billing systems</td>
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<td>4. Demonstrate sensitivity and professionalism in handling accounts receivable activities with clients</td>
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<td><strong>VII. Managed Care/Insurance</strong></td>
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<tr>
<td>1. Apply both managed care policies and procedures</td>
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<tr>
<td>2. Apply third party guidelines</td>
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<tr>
<td>3. Complete insurance claim forms</td>
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<tr>
<td>4. Obtain precertification, including documentation</td>
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<td>5. Obtain preauthorization, including documentation</td>
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<td>6. Verify eligibility for managed care services</td>
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<td>7. Demonstrate assertive communication with managed care and/or insurance providers</td>
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<td>8. Demonstrate sensitivity in communicating with both providers and patients</td>
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<td>9. Communicate in language the patient can understand regarding managed care and insurance plans</td>
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<td><strong>VIII. Procedural and Diagnostic Coding</strong></td>
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<tr>
<td>1. Perform procedural coding</td>
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<td>2. Perform diagnostic coding</td>
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<td>3. Work with physician to achieve the maximum reimbursement</td>
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<td><strong>IX. Legal Implications</strong></td>
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<tr>
<td>1. Respond to issues of confidentiality</td>
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<td>2. Perform within scope of practice</td>
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<tr>
<td>3. Apply HIPAA rules in regard to privacy/release of information</td>
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<tr>
<td>4. Practice within the standard of care for a medical assistant</td>
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<tr>
<td>5. Incorporate the Patient’s Bill of Rights into personal practice and medical office policies and procedures</td>
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<td>6. Complete an incident report</td>
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<td>7. Document accurately in the patient record</td>
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<tr>
<td>8. Apply local, state and federal health care legislation and regulation appropriate to the medical assisting practice setting</td>
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<td>9. Demonstrate sensitivity to patient rights</td>
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<tr>
<td>10. Demonstrate awareness of the consequences of not working within the legal scope of practice</td>
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<tr>
<td>11. Recognize the importance of local, state and federal legislation and regulations in the practice setting</td>
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**X. Ethical Considerations**

| 1. Report illegal and/or unsafe activities and behaviors that affect health, safety and welfare of others to proper authorities |       |      |      |      |
| 2. Develop a plan for separation of personal and professional ethics |       |      |      |      |
| 3. Apply ethical behaviors, including honesty/integrity in performance of medical assisting practice |       |      |      |      |
| 4. Examine the impact personal ethics and morals may have on the individual’s practice |       |      |      |      |
| 5. Demonstrate awareness of diversity in providing patient care |       |      |      |      |

**XI. Protective Practices**

<p>| 1. Comply with safety signs, symbols and labels |       |      |      |      |
| 2. Evaluate the work environment to identify safe vs. unsafe working conditions |       |      |      |      |
| 3. Develop a personal (patient and employee) safety plan |       |      |      |      |
| 4. Develop an environmental safety plan |       |      |      |      |
| 5. Demonstrate proper use of the following equipment: |       |      |      |      |
| a. Eyewash |       |      |      |      |</p>
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<tr>
<th>Competency (Psychomotor &amp; Affective)</th>
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<tr>
<td>b. Fire extinguishers</td>
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<td>c. Sharps disposal containers</td>
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<tr>
<td>6. Participate in a mock environmental exposure event with documentation of steps taken</td>
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<td>7. Explain an evacuation plan for a physician’s office</td>
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<td>8. Demonstrate methods of fire prevention in the healthcare setting</td>
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<tr>
<td>9. <em>Maintain provider/professional level CPR certification</em></td>
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<tr>
<td>10. Perform first aid procedures</td>
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<tr>
<td>11. Use proper body mechanics</td>
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<tr>
<td>12. <em>Maintain a current list of community resources for emergency preparedness</em></td>
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<tr>
<td>13. Recognize the effects of stress on all persons involved in emergency situations</td>
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<tr>
<td>14. Demonstrate self awareness in responding to emergency situations</td>
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</table>
MEDICAL ASSISTING PROGRAM
STANDARDS/PROGRESSION REQUIREMENTS CONSENTS

The practice of Medical Assisting involves communicating with patients and direct patient care activities. Certain cognitive and psychomotor capabilities are required for the safe and skillful performance of these activities. In order to satisfactorily progress through the Medical Assisting program, a student must possess the following:

1. Visual acuity for preparation and administration of medications, observation and measurements of laboratory values, physical assessment activities and administrative tasks
2. Hearing ability to receive verbal messages from patient or staff members and to utilize hearing and monitoring devices such as stethoscope. The student/graduate must be able to hear and transcribe medical dictation using conventional transcription equipment.
3. Motor skills and coordination to implement the skills required to meet the health needs of patients and also to operate computers and other technical equipment
4. Communication skills such as speech, reading and writing to interact with interpret patient needs and communicate these necessary to provide safe and effective care
5. Mathematical skills for calculating drug dosages and financial record keeping for the physician office
6. Intellectual and emotional ability to coordinate patient care and manage activities within an ambulatory care facility
7. Ability to move and lift certain heavy objects and/or transfer patients according to their needs

Note: It is recommended that students only work part time while attending the program. The practicum portion of the program is without remuneration and consists of a 40-hour week in the physician’s office/clinical setting.

If any time the Program Director or any college or community official deems any action unsuitable to successfully attend or complete this program, you will be consulted and possibly withdrawn from the program.

The use of tape recorders/laptop computers for lecture is appropriate; however, if the instructor feels the recorder or laptop is being used improperly, the instructor will tape the lecture for you or deny you the access of the recorder or lap top usage in the classroom during lecture.

I have read the above. I have been informed and understand.

Student Signature

Print Name

Date

33
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MEDICAL ASSISTING HANDBOOK SIGNATURE SHEET

This is to acknowledge that I have received my personal copy of the Medical Assisting Student Handbook. I have read and understand its contents. I agree to abide by its regulations. I understand that this form needs to be submitted to the Medical Assisting Program Director prior to the end of the first week of school.

I agree to have my name, address and phone number released to professional organizations/health care agencies requesting that information.

I agree to have information regarding my attendance and performance released for financial aid purposes.

I understand that I may not participate in the MA practicum until I have all my records on file in the MLT/MA department (health form with immunization, CPR, TABE scores of 11th grade or better), copy of CMA verification letter, proof of personal health insurance and understand that these records must be kept updated.

I understand, that as a clinical student, I may be exposed to environmental hazards and infectious diseases including, but not limited to Tuberculosis, Hepatitis B and HIV (AIDS) while in a clinical facility.

I understand that information that has been disclosed to me from the patient’s records is protected for confidentiality by state law. State law prohibits me from making any disclosure of such information without the specific written consent of the person to whom such information pertains, or as otherwise permitted by state law. A general authorization for the release of medical or other information is not sufficient for this purpose.

I understand that application and fee(s) for the CMA Certification Exam offered by the American Association of Medical Assistants will be required during the program in the amount of $125 for members or $250 for non-members by spring semester. This expense is my responsibility which may not be covered by financial aid and/or my scholarships.

Student Signature

______________________________

Print Name

______________________________

Date

______________________________
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WAIVER OF LIABILITY
AND
INFORMED CONSENT

Name _____________________________________ Member of Class of ________________

- I willingly consent to participate in all laboratory treatments and practice sessions as a human subject (i.e. patient) for educational purposes at Indian River State College. These treatments may be rendered by faculty or by fellow students. It is my responsibility to disclose any information or medical issues that will limit or bar me from the above participation to the Health Science Program Director or Instructor in a timely manner.

- I willingly consent to appear in photographs, transparencies, films, videotapes and other forms of media for educational and informational purposes at Indian River State College.

- I willingly consent to participate in simulated patient interviews and both lab and lecture demonstrations.

- I willingly consent to give the Health Science Program Director or Indian River State College Designee permission to give my Student Identification Number and other personal information to the Indian River State College clinical affiliations and licensure/registration authorities for appropriate reasons.

- I willingly consent to give the Health Science Division permission to release drug testing results or Criminal Offender Record Information (CORI) to clinic sites that may require such information as terms of their contract with Indian River State College for clinical affiliations.

Signed _____________________________________

Date _____________________________________
APPENDIX B
Health Science Division Student Handbook
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INDIAN RIVER STATE COLLEGE

This is to acknowledge that I have received my personal copy of the Health Science Division Student Handbook; I have read and understand its contents. I agree to abide by its regulations. I understand that this form needs to be submitted to the Program Department Chair prior to the first week of school (during program orientation).

I agree to have my educational, health and background records and social security number (see reverse side) released to professional organizations/health care agencies requesting that information as part of placement at any agency.

I agree to have information regarding my attendance and performance released for financial aid purposes.

I understand that I may not participate in any Health Science program until I have all my records (health, CPR, health insurance, drug screen and background checks) on file in the Health Science Department and that these records must be kept updated, or I could be withdrawn from the program.

I understand that orientation to health care facilities is mandatory. Absence for any reason may result in withdrawal from the course.

I understand that information disclosed to me for the patient’s privacy is protected by state and federal law. State law prohibits me from making any disclosure of medical information without the specific written consent of the person to whom such information pertains, or as otherwise permitted by federal, state or local law.

Changes may be made to departmental, division or college policies/regulations at any time. Should a change occur, students will be notified verbally and in writing as to what the change entails and the date it will take effect. Students will be given a copy of the change to keep for their records and one to sign which will be included in their file.

________________________________________
SIGNATURE

________________________________________
PRINT NAME

________________________________________
DATE
NOTIFICATION OF SOCIAL SECURITY NUMBER COLLECTION AND USAGE

In compliance with Florida Statute 119.071(5), this document serves to notify you of the purpose for the collection and usage of your Social Security number by Indian River State College (IRSC). IRSC collects and uses your Social Security number only if specifically authorized by law to do so or it is imperative for the performance of its duties and responsibilities as prescribed by law. Specifically, IRSC collects your Social Security number for the following purposes:

Admissions Department

Federal legislation relating to the Hope Tax Credit makes it mandatory that all postsecondary institutions report student Social Security numbers to the Internal Revenue Service (IRS). This IRS requirement makes it mandatory for colleges to collect the Social Security number of every student. A student may refuse to disclose his or her Social Security number to IRSC, but the IRS is then authorized to fine the student in the amount of $50.

In addition to the federal reporting requirements, the public school system in Florida uses Social Security numbers as a student identifier (Florida Statutes 1008.386). In a seamless K-20 system it is non-mandatory; however, it is beneficial for postsecondary institutions to have access to the same information for purposes of tracking and assisting students in the smooth transition from one education level to the next. All Social Security numbers are protected by federal regulations Family Educational Rights and Privacy Act (FERPA).

Financial Aid Department

It is mandatory that the Office of Financial Aid at IRSC requires students to submit their Social Security numbers on various forms in order to correctly identify applicants, match each applicant’s financial aid record with the student record, and to help coordinate state aid programs with institutional and federal aid programs as authorized by Sections 483 and 484 of the Higher Education Act of 1965, as amended.

Outreach Programs

Programs such as the Educational Opportunity Program and College Reach-Out Program are youth outreach projects funded by discretionary grants from the United States or Florida Departments of Education. As such, each project is required to exclusively serve eligible participants that are citizens or nationals of the United States; or are permanent residents of the United States. In order to verify a participant’s project eligibility, it is mandatory that Social Security numbers are collected and also later used when submitting information for the Annual Performance Reports due to the United States or Florida Department of Education.

Workforce Programs

It is mandatory that these programs use Social Security numbers as an identifier for program enrollment and completion. Also, Social Security numbers are used for entering placement information into either the OSMIS or the Employ Florida Marketplace statewide data collection and reporting system. Because these are performance based contract programs, it is required that all participants and their program related activities be recorded in the Florida state system.

Continuing Education, Corporate & Community Training Institute (CCTI)

Because of Florida State Board of Education reporting requirements and Department of Business and Professional Regulations reporting requirements, it is mandatory for students who enroll in Continuing Education and/or CCTI courses and/or customized training seminars to submit their Social Security number.

State and Federal Reporting

It is mandatory that the College collects Social Security numbers to periodically report student/employee level data to federal and state agencies for research and data collection.

Testing

It is mandatory that the College collects Social Security numbers for the purpose of reporting state and national standardized testing results, including but not limited to: TABE, GED®, FTCE, ACT, CLEP, HOBET.

Miscellaneous

It is mandatory to collect Social Security numbers for agency third party billings, payment collections, state and federal data collection, tracking, benefit processing, tax reporting, and for identification and verification.

To protect your identity, IRSC will secure your Social Security number from unauthorized access and assign you a unique student identification number. This unique identification number will then be used for all associated employment and educational purposes at IRSC.

Copies of the full IRSC Notification of Social Security Number Collection and Usage document can be obtained from Student Services at all IRSC campuses and at the IRSC website at www.irsc.edu.

GED® is a registered trademark of the American Council on Education (ACE) and administered exclusively by GED Testing Service LLC under license. This material is not endorsed or approved by ACE or GED Testing Service.

Indian River State College does not discriminate on the basis of race, color, national origin, ethnicity, sex, religion, age, disability, sexual orientation, marital status, veteran status or genetic information in its programs and activities. The following person has been designated to handle inquiries regarding non-discrimination policies:

Adriene B. Jefferson
Equity Officer and Title IX Coordinator
IRSC Main Campus • 3209 Virginia Ave. • Fort Pierce, FL 34981
(772) 462-7156
PREFACE

The Health Science student is subject to the guidelines and regulations presented in this handbook as well as the policies in the Indian River State College Student Handbook/Planner.

The provisions of this publication are not to be construed as a contract between the student and Indian River State College. The College reserves the right to change any provision or requirement when such action will serve the interests of the College or its students. The College further reserves the right to ask a student to withdraw when it considers such action to be in the best interest of the College.

EA/EO

Indian River State College does not discriminate on the basis of race, color, national origin, ethnicity, sex, religion, age, disability, sexual orientation, marital status, veteran status or genetic information in its programs and activities. The following person has been designated to handle inquiries regarding non-discrimination policies:

Adriene B. Jefferson
Equity Officer and Title IX Coordinator
IRSC Main Campus • 3209 Virginia Ave. • Fort Pierce, FL 34981
(772) 462-7156
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Part I – Statement of Purpose

Section 1.01 Health Science Division Purpose Statement

The Health Science Division supports the mission of IRSC by preparing students to function effectively as members of the health care team. The Division is committed to advancing health care by providing innovative educational programs through excellence in instruction, clinical leadership and service to the health care community.

Part II - Regulations & Procedures for Health Science Division

All IRSC Health Science Students are expected to read and be familiar with the IRSC Student Handbook/Planner.

Section 2.01 Health Science Statement of Ethics

A code of ethics indicates a profession’s acceptance of the responsibility and trust with which it has been vested by society. Upon entering a health care profession, each health care professional inherits a measure of both the responsibility and the trust that have accrued to health care over the years, as well as the corresponding obligation to adhere to the code of professional conduct and relationships for ethical practice.

Upon entering an Indian River State College Health Science program, each student inherently agrees to accept the responsibility and trust granted to the health care profession by society. When a particular behavior is questioned, the student must be able to justify all behavior as ethical. Failure to do so may result in disciplinary action which may include dismissal from the program.

Section 2.02 Health Science Plagiarism Regulation

Plagiarism is an act of academic dishonesty. Indian River State College Board Policy Number 6Hx11-7.24 Student Standards of Conduct – Any student who accepts the privilege of enrollment at Indian River State College is deemed to have given his or her consent to adhere to the policies of the College and the laws of the State of Florida. Health Science Students are expected to familiarize themselves with the Plagiarism Guide provided by the IRSC Library.

Section 2.03 Email/Contact Information

All students are required to activate and maintain an IRSC RiverMail email account. Emails are to be professionally written with appropriate grammar, punctuation, correct spelling and a signature. The student is required to notify the Program Director and the College of any change in contact information. Students must check their IRSC RiverMail regularly. The College uses RiverMail for all official communication.
Section 2.04 Health Science Regulation for Use of Electronics

Personal cell phone calls or responses to pagers may only be taken while on break from class, labs or clinical unit. Students using cell phones for personal calls of any type or for taking pictures in the classroom, health care laboratory or the clinical unit (unless sanctioned by the Program Director) will face disciplinary action which may include permanent dismissal. Electronic devices for reference purposes must be strictly limited to this purpose and must be approved by the agency and clinical instructor (if applicable). Students may be asked to turn off any electronic device or may be prohibited from using an electronic device at the discretion of the facility personnel or clinical instructor while in the clinical setting. Under no circumstances are audio/visual recording devices or cameras to be used in the health care setting.

All cell phones, PDAs and any other technical equipment, except for laptop computers, are to be silenced or turned off and kept in a purse or bag under the student’s desk. Audio recording devices may be used in the classrooms only with the instructor’s permission.

Serious deficiencies may include, but are not limited to, any act or failure to act which results in the following:
- Harm, danger or threat to a patient, student, faculty member, staff member (college or professional practice experience) or any other person
- Damage to or theft of college, clinical or personal property. This includes the removal of documentation containing patient identifying data elements.
- Any act of academic dishonesty including cheating, plagiarism, falsification of clinical or hospital records which the student either commits, solicits or assists another to commit
- Any act that will endanger the integrity of the program or harm the relationship between the College and any of its professional practice experience sites
- Unprofessional behavior
- Illegal activity

Section 2.05 Health Science Confidentiality Statement

PROTECTED HEALTH INFORMATION (PHI) is information you create or receive in the course of providing treatment or obtaining payment for services while engaged in health science program activities, including: information related to the past, present or future physical and/or mental health or condition of an individual and information in ANY medium – whether spoken, written or electronically stored – including videos, photographs and x-rays. Students are expected to treat all patient information confidentially, whether spoken, written or electronically stored. PHI is protected by federal legislation and provides strong privacy rights and preserves quality health care. A violation of these federal regulations can result in discipline, loss of health science student status, fines or imprisonment. If a disclosure of PHI is made willfully and with intent for personal gain, the penalty can be as high as a $250,000 fine and 10-year imprisonment.
Students will not under any circumstances discuss any client, hospital or staff information outside the confines of the classroom, clinical or post-conference area and/or without the direction and guidance of the respective instructor or other IRSC faculty or department supervisor. It is illegal for students to photocopy, photograph, videotape, print or electronically transmit any part of the client’s chart and/or computerized record. If at any time a student has a concern regarding an occurrence in the health care setting, the student is to discuss the concerns with the IRSC faculty. Health care agencies may require students to sign an agency confidentiality agreement prior to any experience in that facility.

Failure to maintain confidentiality as outlined in this regulation will result in immediate dismissal from the Health Science program and possible legal proceedings.

Section 2.06 Health Science Grading

Academic standards are those measures by which the faculty of the program determines a student’s quality of performance. They are composed of guidelines for advancement in the program as well as the regulations for grading, probation/requested withdrawal and dismissal. The course grading scale is found on the course syllabus.

Grading Regulation

1. Students must achieve a minimum of "C" for the final grade in all Health Science major courses that are required for completion of the program.

2. A student must complete minimal performance standards in laboratory prior to progressing to the next level of academia or performing those skills in a clinical setting.

Section 2.07 Health Science Retention Regulation

Retention of students is a high priority for IRSC, and the College commits significant resources towards these efforts. The faculty believe that education is a growth process, which places responsibility for learning on the individual.

To best prepare for success in a Health Science program, students should utilize all available resources including recommended texts and reference materials, computerized resources, open lab, faculty office hours, the Academic Support Center and other services outlined on the IRSC website under Student (Student Success).

In an effort to assure student success, faculty will discuss remediation with students when it is deemed necessary. Whenever a student experiences academic difficulty, a student conference form is initiated and recommended actions are shared with the student. Students are required to maintain a “C” or better in all Health Science courses and a minimum GPA of 2.0.

Should the student fail the course and wish to apply for reentry, the above considerations will be required, if not already completed. If completed, the student will need to submit a plan to increase his/her chance of success in future courses. The documentation of completion of any recommended remediation and the student’s plan for success should be submitted to the Program Director at the same time as the application for readmission. These will be considered when evaluating the student for reentry into the program.
Section 2.08  Health Science Probation Regulation

The Health Science faculty will counsel and place a student on Health Science probation for any of the following reasons including, but not limited to:

1. Failure to follow College, Division and/or Health Science program regulations
2. Unprofessional conduct in classroom and/or health care agency
3. Incivility to faculty, peers and/or others
4. Unsatisfactory or marginal performance
5. Inability to function adequately with members of a health care team

The student cannot register for practicum/externship/capstone if they are currently on probation unless approved by the Program Director. Repeat episodes and/or frequent infractions of any or all of the examples will result in dismissal from the program.

Section 2.09  Health Science Readmission and Dismissal Regulation

Written request to be readmitted/transferred into the Health Science programs should be addressed to the Program Director. Transfer students will also need to provide a letter from the Director at their current program indicating they are in good standing and are eligible to continue at the current school. The Health Science Program Director, based on the following, will make a decision of a readmission/transfer request:

1. Students who have failed (at IRSC or another institution) by placing the health and safety of patients in jeopardy will not be admitted/readmitted/transferred into a Health Science program.

2. Students requesting to transfer into a program, students who withdraw for personal/health reasons, students who withdraw with an average grade below a “C” or students who have failed or received a “D” in Health Science, general education and/or science related courses will be readmitted/transferred subject to the following:

   a. Submission of written request for readmission to the Program Director
   b. Documentation of any required remediation and student’s “plan for success”
   c. Completion of course pre-requisites
   d. Completion of health requirements, current CPR card, updated drug and criminal background check, updated history and physical. (Must be repeated if student is out of the program longer than six months.)
   e. Documentation of GPA above 2.0 (overall cumulative)
   f. Readmission is based on space availability.
   g. Student must meet all program admission criteria.
3. Any student who has not taken Health Science courses for two or more years or who is unable to complete the total program (A.S. or upper division B.A.S.) within four academic years must re-apply to the program as a new student.

4. Courses eligible for transfer credit in the program must have a minimum grade of “C”, have been completed within the past four years and contain the same information as the parallel course at IRSC.

5. Students may request a grade of “Incomplete” if more than 75% of the course has been completed and an approved hardship is documented with the Program Director. An “I” grade means incomplete work. The student must speak with the instructor immediately and make arrangements to complete the course within one calendar year from the time the “I” was earned. Otherwise, the “I” will convert to an “F”. Incomplete grades are given on a case-by-case basis at the discretion of the instructor.

Section 2.10 Health Science Complaint Guidelines

A suggested process for resolving complaints within the Health Science Division is as follows: A student should always discuss the issues with the involved parties, e.g., Instructor/Program Director and Dean of Health Science. Academic and disciplinary decisions may be appealed. All IRSC students have the opportunity to request a formal review of their complaint following the “Student Grievance Procedure” outlined in the IRSC Student Handbook/Planner.

Section 2.11 Health Science Liability, Accident and Health Insurance Regulation

All students purchase accident and liability insurance as a component of their clinical course registration. The liability policy provides coverage while the student is participating in the activities of the program. The accident policy provides coverage while the student is participating in college-sponsored activities while on the premises designated by, and under the direct supervision of, the College. Accident insurance is not a substitute for health insurance and does not cover illness or disease.

Should an accident or incident occur involving a student or a patient under the care of a student, the student must complete an IRSC Accident/Incident Report form within 24 hours or the next work day. Faculty have several copies of the IRSC Accident/Incident Report form with them at the clinical site at all times. Students are responsible for any expenses related to the student’s treatment for accident or injuries.

Additionally, each agency usually requires the completion of its own accident/ incident form.
Liability (Malpractice) and Accident Insurance

A copy of the liability and accident policy coverage is available to students online at www.irsc.edu. Click on Programs & Careers and then Health Science Programs. In the Resources box, select Liability/Accident Insurance Coverage.

Health Insurance

All students must have health insurance coverage at all times while in the program. If a student does not have independent health insurance coverage, he/she can obtain coverage, at their own expense, through the American Association of Community Colleges. Information can be obtained from the IRSC Health and Wellness Center. Student’s must provide the Program Director with proof of insurance prior to entering the program and must have proof of insurance readily available at all times while in the program. Failure to provide immediate proof of health insurance upon request may result in withdrawal from the program.

Section 2.12 Health Requirements

1. Good physical and mental health are required for all health care employees; therefore, all health science students must provide assurance that they are in good physical and mental health upon entrance into the program and each year thereafter.

2. The assurance shall be from a licensed physician/A.R.N.P./P.A who conducts a physical examination and reports his/her findings on the Student Health Record. The physical exam must be dated no earlier than six months prior to the start of the first semester classes. The student’s health record is considered valid for one year. All health information must be valid throughout the time student is enrolled in the program.

3. The medical examination tests and immunizations will be conducted at the student’s expense.

4. Upon entrance to a Health Science program, the student’s health record must verify:
   a. evidence of a negative tuberculin screen (result valid for one year)
   b. documentation of two MMR immunizations or a positive rubella titer, rubeola titer and mumps titer
   c. documentation of all three immunizations and positive titer or signed declination for Hepatitis B vaccine
   d. documentation of varicella status
   e. prescription for medications/drugs taken/dosage/route
   f. recommendations for any restriction/limitation of physical activity
   g. evidence of negative drug screen
h. documentation of tetanus immunization within the past ten years

i. annual flu immunization

5. Proof of negative TB results and CPR certification must be valid throughout the program. TB results are valid for one year from test date. The CPR expiration date is listed on the CPR card. Students not in compliance with this regulation will be dropped from the roster on the first class day. If a seat is not available once the record is cleared, the student will have to wait until the next semester when there is an available seat.

6. The IRSC Health Science Division recognizes that a student must be physically and mentally healthy in order to safely participate in a health care environment.

a. Students who have a change in health status/injury while enrolled in the program will be expected to report the nature of their change in status to their instructor and/or the Program Director. Changes in medical condition and/or medication regimen should be promptly reported in writing to the Health Science Office. Failure to do so may result in dismissal from the program.

b. Any student who exhibits symptoms of illness/injury which pose such a threat and/or who is under the influence of alcohol or illegal drugs may be immediately removed from the classroom/health care agency, will be drug tested and if appropriate, referred to their private physician. IRSC regulations will be followed as outlined in the Substance Use/Abuse Regulation.

c. After any change in health status that results in absence from class, the student must submit a statement from his/her physician that his/her condition is not detrimental to the safety or health of himself/herself before returning to the program.

d. In cases where absences caused by a change in health status interfere with a student’s progress, the student will be asked to withdraw from the program and may apply to re-enter the program after resolution of the health problem and submission of an updated health record. (See Readmission Regulation Section 2.09).

7. Health Science students involved in clinical experiences need to be aware that the risk of contracting an infectious disease is greater for healthcare workers than the general public. Instruction on universal precautions for the control of infectious diseases is included in the curriculum of the clinical programs.

Students who have changes in their health status, who are pregnant, and/or students who are immunocompromised must work closely with their personal physician to assess the risk of participating in patient care/clinical experiences.
Section 2.13 Indian River State College Post-Exposure Protocol

Students who are exposed to infectious body fluids in the clinical area must report to the instructor immediately. If at a clinical site, the health care agency will be notified and the agency protocol for such exposure followed. Additionally, a report must also be submitted to the IRSC Health & Wellness Center via the instructor and the College Post Exposure Protocol will be discussed with the student.

In the event of exposure to infectious body fluids occurring either during clinical practicum or classroom practice of medical procedures, the source person and exposed individual will be requested to submit to baseline testing for HBV, HIV, PPD and RPR as appropriate.

Refer to the IRSC website at www.irsc.edu. Click Programs & Careers and then Health Science Programs. In the Resources box, select Post-Exposure Protocol instructions.

Section 2.14 Health Science Background Check Regulation

Refer to the IRSC website at www.irsc.edu. Click Programs & Careers and then Health Science Programs. In the Resources box, select Drug/Background Checks.

Section 2.15 Health Science Substance Abuse Regulation

Refer to the IRSC website at www.irsc.edu. Click Programs & Careers and then Health Science Programs. In the Resources box, select Drug/Background Checks.

Section 2.16 Health Science Dress Code/Professional Standards

Unless otherwise directed, students will wear the required uniforms at all times while participating in program classes and activities. Students in any program of study that does not require uniforms will be required to adhere to a minimum dress code. Students may not be allowed into the classroom unless they are properly attired. Failure to follow uniform, dress code, and hygiene regulations may result in student dismissal from class, lab, clinical, or field shifts.

Uniforms must be kept neat, clean, and well-maintained.

Any time the uniform is worn and the student is in the public view, all regulations regarding the wearing of the uniform must be followed.

Generally, uniforms should not be worn at any offsite locations that are not directly associated with the class. Exceptions to this would include travelling to or from class, during lunch breaks for full-day courses, and other times with preapproval from program faculty; however, understand that any time a student is in uniform he/she is representing the program, Health Sciences, and the College and is subject to these rules and regulations, including dismissal from the program. At no time should the uniform be worn into an establishment where the serving and consumption of alcohol is the primary function (i.e., a bar or the bar area of a restaurant. Under NO circumstances will the uniform be worn while the wearer is consuming or with individuals who are consuming alcohol, including in a restaurant. NO smoking or tobacco
use, including smokeless or electronic nicotine delivery devices, is permitted while in uniform, irrelevant of location.

Good hygiene is essential. Students should be freshly bathed. Use of personal hygiene products is required. Body odor is to be controlled and deodorant used. Teeth should be clean.

Hair should be neat, clean, and worn in a natural style. Hair should be secured off the face and base of the neck. Hair coloring outside of usual and customary colors is unacceptable. Facial hair must be neatly groomed.

Use of conservative makeup is acceptable. Students must avoid excessive use of perfume, cologne, or after-shave due to increasing allergies and the potential they may offend other students/patients.

Fingernails must be clean and trimmed. Nail polish, if worn, must be clear, colorless, and kept in good condition. Fingernails may not exceed ½ inch from fingertips. Artificial nails are not permitted in these areas.

Appropriate hosiery and undergarments must be worn at all times. Undergarments should not be visible.

Overall, clothing should be clean, neat, in good repair, and of appropriate size. Uniforms that become faded must be replaced. Clothing that is soiled, torn, too loose, or too tight may cause the student to be dismissed from class that day.

Students may not wear visible jewelry, including but not limited to body piercings and gauges, except wedding bands and medical bracelets. Wedding bands and medical bracelets must meet safety requirements.

All body art/tattoos must not be visible. Students required to wear uniforms with body art/tattoos on their arms that is not covered by short sleeves, including when arms are raised or extended, must choose the long-sleeve options. Body art/tattoos that cannot be covered by the required uniform or general dress may prohibit a student from participating in program courses.

Students may not wear caps, hats, bandanas, or other head coverings while indoors. Religious head coverings may be acceptable per individual agreement with the Program Director as long as they do not jeopardize student and/or patient safety.

Sunglasses (not including photoreactive, prescription lenses) are not to be worn indoors.

**Specific program dress codes are outlined in the respective handbook for which students are expected to adhere or be dismissed from the program.**
Section 2.17  Health Science Student Parking Regulation

All Health Science student parking their vehicles on campus must display an IRSC parking decal. Decals are available at no charge in the Student Affairs Office.

Parking spaces marked “Reserved” or for “Dental Clinical Patients” are not for student use. Students parking in a “Reserved” space may be ticketed and/or towed by a private towing service.

Section 2.18  Health Science Student Smoking Regulation

Smoking is prohibited in or within 100 ft. of the Mary L. Fields Health Science Center and at clinical facilities. For more information on smoking cessation, contact the IRSC Health and Wellness Center at (772) 462-7825 or healthandwellness@irsc.edu.