



Medical Assistant Program Handbook

Table of Contents

TVCC Medical Assistant Program Handbook provides an overview of the program, policies, procedures, and resources. This document will be referred to throughout the program.

Contents

Technical Standards4
Medical Assistant Fees:6
Externship Requirements6
Medical Immunization Exemption.....7
Infections/Contagious Diseases7
Substance Abuse8
Substance Abuse Policy9
Drug Testing Protocol9
Use of Social Media and Electronic Devices 11
Harassment..... 12
Sexual Harassment..... 12
Academic Freedom & Dishonesty 13
Access to Student Records/Inspection of Records 14
Family Educational Rights & Privacy Act (FERPA) -Release of Information 14
Violations of HIPAA 16
Grievence(s) 16
Learning 16
Library 16
Expectations of Student Attendance 17
Classroom Expectations and Student Responsibilities 17
Class/Clinical Travel 18
MA Uniform 18
Program Advising 19
Student Participation in Advisory Board Meetings.....20
Clinical.....20
Grading: Exams & Assignments20
Exams21
Psychomotor and Affective Competencies21
Incomplete Grade21

Skills Lab/Clinical Needle Stick Exposure21
Student Resources22
Statement for Students with Disabilities23
Nondiscriminatory Statement23
Consumer Information24

TVCC Medical Assistant Team

Kilee Saldivar, RMA, MBA, Medical Assistant Program Director/Instructor

(541) 881-5945 - ksaldivar@tvcc.cc

Mara Poynter, PMC, MSHI, BSN, RN, CCRN, Executive Director of Nursing and Allied Health

(541) 881-5941 - mpoynter@tvcc.cc

Rachel Grace, AS, AS, Nursing Program Coordinator

(541) 881-5940 - rgrace@tvcc.cc

Technical Standards

Treasure Valley Community College provides the following technical standards with examples of learning activities to inform prospective and enrolled students of the skills required in completing their chosen profession's curriculum and in the provision of health care services. These technical standards reflect the performance abilities and characteristics that are necessary for successful completion of the requirements of clinical based health care programs. These standards are not a requirement of admission into the program. Individuals interested in applying for admission to the program should review these standards to develop a better understanding of the skills, abilities and behavioral characteristics required for successful completion of the program.

Students admitted to the Program are expected to be able to complete curriculum requirements which include physical, cognitive, and behavioral core competencies that are essential to the functions of the entry level professional. These core competencies are considered to be the minimum and essential skills necessary to protect the public.

Treasure Valley Community College provides reasonable accommodation to qualified students with disabilities. Appropriate accommodation may include academic adjustments or auxiliary aids. Accommodation is not considered to be reasonable if they fundamentally alter the nature of the academic program, jeopardize the health and safety of others, or cause an undue burden.

Progression in the program may be denied if a student is unable to demonstrate the technical standards with or without reasonable accommodation.

Cognitive:

1. Recall, collect, analyze, synthesize, and integrate information from a variety of sources.
2. Measure, calculate, reason, analyze and synthesize data.
3. Problem-solve and think critically in order to apply knowledge and/or skill.
4. Communicate effectively with individuals from a variety of social, emotional, cultural, and intellectual backgrounds.
5. Relay information in oral and written form effectively, accurately, reliably, and intelligibly, including thorough and accurate use of computers, computer technology and software programs, and other tools, to individuals and groups, using the English language.
6. Effectively collect, analyze, synthesize, integrate, and recall information and knowledge to provide safe patient care for up to a twelve-hour clinical shift.

Physical:

Motor:

1. Coordinate fine and gross motor movements.
2. Coordinate hand/eye movements.
3. Negotiate level surfaces, ramps, and stairs.
4. Work effectively and efficiently within a limited space.
5. Effectively manage psychomotor tasks to provide safe patient care for up to a twelve (12) hours clinical shift.

Behavioral:

1. Demonstrate ability to function effectively under stress and adapt to changing environments to provide safe patient care.
2. Maintain effective communication and teamwork to provide effective patient care.
3. Examine and modify one's own behavior when it interferes with others or the learning environment.
4. Possess attributes that include compassion, empathy, altruism, integrity, honesty, responsibility, and tolerance.
5. Accept responsibility for own actions and communicate in a courteous, assertive, non-aggressive, non-defensive manner with instructors, peers, staff, and health care team members.
6. Integrate feedback into own performance.

Program Requirements

MA Program Advising:

Please see the Treasure Valley Community College Catalog, link below.

[TVCC MA Program Advising Sheet](#)

One Year MA Certification Required Classes:

Course	Credit
MA 112	5 credits
GSCI 161	4 credits
BIOL 121	5 credits
MATH 60	5 credits
MA 117	4 credits
GSCI 162	3 credits
PSYC	4 credits
WR 121	4 credits
MA 115	3 credits
MA 116	4 credits
CS 101	4 credits
MA 118	5 credits
MA 119	1 credit
COMM 111Z	3 credits
Total Requirements	52 credits

Medical Assistant Fees:

INSERT FEE INFORMATION:

Additional fees include those items you will be financially responsible for on your own, such as shoes, scrubs, scrub jacket, stethoscope, hemostats (optional), bandage scissors (optional), BP cuff (optional).

Externship Requirements

Mandatory Requirements for Externship:

- **Physical exam.** completed form.
- **CPR/BLS** for Healthcare Providers card. American Heart Association (AHA) is preferred. You will be responsible for recertification. (a current card is required throughout the program).
- **Active private health insurance.** This is a local requirement placed by our clinical/community healthcare partnerships. (a current card is required throughout the program)

- **Background Screen.** You will be given specific instructions on how to complete it once you select the “Background Screen” package in Complio. These results are applicable for one year. (Must be completed prior to entrance and prior to second year)
- **Drug Screen.** You will be given specific instructions on where and how to complete it once you select the “Drug Screen” package in Complio. Once selected, you will choose a lab location.
- **Immunizations.** See immunization instructions below.

Medical Immunization Exemption

In rare cases, immunizations may be exempt per medical provider documentation. However, this may limit clinical placement.

A clinical facility has the right, by contractual agreement, to refuse educational access to its clinical areas to any individual who does not meet the facility’s standards such as those for health (including immunizations or immunity to certain diseases). A student denied such access will require program status review to determine if clinical hour requirements and program needs for evaluation can be met with the remaining (if any) clinical options. If clinical hour requirements are unable to be met the result will be failure in the course and the program.

The form for medical exemption is available on the TVCC website.

Infections/Contagious Diseases

The MA profession’s belief is that it is an ethical responsibility and moral commitment for the nurse to provide care to all clients, regardless of diagnosis. Therefore, the same professional standards are expected of students preparing for a career in nursing.

- MA students in the clinical area will be in contact with clients who have diagnosed or undiagnosed infectious/contagious diseases.
- The individual clinical facility policies relating to these circumstances will be considered in the evaluation process.

MA students who have known infectious/contagious diseases may not be allowed to work in the clinical area if the exposure to clients/staff is determined by faculty/facility staff to be a concern.

MA students who have known infectious/contagious diseases need to contact MA faculty immediately for further information and advising regarding clinical experiences.

- If student has been placed on an antibiotic for an infectious/contagious disease, student must complete 24 hours of medication prior to clinical rotation.

Substance Abuse

As a public institution, TVCC receives federal funding in the form of grants and financial aid. Therefore, allowing any use of marijuana would be in violation of that law, thus jeopardizing the College's mission and the College's students' educations. The Treasure Valley Nursing & Allied Health programs have a no tolerance policy regarding medical marijuana because we accept federal funds (Pell grants). Under federal law, marijuana is designated as a Schedule 1 drug.

Use or possession of marijuana, cannabis or any substance containing any amount of tetrahydrocannabinol (THC) will be grounds for dismissal from the program.

To maintain the integrity of the Allied Health program and ensure safe patient care, and in accordance with Federal law and TVCC policy, students must abstain from the use of alcohol or drugs/medications which affect safe and appropriate functioning in the following situations:

Student Suspected of Substance Use:

- Students have a legal and ethical responsibility to report peers who they suspect are substance users.
- Any faculty or immediate supervisor who believes that a student is in a class or clinical setting while under the influence of alcohol or drugs or is for any reason a threat to safety, the student will be removed immediately from the classroom or clinical setting.
- The student will be required to submit to body fluid collection and testing performed by a laboratory collecting agency designated by the MA program. The student shall sign a waiver allowing the College to obtain a copy of the results.
- The collection and testing will be performed by a licensed drug testing agency or company.
- If the test results are positive, even for legally prescribed drugs, the Executive Director of Nursing and Allied Health will implement appropriate disciplinary action which may include dismissal from the Program on the grounds of substance use.
- The student who disagrees with the program's decision can utilize the TVCC student grievance procedure outlined in the college catalog.
- Treasure Valley Community College will impose disciplinary sanctions on students up to and including expulsion. Anyone under the influence of alcohol or controlled substances may be removed, dismissed, or suspended from college premises, functions, classes, activities, or responsibilities.
- The student should also note the TVCC's Statement of "Students Rights, Freedoms, and Responsibilities" found in the catalog. Positive findings may be reported to the Oregon and Idaho State Board of Nursing.

Referrals to alcohol and drug treatment agencies are available through, Director of Admissions and Student Success, Title IX & Clergy Coordinator at, 541.881.5825.

Substance Abuse Policy

The Treasure Valley Community College Medical Assistant Program requires a student to abstain from drug and/or alcohol use while on campus or in clinical areas. Faculty, staff, and students have legal and ethical responsibility to refrain from and report substance use that may risk self and/or patient safety.

Substance abuse has significant negative effects on performance. Serious injury could be inflicted upon patients if a student is under the influence of a substance, which prohibits that student's performance.

THE SAFETY OF THE PATIENT IS THE FIRST PRIORITY.

Alcohol and Marijuana are considered drugs. Under no circumstances should a student go to a clinical area after consuming alcohol or using Marijuana products. Alcohol and Marijuana intake is prohibited on the TVCC campus. Violating this policy could cause for dismissal from the program.

Students have a responsibility to notify their instructor(s) if they are taking any medications which may have an adverse effect upon their clinical performance.

Examples of behavior/signs of substance abuse include but are not limited to:

PHYSICAL INDICATORS: slurred speech, impaired coordination, unsteady gait, flushed face, bloodshot eyes, dilated or constricted pupils, emaciated or unusual weight loss, tremor, muscle jerking or rigidity, jerky eye movements, diaphoresis, frequent injuries such as burns, bruises, odor of alcohol or marijuana on breath, runny or inflamed nose or eyes.

MENTAL/EMOTIONAL INDICATORS: behavior changes, inappropriate or bizarre responses, indicators: irritable, withdrawn, hostile, anxious, overstimulated, very tense, extreme, and rapid mood swings, blackouts, memory loss, paranoia, suspiciousness, apathy, flat affect, impaired concentration, learning sleep/disturbances, time disorientation.

Drug Testing Protocol

A student may be drug tested by reasonable cause. The drug testing program involves urine and/or breath collection and laboratory analyses. The drug testing protocol will be coordinated by a licensed laboratory affiliated with Treasure Valley Community College.

SUBMISSION OF AN ADULTERATED OR DILUTED SPECIMEN

If the collector determines that the student has submitted a suspect, adulterated, or diluted specimen, that specimen will be discarded and a second specimen will be requested. The second specimen will then be tested. The submissions of specimens not belonging to the student; adulterated; or diluted specimen, could result in dismissal from the program.

DRUG/ALCOHOL TESTING AND CONFIRMATION

All urine specimens will be tested for the presence of substances. The College reserves the right to test a student for the presence of prescription medication when it has reason to believe the student may be abusing such medication or it has not been prescribed by a licensed physician. Any urine specimen that screens positive for a substance(s) will be confirmed. Regarding alcohol testing, any such testing will take

place using a certified breath testing device. Per the terms of this policy, any student who tests above .02 blood alcohol content (BAC) tests positive for the use of alcohol.

REFUSAL

A student required to participate in the drug testing process as prescribed in this policy, who refuses to take a substance test (when requested) will be considered equivalent to testing positive. A student will be at risk for dismissal from the program and will be required to meet with the Director of Nursing and Allied Health.

NOTIFICATION OF TEST RESULTS

All drug and alcohol test results received from the licensed company will be provided to the Student Conduct Officer. Any student who tests positive will be given the opportunity to discuss that result with the licensed company representative.

The licensed representative will follow up on all information deemed necessary to resolve the student positive drug test. If the licensed representative determines that the student positive test result was due to his/her authorized use of prescription medication, the licensed representative will immediately report that result to the Director of Nursing and Allied Health and no further action will be taken. However, if a student cannot provide a reasonable explanation for his/her positive test results, then the Director of Nursing and Allied Health in consultation with the Student Conduct Officer will take disciplinary action consistent with the terms of this policy.

CONFIDENTIALITY

Maintaining confidentiality and protection of the rights of the student is a critical factor in banned substance testing. Under no circumstances will any TVCC personnel or any individual associated with the drug testing program be permitted to disclose publicly or make public reference to any information acquired in their capacity. Additionally, no TVCC personnel or any individual associated with the drug testing program be permitted to discuss identified student(s), individual(s), or college official(s) in the process.

EFFECT OF TESTING POSITIVE

Any student who tests positive for the presence of a banned substance or alcohol will be subject to discipline through the Director of Nursing and Allied Health, in consultation with the office of Student Conduct. All positive tests will be coordinated through the Office of Student Conduct and will follow procedures established in the Student Rights, Freedoms, and Responsibilities. Appeals for disciplinary action will be coordinated through the procedures established in the Student Rights, Freedoms, and Responsibilities. Self-reporting will be taken into consideration and may positively impact disciplinary sanctions.

The disciplinary action for testing positive for banned substances are listed below and are coordinated through Director of Nursing and Allied Health, in consultation with the office of Student Conduct. The student who tests positive, will be suspended from the program, while the test results are being confirmed by the lab.

DRUG TESTING AGENCY

Complio/AmericanDataBank

Use of Social Media and Electronic Devices

The use of media to reach audiences is important to Treasure Valley Community College. The presence or participation on social media sites is guided by the department's policy. This policy applies to students who engage in internet conversations for school-related purposes or school-related activities such as interaction in or about clinical and didactic course activities.

Distribution of sensitive and confidential information is protected under HIPAA and FERPA whether discussed through traditional communication channels or through social media.

What is social media?

Mechanisms for communication designed to be disseminated through social interaction, created using highly accessible and scalable publishing techniques.

Social media is commonly thought of as a group of Internet-based applications that are built on the ideological and technological foundations of the web that allows the creation and exchange of user-generated contents to include but are not limited to: LinkedIn, Wikipedia, Second Life, Flickr, blogs, podcasts, RSS feeds, Allnurses.com, Twitter, Facebook, YouTube, Snapchat, TikTok, and Instagram.

Protect confidential, sensitive, and proprietary information.

- Do not post confidential or proprietary information about the college, staff, students, clinical facilities, patients/clients, or others with whom one has contact in the role of a TVCC MA student.
- HIPPA guidelines must **always** be followed.
- Do not take or post photos of clients.
- Do not take or post photos of staff at clinical sites without their express written permission.
- Identifiable information concerning clients/clinical rotations must never be posted in any online forum or webpage.
- Respect copyright and fair use. When posting, be mindful of the copyright and intellectual property rights of others and the college.
- For guidance, visit the college's library website.
- Do not use TVCC's marks, such as logos and graphics, on personal social media sites.
- Do not use TVCC's name to promote a product, cause, or political party or candidate.
- Use of TVCC's marks (logos and graphics) for school sanctioned events must be approved by the administration.
- It is expected that during clinical the use of electronic devices will only be employed for client care.
- Use of electronic devices (Notebooks, etc.) during class shall be restricted to note taking and classroom activities. Do not video or take photos without the instructor's permission.
- No personal phone conversations or texting are allowed at any time while in the classroom or client areas.
- If the student needs to respond to an emergency text or phone call during class, the student is asked to leave the classroom and respond as deemed necessary.

Consequences:

- Violations of patient privacy with an electronic device will be subject to HIPAA procedures/guidelines and consequences and may result in removal from a clinical site and/or dismissal from the program.
- Students who share confidential or unprofessional information do so at the risk of disciplinary action including dismissal from the program.
- Each student is legally responsible for individual postings and may be subject to liability if individual postings are found defamatory, harassing, or in violation of any other applicable law.
- Students may also be liable if individual postings include confidential or copyrighted information (music, videos, text, etc.)

Harassment

Non-discrimination Policy:

- It is the policy of the Treasure Valley Community College Board of Education and the College that there will be no discrimination or harassment on the grounds of race, color, sex, marital status, sexual orientation, religion, national origin, age or disability in any educational programs, activities, or employment.
- Lack of English language skills will not be a barrier to admission and participation in career and technical education programs.
- The College will comply with Board Policy JFCF/GBNA

Persons having questions about equal opportunity and non-discrimination should contact the Human Resources Director located in the Performing Arts Center on the south side of the Four Rivers Cultural Center building. 541.881.5838 or HR@tvcc.cc

Sexual Harassment

The College has a zero tolerance for sexual harassment and will follow TVCC Board Policy.

- Sexual harassment is defined as unwelcome sexual advances, request for sexual favors, Quid Pro Quo harassment or conduct of a sexual nature (verbal, physical or visual).
- It can also include harassment that is not sexual in nature but is generally related. Sexual harassment includes the harassment of same or of the opposite sex. Sexual harassment includes, but is not necessarily limited to, conduct or communication which has the purpose or effect of demanding sexual favors in exchange for benefits, submission to or rejection of conduct or communication that is used as the basis for educational decisions affecting a student or the employment or assignment of staff, communication which is so severe, persistent or pervasive that it has the effect or purpose of unreasonable interfering with a student's educational

performance or with an employee's ability to perform his or her job, or creates an intimidating, offense of hostile environment.

- If a person is found to have engaged in harassment of any nature, may be cause for dismissal from the program.

Human Resources, 541.881.5838 or HR@tvcc.cc

Academic Freedom & Dishonesty

It is an expectation of students to maintain honesty, integrity, confidentiality, and professional behavior always. Breaches in the following areas may lead to disciplinary action, grade reduction and/or dismissal from the program. The list below regarding academic plagiarism and dishonesty is not all-inclusive and instructors may establish additional standards based on the nature of the course or the setting in which material may be delivered and/or applied.

Plagiarism:

Avoid the temptation to plagiarize and become familiar with American Psychological Association (APA 7th edition) methods of documenting your sources. For support go to www.apastyle.org, speak with your instructor, or visit the writing center on campus. The risk of plagiarism can be avoided in written work by clearly indicating the source of any major/unique idea or wording that you did not devise on your own. Sources must be provided regardless of the style, either directly quoted material or paraphrased material. Doing academic work is a requirement and the requirement is to submit your own written work. A paper that is written by AI (artificial intelligence) is not considered your own original work. It does not matter which AI program or software is used. Any program or software used to construct your paper is considered a form of plagiarism. Plagiarism examples include:

- Improper use of course materials in work for which the student claims authorship includes copying sections of text, images, or graphs from internet sources without appropriate citation.
- Use of papers purchased from (or written by) another student, or obtained online, and turned in as one's own work is considered plagiarism.
- Submitting written work such as papers or assignments that have been copied from the work of other students with or without their knowledge and consent or from online sources.

Cheating, lying, dishonesty, concealment of error, misrepresentation, or forgery:

The behaviors are not congruent with the MA profession and can lead to dismissal/failure of all students involved in the incident(s).

Cheating includes:

- Copying or collaborating on exams, assignments, or attempted use of unauthorized materials.
- Copying another person's work and submitting it as one's own or cheating on examinations (this includes cutting and pasting from the internet without a citation).
- Sharing details of a quiz or an examination with another student who has not tested on that same material.

Lying, dishonesty, concealment of error, misrepresentation or forgery includes:

- Knowingly furnishing false information to the institution to deceive the college, person, college affiliated agency, government agency, or impersonating another individual.
- Intentional actions involving forging, changing, altering, inappropriately copying, or misuse of TVCC documents, college identification, software, examinations, records of identification, or tampering and interfering with evaluation instruments or documentation.
- Aiding or abetting a student(s) in acts of academic dishonesty as prescribed above.
- Stealing course material, examinations, student books, and supplies.
- Test questions/answers may not be copied for any reason.

Prevention of policy violation(s):

- Refuse to provide current and/or previous quiz/exam information to other students.
- If you have first-hand knowledge of a violation, report it to your instructor.
- Do not share assignments, unless the instructor allows group work.
- Cover your work during exams.

Access to Student Records/Inspection of Records

All students shall have the right of access to their personal educational records through written request to the Vice President of Student Services of Treasure Valley Community College. Requests shall be processed within five (5) business days of the request.

A student may request to change or modify the information in his/her individual record(s) by providing the Registrar (or the appropriate campus official) with new information in writing. The Registrar (or the appropriate campus official), within a reasonable time, will notify the student whether the records will be modified.

Students also have the right to request a hearing in writing with the Vice President of Student Services and Registrar (or the appropriate campus official), should they choose to challenge the content of educational records. A request can be made to ensure that the records are accurate, not misleading, or in violation of their privacy or other rights. Hearings must be convened within five (5) business days of the written request.

The Registrar (or the appropriate campus official) maintains a permanent record of student transcripts and provides for retention of permanent records in a manner secure from accidental destruction or intentional tampering.

Family Educational Rights & Privacy Act (FERPA) -Release of Information

In compliance with the Family Educational Rights and Privacy Act (FERPA), it is the policy of TVCC not to release information other than directory information about enrolled students without written permission of the student. However, the college may release educational records in accordance with the law and may release other information such as enrollment verification and dates of enrollment,

verification of certificate or degree earned and date of graduation, participation in intercollegiate sports, including athletic statistics and honors awarded.

A student may request in writing that "directory" information not be released in accordance with Board Policy JOA. The Registrar (or the appropriate campus official) will set the privacy flag in the student record to provide warning not to disclose directory information.

College staff may access student records to facilitate the educational process or provide services, advising, and accomplish college functions. The Registrar (or the appropriate campus official) or his/her designee will, using professional judgment, release student record information to other college staff (as "education officials") with a legitimate educational need.

A parent or legal guardian for whom the student is a dependent or persons with a written release from the student may request in writing to inspect official academic records. Upon presentation of acceptable identification, including student ID card or valid driver's license, to the Registrar (or the appropriate campus official) or her/his designee in the Student Services Office. The school official will verify the identification, dependency status, or signature. The college will assess a fee for the copies as appropriate and provide access to the student's own records within five (5) working days.

Another school or institution where the student intends to enroll may request the transfer of student records. The Registrar (or the appropriate campus official) will make a reasonable effort to notify the student at the student's last known address.

Other authorities may request student record information under federal or state laws or legislative directive with responsibility to conduct audits, accreditation, program reviews or reports, or to fulfill other legal requirements. The Registrar (or the appropriate campus official) will send a copy of any court order or subpoena and relevant records to the student at the last known address, as appropriate, and provide the authorities with the required student record information under the relevant laws, directives, or other legal requirements.

Researchers may request student record information for legitimate academic research. The Registrar (or the appropriate campus official), within a reasonable time, will supply the requested information provided that no personally identifiable information is revealed. Personally, identifiable information may be provided to other organizations operating under the same federal or state laws as the college in accordance with the requirements of the state or federal government.

Any person may request "directory information." The Registrar (or the appropriate campus official) will provide student record information, unless the student has requested that no information be released.

In an emergency, designated college employees may use their professional judgment to release student record information and student location on campus.

For additional information, you may call 1-800-USA-LEARN (1-800-872-5327) (voice). Individuals who use TDD may call 1-800-437-0833. Or you may contact us at the Family Policy Compliance Office

U.S. Department of Education 400 Maryland Avenue, SW Washington, D.C. 20202-8520

Retrieved from: <http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

Violations of HIPAA

HIPAA (Health Insurance Portability and Accountability Act of 1996) is United States legislation that provides data privacy and security provisions for safeguarding medical information.

- A breach is defined in HIPAA section 164.402, as highlighted in the HIPAA Survival Guide, as: “The acquisition, access, use, or disclosure of protected health information in a manner not permitted which compromises the security or privacy of the protected health information.”
- Violation of HIPAA can lead to dismissal/failure from the program.

Grievence(s)

If you have disagreement with an instructor, you must follow the student grievance process as follows:

<https://catalog.tvcc.cc/current/academic-policies-requirements/grevance-procedure.cfm>

https://resources.tvcc.cc/documents/AR_documents/General/StudentComplaintProcedure.pdf

Learning

Learning is a shared responsibility with the student and faculty. Your faculty’s role is as a resource person, guide, and facilitator. It is not possible nor is it in the best interest of the student, for the faculty to include all details of medical assistant knowledge within the lab setting. The student is responsible for independent study, which includes reading required textbooks and additional research to adequately complete the course objectives. Course work is designed to assist learning, the student is required to accomplish his/her assignments independently. Assignments must be turned in on time unless there are special arrangements with Instructor. Note all assignments must be submitted for successful course completion.

Library

The library is located on the 2nd floor of the Weese Building. The library strives to maintain a current collection of books, periodicals, newspapers, records, microfilms, maps, and art prints. The main goal of the library is to support the curriculum.

Requests for materials not owned by the library will be circulated through the interlibrary loan system of the state. Students have access to computerized databases.

The Librarians are always eager to help those who need assistance. Students will have assignments that require use of the library; please get acquainted as soon as possible.

Current textbooks, journals and additional resources are available. The librarian also offers regular scheduled workshops to assist students with online resources.

Expectations of Student Attendance

Regular consistent attendance and participation is essential to learning, especially for all scheduled clinicals. Students are expected to be in attendance of each class unless arrangements have been made, with a minimum of 12 hours of notification to faculty. Illness or emergencies does not guarantee online access to classroom. Alternative access to scheduled class time will be considered as an absence, however, this will be assessed on an individual basis.

If frequent absenteeism or tardiness is noted by the instructor(s) and/or the instructor believes that is a contributing factor in problems with academic or clinical performance, the student's Advisor will be notified, and a Student Success Plan for attendance will be implemented.

Classroom Expectations and Student Responsibilities

Students are expected to be courteous and professional to one another as well as to the faculty/presenter. Students are expected to assist in maintaining a classroom environment that is conducive to learning for all students.

Classroom etiquette is defined as:

- Cellphones turned silent in the classroom.
- No phone calls or texting while in class.
- Internet use during class time should be directly related to educational activities.
- No side conversations during class.
- Respect those who are teaching. Give your faculty and classmates your full attention.
- Excessive tardiness. Timeliness is a classroom expectation. Being on time means being present and having everything ready when class begins.
- If you arrive late for class, you may have to wait until the break to enter.
- No offensive remarks.
- Threatening or argumentative behavior not conducive to the learning environment is not allowed.
- *After the first warning for any of the above behaviors, the student is at risk of disciplinary action.
- Please reach out to faculty for clarification with any concerns or questions.
- According to TVCC policy, only service animals will be allowed in the building.
- No children or visitors in the classroom.

Class/Clinical Travel

Each student will arrange his or her own transportation to and from class and clinical. Scheduling of class, campus lab, or clinical will not be altered for students' personal convenience, work convenience or place of residence.

MA Uniform

Full Uniform (grey scrub top and black scrub pants clean & unwrinkled)

Full uniforms consist of assigned color scrub top and scrub pants or scrub skirt along with a name badge.

Full uniform is required for all clinical externships.

Full uniform will be required for mandatory labs.

No student can be in a clinical area without proper attire and name badge.

Items that are included as part of your full uniform:

- Stethoscope
- Watch with a second hand
- Notebook/paper (to fit in the pocket of the scrub)
- Socks/shoes
- Pen

Shoes

- Closed toe/closed heel, non-mesh or solid leather.
- Predominately white, black, and/or grey

Hair (clean & combed)

- Hair must be neatly controlled and away from the face, long hair is to be confined back from the neckline for safety and infection risk.
- Natural hair color is preferred.
- No feathers', colored ribbons are allowed (no longer than the level of the ears) no scarves are allowed unless required for religious purposes.
- Neatly trimmed facial hair.

Piercings

- All piercings should be a post or stud. Hoops and dangling piercings are not allowed for safety reasons.

- If piercings become distracting or appear infected, you may be asked to remove the piercing.

Rings

- One band-type ring may be worn.
 - Wearing rings with an elevated setting or faceted stones may cause damage and could be an infection risk.

Necklaces

- No necklaces or other neck jewelry due to safety and infection risk.

Makeup

- Lightly layered makeup is allowed.

Tattoos

- If a tattoo is considered offensive, inappropriate or distracting, according to the judgment of the faculty members, it must be hidden or covered up, such as with clothing or makeup. It's important to note that policies regarding tattoos can vary depending on the institution or organization.

Fingernails

- Short fingernails, no nail polish. No artificial nails, fills, or extensions.

Body Odor Neutral

- Students must be clean and odor neutral, that includes body (i.e., colognes/aftershave, and perfume), on campus, classes or clinicals.
- Clinical uniform clean and pressed.

Lifestyle Habits

- Tobacco use: including E-cigarettes (vaping), cigarettes, cigar and chewing tobacco, is prohibited during any clinical experience or on campus and anytime while in uniform. TVCC is a tobacco free campus.
- Gum chewing is not permitted in the clinical/lab/simulation settings.

Program Advising

Each student will be required to meet with a faculty advisory each term. Proper advising ensures you are on track for completion of the MA Program. Each student is independently responsible for registering for required courses.

Student Participation in Advisory Board Meetings

One current student and one graduate will be asked to attend a Fall and Spring Advisory Board. Please let your instructor know if you are interested in participating.

Clinical

Professionalism is of the utmost importance in this program and in clinical rotation. You will be working in health care settings alongside the health care team, representing TVCC MA Program. Others may be listening to your elevator and hallway conversations or observing your interactions and communications. Discretion and confidentiality are critical. Professionalism is a way of life, a personal standard of excellence.

- See Clinical Handbook for Attendance policy and additional clinical information.

Grading: Exams & Assignments

Students must complete all course assignments/requirements to pass the course and remain in good standing:

All assignments must be submitted on the due date/time to receive full credit.

Computer access, disc incompatibility and other computer-related problems do not excuse late assignments/presentations/papers.

Grading Policy

A	<u>94-100%</u>
A-	<u>90-93%</u>
B+	<u>87-89%</u>
B	<u>83-86%</u>
B-	<u>80-82%</u>
C+	<u>78-79%</u>
C	<u>75-77%</u>
C-	<u>70-74%</u>
D	<u>65-69%</u>
F	<u>>65%</u>

ALL MA classes must be passed with a 78% or higher

ALL MA classes must be completed within a 3 year timeframe.

Exams

Proctored testing will be used for all MA courses to ensure academic integrity. Tests need to be taken at the Testing Center or through a proctored testing site. Students are required to make testing arrangements in advance with their instructor.

Psychomotor and Affective Competencies

All psychomotor and affective competencies are graded on a pass/fail scale. All competencies must be passed for students to pass the course. Students will have multiple attempts to pass competencies. All critical steps in competencies must be covered by students. If additional time outside of lab is needed, to complete competencies, students can schedule time during my office hours posted on the Canvas course page.

Minimum MA Course Expectations - To prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.

Incomplete Grade

- Incomplete Grade the "I" designation indicates that a student has been granted extra time by the instructor to complete required course work/assignments.
- All work must be completed prior to the final exam.
- An "I" grade is changed to an "F" if course work/assignments are not completed by the final day of the academic quarter.

Skills Lab/Clinical Needle Stick Exposure

All students will be taught standard precautions and the proper handling and disposal of sharp instruments, including needles, as part of asepsis content.

The content includes modes of transmission of blood borne pathogens, methods to control exposure, information contained in this policy, and an opportunity to ask questions on this information.

Needle stick

- In case of needle-stick exposure, TVCC MA Students will be offered support and direction to obtain evaluation and follow-up.
- A needle stick incident must be reported immediately to the instructor. The action taken will be recorded on the TVCC Skills Lab Incident Report and forwarded to the Director of Environmental Services.

Suspected or actual contaminated needle stick:

- Immediately wash the injured site with warm soap and water.

- Then inform the Skills Lab Instructor.
- A TVCC Skills Lab Incident Report will be completed with the Skills Lab Instructor and the student.
- Details will be included about the incident.
- The student is required to be evaluated within 24 hours and no later than 7 days by their health care provider of choice. If immediate evaluation is not available, the student is required to contact the local emergency room for evaluation and follow-up referral. Date of evaluation must be reported to the skills lab Instructor.
- The source is encouraged to consent to evaluation for communicable blood borne disease status and to release that information to the effected student’s medical provider.

Clinical Needlestick Incident

- See Clinical Handbook for details.

STUDENT SUCCESS PLAN (SSP)

If a student is not successful in either a skills or clinical rotation a success plan will be initiated.

The following procedure will be initiated:

- The advisor/mentor will draft the plan including specific criteria and timelines.
- During this meeting, the student will document in the student section of the Success Plan form their perception of the deficiency.
- The student and the student’s advisor/mentor will sign and date the form.
- The plan is then approved by full faculty/ Executive Director of Nursing and Allied Health.
- Upon successful completion of the success plan, the student and student’s advisor/mentor sign and date the form.
- The SSP will specifically state any potential consequences of unsuccessful completion.

Student Resources

https://www.tvcc.cc/about/student_right_to_know/

Resource	Location	Phone/Hours
Student Accommodations and Accessibility	Student Success Center	541-881-5812 Regular Business hours
Financial Aid	Student Services Center	541-881-5833 Regular Business hours
General Advising	Student Services Center	541-881-5815 Regular Business hours
Counseling	Student Services Center	208-405-0020 (24-hour hotline) Mondays and Wednesdays 11-1 pm
Grievances Discrimination Complaints	Performing Arts Building	541-881-5825

Writing Lab	Barber Hall (Room 105)	Online Zoom session (M-R 9:00am-2:00pm) In-Person – as posted in Writing lab
Math Lab	Barber Hall (Room 111)	M-F 9:00am-6:00pm
Technology-Computer	Albertson Center Building.	541-881-5777 Regular business hours
Library	Weese Building	541-881-5929 As posted on Library website
Campus Security	Physical Plant	On Duty Officer: 541-212-9598 Security Manger: 541-212-9124
Snake River Transit (SRT)/Malheur Express	842 SE 1st Ave, Ontario, OR 97914	541-881-0000 or https://www.treasurevalleytransit.com/ service-areas/snake-river-transit/ for schedules

Statement for Students with Disabilities

Any student with a disability that affects his/her academic functioning should contact Disability Services (DS) located in the Student Services Center next to the Testing Center, telephone (541) 881-5812, TTY (541) 881-0000, to apply for accommodations. In the event that accommodation is approved by DS, the student is advised to schedule an appointment with the course instructor in order to discuss the arrangements for the accommodation.

Progression in the program may be denied if a student is unable to demonstrate the technical standards with or without reasonable accommodation. Accommodations that fundamentally alter the nature of the academic program, jeopardize the health and safety of others or cause an undue burden to the program are not considered reasonable accommodations.

The website for Disability Services can be found here: <https://www.tvcc.cc/collegeservices/disability.cfm>

Nondiscriminatory Statement

Treasure Valley Community College does not discriminate on the basis of race, color, sex, marital status, sexual orientation, religion, national origin, age or disability in any educational programs, activities or employment. Persons having questions about equal opportunity and nondiscrimination should contact the Human Resources Director in the PAC Building on the North End of campus, email HR@tvcc.cc or call (541) 881-5838 or TTY (541) 881-2723.

Additional information can be found here:

http://www.tvcc.cc/about/student_right_to_know/non-discrimination.cfm

Consumer Information

Treasure Valley Community College (TVCC), in accordance with the Higher Education Act of 1965, makes the following information available to current and prospective students, current and prospective employees, and other parties, as applicable. This information includes but is not limited to Accessibility and Accommodations, Non-Discrimination Policies, TVCC Student Rights, Freedoms and Responsibilities, Annual Security Report, Drug and Alcohol Abuse Prevention Programs, Family Education Rights and Privacy Act (FERPA), Institutional Effectiveness, Voter Registration and Constitution Day, and Title IX, The website can be found here:

http://www.tvcc.cc/about/student_right_to_know/index.cfm

<https://catalog.tvcc.cc/current/academic-policies-requirements/grevance-procedure.cfm>

https://webtools.tvcc.cc/documents/AR_documents/General/StudentComplaintProcedure.pdf