INDIAN RIVER STATE COLLEGE

500 N.W. California Blvd., Port St. Lucie, Florida 34986

Medical Assisting
Student Handbook

To Students

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

<div align="center">The National Commission on Excellence In Education</div>

IRSC OVERVIEW

INDIAN RIVER STATE COLLEGE (IRSC) is a public, comprehensive college with a statewide and national reputation for excellence. Located in Florida's Treasure Coast region, each of the College's five campuses provide unparalleled educational environments.

IRSC serves approximately 30,000 students annually and offers more than 100

TABLE OF CONTENTS

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The following items are found in the   .

(This list has been updated as of 2024.)

1. Health Science Division Purpose Statement
2. Health Science Statement of Ethics
3. Health Science Plagiarism Regulation
4. Email/Contact Information
5. Health Science Use of Electronic Regulation
6. Health Science Confidentiality Statement
7. Health Science Grading
8. Health Science Retention Regulation
9. Health Science Probation Regulation
10. Health Science Readmission and Dismissal Regulation
11. Health Science Complaint Guidelines
12. Health Science Liability, Accident and Insurance Regulation
13. Health Requirements
14. Health Science Post Exposure Protocol
15. Health Science Background Check Regulation
16. Health Science Substance Abuse Regulation
17. Health Science Dress Code/Professional Standards
18. Health Science Student Parking Regulation

MEDICAL ASSISTING PROGRAM
Indian River State College

INTRODUCTION

Medical assistants are multi-skilled health professionals specifically educated to work in ambulatory health care settings performing administrative and clinical duties. The practice of medical assisting directly influences the public's health and well-being, and requires mastery of

AMERICAN ASSOCIATION OF MEDICAL ASSISTANTS
CODE OF

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

MEDICAL ASSISTING PROGRAM CURRICULUM

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

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Students must complete all other Medical Assisting program classes and obtain authorization from the Program Director before enrolling in the following courses, which are held in the final semester of the Program:

MEA0952 Medical Assisting Seminar MEA0800
Medical Assisting Practicum

Admissions Criteria
In order to enroll in the Medical Assisting program, applicants must meet the following criteria:
1. 18 years of age or older
2. College admissions complete
3. Current physical examination and immunizations
4. Negative drug screen and criminal background check
5. Proof of personal health insurance
6. Valid CPR certification prior to enrollment (must remain valid for the entire length of the program)

The Medical Assisting Program Goals are assessed by the degree to which the program achieves the following Learning Outcomes:

1. The graduate will demonstrate knowledge of medical terminology, anatomy, physiology, diseases and disorders and appropriate verbal; and verbal communication in any type of ambulatory care setting.
2. The graduate will demonstrate critical thinking based upon competency in the profession, by applying quality control measures in health and safety policies and procedures to prevent illness and injury.
3. The graduate will demonstrate appropriate action and behavior in legal and ethical situations using knowledge of basic patient psychology and patient education skills in any type of ambulatory care setting.
4. The graduate will demonstrate knowledge and competency of medical front-

4.   The grading scale used by the program follows the IRSC Health Science grading schema:

A = 93 to 100
B = 85 to 92
C = 76 to 84
D = 70 to 75
F = 69 and below

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

6.   In the event the student does not meet the minimum standards of 76% in a course, the course may be repeated one time. If a 76% or higher is not achieved on the second attempt, the student will be dismissed from the program.

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

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

9.   Individual course syllabi further detail specific academic standards relative to any given course.

10.   Attendance is mandatory.

Attendance

1.   An accurate record of attendance is kept for each class and clinical.

2.   Students are required to be in attendance in the classroom and/or clinical setting on assigned days. Attendance policies are outlined in course syllabi.

3.   Tardiness is considered unprofessional conduct. Students should be seated and ready to begin class at the designated class time.

4.   If a student is late to class, the student should enter quietly so as not to disturb the class in session. At the end of the class period the student should inform the instructor as to the reason for the tardiness. It is the responsibility of the student to be certain that all information, assignments, etc., are obtained.

5.   Absence from lecture, labs, and clinical:

- "A student's serious illness" means a condition such as surgery, hospital confinement or other valid medical reason. A pth1>BDC 0.003 Tc --1 (d)-4 (ic)4 .00

- The student must contact the instructor and Program Director via email message or phone at least 30 minutes prior to the scheduled class time.

Accidents

All accidents that occur while on clinical assignments resulting in patient, clinical facility personnel or personal injury to the student and/or damage to equipment must be reported within 24 hours of the occurrence. The Clinic Instructor or Medical Assisting Program Director should report all incidences immediately to the Health and Wellness Center at IRSC. The Florida Community College Risk Management Consortium Accident Report must be completed at the Health and Wellness Center, IRSC Massey campus, in addition to the clinical facility's report form.

Student Employment

Clinical rotation scheduling will not be arranged around a student's employment schedule. It is expected that the student's education comes first. Employment should in no way interfere with the student's academic or clinical responsibilities.

Indian River State College Student Identification

Students are required to have an official College Identification badge, and to apply the Medical Assisting patch to the left sleeve of each uniform.

The badge will have the student's full name, picture and the title "Medical Assisting Program" below their name. These badges must be obtained from Student Services on the Massey Campus in the KSU building. The Medical Assisting patch can be purchased at the IRSC bookstore at the Main Campus.

Student Dress Code

The personal appearance and demeanor of Medical Assisting students reflect both the College

CLASSROOM/LABORATORY REGULATIONS

The complex nature of the classroom and laboratory portions of the Medical Assisting Program curriculum demand that specific guidelines be set and adhered to regarding student attendance. The continuity of patient/client care requires that the student attend all classroom, laboratory sessions and clinical rotations for a program total of 1300 clock-hours.

1. Prompt and regular attendance is expected on all class and lab days. Accurate records of attendance are kept for class and laboratory.
2. Only students enrolled in the class are permitted in the classroom. No children are allowed in class or clinical facilities.
3. Cell phones and any other type of technical equipment are to be turned off and kept out of site. Digital/Apple watches are not permitted in class or lab. Cell phones may be kept on vibrate only, in the event of expected emergency contact. Class disruptions due to cell phones will be cause for (1) warning, (2) probation.
4. Audio recording devices may be used in the classroom only with the instructor's permission. Further information regarding audio recording is included on the class syllabi. Under no circumstances are visual devices or cameras to be used in the classroom or clinical setting.
5. Students not following the Medical Assistant dress code will lose points for attendance and/or will be dismissed from class and considered absent for the day.
6. Students must adhere to the concept of confidentiality regarding all tests/examinations. Information about the nature of items on any exam may not be shared with other individuals.
7. Students making poor progress in a course or who have irregular attendance, will be given written notice of unsatisfactory progress and will be required to meet with the Program Director.

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

1. Students are to practice only those techniques presented in the lecture or laboratory.
2. Students are expected to inform the faculty of any hazard such as water on the floor, frayed electrical wires, etc.
3. Students

Practicum Skills Competency Assessment

_____   _____

PROGRAM COMPLETION

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

- Successfully complete program requirements.
- Students must not have any financial holds and all fees must be paid for by the students.
- Students must comply with TABE requirements by scoring 581+ in math, 584+ in reading, and 572+ in language or have an A.A. Degree, A.S. Degree or higher degree, or qualify for an exemption under Senate Bill 1720.

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

APPENDIX

Master Competency Checklist
2022 MAERB Core Curriculum
Indian River State College

This list is provided as a reference only. The document for final evaluation of the student will be provided by the Program Director/Clinical Coordinator at the end of the 170-hour clinical rotation.

Students are expected to complete as many competencies as possible in the Clinical/Externship setting, however, all competencies are taught and practiced in the classroom setting throughout the program. Each student has documented successful achievement of 100% of the MAERB Core Curriculum psychomotor and affective competencies PRIOR to entering a clinical setting.

Psychomotor & Affective Competencies	
I Anatomy, Physiology and Pharmacology	
I.P.1. Accurately measure and record:	
a. blood pressure	
b. temperature	
c. pulse	
d. respirations	
e. height	
f. weight (adult and infant)	
g. length (infant)	
h. head circumference (infant)	
i. oxygen saturation	
I.P.2. Perform the following procedures:	
a. electrocardiography	
b. venipuncture	
c. capillary puncture	
d. pulmonary function testing	
I.P.3. Perform patient screening following established protocols	
I.P.4. Verify the rules of medication administration:	
a. right patient	
b. right medication	
c. right dose	
d. right route	
e. right time	
f. right documentation	
I.P.5. Select proper sites for administering parenteral medication	
I.P.6. Administer oral medications	
I.P.7. Administer parenteral (excluding IV) medications	
I.P.8. Instruct and prepare a patient for a procedure or a treatment (and I.P.3)	
I.P.9. Assist provider with a patient exam	

IV Nutrition	
IV.P.1 Instruct a patient regarding a dietary change related to a patient's special dietary needs	
V Concepts of Effective Communication	
V.P.1 Respond to nonverbal communication	

19	
VIII Third Party Reimbursement	
VIII.P.1 Interpret information on an insurance card	
VIII.P.2 Verify eligibility for services	
VIII.P.3 Obtain precertification or preauthorization with documentation	

VIII.P.4 Generate an insurance claim form

Affective Competencies		
A.1	Demonstrate critical thinking skills	
A.2	Reassure patients	
A.3	Demonstrate empathy for patients' concerns	
A.4	Demonstrate active listening	
A.5	Respect diversity	
A.6	Recognize personal boundaries	
A.7	Demonstrate tactfulness	
A.8	Demonstrate self-awareness	

ACKNOWLEDGEMENT OF CORE PERFORMANCE STANDARDS

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

1. Visual acuity for preparation and administration of medications, observation and measurements of laboratory values, physical assessment activities and administrative tasks.

2. Hearing ability to receive verbal messages from patient or staff members and to utilize hearing and monitoring devices such as a stethoscope.

3. Motor skills and coordination to implement the skills required to meet the health needs of patients and also to operate computers and other technical equipment.

4. Communication skills such as speech, reading and writing to interact with, and interpret patient needs in order to provide safe and effective care.

5. Mathematical skills for calculating drug dosages and financial record keeping of the physician office.

6. Intellectual and emotional ability to coordinate patient care and manage activities within an ambulatory care facility.

7. Ability to move and lift certain heavy objects and/or transfer patients according to their needs.

Student Signature:_____

Print Name:_____

Date of Signature:_____

AGREEMENT TO TERMS

By my signature below, I acknowledge that I have received my personal copy of the Medical Assisting Student Handbook. I have read and understand its contents and I agree to abide by the policies, rules, and regulations stated therein. _____

I understand that I must attend all required hours during each semester in order to progress through the program, and that any class, lab, or clinical time missed must be made up before a grade is assigned for the class. _____

I understand that in order to progress through the Medical Assisting program, I must maintain satisfactory progress and maintain a "C" average or higher in Medical Assisting course.

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I understand that the 107-hour practicum portion of the program is without renumeration and is scheduled during daytime hours only (i.e. 8:30 a.m.-5:00 p.m.).

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

I understand that information that has been disclosed to me from the patient's records is protected for confidentiality by state law. State law prohibits me from making any disclosure of information without the specific written consent of the person to whom such information pertains, or as otherwise permitted by state law. A general authorization for the release of medical or other

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WAIVER OF LIABILITY AND INFORMED CONSENT

Name:

I willingly consent to participate in all laboratory activities, treatments, and practice sessions as a human subject (i.e. patient) for educational purposes at Indian River College. These treatments may be rendered by faculty or by fellow students. It is my responsibility to inform the Program Director or instructor of any information or medical issues that will limit or bar

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GROUNDS FOR DISMISSAL FROM THE

MEDICAL ASSISTING PROGRAM

A student may be dismissed at any time during the program for violation of any one of the grounds listed below:

1. Failing grades in any Medical Assisting course.

2. Insubordination.

3. The conviction and/or known use of, distribution of, or possession of illegal drugs or controlled substances.

4. Failure to complete clinical assignments.

5. Failure to meet all course and program objectives.

6. Unprofessional or unethical conduct.

7. Cheating (academic dishonesty) or falsification of official documents.

8. Breach of confidentiality.

9. Violations at a clinical site such as theft or misconduct, or behavior that threatens the safety of patients, themselves or others.

10. Dismissal from a clinical site for any reason.

Student Signature:_____

Print Name:_____

Date of Signature:_____