Cuyahoga Community College

Metropolitan, Eastern, Western, and Westshore Campuses

Division of Health Careers and Sciences

Medical Assisting
Student Handbook

2014 – 2015

**May be changed at the discretion of the Program Manager with addendums of changes provided to students.**
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College Student Handbook

Student Handbooks are distributed to students at the beginning of their first semester. The Student Handbook is available online via my Tri-C space on the Student Services tab, in the College Guidelines channel. It is also available in the Student Affairs offices at each campus. Refer to the Student Handbook for College’s policies, procedures, and guidelines; including the student conduct code, student’s rights and responsibilities, academic policies and procedures, and College services.

Medical Assisting Student Handbook

Medical Assisting Student Handbooks are distributed to students at the Medical Assisting Orientation. It is also available in the Medical Assisting Program Managers office at the Metropolitan campus.

SECTION 1 MEDICAL ASSISTING PROGRAM DESCRIPTION

The Medical Assisting Program Handbook has been prepared to provide accurate information for students who have been admitted to Cuyahoga Community College’s Medical Assisting Program. The Medical Assisting Department is located at the Metropolitan, Eastern, Western and Westshore Campuses of Cuyahoga Community College. Students are held responsible for knowledge of all information contained in the Handbook. A statement to the effect that the student has received a handbook will be signed by the student and kept in student’s folders in the office of the Medical Assisting Program at the Metropolitan Campus.

Job description: Medical Assistants are cross-trained to perform administrative and clinical duties, such as, but not limited to:

Administrative duties:
- using computer applications
- updating and filing patient medical records
- coding and filling out insurance forms
- scheduling appointments,
- arranging for hospital admissions and laboratory services

Clinical duties:
- taking medical histories
- preparing patients for examination
- assisting physician during exams
- performing basic laboratory tests
- preparing and administering medications as directed by a physician,
- drawing blood
- taking electrocardiograms
- removing sutures and changing dressings
Medical Assistants also perform as patient liaisons and a PCMH (Patient-Centered Medical Home) team member. (http://www.aama-ntl.org/medical-assisting/what-is-a-medical-assistant)

1.1 Introduction

The Medical Assistant student is responsible for knowing all the information in this Medical Assistant Program Handbook. The material here is to be used as a guide for the students throughout their stay in the program. Supplemental detailed information may be distributed to students during the orientation and registration period. Students will be informed of any approved modifications, deletions, or major changes as they occur.

This manual is designed to be program specific to the Medical Assistant Program used as a supplement to, not a replacement for college-wide policies and procedures as specified in the College Catalog. (Students are encouraged to become familiar with College policies and procedures and such additional information from the Department of Student Development.)

Students are expected to take the initiative in acquiring answers to questions about the Medical Assistant Program not already answered in this manual.

Please see Appendix A for the Forms needed for honor code, acceptance and confidentiality.

1.2 Mission, Vision & Values of Cuyahoga Community College

Mission
To provide high quality, accessible and affordable educational opportunities and services — including university transfer, technical and lifelong learning programs — that promote individual development and improve the overall quality of life in a multicultural community.

Vision
Cuyahoga Community College will be recognized as an exemplary teaching and learning community that fosters service and student success. The College will be a valued resource and leader in academic quality, cultural enrichment, and economic development characterized by continuous improvement, innovation, and community responsiveness.

Values
To successfully fulfill the mission and vision, Cuyahoga Community College is consciously committed to diversity, integrity, academic excellence, and achievement of individual and institutional goals. We are dedicated to building trust, respect, and confidence among our colleagues, students, and the community.
1.3 Medical Assisting Program Mission Statement and Philosophy

The mission the Medical Assisting Program is to enable students to become dedicated allied health care professionals, skilled in entry level competencies in the cognitive, psychomotor and affective domains. To encourage the taking the national certification examination which when passed will ensure the student has met industry standards, to continually pursue life-long learning and to promote the profession of Medical Assisting.

1.4 Statement on Complaints, Grade Disputes and Equal Opportunity, Discrimination, and Harassment:

The College provides an opportunity for students to resolve legitimate concerns by providing a Student Complaint and a Grade Dispute Procedure. The complaint process allows students who are dissatisfied with an aspect of his or her collegiate experience to seek resolution to the matter. The Grade Dispute Process is to challenge a recorded grade. Both procedures are listed on the web at: http://www.tri-c.edu/studenthandbook/DOCS/procedures.htm. Printed information is available in the Dean of Student Affairs Office. The complaint procedure does not apply to issues covered by the College Policy on Affirmative Action, Equal Opportunity, Discrimination, and Harassment (rule 3354:1-42-01 of the Administration Code). For concerns of equal opportunity, discrimination or sexual harassment students should follow the discrimination and harassment complaints procedure.

1.5 Accreditation

Cuyahoga Community College is accredited by the Higher Learning Commission of the North Central Association of Colleges and Schools. The Medical Assisting Certificate of Proficiency Program is also accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP), on recommendation of the Medical Assisting Education Review Board of the American Association of Medical Assistants Endowment (MAERB). CAAHEP is a non-profit, allied health education organization whose purpose is to accredit entry-level allied health education programs. For more information, go to www.caahep.org. CAAHEP is located at 1361 Park St., Clearwater, FL, 33756.
Medical Assisting: In order to meet the program competencies, a student must possess the following characteristics:

**SPEAKING:** Must be able to speak to local clients and members of the health team with effective verbal communication.

**WRITING:** Must be able to utilize a concise documentation style which is readable and in the English language.

**HEARING:** Must be able to hear clearly and respond appropriately to verbal orders and sounds (i.e. alarms).

**ANALYZE:** Must be able to interpret data used in formulating accurate patient assessments, medical diagnoses, evaluations, and self-evaluation. Make decisions to sufficiently deliver patient care, supervise and manage medical assisting department.

**SEEING:** Must be able to observe changes in patient status and unsafe environmental conditions.

**READING:** Must be able to read and comprehend written course materials and documentation of patient care, dietary and facility policies and procedures.

**CALCULATING:** Must be able to calculate correct medication dosages, patient measurements, patient intake and output, budgets, inventory, and other patient treatment related measurements.

**SMELLING:** Must be able to detect odors indicating unsafe conditions or changing patient status.

**MOBILITY:** Must be able to move freely to observe patients and perform medical assisting duties.

**DEXTERITY:** Must be able to capably perform medical assisting procedures. Capable of full manual dexterity of upper extremities, unrestricted movement of both lower extremities, neck, shoulders, back and hips to assist patients as needed.

**BENDING:** Must be able to bend or stoop to touch the floor to remove environmental hazards.

**LIFTING:** Must be able to assist with moving and ambulating patients. Must be able to lift and/or support at least 50 pounds.

**COMPUTER LITERACY:** Must be able to input and retrieve data.

### 1.5.1 Core Curriculum for Medical Assistants (MAERB)

See Appendix B
1.6 Goals for the Medical Assistant

- Medical Assisting Program students will be prepared to perform entry level administrative, clinical and general skills and related tasks in the health care field.
  
  - **Means of Assessment and Criteria for Success**: At the end of the clinical practicum, students will be rated as satisfactory or better in all entry level categories of the clinical practicum by the office managers or clinical supervisors in the physician offices and clinics.
  
  - **Assessment results Goal**: 95% of the clinical sites will relate that Tri-C student as being better than satisfactory in performing all entry-level competencies at their clinical sites.
  
  - **Use of Results**: Results are shared with faculty, advisory committee members and department heads for the purpose of identifying areas needing improvement, curriculum needs, instructor needs, and other program needs.

- Medical Assisting Program graduates will have obtained a level of cognitive, psychomotor and affective skills and behaviors which, when compared with students completing other CAAHEP accredited programs will show to either be equal to or better than others in the same programs.
  
  - **Means of Assessment and Criteria for Success**: Goal of 85% CMA exam passage rate or better and employed in related field or continuing education within three months of graduation. Data will be collected from AAMA CMA test reporting and Graduate and Employer Surveys.
  
  - **Use of Results**: Results are shared with faculty, advisory committee members and department heads, to insure students would continue to be prepared for the examination and/or further their education.

- Graduates of the Medical Assisting Program will be satisfied with the overall instruction and program experience.
  
  - **Means of Assessment and Criteria for Success**: There will be a 95% or greater satisfaction rate via Graduate surveys.
  
  - **Use of Results**: Results are shared with faculty, advisory committee members and department heads for review and adjustments, if necessary, to insure the highest success and satisfaction of students.
SECTION 2 PROFESSIONALISM IN MEDICAL ASSISTING

2.1 Characteristics of Successful Students

Compassion
Demonstrates empathy in communicating with patients, patients’ families and medical staff
Demonstrates kindness, gentleness, and caring with patients, patients’ families and medical staff

Communicator
Be able to apply active listening skills
Demonstrate excellent verbal, nonverbal and written communication skills
Be able to speak fluently with other members of the health care team and relate information to the patients in an “easy-to-understand” manner

Adaptable
Ability to prioritize multiple tasks
Anticipate patient’s and health care team’s needs
Fluctuate daily between medical and administrative duties
Ability to adjust and manage stressful situation

Culturally Sensitive
Demonstrates respect for diversity in approaching patients and families
Willingness to work with a diverse population
Ability to adjust patient education to meet the needs of a diverse population

Organization
Ability to follow written and verbal instructions accurately
Time management skills
Ability to multi-task
Self-directed
Detail orientated

Problem-Solver
Ability to perform calculations necessary for correct medication administration
Ability to integrate information, apply critical thinking skills and adjust to changing environments

Professionalism
A positive attitude toward learning
Positive interpersonal skills including cooperation, flexibility, tact, diplomacy, discretion and integrity
Maintain patient confidentiality
Display a professional image
2.2 Professional Behavior

Professional behavior is expected at all times; in the classroom, laboratory, directed practice experiences and all program related activities. Each student needs to be aware how his/her behavior will reflect on himself/herself and also the program, the college, and one’s classmates. This is imperative not only for the learning environment while at Cuyahoga Community College, but because each student’s behavior may affect how subsequent students are accepted or treated in the community. There is a “ZERO” tolerance policy regarding fighting or any behavior which could possibly injure an instructor, classmate, member of the college staff or at a practicum site. If you are involved in an altercation while here at the college or any college sponsored activity, regardless of who started it, you will be automatically dismissed from the program with no chance for re-entering the program.

Commitment to learning: The ability to self-assess, self-correct, and self-direct; to identify needs and sources of learning; and to continually seek new knowledge and understanding.

Interpersonal Skills: The ability to interact effectively with patients, families, colleagues, other health care professionals, and the community and to deal effectively with cultural and ethnic diversity issues.

Communication Skills: The ability to communicate effectively (i.e. speaking, body language, reading, writing, listening) for varied audiences and purpose.

Effective Use of Time Resources: The ability to obtain the maximum benefit from a minimum investment of time and resources.

Use of Constructive Feedback: The ability to identify sources of and seek out feedback and to effectively use and provide feedback for improving personal interaction.

Problem-solving: The ability to exhibit appropriate professional conduct and to represent the profession effectively.

Responsibility: The ability to fulfill commitments and to be accountable for actions and outcomes.

Critical Thinking: The ability to question logically; to identify, generate and evaluate elements of logical argument; to recognize and differentiate facts, illusions, assumptions, and hidden assumptions; and to distinguish the relevant from the irrelevant.

Stress Management: The ability to identify sources of stress and to develop effective coping behaviors.

Student will be evaluated in professional behavior in ALL MA courses and graded in MA 1503 Medical Assisting Administration and MA 2412 Advance Medical Assistant classes. MA 1503 will take a collaboration of 3 evaluations. One evaluation will be based on a peer-evaluation, second will be based on collective information from all instructors from the student’s classes, and finally the student will be evaluated in the preventive care center. These evaluations will result in a professional evaluation that will be conducted near the end of the student’s first semester for a grade. The student will then need to submit a written paper in MA 2412 as a reflection on the professional evaluation.
2.3 Statement on Conduct

The Cuyahoga Community College Student Conduct Code applies to conduct that occurs on any of the College’s premises, at College sponsored activities, or to any conduct that adversely impacts or reflects on any member of the College community and/or the pursuit of the College’s mission, vision, or values. Each student is responsible for his/her conduct, even though conduct may occur before classes begin or after classes end, as well as during the academic year and during periods between terms of actual enrollment. Any student found to have committed or to have attempted to commit any of the misconduct listed in the Student Conduct Code, any federal, state, local, or other applicable law, any college policy, procedure, directive, or other requirement (including without limitation requirements set forth in the Student Handbook) published in hard copy or available electronically is subject to the disciplinary sanctions outlined in the Cuyahoga Community College Student Judicial System. For programs that may require following a career-related code of ethics, or may have students follow additional requirements as imposed by a clinical site, the program will review possible violations and will consult with the Dean of Students Affairs to determine if they fall within the violations established in the Student Conduct Code. The Student Conduct Code and Student Judicial System can be found at: http://www.tri-c.edu/studenthandbook/DOCS/procedures.htm Printed information is available in the Dean of Students Affairs Office.

2.4 Professional Attire

Part of the mission of the medical assisting program is to prepare students to work as a medical assistant. Part of being a professional is the knowledge of how to dress appropriately in a professional setting. The medical assistant works in close proximity to their patients; therefore, it is necessary to adhere to the following guidelines in order that they do not subject patients to offensive behaviors or odors:

**Hair:** should be neat, clean, controlled in a professional style, and out of the student’s field of vision. Long hair must be pinned up and kept out of the face and off of the shoulders, you should not have unnatural hair colors.

**Personal Cleanliness:** Body hygiene (daily bathing and along with clean uniforms and under garments) is required and deodorant must be worn to help guard against offensive body odors. If an instructor receives complaints from students or other health care personnel that a student has offensive body odor, the first offense will be verbal, the second report of an offense is written, and the third offense could require the student to receive 1 letter grade lower on the final. When a student goes out to a practicum, they must work closely with other employees and patients. It could cause you to be ridiculed or harassed and that could pose a great deal of embarrassment to you. Please, if this is an issue for you, come see the program manager and perhaps together we can come up with a solution to the problem. It must be dealt with before placement to a practicum site can occur. Proper oral hygiene is necessary to prevent breath odors.
Hands and Fingernails: Hands and fingernails must be trimmed short and well-manicured. Light nail polish may be worn, but, may not be chipping, cracking, or peeling. ABSOLUTELY NO ACRYLIC, GEL, SHELAC OR ARTIFICIAL NAILS ARE PERMITTED, AS THEY MAY CAUSE INFECTION OR INJURY TO THE PATIENT. YOU WILL BE ASKED TO LEAVE THE PROGRAM UNTIL THE ABOVE NAMED ARE REMOVED.

Perfume or Cologne: Perfume, cologne, or perfumed lotions may not be worn at any time during your program while at school or the practicum, as this could cause patients with compromised respiratory functions to have difficulty breathing and could cause an emergency situation if their breathing is compromised.

Jewelry: Only modest pierced earrings on ear may be worn (two maximum per ear, in the lobes only, and studs only) Piercing on other parts of the body that is in view is not acceptable. Wedding bands are permitted, but any other jewelry or body piercings are prohibited. This could be safety risk to yourself and the patient.

Tattoos: All tattoos should be kept covered during practicums.

Dress Code: Students are expected to be dressed in their respective uniform every day of their core Medical Assisting classes. Students should purchase at least two uniforms, to include scrub tops and bottoms in the color of Teal that fit properly. Uniforms cannot drag the floor. There is only one accepted color of uniform and students are expected to show up every day in a clean and pressed uniform. After some research, I found the Scrub Zone brand, found at Affordable Uniforms is the best for the price. You will see the locations, link and prices below. No student should ever come to class in a uniform which is wrinkled or soiled. Shoes are to be constructed of leather or vinyl as spills have less of a change to be absorbed by these materials. Shoes that are composed of mesh or open areas are prohibited. Warm up jackets are to be in white or a print which matches the “teal” color of the uniform. Please avoid cartoon character prints unless working in an office that agrees with that culture. Only white thermal type shirts may be worn under the scrub top and bottom in the winter months. No other color is accepted. Whether we like it or not, we are judged based on what we wear. People form an opinion about us based on the way we dress. What we wear should not distract from the message that we are trying to send in our patients.

Affordable Uniforms Locations:
North Olmsted
2477 Lorain Rd
North Olmsted, OH 44070

Garfield Heights
4916 Turney Rd.
Garfield Heights, Ohio, 44125

http://www.affuniforms.com/catalogsearch/advanced/result/?manufacturer=22111
UNIFORMS:
Teal color
Mock wrap women’s scrub top $15.49 OR Unisex scrub top $10.79
Elastic waist women’s scrub pants $13.99 OR Unisex scrub pants $12.19

2.5 Identification cards/Nametags

The My Tri-C card should be used and worn during all MA courses, during PCC assignments, and other MA program related settings.

SECTION 3 PROGRAM REQUIREMENTS

Cuyahoga Community College currently offers two options for the Medical Assisting Program. The first option is the Certificate of Proficiency and the second option is the Associates of Applied Sciences Degree. Regardless of which program path you chose to follow, both options require students to take the same first year coursework, thereby earning the Certificate of Proficiency. Once the Certificate of Proficiency is completed, the student is able to secure employment and sit for the national certificate examination given by the American Associate of Medical Assistants to become a CMA (AAMA). Students wishing to continue in their education are encouraged to come back to the college and take coursework needed to satisfy the requirements for the Associates of Applied Science Degree. Please see the Program Manager as soon as you determine you would like to continue your education.

3.1 Program Requirements

In order to continue in the Medical Assisting Program, the student must meet the following requirements:

The student must successfully complete with a grade of “C” or better all course prerequisites as stated in the Medical Assisting course descriptions in the College Catalog. If the student withdraws from a course or has not taken a course prerequisite he/she may not register for Medical Assisting classes. The student must complete all courses required by the program with a grade of “C” or better for graduation. Included in this, are all competencies from the Master Competency list from the AAMA which must be passed at 85% in order to graduate from the MA program with either the certificate of proficiency.

In a course which has a lecture and laboratory component, the student must earn a grade of “C” or better in both the lecture and lab component. If a student earns a grade lower than a “C” in either lecture or lab and earns a grade of “C” or better in the other, they will have to repeat BOTH lecture and lab sections. A grade of “C” or better MUST be earned in BOTH lecture and lab to complete that course. **A student is expected to pass all lower level (1000 level) classes before advancing to any of the upper level (with the exception of MA1110, which if offered second semester).** A student may be withdrawn from the medical assisting class if the student has had excessive absences, which will be determined by the faculty. There will be a limit of repeating the course only one time, and if a grade of “C” or higher is not obtained the student will be withdrawn from the Medical Assisting Program.
A student may be withdrawn from the program if the faculty identifies a behavior problem which, in the opinion of the faculty, will interfere with the student’s successful, ethical or legal performance of the duties of a medical assistant.

The student must maintain an overall 2.00 grade point average.

The student must adhere to the Academic Honor Code.

The student must maintain current liability insurance while enrolled in MA 2860.

Any problems or unforeseen circumstances relative to successful completion of the program should be brought to the attention of the Program Manager/Faculty as soon as possible.

To foster retention, student support services and tutoring services are available. Notify your instructor or Program Manager if you feel that you are in need of a tutor. Please do not wait until you are overwhelmed and have fallen behind in a course. Seek help early when you need it.

### 3.2 Liability Insurance

Insurance, at approximately $12.50 yearly is available through the Business Office. You will be billed for this insurance with enrollment in MA 2860. This insurance covers the students ONLY while they are at the practicum site. A student must have their own liability insurance policy and it will remain active for one year. If the student does not complete all of the practicum experience within one year, they must purchase liability insurance again.

### 3.3 Drug Testing

Students may be required to undergo drug testing prior to starting a clinical experience. The student is responsible for the cost of this testing. The type of testing needed, time restrictions and the cost of the testing will be dependent on the clinical site. Test results will be sent to Clinical Site Coordinator, Practicum Coordinator and Program Manager. They will be kept confidential.

If a student fails a drug test, Cuyahoga Community College is under no obligation to place a student at another clinical site. It is the student’s responsibility to provide proper documentation to the Clinical Site Coordinator, Practicum Coordinator and Program Manager if they failed the test due to justifiable drug use.

A student may not be able to complete the health career program if they cannot be place in a clinical site due a failed drug test.

### 3.4 Financial Aid

Financial Aid in the form of loans, grants, scholarships and combinations thereof are available. Contact the Financial Aid Office for specific information on the College’s website (www.tri-c.edu).
3.5 Health Requirements

Students are required to have a complete physical examination after acceptance into the Medical Assisting program. Students are required to meet all immunization requirements. They are as follows:

- Tetanus, Diphtheria, and Pertussis (Tdap)
- Measles
- Mumps
- Rubella
- Varicella (Chicken Pox)
- Hepatitis B
- TB Skin Test
- Influenza

Forms found in Appendix A

CPR Certification
Must be the American Heart Association Provider course for the Medical Assisting Program. Please see your program manager for specific CPR requirements. When submitting documentation of certification, the copy must be front and back of the card. The card must be signed. Letters of certificate verifying the completion of course are acceptable.

Physical Exam
Students must submit a physical exam verification that states that the student is in good health, has no condition that would endanger the health and well-being of other students or patients, and is physically and mentally able to participate in the Medical Assisting Program.

A completed Health Career Health Form, signed by a doctor, must be on file in the Program Manager’s office before the student will be permitted to begin the practicum experience. A Health Career Form, with specific requirements for the Medical Assisting program is required.

It is the responsibility of individual students to complete any recommendations made by their private physician.

If a Medical Assisting student has any physical health problem, he/she should notify the Medical Assisting Program manager in order to protect his/her health.

A student with a health condition that arises after the initial physical may continue in the Medical Assisting Program with a written doctor’s permission. The permission must state that the student will be able to meet the requirements of the program, including those outlined in the specific course objectives.
## 3.6 Estimated Cost of the Certificate of Proficiency for Medical Assisting

<table>
<thead>
<tr>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tuition:</strong> Approximately $104.54 per enrolled hours (38 credits) (Cuyahoga county resident tuition)</td>
<td>$3972.52</td>
</tr>
<tr>
<td>(Ohio resident (outside Cuyahoga county): $131.77 per credit; Out of State: $248.92)</td>
<td></td>
</tr>
<tr>
<td>Beginning Fall 2013, the College will implement a new <strong>Campus Security and Maintenance Fee</strong> for all students registered for classes. This will replace the current student hangtag system, and is designed to provide students with unlimited access to all Campuses, recreation facilities, Technology Learning Centers, libraries, and special events without having to purchase hangtags.</td>
<td></td>
</tr>
<tr>
<td>The fee will be applied each semester automatically at the time of registration and is based on the credit hours charged. Fees will be adjusted when courses are added or dropped in accordance with the withdrawal and refund deadlines. Below is the tiered fee structure –</td>
<td></td>
</tr>
<tr>
<td>1 - 3 credit hours = NO fee</td>
<td></td>
</tr>
<tr>
<td>4 – 11 credits hours = $40.00</td>
<td></td>
</tr>
<tr>
<td>12+ credit hours = $60.00</td>
<td></td>
</tr>
<tr>
<td><strong>Books and Supplies (approximately)</strong></td>
<td>$1000.00</td>
</tr>
<tr>
<td>( Significant savings with use of e-books and used books when available. Also, MA Program enrollment will allow purchase of MA published books at student cost)</td>
<td></td>
</tr>
<tr>
<td><strong>Uniform (Shoes, Scrubs, and Lab Coat)</strong></td>
<td>$150.00</td>
</tr>
<tr>
<td><strong>Background Check and Liability Insurance</strong></td>
<td>$150.00</td>
</tr>
<tr>
<td><strong>Certification Exam fee</strong></td>
<td>$125.00</td>
</tr>
<tr>
<td><strong>Total Estimated Cost</strong></td>
<td>$5397.52</td>
</tr>
</tbody>
</table>
### 3.7 Estimated Cost of the Associate of Applied Science degree in the Medical Assisting Program

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition: approximately 62 credits times $104.54 per credit (Cuyahoga county resident tuition) (Ohio resident (outside Cuyahoga county): $131.77 per credit; Out of State: $248.92).</td>
<td>$9408.60</td>
</tr>
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<td>Beginning Fall 2013, the College will implement a new <strong>Campus Security and Maintenance Fee</strong> for all students registered for classes. This will replace the current student hangtag system, and is designed to provide students with unlimited access to all Campuses, recreation facilities. Technology Learning Centers, libraries and special events without have to purchase hangtags. The fee will be applied each semester automatically at the time of registration and is based on the credit hours charged. Fees will be adjusted when courses are added or dropped in accordance with the withdrawal and refund deadlines. Below is the tiered fee structure –</td>
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<td></td>
</tr>
<tr>
<td>12+ credit hours = $60.00</td>
<td></td>
</tr>
<tr>
<td>Books and Supplies(Significant saving with use of e-books and used books when available. Also, MA Program enrollment will allow purchase of MA published books at student cost) Join Medical Assistant Manager Association.</td>
<td>$2,200.00</td>
</tr>
<tr>
<td>Uniform (Shoes, Program Scrubs, Lab Coat)</td>
<td>$150.00</td>
</tr>
<tr>
<td>Background Check and Liability Insurance</td>
<td>$150.00</td>
</tr>
<tr>
<td>Certification Exam fee</td>
<td>$125.00</td>
</tr>
<tr>
<td>Total Estimated Cost</td>
<td>$12033.60</td>
</tr>
</tbody>
</table>
3.8 Curriculum Sequence

It is the policy of the Medical Assisting Program to recommend students to follow courses in proper sequence. Please meet with Program Manager to create a plan. Many courses are block-scheduled and reserved for Medical Assisting students. Consult your faculty advisor or the Program Manager for assistance as soon as schedule is available. Faculty advisors and the Program manager handle routine scheduling of courses. Students will not be permitted to register for major MA classes without an advisory approval, which must be obtained from the Program Manager prior to registration. Students should consult with their faculty advisor or the Program Manager before the change their schedule or drop and add a course.

Note: Curriculum is subject to change as accreditation dictates or needs of students/college/program dictates.

SEE CURRICULUM SEQUENCES IN Appendix C

3.9 Written/Verbal English Communication/Comprehension Skills

Written/Verbal English Communication/Comprehension Skills

According to the operating procedures of the Health Careers programs, students in health careers programs must become competent in interpersonal verbal and nonverbal communication skills to effectively interact with diverse population groups. The ability to communicate in English verbally and in writing is basic to the provision of Allied Health services to provide health care in a safe and effective manner.

If a student is placed in ESL courses through the college’s ESL Assessment procedure (at the college Assessment Center), the student will be required to take and pass the Test of English as a Foreign Language (TOEFL) with a minimum score in Reading 21, Listening 21 Writing 23 and Speaking 25.

If problems with English communication and/or comprehension skills are identified by the program’s instructional staff at any time during the program, the student will be required to take the TOEFL. (Refer to 1).

If the student scores below the minimum expected score on the TOEFL, the student may be required to take a leave of absence (maximum 12 calendar months) in order to improve English communication. The specific course work required will be determined by the Tri-C ESL Coordinator in collaboration with the Program.

All ESL course work will have to be completed with a minimum grade of “C” or higher. At the completion of the assigned ESL work, the student will be required to repeat the evaluation tests(s) and to achieve the expected minimum score(S) stated in 1. If the student does not achieve the expected score on the repeat test may result in dismissal from the program.
A student experiencing English communication or comprehension problems will not be permitted to start their clinical experience until he/she achieves the expected score outlined in 1.

Arrangements and costs incurred for the TOEFL tests will be the responsibility of the student.

3.10 Attendance

Attendance is required in all medical assisting lectures, labs, and directed practice assignments. You may not miss more than two class periods of any MA class in the Medical Assisting Program. On the second absence, the student will be placed on a written attendance contract with the Program Manager, which states that any future absences (after two) from any class will result in repeating that particular class where more than two absences occurred. However, based on course co-requisites, if you have to repeat a lab or lecture, the joining lab or lecture also has to be repeated.

You must call or email the instructor when you are unable to report to class prior to the start of class. Text messages will not be accepted. You are allowed three 15 minute tardiness in a single class. On the third day of the tardiness, the student will need to sign a written warning. Please note excessive tardiness demonstrates unprofessional behavior and any tardiness after the third will result in 1 letter grade dropped from your final exam. Program students are also expected to attend and participate in any off-campus course or program activities. This may include field trips to various health care facilities, professional presentations, or promotional or community wellness programs. Student will be advised of these activities in advance by course instructor.

Regular class attendance is expected. Tri-C is required by law to verify the enrollment of students who participate in Federal Title IV student aid programs and/or who receive educational benefits through other funding sources. Tri-C is responsible for identifying students who have not attended nor logged into an online class for which they are registered. At the conclusion of the first two weeks of a semester, instructors may report any registered students who have “Never Attended” a class so that those reported students will be administratively withdrawn from that class. However, it is the student’s responsibility to withdraw, using the appropriate Tri-C form, from any class which she/he is no longer attending or risk receiving a failing grade in that class. Students wishing to withdraw must complete and submit the appropriate Tri-C form by the established withdrawal deadline.

If illness or emergency should necessitate a brief absence from class, students should confer with instructors upon their return. Students having problems with class work because of a prolonged absence should confer with the instructor and program manager.

Unless otherwise noted, students must pass the final exam of each MA course in order to pass the course.

3.11 Handouts, Announcements and Assignments

Absent or tardy students are held responsible for all handouts, lecture and/or laboratory material including announcements and assignments that are presented during an absence. An instructor is not required to contact an absent student regarding missed work, or share lecture material from the missed class. Students
are expected to be prepared for class when they return. Make-up test will be arranged by the instructor. It is the student’s responsibility to initiate make-up work, or share lecture material from the missed class. Instructor assistance is available upon request.

3.12 Tutoring

A student should notify their faculty advisor or the Medical Assisting Program Manage if they feel that they need a tutor. Tutors are available, at no cost to the student, for some of the academic courses.

3.13 Course waivers and Substitutions

The Program Manager handles course waivers and substitutions. The student must have documented information in order for waivers and substitutions to be considered.

3.14 Mandatory Preventative Care Clinic

Medical Assistant students are required to complete a total of 20 hours of mandatory time in the Preventative Care Clinic order to graduate from the program. 10 hours must be completed in the first semester and 10 hours for the second semester. These hours must be completed at the PCC located at the Metropolitan Campus. Hours are between 1:30-5pm on Tuesday or Thursday. (This may be changed to Tuesday 1:30pm to 5:00pm and Friday 9:00 am to 1:00pm…times may vary)

3.15 Grades

Medical Assisting Program courses use the letter grades A, B, C, and F. Unless otherwise stated in the course syllabus, grades are based on the following distribution:

100-90% - A, 89-80% - B, 79-70% - C, and 69% or less – F. Students receiving a letter grade of D or F in MA, Math or Science course must repeat the course.

In order to progress to the next major MA course listed in the semester sequence, a student must be received at least a “C” grade. If a “D” or “F” is received a student may repeat the course at the next scheduled course offering. If a grade of “F” is received in a prerequisite course a student may not take MA course requiring those courses until the course is repeated and a “C” letter grade is received. For example, MA 3000 is required for MA 3500. If a grade of “F” is received in MA 3000, the student may not take MA 3500 until MA 3000 is repeated and the student has earned at least a “C” grade.

Students will not be permitted to enroll in a course if an incomplete grade has been received in a prerequisite course. The incomplete grade must be erased by the first day of class in order to register. Students must contact the faculty member that awarded the incomplete grade to ensure that all required assignments have been completed and that a Change of Grade form has been submitted to the Admissions and Records department.

Students must pass the final exam of each MA course with a 70% or better in order to pass the course.
3.15.1 Incomplete (1) Grades:

An “I” (incomplete) grade means that a student has not completed course requirements due to circumstances judged by the instructor to be beyond the student’s control. They must request an “I” grade. It is not granted automatically. Students must have completed at least 66% of the required course work and maintain a 70% average to requires an incomplete grade. An incomplete grade must be removed no later than the eighth week of the next academic semester or it will automatically become a “F”.

3.16 Verification Statements

Who determines the requirements for program completion?

Program Managers are responsible for reevaluating transcripts or prior experience and determining coursework and/or supervised experiences students must complete to fulfill current curriculum requirements for their program. Because coursework and/or supervised practice experiences needed to complete program requirements may vary from program to program, students must complete the current Catalog requirements of the program from which they will receive the Verification Statement.

Who completes and can sign verification statements?

Upon successful completion of all graduation requirements (academic course work and 220 practicum hours) a student is eligible to sit for the Medical Assisting Certification Exam. A Verification Statement will be sent to AAMA verifying a student’s eligibility.

3.17 Transfer Procedures

Transfer students to Tri-C from other medical programs will follow the same procedure as outlined for admissions to the Tri-C and meet admission requirements for the Medical Assisting Program. Transfer students must complete the College and Health Career Applications, other admission requirements. Students transferring from another college who have less that a 2.00 GPA on a 4.0 scale, will first earn good standing (2.0 or higher) in subjects appropriate to the completion of the major field prior to admission to the Medical Assisting Program. A list of food/nutrition courses taken a syllabus for each course should be sent to the Medical Assisting Program Manager. Transfer students must have an official transcript review completed by the Office of Admission and Records if they wish to request substitutions and waivers for exemption from non-Medical Assisting courses. Medical Assisting courses must be evaluated by the Medical Assisting Program Manager.
3.18 Withdrawal

Students may withdraw from any semester course prior to the end of week 12 of the full semester or 80 percent of any instructional part of semester. Specific withdrawal dates are available by semester in any Enrollment Center (formerly Admissions and Records Office) or published in the schedule of courses.

Students must submit a completed withdrawal form or follow the approved electronic process when available. The refund schedule for all parts of semester and the Summer Session is determined in proportion to the full semester schedule as established by College procedure.

Up to the last day of week 12 of the full semester, a student may withdraw from a course9s) for any reason. Withdrawal from a course prior to the last day of the second week of the semester will have no notation made in permanent records; withdrawal thereafter will be noted with a “W.”

Regular class attendance is expected. Tri-C is required by law to verify the enrollment of students who participate in Federal Title IV student aid programs and/or who receive educational benefits through other funding sources. Tri-C is responsible for identifying students who have not attended or logged into a class for which they are registered. At the conclusion of the first two weeks of a semester, instructors may report administratively withdrawn from that class. However, it is the student’s responsibility to withdraw, using the appropriated Tri-C form, from any class which she/he is no longer attending or risk receiving a failing grade in that class. Students wishing to withdraw must complete and submit the appropriate Tri-C form by the established withdrawal deadline.

Withdrawals related to student conduct are administrative withdrawals processed by the Dean of Student Affairs.

All transactions involving withdrawal from courses shall be done in writing and on forms provided by Tri-C or through electronic means. A student’s failure to attend classes shall not constitute an official withdrawal.

All withdrawal requests other than those processed as part of the Never Attended drop periods must be processed through the Office of the Dean of Student Affairs or initiated by the student.

3.18.1 Voluntary Withdrawal:

If the dismissal is involuntary, refer to the dismissal procedures in this handbook.

3.18.2 Health Careers Programs Temporary Leave of Absence Procedure

A Leave of Absence will be granted for no more than one semester, after that the readmission policy must be followed.
**PLEASE NOTE:** Any student who takes a Leave of Absence from the program and is then readmitted; must follow the current semester sequence for graduation from the program and the current MA Handbook.

3.18.3 Dismissal from the Medical Assisting Program

A student may be dismissed from the Medical Assisting Program for the following reasons:

- Failure to adhere to the college procedure 3354:3003.5 Student conduct code.
- The Student conduct code applies to students when in clinical sites and field experiences.
- Being under the influence of alcohol or drugs on campus, at a clinical site, or any other program related activities.
- Any form of unprofessional behavior on campus or at an off campus assignment, including, but not limited to, the use of profane or vulgar language, hostility, insubordination, demonstration of uncooperative or negative attitude toward College faculty, clinical instructor, patients, or fellow students.
- Failure to maintain confidentiality of patient records is a violation of HIPAA regulation.
- Failure to maintain appropriate patient records at the health care facility to which assigned.
- Accepting gratuities from patients is grounds for dismissal.
- Engaging in unethical or unsafe behavior at a clinical site, in the classroom, laboratory, or any other program related activities.
- Violation of College or Program procedures.

If a student is dismissed from the program for any of the above reasons, they will not be given the privilege of applying for re-admittance into program. This may be precluded from admission to another Health Careers Program. The student may also be charged under college procedure 3354:1-30-03.6 Student judicial system.

- A student may also be withdrawn from the program for the following reasons:
  - Excessive absenteeism: missing more than one week of a class as defined.
  - Excessive tardiness: define 4 times in semester per class
  - Once 2nd dismissal from the program.
  - Failure to demonstrate professional behaviors.
A student may apply for re-admittance into a Health Career Program if they are withdrawn for the above reasons. They must follow the Re-admittance Policy of the program into which they are seeking re-admittance.

*Dismissal means the involuntary and total separation of a student from the program.

3.19 Academic Honor Code

The student will abide by the Academic Honor Code. If a student leaves the program for any reason other than disciplinary action, he or she must do the following to be re-admitted:

Must meet a minimum GPA requirement for the program.

A written request to return to the program must be submitted to the Program Manager.

Written documentation from a medical authority that student is able to return; if that student left for health reasons. The student must have a written educational success plan that must be approved by the Program personnel and will become a mutually agreed upon contract. Failure to abide by this contract will result in dismissal from the program.

A student returning to a program after a one year absence will be required to complete another BCI and Health requirement.

Students meeting re-admittance criteria may return once within two years, on a space available basis.

Students requesting re-admittance to the program more than a second time or after more than two years must enter the applicant pool for the next available class.

Due to the rapid changes in health technology, students may be required to repeat courses they have already successfully completed as determined by the program manager and instructional staff. The student may require remediation and/or demonstrate proficiency through various modes of assessment.

SECTION 4 PRACTICUM

4.1 Practicum Requirements

The Medical Assisting Practicum Coordinator makes arrangements for the student’s practicum field placements. The program is fortunate to be affiliated with an outstanding group of health care facilities and community agencies, which participate in the practicum training of students. Because of limited practicum facilities, however, no student can be assured of placement in the facility of the student’s choice as regard to geographical location or the student’s residence. An effort will be make to assign students where quality education and experiences can be ensured.
Students are responsible for providing their own transportation to the practicum site. Whenever possible an arrangement will be made to place a student with no private transportation in a practicum site that is accessible via public transportation.

**Absences in excess of 3 days and 5 late arrivals may be grounds for withdrawal from the site.**

Tardiness to the practicum site is unacceptable and unprofessional. Students are expected to be on time. If there is an ongoing transportation problem students should communicate with the Program Manager and Practicum Coordinator.

A student’s conduct and performance at the site represents the College to the health care community, the profession of Medical Assisting, and to the lay public, therefore the student must conduct his/herself in an ethical, responsible and honorable manner at all times.

Students are expected to follow the dress code for the Medical Assisting program at all times and/or that which is defined by the assigned practicum site.

Students are expected to maintain the client’s right to privacy and confidentiality.

Students are expected to maintain honesty and integrity in the learning situation. For example, errors make in the practicum area should be reported so they can be corrected to maintain client safety and to aid the student’s own future learning.

Students are expected to obtain their practicum assignment and prepare for practicum experience according to the directions given by their instructor(S). If the student is not prepared, the instructor will give specific instructions regarding additional preparation required. Students should request assistance if needed and should consult with the Program Manager if assignments are not made after the second day of the practicum experience.

Students are expected to adhere to the policies of Cuyahoga Community College, and also to the rules, regulations, and policies of any practicum facility or agency where they may be assigned. Students are expected to adhere to the College conduct code as specified in the Student Handbook of Cuyahoga Community College.

Students receiving instruction at affiliated practicum sites for practicum sites for practicum experiences are under the jurisdiction of the College.

The student is expected to keep a daily log of their activities. The Practicum Coordinator will require a journal of weekly activities during the seminar course.

In order to ensure a basic level of competency for each course and practicum, students may be required to complete extra course work or practicum hours. This will be determined by the faculty member and practicum site supervisor.
A student not completing their practicum in the usual 8 or 10 week practicum will not be awarded an “A” for the course if the reason for the delay in completion was something other than a late placement. You will receive a copy of the rubric which will show you how your grade was calculated. Some items that will lower your grade; the site asks the program manager to place you at another clinical site, arguing with supervisors, unprofessional behavior, a poor attitude, unwillingness to correct any negative behavior or errors, etc.

4.2 Withdrawal from Practicum

Students receiving instruction at affiliated institutions during practicum experiences are under the jurisdiction of the College. Students may have the false impression that assignments are permanent. The college may immediately withdraw any student from the practicum site for reasons of health (physical or emotional), poor attendance, comportment or performance. The externship site may also immediately withdraw any student from their site for reasons mentioned above.

Misconduct that will result in withdrawal from the practicum site includes but is NOT LIMITED TO:

Failure to maintain requirements to remain in the program.

Absenteism – more than three days per practicum

Excessive tardiness – more than 5 days/practicum

Use of profane or vulgar language

Cheating on written, practical or other examinations

Inconsiderate, discourteous and disrespectful treatment of patients, faculty, practicum supervisors or institutional staff.

Entering the institution under the influence of alcohol or drugs.

Drinking alcoholic beverages on the institution’s property.

Illegally obtaining, possessing, selling or using narcotics, amphetamines, or hallucinogenic substances.

Failure to maintain strict confidentiality of patient records.

Using abusive, obscene or threatening language to practicum site supervisors, their staff, patients, visitors or fellow students.

Use of abusive or obscene or threatening language to practicum site supervisors, their staff, patients, visitors or fellow students.

Use of abusive or obscene language though not directed to any specific individual.

Accepting gratuities from patients.
Inaccurate information on any institution form or record.

Unsatisfactory technical performance.

Uncooperative, hostile, negative or non-constructive attitude toward patient(s), practicum site supervisor, staff, visitor(s) or fellow students.

Dishonesty, falsified test results, cheating, knowingly reporting inaccurate information, avoiding responsibility for errors, evidence of lying.

Failure to notify both institution and the program manager when absent and/or failure to satisfactorily explain absence.

The practicum site feels there is a patient safety issue and the patients’ safety is at risk.

Students withdrawn from the practicum site, regardless of the reason, will not be provided with another site during that semester. The student will need to withdraw from the class and register for it the next time the course is offered. The student will be placed in a second practicum site, however, if the student is dismissed from the second site due to reason listed above the student will be dismissed from the program without possibility for reinstatement.

SECTION 5 STUDENT SUPPORT SERVICES

5.1 ACCESS

http://www.tri-c.edu/apply/specialinterest/disabilities/Pages/default.aspx

5.2 Book Store

The campus Book Center maintains a Web site for textbook information, prices and ordering, which may be accessed through the Book Store at the Metropolitan Campus.

http://cuyahoga-west.bncollege.com/webapp/wcs/stores/servlet/BNCBHomePage?storeId=62553&catalogId=10001

5.3 Counseling

http://www.tri-c.edu/counseling/Pages/default.aspx

5.4 Enrollment Center

http://www.tri-c.edu/apply/Pages/EnrollmentCenterHours.aspx

5.5 Financial Assistance

http://www.tri-c.edu/financialassistance/Pages/default.aspx
5.6 Library Services
http://www.tri-c.edu/library/Pages/default.aspx

5.7 Public Safety
http://www.tri-c.edu/workforce/publicsafety

5.8 Technology Learning Center
http://www.tri-c.edu/enrichment/communityservices/Pages/TechnologyLearningCenters.aspx

5.9 Tutoring
http://www.tri-c.edu/studentsuccess/tutoring/Pages/default.aspx

5.10 Tuitions and Payment
http://www.tri-c.edu/payingforcollege/Pages/TuitionPaymentSchedule.aspx

5.11 Scholarships
http://www.tri-c.edu/payingforcollege/scholarships/pages/default.aspx

5.12 My TRI-C Space

My TRI-C space, a student portal, creates a virtual environment that enriches and facilitates teaching, learning, and working by enhancing communication.

You can use my Tri-C space in many ways. You can find out what’s happening at the College, communicate with student groups, faculty and staff and have your own Tri-C email account. The TRI-C space student email account is the official communication method between the College and students. You can also register for classes, view and make payments to your student account, keep up-to-date on financial information – including the status of your financial aid application – access academic records and even perform a degree audit.
My Info Tab

**www.tri-c.edu** – click on “My Tri-C space” (upper right-hand corner)

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