



# Medical Assisting Handbook

2024-2025

## **PROGRAM DESCRIPTION**

### **MA 201: MEDICAL ASSISTANT TRAINING PROGRAM 1**

This is the didactic portion of a 14-week course focused on preparing the student to work as a Medical Assistant in private or public medical offices, clinics, hospital based-clinics, specialty offices, and other health care facilities. The course covers basic medical office procedures. It also includes medical terminology, point of care testing, (CLIA) waived laboratory testing, documentation, including electronic health records, and equipment management. The course requires: Physical exam by a qualified provider, Immunization records, and a background check. Other testing, such as Covid-19 testing may be required.

### **MA 201A: MEDICAL ASSISTANT TRAINING PROGRAM EXTERNSHIP**

Medical Assisting students are required to complete a clinical externship in order to sit for the National Healthcare Association (NHA) Certified Clinical Medical Assistant (CCMA) exam. Local healthcare offices require potential employees to be a CCMA.

### **STUDENT LEARNING OUTCOMES**

The student will demonstrate knowledge of and the ability to perform front and back office medical procedures.

The student will be able to demonstrate learning through scoring on quizzes and tests showing they have the knowledge to successfully pass the national Clinical Certified Medical Assisting (CCMA) examination.

The student will demonstrate through testing and skills demonstration that they are a viable candidate for employment in a medical/health care facility.

## THEORY/LECTURE POLICIES

### Attendance

In accordance with the College of the Redwoods Student Responsibilities listed in the College Catalog, regular attendance in Medical Assisting program lectures, labs and clinical sessions promotes success in course work therefore students are expected to attend ALL sessions of each class in which they are enrolled. Absences are allowed to cover unavoidable emergencies. Students are responsible for all missed content and assignments.

### Classroom or Virtual Attendance:

Attendance will be recorded at all Medical Assisting class lectures. Individual student participation in classroom activities and discussion is required therefore arriving more than ten minutes late to class, leaving before the scheduled end of class, and/or excessive absences will not be permitted.

### Lab attendance:

Missed lab experiences contribute to lack of preparedness for externship practice and jeopardizes clinical learning and success. The Injections and Venipuncture labs CANNOT be made up. If you miss one of these labs, you will not be able to pass the course or sit for the NHA exam.

It is **CRITICAL** that students do not miss more than one lab session on campus due to the quantity of material to be covered.

### Externship Attendance:

MA has a large externship component both on campus and in medical offices. Due to the set number of required externship hours, only a total of 8 hours can be missed. Missing more than one day of externship will result in not passing the clinical portion and therefore not passing the class. **PLEASE SCHEDULE YOUR APPOINTMENTS AROUND SCHOOL AND CLINICAL TIMES!!**

**\*\*If you are unable to attend a clinic day, you MUST!! CALL THE CLINIC AND YOUR INSTRUCTOR TO STATE THAT YOU ARE NOT ABLE TO ATTEND CLINICALS THAT DAY. NOT CALLING TO EXCUSE YOURSELF CAN RESULT IN A "FAIL"!!**

### Scoring Policy

A minimum average of seventy percent (70%) is required to pass the Medical Assistant Program. Scores are determined based on the following percentages:

Labs	20%
Homework	10%
Quizzes	20%
Exam	25%
Uniform	25%

## **Examinations**

Exams are part of the learning process, so mid-term and final examinations will be available for review by the student within one week of grading. The course instructional team completes review of final exams including item analysis and content validity and adjustments in scores are made prior to issuing final course grades. Midterms and finals are retained by the faculty.

## **Review of completed and scored work**

Review of scored work (assignments, quizzes, exams, etc.) is limited to three school weeks following. No alterations will be made to the score after the three-week period.

## **Critical thinking assignments**

Each course has one or more critical thinking assignments which must be satisfactorily completed. If not satisfactorily completed/failed on the first attempt, the student may be allowed to redo the assignment only once and will receive a score of no higher than 70 %.

## **Student Support Services**

If you find yourself struggling, please communicate early with your instructor. Good information and clear communication about your needs will help you be successful. Please let your instructor know about any specific challenges or technology limitations that might affect your participation in class. College of the Redwoods wants every student to be successful.

The following online resources are available to support your success as a student:

[CR Online Learning Support](#)

Tech support, laptop loans, guides to using Canvas, installing Office 365 for free, and more.

[Library Articles & Databases](#)

Find the best library databases for your research.

[Online Tutoring Resources](#)

Participate in tutoring over Zoom.

## **Clinical Placement Requirements**

### **Physical Examination**

Each student of the Medical Assistant Program must have a satisfactory physical examination completed by a physician, physician's assistant, or family nurse practitioner. Be sure to have the examiner use the appropriate form provided by the instructor (front office). This **MUST** be completed prior to beginning the clinical portion of your Program.

### **Cognitive & Physical Requirements for Medical Assisting Students**

**The following list of physical requirements is to assist the MD, NP, and/or PA in evaluating your ability to meet the physical requirements of the CR Medical Assistant Program. If at any time throughout the Medical Assistant Program you are unable to meet any of these requirements, it is the student's responsibility to make an appointment with their health care provider immediately and notify the MA faculty of your change in health status.**

1. COMMUNICATING IN VERBAL AND WRITTEN FORM – 95% ability to communicate Medical Assistant actions, interpret patient responses, initiate health teaching, document and understand health care activities, and interact with patients, staff, faculty and peers.
2. HEARING – 95% ability to hear and interpret many people and correctly interpret what is heard: auscultation, physician orders whether verbal or over the telephone, patient reports and cries for help, fire and equipment alarms, etc.
3. SEEING – 95% acute visual skills necessary to detect signs and symptoms, coloring and body language of patients, color of wounds and drainage, and possible infections anywhere. Interpret written word accurately, read characters and identify colors in the patient's record and on the computer screen.
4. STANDING/WALKING – 75 – 95% of workday spent standing/walking on carpet, tile, linoleum, asphalt, and cement while providing and managing client care, gathering client supplies and medications, obtaining, and returning equipment. Approximate distance = 3 to 5 miles.
5. SITTING – 5 – 25% of workday spent sitting while communicating with and teaching clients, operating computers, answering the telephone, writing reports, documenting, calling doctors, and scheduling appointments.

6. LIFTING – 10 – 15% of workday spent floor to knee, knee to waist, waist to waist, and waist to shoulder level lifting while handling supplies (5 lbs. – 20 to 30 times per shift), using trays (5 – 10 lbs.), and assisting with positioning patients in bed/moving patients on and off gurneys and exam tables (average weight 200 lbs.).
7. CARRYING – 65% of workday spent carrying items at waist level.
8. PUSHING/PULLING – 40% of workday spent pushing/pulling, using carts, utilizing crash carts, opening, and closing doors, pushing/pulling beds, gurneys, and wheelchairs, and moving equipment and furniture.
9. CLIMBING – 15 – 25% of workday spent climbing stairs going to and from other departments, offices, and homes.
10. BALANCING – 15 – 25% see climbing.
11. STOOPING/KNEELING – 10% spent stooping/kneeling while retrieving supplies from medication carts, bedside stands, bathrooms, storerooms, etc.
12. BENDING – 20% of workday spent bending at the waist while performing patient assessments and treatments, gathering supplies, assisting patients with positioning, adjusting patient beds and exam tables, bathing patients, and emptying drainage apparatus.
13. CROUCHING/CRAWLING – 2% retrieving patient belongings.
14. REACHING/STRETCHING – 35% of workday spent reaching/stretching administering and monitoring IV therapy, gathering supplies, operating computers, disposing of equipment and linens, assisting with patient positioning, connecting equipment. Cleaning office equipment. Retrieving patient files.
15. MANIPULATING – 90% hand-wrist movement, hand-eye coordination, simple firm grasping required and 90% fine and gross motor dexterity required to calibrate and use equipment and perform CPR.
16. FEELING – 90% normal tactile feeling required to complete physical assessment including palpation and notation of skin temperature.
17. TWISTING – 15% of workday spent twisting at the waist while gathering supplies and equipment, administering care, and operating equipment.

## **Proof of Immunity**

Immunity to the following diseases is required for entry to the externship.

- ❑ MMR – measles, mumps, rubella
- ❑ PPD – tuberculosis (chest x-ray if positive PPD)
- ❑ TDap – diphtheria, tetanus, pertussis
- ❑ Varicella – chickenpox
- ❑ Hepatitis B
- ❑ Covid -19

## **CPR**

A valid/current CPR certificate is required to participate in the externship of the program. Certification from the American Heart Association BLS-C or American Red Cross CPR for the professional rescuer for adults, children & infants both one and two rescuers are the only acceptable certification.

## **Malpractice Insurance**

Students are not required to carry professional liability insurance. College of the Redwoods provides minimal malpractice insurance in the event of student liability at scheduled clinical or college laboratory sessions only. Individual coverage at the student's expense is recommended for all non-program activities related to volunteerism or employment.

## **ADA COMPLIANCE STATEMENT**

In compliance with the 1990 Americans with Disabilities Act (ADA), the Department of Adult and Community Education does not discriminate against individuals with disabilities. Disability is defined in the Act as a (1) physical or mental impairment that substantially limits one or more of the major life activities of such individuals; (2) a record of such impairment; or (3) being regarded as having such an impairment. For the purposes of Medical Assistant Program compliance, an individual with a disability is one who, with or without reasonable accommodation or modification, meets the essential requirements for participation in the program.



## **Educational Accessibility & Support**

College of the Redwoods is committed to providing reasonable accommodations for qualified students who could benefit from additional educational support and services. You may qualify if you have a physical, mental, sensory, or intellectual condition which causes you to struggle academically, including but not limited to:

- Mental health conditions such as depression, anxiety, PTSD, bipolar disorder, and ADHD.
- Common ailments such as arthritis, asthma, diabetes, autoimmune disorders, and diseases.
- Temporary impairments such as a broken bone, recovery from significant surgery, or a pregnancy-related disability.
- A learning disability (such as dyslexia, reading comprehension), intellectual disability, autism, or acquired brain injury, vision, hearing, or mobility challenges.

Available services include extended test time, quiet testing environments, tutoring, counseling and advising, alternate formats of materials (such as audio books or E-texts), assistive technology, on-campus transportation, and more. If you believe you might benefit from disability- or health-related services and accommodations, please contact [Student Accessibility Support Services \(SASS\)](#). If you are unsure whether you qualify, please contact SASS for a consultation: [sass@redwoods.edu](mailto:sass@redwoods.edu).

### SASS office locations and phone numbers

#### Eureka campus

- Phone: 707-476-4280
- Location: Student Services Building, first floor

#### Del Norte campus

- Phone: 707-465-2324
- Location: Main Building, next to the library

#### Klamath-Trinity campus

- Phone: 707-476-4280

## **Responsibility/Liability of Instructors and Students:**

- 1) Instructors and students are always liable for their own actions.
- 2) It is the responsibility of the instructor to:
  - a. Make student placements compatible with the expected level of student learning.
  - b. Individual clinic supervisors at externship sites will direct and supervise the administration of medications and performance of skills in which the student does not have mastery.
- 3) It is the responsibility of the student to:
  - a. Keep the instructor informed of the status of assigned projects and progress with Medical Assisting Clinical activities.
  - b. Inform the instructor prior to assuming participation in an assigned clinical if there is a reason why he/she feels unprepared to assume that assignment.
  - c. Have all medications checked by the instructor or licensed staff person in the clinical setting prior to administration.
  - d. Perform independently only those skills in which she/he has received instruction, feels confident to perform, and has been approved by the instructor to perform.
- 4) The instructor has the right to refuse a previously failed student into the clinical phase of the curriculum, if he/she knows that the student poses a threat to the health and safety of the patients he/she cares for due to proven inability to perform safe medical assisting skills and judgments; and the student has not demonstrated satisfactory remediation of previous deficit in medical assisting practice.
- 5) The instructor is not liable for the student who:
  - a. Acts without supervision or is inconsistent with instructor's authorization.
  - b. Does not follow instructions when performing in the clinical area.
  - c. Does not perform responsibly as outlined in section three above.

## Criminal Background Check

Medical Assisting students Policy must have a clear or approved Criminal Background Check to participate in certain clinical experiences. This initial screening satisfies the requirement during continuous enrollment in the program. Attestations or results of background checks are provided to clinical agencies prior to the start of a clinical rotation when requested.

A felony and/or certain misdemeanor conviction(s) may require the student to withdraw from the program/course. Convictions are evaluated on a case-by-case basis. If withdrawal from the program occurs students may reapply to the program when it has been five (5) years since an offense, or when they receive a clearance or certificate of rehabilitation from the court. **However, even with the clearance or certificate, students may still be denied access by clinical facilities, based on the nature of the conviction(s). Clinical rotations are a mandatory part of the Medical Assistant Program. If a student cannot participate in clinical, the required hours for the program/course cannot be met therefore, enrollment in the Medical Assisting Program is denied.** Each clinical facility has different requirements. The requirements of the clinical facilities are final.

Students on probation or parole or who have outstanding bench warrants or any unpaid citations, restitution, etc., will be denied enrollment and must reapply when all outstanding issues are resolved. Students arrested while in the Medical Assisting Program may be dismissed. The following convictions, even if they have been dismissed, will likely prevent the student from being able to participate in clinical rotations. This list is not exhaustive.

- Murder, Attempted, Manslaughter
- Assault/battery
- Sexual offenses/sexual assault/abuse
- Certain drug or drug related offenses
- Alcohol-related offenses (without certificate of rehabilitation)
- Other felonies involving weapons and/or violent crimes
- Felony theft, Class B and Class A misdemeanor theft

## **Confidentiality**

Medical Assisting students, as members of the medical assisting profession, must demonstrate respect for the privacy and confidentiality of others and maintain compliance with [HIPPA regulations](#). As the client, often in a vulnerable state, encounters the medical assistant, she or he has utmost responsibility to respect the client's right to determine his or her own self-disclosure. Based upon the belief in the dignity of the human being, each medical Assisting faculty member and student shall maintain the privacy and confidentiality of each human being.

Students that breach patient confidentiality will be liable for damages resulting from the breach and face possible termination from the program. Each student is required to sign and submit the “Student Acknowledgement of Patient Confidentiality” form (to follow) upon entry to the medical assistant program. This signed form will be kept as part of the student file.

## **CLINICAL POLICIES**

### **1. Introduction**

The following are clinical policies for College of the Redwoods Medical Assisting students. These policies apply to all students. Further limitations may be instituted by individual clinical site policies.

### **2. Professionalism and Ethics**

- A. In keeping with the guidelines established by the American Association of Medical Assistants, students are apprised that abuse of drugs, alcoholic beverages, or other chemicals can prevent them from being certified or can result in criminal and civil censure.
- B. It is mandatory that the instructor has the unquestioned authority to take immediate corrective action in the clinical area about student conduct and performance.

- C. Unprofessional/unethical student conduct and/or performance as determined by the individual instructor will be brought before a faculty committee for resolution.
- D. Chemical abuse (alcohol, Rx drugs, etc.) is not condoned by the faculty because it puts the student's and client's safety at risk. Students found to have a recognized problem in clinical will be identified and referred to the faculty committee. Abuse could jeopardize the student's ability to participate in the program. Students suspected of being under the influence of alcohol or other drugs may be required to have immediate testing by the clinical faculty.
- E. Any student attending the clinical laboratory experience under the influence of drugs, alcoholic beverages, or other chemicals (prescription or non-prescription), where in the judgment of the instructor, is placing clients or others at risk and/or is unable to therapeutically communicate or provide Medical Assistant care in a professional and/or competent manner, will be dismissed from the clinical area. An immediate evaluation for the ability to continue in the program will take place. The evaluation may include drug/ETOH testing, physical or mental examination or assessment, referrals to appropriate professionals for testing. The costs are paid by the student.
- F. Criminal offenses.

In the application for certification at program completion, graduates are required under law to report all misdemeanors and felony convictions as well as disciplinary action taken against them. Students with prior legal or professional disciplinary action are encouraged to contact the American Association of Medical Assistants to ascertain their eligibility for certification. Please see **"Criminal Background Check" for more detailed information.**

### **3. Attendance**

Unavoidable clinical absences more than one week for the entire semester require that students submit a Petition to continue form identifying alternate activities to replace the missed clinical learning. Course faculty must approve the alternate learning. Any absence may jeopardize a student's ability to satisfactorily complete clinical objectives of a rotation. Course specific attendance requirements are delineated in the course syllabus.

Permission from the health care provider to return to clinical practice is required for any student experiencing a change in health status e.g., communicable disease, surgery, cardiovascular complications, etc. or who has experienced an acute injury or emergency e.g., heart attack, accident, psychiatric crisis.

Students must report on duty and be ready for clinical responsibilities at the scheduled clinical time. In the event of unavoidable absence from the clinical area, the student must notify the clinical agency and the MA Instructor at least one hour prior to the scheduled clinical time as described in the agency's guidelines. Each clinical lab instructor will provide additional instructions for notifying faculty of absences. Failure to notify instructor may result in immediate dismissal from program.

#### **4. Evaluation Process**

Students must receive a clinical score of satisfactory to progress in the program. **If students do not pass the clinical portion, they cannot pass the course.**

Students are encouraged to make an appointment with the instructor at any time they feel it is necessary. The instructor and/or student may request additional conferences to address concerns, problems, etc.

#### **5. Dress Code**

Students are required to appear in the classroom and clinical facilities in complete uniform unless otherwise designated. Uniforms must be clean, neat, wrinkle-free, and professional. The uniform will be ordered the first day of class. It is expected that each student will dress for class and labs as if they are going to work. This practice promotes an atmosphere of professionalism and reinforces a professional image. clinical instructor has the authority to determine what meets these guidelines and make corrections and/or send the student home, resulting in a clinical absence. A student who does not conform to the above dress code may be dismissed from the clinical area, resulting in a clinical absence. Individual concerns regarding dress code will be submitted to the faculty committee for review.

<b>Scrubs:</b>	Gray uniform scrubs which are provided should be worn to all lab classes and to your Externship unless otherwise excepted.
<b>Name Tags/I.D. Badge (Required)</b>	Photo I.D. name badges must be worn at most clinical experiences. Program faculty will announce any variation in name badge use. Health Occupations Photo I.D. badges are blue in background.
<b>Shoes:</b>	Must be clean, and in good repair. Sandals or backless shoes without straps are not permitted. Highly recommended that you get the best shoes you can afford or get orthotics for them. <b><u>NO CROCS!</u></b>
<b>Jewelry, Rings and Earrings:</b>	All jewelry must comply with principles of asepsis and not cause injury to the client. Large ring stones should be avoided.
<b>Make-Up:</b>	Lightly applied.
<b>Hair:</b>	Must be clean, well groomed, neatly arranged and secured to prevent falling into sterile field. Male students must keep beards and mustaches clean and neatly trimmed or be clean shaven.
<b>Nails:</b>	Fingernails should not extend beyond the fingertips, <b>no artificial nails because they do harbor bacteria.</b> No nail jewelry. This policy is mandated for the duration of the time you are a student in any of the health occupation areas.
<b>Tattoos:</b>	Only need to be covered if they are political or obscene.
<b>Hygiene:</b>	Personal hygiene, including dental hygiene, is very important. Due to the possible chemical sensitivity in others, you may not wear scented perfumes, aftershave, or lotions. Offensive body odor and cigarette smoke is to be avoided through regular hygiene measures. Personal cleanliness is mandatory to maintain asepsis.
<b>Required Equipment:</b>	Pen, note pad, stethoscope, and any watch with a secondhand display.

All critical thinking and knowledge of medical assisting science is tested when the student graduate sits for the CA State Medical Assistant exam.

## **UPDATING CONTACT INFORMATION**

Any changes in phone number and address must be reported in writing to the theory and clinical instructor(s) and the office within 24 hours. Each student must make available a telephone number where they can be reached directly or by message. Students must be available for contact following clinical to answer questions regarding assignment.

## **NAME CHANGES**

Setting Your Preferred Name and Pronouns in Canvas

Students have the ability to display personal pronouns and an alternate first name in Canvas. Students may change their pronouns on their own in Canvas (Account :: Settings :: Edit Settings).

To request a change to your preferred list name, contact [Admissions & Records](#). **Your Preferred Name will only be listed in Canvas; this does not change your legal name in our records. See the [Student Information Update Form \(pdf\)](#).**

## **SCHEDULING PRIORITIES**

Externship assignments are made by the Medical Assistant Faculty to meet the student's learning needs. It is the student's responsibility to make necessary arrangements so work schedules, transportation needs, family responsibilities, etc., do not conflict with clinical assignments.



## **CLINICAL PRACTICE POLICIES**

### **A. Procedure Policy**

1. All clinical procedures must be performed safely and according to standardized practice as described in clinical facility policy and procedures manuals and/or published procedures textbooks.
2. All clinical procedures will be performed in compliance with the student's scope of practice.
3. All procedures performed by a student in the clinical setting for the first time must be supervised by a licensed person (preferably by the clinical instructor).

### **B. Administration of Medications**

**All medication administration will be supervised by the physician or by the staff RN.**

**Students are expected to:**

- a. Practice the "Five Rights" of medication administration.
- b. Implement appropriate actions for administered medications.
- c. Make ongoing assessments of client pertinent to medication before, during and after administration (client observations, pain scale, vital signs, and lab reports).
- d. Document all administered medications on appropriate client records according to clinical facility policy. Designated staff RN will co-sign all medications administered by students.
- e. Use filter needles for all medications drawn from ampules.
- f. Use "Z" track technique of medication administration for irritating parenteral meds (such as: oil-based delestrogen); using procedure prescribed by the clinical facility and/or published skills procedure resource.
- g. Give IM medications to clients under the age of six in the vastus lateralis only.
- h. Adhere to clinical facility policies when administering insulin, heparin, or other specially designated medications.

### **C. Perform Venipuncture following these guidelines:**

1. Students have received instruction in Venipuncture. Students have successfully passed a Venipuncture Skills Performance evaluation in on training manikins.
2. Students have discussed the procedure with their clinical instructor prior to initiating the procedure.
3. Students will be directly supervised by the clinical instructor or the assigned staff nurse with the instructor's permission.

### **D. Specialty Areas**

#### **1. Pediatrics:**

- a. All medications must be prepared and administered under the DIRECT supervision of the physician or designated RN.
- b. IM medications to patients under the age of six will be administered only in the vastus lateralis.
- c. Appropriate precautions will always be utilized to prevent falls for children under six.

## **POLICY ON UNSAFE PRACTICE BY STUDENTS IN CLINICAL SETTINGS**

### **1. Introduction**

Maintaining client(s) safety is the overriding principle of clinical practice. Each student must perform in a safe manner as well as meet the clinical objectives in order to satisfactorily complete each semester. It is consistent with our philosophy that safe practice ensures the health of the medical assistant and client. It promotes psychological and physical well-being in a therapeutic environment.

### **2. Indicators of Unsafe Practice**

The following indicators shall be used as a guideline for determining unsafe clinical practice:

Examples of student behavior:

1. Appearing in the clinical setting under the influence of drugs or alcohol.
2. Displaying unstable mental, physical, or emotional behavior(s), which may present danger to self or others' well-being (such as anorexia/repeated suicide attempts on part of student).
3. Failing to be accountable for legal responsibilities (i.e., covering own/other's errors or failing to report them).
4. Breaching confidentiality of client or failing to maintain confidentiality of interactions or records.
5. Violating or threatening the psychological safety of client by repeated use of judgmental or non-therapeutic techniques or attacks/derogatory statements about another individual's person, beliefs, values, race, religion, culture, or sexual preference.
6. Refusing to care for a client due to race, age, culture, disease process, or religious or sexual preference.
7. Falsifying records or information of any kind.
8. Failing to use judgment in the clinical setting, such as:
  - a. Failure to function at the expected clinical level and in accordance with appropriate standards of practice as stated in the course clinical objectives.
  - b. Failure to exercise appropriate professional judgment for the student level of responsibility in the clinical setting.
  - c. Use of inappropriate comments or questions to clients, family members, or clinical staff.
  - d. Making decisions and/or engaging in behaviors that places the client's safety and well-being at risk.

**ENVIRONMENT:** The student fails to provide for the total need of the client in a safe environment within a specific clinical area.

Examples of student behavior:

1. Violating the physical safety and environment of the client by neglecting to provide safe surroundings. This may also include actual physical abuse of a client.
2. Repeatedly violating microbiological safety (i.e., failure to practice proper hand washing, standard precautions and/or medical/surgical asepsis).
3. Violating or threatening the chemical safety of the client (i.e., repeatedly violating the "5 Rights in Administering Medications" and/or failing to properly monitor IV infusions).
4. Violating the thermal safety of the client (i.e., injuring the client when applying hot/cold packs, heating lamp and other electrical thermal equipment).
5. Violating environmental safety by failing to remove harmful substances or objects from room (including sharps, medications, and solutions).

**HEALTH:** Student fails to take sufficient care to protect the health of the client.

Examples of student behavior:

1. Performing skills/competencies in which he/she has not received instruction or received instructor's approval.

## 1. Procedure

A student who demonstrates unsafe clinical behavior as outlined in "Indicators of Unsafe Practice" in section 2 above will have the following action taken:

**Step 1.** The clinical instructor will provide the student with a verbal and written description of behaviors observed and may dismiss the student immediately from the clinical area. Student will complete an Anecdotal Form. The student and the clinical instructor will have a conference at an agreed upon time within 24 hours or the next academic day. A written remediation plan will be developed, and signed by the student and instructor, to address the student's identified needs so that the unsafe performance is not repeated. The Health Occupations Director and course instructors of the Medical Assisting Program will receive a copy of the remediation plan within 72 hours as well. **NOTE:** Some behaviors may result in immediate dismissal from the program.

**Step 2.** If the student fails to follow through with Step 1, or if the behavior(s) continues in the clinical area, the student may be dismissed from clinical, and the case will be submitted to the Faculty Advisory Committee for consideration. A conference will be held with the instructor, student, and Health Occupations Director to decide upon a course of action. If allowed to continue in the program, under probation status, an additional written contract will be developed to facilitate correction of inappropriate behavior(s). Continuation in the program is contingent upon follow-through with established contract directives. Clinical sites must be willing to accept them back.

**Step 3.** Students failing to comply with their contract shall be denied continuation in the program and shall receive a failing grade for the course. Students who failed the program for unsafe clinical practice may initiate the grievance process according to college policy [AP 5530](#).

To Apply for Readmission the following or subsequent years, **the student must complete the following steps:**

1. Complete program application according to current, established processes.
2. Meet with the Workforce & Community Education Director and Instructor to demonstrate proof of remediation.

**College of the Redwoods Health Occupations Injury or  
Exposure Guidelines Summary**

<b>Location</b>	<b>In Clinical Setting</b>	<b>In CR Skills or Dental Lab</b>	<b>In Other College Setting</b>
<b>Report</b>	To instructor immediately	To instructor or lab coordinator immediately	To instructor immediately
<b>Call Immediately</b>	H.O. Director and Environmental Health & Safety (476-4128)	Ext. 4111	Ext. 4111
<b>Blood Exposure Use Protocols</b>	Of Clinical Agency and CR Blood-borne Pathogens Exposure Control Plan	CR Blood-borne Pathogens Exposure Control Plan	CR Blood-borne Pathogens Exposure Control Plan
<b>Injury Use Protocols</b>	Of Clinical Agency	CR's	CR's
<b>Provider of Care</b>	Use Agency's Protocols depending on injury severity	Student's own health provider or emergency room	Student's own health provider or emergency room
<b>Payment</b>	CR Worker's Comp	Primary - Student's own insurance Secondary - CR Student Accident Insurance	Primary - Student's own insurance Secondary - CR Student Accident Insurance

<b>Paperwork and Forms</b>	Worker's Comp Form DWC-1  Student Injury Report or Sharps Injury Report	Student Accident Insurance Claim form completed by student and instructor  Student Injury Report or Sharps Injury Report completed by instructor	Student Accident Insurance Claim form completed by student and instructor  Student Injury Report or Sharps Injury Report completed by instructor
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### **Student Code of Conduct**

Medical Assistant students must comply with all Medical Assisting program policies as stated in this handbook as well as the College of the Redwoods Student Code of Conduct ([AP 5500](#))

#### **Violations:**

Students are expected to demonstrate qualities of morality, integrity, honesty, civility, honor, and respect. Students are required to engage in responsible social conduct that reflects credit upon the CR Community and to model good citizenship in any community. Disciplinary action may be initiated by the College and sanctions imposed against any student or student organization found responsible of committing, attempting to commit, or intentionally assisting in the commission of any of the prohibited forms of conduct.

**Removal from Class:** Any faculty member may, for good cause, order a student removed from his or her class for the day of the removal and the next class meeting ([Education Code Section 76032](#)). The faculty member shall immediately report the removal to the Division Representative and the Chief Student Services Officer (CSSO) or designee. The CSSO or designee shall arrange for a conference between the student and the faculty member regarding the removal. If the faculty member or the student requests, the CSSO or designee shall attend the conference. The student shall not be returned to the class during the period of the removal without the concurrence of the faculty member. Nothing herein will prevent the CSSO or designee from recommending further disciplinary procedures in accordance with these procedures based on the facts which led to the removal.

## **Academic Integrity and Honesty**

### **Academic dishonesty**

In the academic community, the high value placed on truth implies a corresponding intolerance of scholastic dishonesty. In cases involving academic dishonesty, determination of the grade and of the student's status in the course is left primarily to the discretion of the faculty member. In such cases, where the instructor determines that a student has demonstrated academic dishonesty, the student may receive a failing grade for the assignment and/or exam and may be reported to the Chief Student Services Officer or designee. The Student Code of Conduct ([AP 5500](#)) is available on the College of the Redwoods website. Additional information about the rights and responsibilities of students, Board policies, and administrative procedures is located in the [2023-2024 College Catalog](#) and [CR Board and Administrative Policies](#).