



Medical Assistant (MA) Program
Student Handbook
2024-2025

Cabrillo College
6500 Soquel Drive, Aptos, California 95003
(831) 479-6430

Dear Medical Assistant Student:

Welcome to the Medical Assistant Department. The *Medical Assistant Student Handbook* is a guide for your use while you are enrolled in the Medical Assisting Program. It will inform you of various policies and procedures used by the Medical Assisting Department.

For college information that is not specific to the medical assisting department, please refer to the college catalog, the *Student Rights and Responsibilities at Cabrillo College* handbook, and Student Services.

The medical assisting faculty and staff are here to help you with your learning needs. Each faculty member has office hours and welcomes student groups and individuals. Let us know what you need so we can help you to succeed.

If you have a disability that may need accommodation, you are encouraged to register with the Accessibility Support Center (ASC) as soon as possible.

Sincerely,
The Medical Assisting Faculty and Staff

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Section 1: Faculty and Staff

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Section 2: The Medical Assistant Profession

What is a Medical Assistant?

The practice of medical assisting requires mastery of a complex body of knowledge and specialized skills, requiring both formal education and practical experience that serve as standards for entry into the profession.

Medical Assistant means a person who may be licensed or unlicensed, who performs basic administrative, clerical, and technical support services for a licensed physician and surgeon or a licensed podiatrist, or group thereof, for a medical or podiatry corporation, for a physician assistant, a nurse practitioner, or a certified nurse-midwife, or a health care service plan. The individual must be at least 18 years of age and has had at least the minimum amount of hours of appropriate training according to standards established by the Medical Board. The Medical Assistant shall be issued a certificate by the training institution or instructor indicating satisfactory completion of the required training. The regulations governing medical assistants can be found in the California Code of Regulations sections 1366-1366.4 of Title 16, Division 13.

Section 3: American Association of Medical Assistants (AAMA) Code of Ethics

The Code of Ethics of AAMA sets forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting.

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

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

Section 4: American Association of Medical Assistants (AAMA) Creed

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

Section 5: MA Program Overview

MA Program

The Accelerated Medical Assisting Program (AMAP) provides a streamlined path to a career as a Registered Medical Assistant. Healthcare is the second largest employer in Santa Cruz County and Medical Assisting graduates are in high demand.

Section 6: Goals and Objectives

- Provide open access and a supportive environment that encourages student success in the classroom, the externship site, and the job site
- Prepare competent entry-level Medical Assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) skills
- Encourage professionalism, integrity, and high standards in students and staff
- Help students to develop skills in communication, critical thinking, analysis, and problem-solving, leading to accurate decision-making
- Respond to and meet the medical assistant training needs specifically of the Santa Cruz County health care community while meeting national association accreditation guidelines
- Prepare students to work in a variety of settings, such as physician offices, clinics, hospitals, public agencies, and volunteer agencies
- Develop closer partnerships with the healthcare industry.

Section 7: Days and Hours

This accelerated medical assisting program is full-time, Monday through Friday from 9:00 am to 4:05 pm. The three-semester program begins every fall and spring semester with a mandatory virtual orientation and 1 week-long foundation course prior to the start of the semester. Students are signed up for the entire block of classes, and they are guaranteed placement in all required medical assisting courses for the length of the program. Student's progress through the program as a cohort.

The AMAP program is designed to result in a Medical Assisting Certificate of Achievement, including completion of externship hours, within three semesters. Students may also complete an Associate in Science degree.

Certificate and Degree

Our program faculty are committed to the successful completion of your Certificate of Achievement or Associate of Science degree.

Completion of the Medical Assistant Certificate of Achievement will allow you to sit for a certification examination. You may become a AMT/RMA Registered Medical Assistant (mail@americanmedtech.org). Your credentials will read AMT/RMA, depending on the exam you complete.

For more information see the Cabrillo College Catalog or the MA webpage. For questions regarding admission, transfers or units contact the Cabrillo College counseling department at 479-6274 (Aptos), or 831-786-4732 (Watsonville).

Section 8: Course Units and Course Sequence

Prerequisites

MA 70 and ENGL 1A/AH/AMC/AMCH or ESL 1A & ESL 1S or equivalent must be taken before beginning the Medical Assisting Program.

Recommended Preparation

CG51-HPS01: Planning for Success - Health and Public Service Career and Academic Pathway (CAP)

Medical Assisting A.S. Degree or Medical Assisting Certificate of Achievement

The Medical Assistant is an integral part of the medical team; thus, the job demands the same high caliber of ethics, attitude, confidentiality and performance that the public has come to expect of the medical profession. Opportunities are many and varied, depending upon such factors as personal ability, experience and education. Medical Assistants may become managers of clinics or group practices as well as assist in a medical office, clinic, or hospital.

Learning Outcomes

1. Accurately and safely perform medical assisting tasks and procedures.
2. Perform receptionist and administrative medical facility duties.
3. Interact professionally and ethically with patients and medical facility personnel, working within the medical assistant's scope of practice.

Core Courses (37 units) for Medical Assisting
ALH 110 Allied Health Foundation Course
MA 100 Medical Assistant Essentials
MA 115 Administrative Skills for Medical Assistants
MA 125* Clinical Skills for Medical Assistants I
MA 135** Clinical Skills for Medical Assistants II
MA 170 Medical Terminology - Structure & Function and Disease Processes of the Human Body
MA 173A Medical Law & Ethics
MA 184 Health Care Communication
CABT 38 Introduction to Microsoft Office
MA 101 Medical Assisting Externship

Total Units 37. Please note these are the total units required for a Medical Assisting Certificate of Achievement, to earn a Medical Assisting A.S. degree several more courses are required. Students who would like to earn a Medical Assisting A.S. degree must make an appointment with an academic counselor.

*MA 125 must be taken within one year of externship. **MA 135 must be taken in the semester immediately preceding MA 101 (externship).

First semester, in-person, courses will be held Monday through Thursday, 9:00 AM to 4:05 PM. Courses include:

ALH 110: Pre-semester Foundation Course	1 unit
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MA 100: MA Essentials	4 units
MA 125: Clinical Skills for Medical Assistants I	4 units
MA170: Medical Terminology: Structure and Function	4 units
MA173A: Medical Law and Ethics	2 units
MA184: Healthcare Communication	2 units

Total Units: 17

Second-semester, in-person, courses will be held Monday through Thursday, 9:00 AM to 4:05 PM

MA 115 - Administrative Skills for Medical Assistants	8 units
MA 135 - Clinical Skills for Medical Assistants II	6 units
CABT 38 - Introduction to Microsoft Office	3 units

Total Units: 17

Third-semester course schedule will be dependent upon facility availability. Students should expect to be available Monday through Friday, 7:00 AM to 7:00 PM

MA 101 Medical Assisting Externship* Completed during the third semester.	3 units
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Graduation

Cabrillo College holds college-wide graduation each spring. Students may elect to hold a separate celebration or pinning ceremony.

Section 9: Standards of Professionalism

The classes in the Medical Assistant program are conducted professionally to prepare students for the healthcare workplace. Students are expected to observe all ethical and legal requirements, observe standard precautions, and maintain confidentiality. Students must come to class prepared, be attentive during class time, and participate fully in the course.

Medical assisting is a profession based on personal accountability, honesty, civility, integrity and ethical behavior. These characteristics of professional conduct are integral parts of providing safe patient care and are expected in all activities related to the AMAP program.

Unprofessional or disruptive behavior in class or during program activities in College settings or partner sites will result in disciplinary action, up to and including dismissal from the AMAP.

What is Expected of AMAP Students:

Cabrillo College AMAP students are expected to adopt certain responsibilities, adhere to accepted principles and practices of personal and professional conduct, and exhibit personal integrity at all times. These standards are rooted in the fundamental values of honesty, tolerance, respect, fairness, and the collective pursuit of knowledge. For example:

- Resolve conflicts peacefully
- Be polite and respectful to fellow students staff, and visitors
- Use appropriate and acceptable language at all times
- Respect the rights and property of others
- Refrain from using or bringing prohibited items.

Section 10: Approximate cost of the Medical Assisting Program

Estimated Cost

Uniforms/Related Items (stethoscope etc.)	\$200.00
Student Name Badge	\$10
Clinical compliance Fees*	\$100
Complete Physical Examination	
Cabrillo Student Health Services	\$35.00
OR	
Personal Health Care Provider	Cost of Provider
Immunizations & Titers	Varying - approx.
\$100	
Drug Screen	\$16
Background Check	\$43
Healthcare Provider CPR Certification at Cabrillo	\$24
Private certification	\$75-\$100
EHR simulation software	\$200.00
Additional Textbooks	
Access to a Windows-based computer	
Cabrillo Registration Fees	consult college catalog

Please note: costs listed above are only approximate and may vary depending on where you purchase the items concerned. For more information see the Cabrillo College medical assisting webpage. For questions regarding admission and registration fees please contact admissions and records or consult the Cabrillo College catalog and website.

Section 11: Clinical Compliance

Students will not be allowed to attend their clinical externship placements if they are found to be missing any clinical compliance requirements. Students are responsible for uploading required documents and for ensuring documents are approved. For questions regarding clinical compliance contact the Clinical Compliance Coordinator.

CPR

Copies of a student's current CPR certification (AHA for Healthcare Providers) must be signed and electronically stored in the student's online compliance document manager. CPR cards MUST remain current at all times.

Section 12: Communication Procedures

1. Change of address or phone: all changes of name and/or address and telephone must be immediately reported in writing to the MA program office and your clinical and externship faculty. In addition, you will need to change your contact information through admissions and records.
2. Chain of communication: the faculty promotes direct communication between faculty and students. Students are strongly encouraged to discuss academic and clinical concerns directly with their faculty. If a resolution is not achieved the student should contact the Medical Assisting Department Chair.
3. Email: all MA students are required to have an email address and to keep the MA Program Office apprised of their current email address. Important program and college information will be disseminated via email, so checking your email frequently is a necessary part of your role as a MA student.

General Communication and Notification of Student Progress

Within the AMAP program we communicate with students, and students are given notification of progress toward goals in multiple forms. They include verbal communication, written conference summaries, formal grading, verbal counseling and warning, written warning and probation. It is the student's responsibility to clarify any unclear communication.

Verbal Communication of student progress occurs often particularly in labs and settings where one-on-one communication with faculty is the norm. Faculty gives guidance, direction, and education during these interchanges. Students are expected to listen

carefully, attend to what is said, participate, discuss the issue and ask questions as necessary (take notes). Student change in behavior or improved student performance and outcomes are the expected result.

Faculty also communicate information on an ongoing basis to students through the syllabus; Canvas; email (required in the AMAP program); notices on the level boards outside the lab; messages through student representatives, and phone messages. The MA office must have updated phone numbers and emails at all times.

Formal Grading includes but is not limited to exam scores, quizzes, written paper scores, and laboratory skills evaluations. These formal evaluations relate directly to course objectives that are found in your course syllabi.

Verbal Warning is verbal communication between you and your faculty highlighting a deficiency or behavior that is expected to change to meet course objectives. It is an opportunity to clarify misconceptions, inaccurate thinking, and educate the student; often leading to further study on the student's part to correct the deficiency. A verbal warning may be written on the conference summary as a reminder of the verbal warning.

Written Warning/Early Alert is a written communication between you and your faculty highlighting a deficiency or behavior that is expected to change to meet course objectives. It is an opportunity to clarify misconceptions, inaccurate thinking, and educate the student; often leading to further study on the student's part to correct the deficiency. A written warning is serious and should include the expected behavior change and consequences for not meeting course expectations. The student receives a copy and the written warning is placed in the student's file. A Conference Summary Form may be used for this purpose.

A probation contract is a written communication between you and your faculty highlighting a deficiency or behavior that is expected to change to meet course objectives. This is an alert that the student at the time of the probation notification is not passing the course. Again, it is an opportunity to clarify misconceptions and educate the student, often leading to further study and action on the student's part to correct the deficiency. Written probation is more severe than a written warning and should be taken with the utmost seriousness. The probation contract includes the following: the deficiency related specifically to course objectives, the expected behavior change, the time the student has to comply, and consequences for failure to meet stated expectations. The student is expected to develop a plan for success and may use the Student Plan for Success found in the MA Student Handbook. The student receives a copy, and a copy is placed in the student's file. A Conference Summary Form or Probation Form may be used for this purpose. However, any written document that includes the appropriate information qualifies as a written notification of warning or probation.

Section 13: Student Representation

Student representatives should be selected for each level of the MA program at the beginning of each semester. The student representatives are an important link for communication between students and faculty. Student representation is vital in communicating issues and concerns of students, as well as communication from faculty.

Student input on issues is encouraged and solicited to help the program grow to meet the changing needs of students and the MA profession. Being a student representative is an opportunity to make a contribution to the program and develop leadership and communication skills. Students serving in this capacity may include this on their resumes for future employment.

Student Representative Responsibilities

- Bring the views, concerns, complaints, and suggestions of their student peers to faculty. Representatives may be asked to participate in faculty meetings.
- Relay back to peers the outcome of meetings or announcements.
- Post notices on the bulletin board.
- Assist the class to form committees for arranging official student celebrations, such as the pinning ceremony and graduation celebrations.

Section 14: Student Services

Please check the Cabrillo College catalog or website for detailed information about services offered on campus. Go to www.cabrillo.edu, and then click on Learning Resources and Student Services at the top of the page. You may then obtain information about:

- The bank and paying fees
- Counseling and academic advising
- Financial aid & scholarships
- Student health services
- Childcare
- Library
- Computer labs & tech center
- Learning styles
- Bookstore
- Tutorials
- The math learning center, MESA lab
- Writing center

Students are encouraged to contact the financial aid office for information about grants, loans, on time, and scholarships that are available for MA students.

Section 15: Guidelines for use of Allied Health Lab Computers

The student:

1. Will be currently registered in a MA course or an allied health course and must be prepared to show proof if asked while using the lab.
2. Must save your work to your memory storage.
3. Must bring your paper for printing and not more than 20 pages.
4. Must limit each session to two hours when all computers are in use.
5. Priority will be for testing across Allied Health programs.
6. Do not alter the configuration of a computer in any way, including adding or deleting software and/or hardware.
7. No food or drink is allowed by the computers.

Guidelines for use of Allied Health Building and Laboratories

1. Food is only allowed in the downstairs lobby. No food is permitted anywhere else in the Allied Health building.
2. Only covered drinks are allowed anywhere in the building.
3. The tables in the downstairs lobby area are primarily for eating, not studying.
4. The building is considered a distraction-free learning environment. Noise levels should be muted, and quite observed when walking in the hall or congregating outside a classroom.
5. Conference rooms are available on a first-come, first-serve basis for up to two hours. Conference rooms are reserved for groups of two or more students.

Section 16: Academic Performance Requirements

Students in the AMAP program are required to maintain a “C” average or better in each class to continue to progress in and complete the program. The grading scale used by all required classes is as follows:

Grading Scale	
Grade	% range
A	92-100
B	85-91
C	75-84

D	69-74
F	below 69

Section 17: Attendance

Attendance will be recorded and kept by faculty under the rules and regulations of the California Education Code. Each student is expected to attend their classes every day and arrive on time. For a compelling reason, an excused absence may be granted.

Excused Absence: An excused absence is one discussed with the instructor in advance. If it is not possible to inform the instructor in advance, you must contact the instructor on the day of an absence. Email is preferred. See the course syllabus for instructions on making up missed classwork, homework, quizzes, and tests.

Unexcused Absence: An unexcused absence is an absence where the instructor has not been contacted and informed of the absence; the instructor will determine if the student will be allowed to make up any missed work.

Excessive Absences: As defined in the Cabrillo Student Rights and Responsibilities document an excessive absence is one more than the number of class hours in a week. A student may be dropped from the course when absences total twice the number of class hours per week.

Bereavement Absence: Absences for bereavement will need to be discussed with each instructor and the program director.

An instructor may drop a student from class if the student does not attend the first class meeting.

Section 18: Punctuality

A student is expected to be on-time and prepared to learn and be fully engaged. Students should be considerate and respectful; arriving late or unprepared is distracting to students and instructors who have made an effort to arrive on time and are participating in and creating a learning environment.

Excessive Tardiness: Repeated and excessive tardiness may result in the instructor recording the late arrival(s) as an absence.

Section 19: Dress Code

Students in the AMAP program must adhere to a strict dress code policy. Failure to adhere to the dress code may result in the student being sent home for the day without being able to make up any missed work. The following rules apply while on-campus:

- Scrubs must be worn to every class. Each cohort will have an assigned color for their scrubs. The scrubs must be appropriately sized
- Closed-toed shoes must be worn
- For added warmth, as necessary, solid-colored fitted-sleeve shirts may be worn underneath the scrub top
- No hats should be worn indoors
- No jackets, hoodies, or other outer-wear should be worn indoors; exception for scrub apparel or AMAP sweatshirts
- No strong perfumes, colognes, cigarette smoke, or any alternate substance should be detectable.
- Jewelry should be limited to small earrings and fitted bracelets (nothing dangling)
- Name badges must be worn at all times.
- Fingernails must be kept short, no acrylics, neutral color polish only with no chips.
- Wristwatch with a second hand for clinical class.
- Facial Hair should be kept clean, trimmed, and neat.
- Long hair must be secured up and off the collar while in clinical class.

Section 20: Cabrillo College Campus Policies Non-Discrimination Policy

Cabrillo Community College does not discriminate based on race, color, national origin, immigration status, gender, sexual orientation, disability, or age in any of its policies, procedures, or practices. This nondiscrimination policy covers admission and access to, and treatment and employment in, the college's programs and activities, including vocational education.

The college recognizes its obligation to provide overall program accessibility for students with disabilities. Contact Accessibility Support Services (ASC) at Cabrillo College to obtain information as to the existence and location of services, activities, and facilities that are accessible to and usable by persons with disabilities.

Inquiries regarding federal law and regulations concerning nondiscrimination in education or the college's compliance with those provisions may also be directed to:

Office for Civil Rights, Region IX US Department of Education Old Federal Building
50 United Nations Plaza, Room 239
San Francisco, CA 94102 (415) 556-7000

Section 21: Sexual Harassment Policy

It is the policy of the Cabrillo Community College District to provide educational employment and business environment free of unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct or communications constituting sexual harassment, as defined and otherwise prohibited by state and federal statutes.

For additional information regarding this policy and the procedures involved contacting the Dean of Student Services at 831-479-6525, or the Cabrillo College Title V1 Officer; Samatha Folb

Section 22: Drug-Free Campus

It is the policy of the Cabrillo Community College District to maintain a campus free of the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances as listed in Section 22: The Drug-Free Schools and Communities Act Amendment of 1989 (Public Law 101-226).

Smoking Policy

Smoking and vaping are prohibited at Cabrillo College.

Section 23: Unsatisfactory Academic Performance

Unsatisfactory student performance occurs when students do not uphold the attendance policies, academic performance standards, and/or behavior standards that are defined in the Cabrillo College Catalog Academic Policies and Procedures, the MA Student Handbook, course syllabus, and hospital/clinical policy.

Section 24: Academic Dishonesty

There is zero tolerance for academic dishonesty. The two most common kinds of academic dishonesty are cheating and plagiarism. Cheating is the act of obtaining or attempting to obtain credit for academic work through the use of dishonest, deceptive, or fraudulent means. Plagiarism is representing the work of someone else as your own and submitting it. Cheating

- Copying, in part or whole, from someone else's work and representing it as one's work; this includes sharing your work in group study and turning it in as your own.
- Submitting work presented previously in another course, unless approved by the instructor
- Altering or interfering with grading
- Using any sources (books or notes), electronic equipment (cell phones, calculators with formulas), or materials during an examination.

Cheating: the first incident a student will receive an F on the assignment or exam; the second incident W or F for the course. Incidents of cheating will be reported to the Dean of Student Services and the appropriate college personnel.

Plagiarism

Plagiarism is the conscious or inadvertent failure to identify the work of others. Plagiarism is the use of another person's words or ideas without giving any credit or making any acknowledgment of the source. This is true for both written texts (essays, articles, books, web pages) and spoken language (speeches, lectures, interviews, etc.). A failure to credit others may result in a failing grade for the assignment or course. Students are expected to know how to credit, paraphrase and quote sources. If you are unsure, ask the faculty for assistance before handing in your work. See *Student's Rights and Responsibilities Handbook* Cabrillo College.

Section 25: Disruptive Behavior

Disruptive behavior is unprofessional conduct in any setting while participating in Cabrillo College programs. Examples of disruptive behavior may include, but are not limited to:

- Incivility with patients, peers, staff, or faculty. For example, talking in a disrespectful tone, rudeness, spreading rumors, making demeaning remarks in person or on electronic media, cursing.
- Abusive or bullying behavior towards patients, peers, staff, or faculty. For example spreading a rumor that is not true, intimidating a person, aggressive or hostile behavior (either verbal or psychological) intended to harm another person.
- Discrimination, hazing, harassment, or sexual harassment.
- Being under the influence of alcoholic beverages or illegal drugs.
- Emotional instability may affect the student or other safety and well-being
- Repetitive tardiness
- Furnishing false information to the college
- Behaviors that adversely affect the learning environment and are described under prohibited conduct in the *Students' Rights and Responsibilities* at Cabrillo College.

Consequences of Disruptive Behavior

Consequences of disruptive behavior or academic dishonesty are subject to Cabrillo College's progressive disciplinary processes and may include failure of the assignment,

course, or dismissal from the AMAP program or college. Some unprofessional behaviors may also be subject to civil and legal sanctions. A referral will be made to the Dean of Student Services when appropriate for any necessary disciplinary action.

Severe Cause: severe acts of disruption, lack of respect such as the use of a racial slur or an issue of sexual harassment or bullying will be cause for an immediate drop from the class with referral to the Dean of Student Services and other college and legal authorities. In addition to the standards described above, see the *Students Rights and Responsibilities at Cabrillo College* handbook which discusses prohibited conduct in the academic setting including plagiarism, cheating, and disruptive behavior.

When a student demonstrates less than satisfactory progress or behavior and the situation does not involve serious deficiencies or unsafe practices and/or behavior:

1. The faculty or appropriate administrator will issue a verbal and written notice to the student.
2. The student will meet with the faculty/administrator if necessary.
3. The student and faculty/administrator will develop a written plan for achieving satisfactory student performance.

A student demonstrating unsafe clinical performance, directly related to learning and proficiency in the information and skills being taught in the course of instruction:

1. Will receive a verbal and written description of the observed behavior from the instructor.
2. Will develop a remediation plan so that unsafe behavior is not repeated.
3. If the student fails to follow through with the remediation plan or if the behavior continues, the faculty may consider this failure to modify behavior as a cause for dismissal.
4. A student whose pattern of behavior is found to be unsafe may be dismissed from a laboratory or clinical course at any time during the semester.
5. Behavior causing sufficient safety concerns may result in immediate dismissal from the program.

When students do not complete the achievement plan and unsatisfactory student performance or behavior persists or when serious deficiencies or an unsafe situation requires immediate attention, the student may be placed on probation.

1. The faculty member and student will meet to develop a probation contract that includes:
 - deficiencies requiring remediation
 - achievement goals having specific completion dates, for achieving satisfactory student performance
 - consequences for failure to meet specified goals.
2. When the student meets achievement goals as defined in the probation contract, the student will be notified in writing of the resolution of probation status.
3. If the student does not meet the conditions for achievement goals as defined in the probation contract, or a student repeats the behavior of prior probation the student will be dismissed from the program.

Students who are placed on probation or dismissed may have the decision reviewed under the Pre-grievance and Student Grievance Procedure. A student does not receive a hearing before being dismissed for academic reasons. See also Students Rights and Responsibilities at Cabrillo College.

Section 26: Leave of Absence from Program

No more than one re-enrollment in the Medical Assisting program will be allowed for a student who left the program for a medical leave. Re-enrollment is defined as taking the same level courses a second time. Leaves of absence from the program are only granted for students who meet the criteria defined in the Family and Medical Leave Act (FMLA). Students requesting a medical leave must submit their request in writing by email or postal mail to the MA Program office. Please include a physician's note to verify the medical necessity of the requested deferral. FMLA criteria are noted below:

- the birth and care of the newborn child
- placement with the student a child for adoption or foster care;
- care for an immediate family member (spouse, child, or parent) with a serious health condition
- student is unable to attend the program because of a serious health condition.

See also, College policies governing repeat of a course with a passing grade, non-passing grade, and withdrawal (W).

Re-enrollment Following Medical Leave of Absence

All students who wish to re-enroll must return to the program the next time the level courses are offered, provided that space is available and they are cleared by their physician (documentation of clearance is required). If space is not available at that level, then return to the level must be made within a maximum time frame of two years.

Letter of intent to return: All students wishing to return to the MA program must write a letter of intent to return within one month of separation from the program, stating their

desire to return. The letter should be sent certified mail and be addressed to the Director of the MA program.

Section 27: Repeating the Program

A student who withdraws with less than satisfactory grades; completion of a MA course with a grade less than “C” at the time of withdrawal, or on probation, may reapply to the MA program according to college and program policies. Faculty reserve the right to not readmit any student who has been dismissed from the MA program. All students leaving the AMAP program are required to see the Program Director at separation for an exit interview. At this meeting, your options for a return to the program will be addressed.

Re-admission policy after dismissal for academic failure

Purpose: To create a pathway for readmission to the Cabrillo AMAP program after dismissal for academic reasons (excluding academic dishonesty), defined as earning a grade less than a “C” in any course in the Cabrillo AMAP program. This policy is in addition to current student performance policies; and does not replace, nor negate, the policies for Safe Clinical Practice and Unsatisfactory Academic Performance detailed in the Cabrillo College MA Student Handbook. Faculty reserve the right to not readmit any student who has been dismissed from the AMAP program.

Policy: Re-admission to the Cabrillo AMAP program after dismissal for academic failure (achieving a grade less than “C” in any MA course). If a student is dismissed from the Cabrillo AMAP program for completion of a MA course with a grade less than “C”, except for academic dishonesty, they may be re-admitted if all of the following criteria are met.

1. Re-admission occurs within two years of the student’s separation from the program.
2. There is space available in the level from which the student left the program within two years of the date of dismissal.
3. The student must submit a plan for remediation to the Program Director. The plan must be typed and must indicate actions the student will take and/or conditions that will change/will have changed which would lead to improved academic/clinical performance upon re-entry. The remediation plan must address deficiencies (the reason for leaving), be clear, time-framed, and measurable.

The student will

- a. Fully remediate the cause for dismissal.
- b. Provide documentation of successful remediation of the cause leading to dismissal.
- c. Submit all re-enrollment materials to the Program Director or Program Coordinator for review/action.

The MA faculty will

- d. Review the remediation plan.
- e. Review the situation leading to dismissal.
- f. Review the appropriate college and MA program policies that apply to the student's situation.
- g. Collaborate with the Program Director and come to a decision regarding the student's request and approve the remediation plan.

4. If these criteria are satisfied the student may be offered a seat at the level from which the student is separated from the program.

5. No more than one re-enrollment in the AMAP Program will be allowed for a student under this policy.

Due to the extreme challenges of Distance Education due to COVID-19, the Cabrillo AMAP students may be allowed in 2020-2021 to repeat one didactic course, for a one-time exception to our standard policy requiring students to repeat the entire program.

Student Informal Grievance Procedure

The purpose of the procedure is to investigate a student's complaint in a timely manner.

1. The student will discuss the complaint directly with the person involved for a possible solution. This meeting will be within ten working days from the date the student became aware of the problem.

2. If the complaint cannot be resolved within ten working days the student will discuss with and provide a concise written statement of the complaint and the remedy requested to the faculty and the appropriate program administrator.

3. Upon receipt of the written complaint, the parties involved will make every effort to resolve the problem with the student. The Director will inquire into the complaint based upon Cabrillo College's academic policies and AMAP department policies. A written response will be sent to the student within ten working days.

4. If the problem cannot be resolved, the student will discuss the grievance with the Division Dean.

5. If the student is unable to resolve the grievance, after following steps one through four, the college grievance procedure may be followed as stated in the current college catalog/Student Rights and Responsibilities at Cabrillo College. *The Students Rights and Responsibilities at Cabrillo College* electronic version is found online at [Student Rights & Responsibilities Handbook](#).

Informal Student Grievance Process Steps:

The primary goal of an Informal Student Grievance Process is to produce a mutually acceptable solution to a student's complaint at the lowest administrative level possible. Students who are in an Allied Health program need to follow the Program Student Handbook process, which supports and aligns with the college process regarding Student Grievances. Students will begin with their instructor of the class to seek resolution first and communicate their desired outcome. Should that outcome with the course instructor not lead to satisfaction, then the student should initiate a Student Grievance through the college by submitting a report through Just Report It-Student Grievance within 10 class days of the incident/issue. The report will be reviewed and then routed through the College grievance steps that begin with the Department Chair. The Department Chair/Director will initiate direct contact with the student so they can present their concerns in writing following their specific program requirements. The Department Chair will make every effort to resolve the problem with the student. The Department Chair/Director will respond within 10 class days, writing a decision to the student. If the problem cannot be resolved with the Department Chair/Director, the student's complaint will be routed to the Division Dean for review. A summary of the complaint resolution will be provided to the Dean of Student Services Office. If the student does not accept this decision, the fourth step in the Informal Student Grievance is to seek resolution with the Vice President of Instruction, whose decision will be rendered in 10 class days. The determination of the Vice President of Instruction is the final step in this Informal Student Grievance Process. Students who pursue an Informal Student Grievance Process in between semesters acknowledge that Instructors and Department Chairs/Directors may not be immediately available to respond to a student grievance within a 10 class day period.

Section 28: Confidentiality

Confidentiality of patient information is an important part of professional, ethical, and legal nursing practice. Breaches of confidentiality include, but are not limited to:

- Discussing patient information in public areas
- Disclosing information to persons other than those directly involved in the care of the patient
- Copying, printing, or reproducing any part of the patient record without authorization
- Taking patient-identifying information home.

Patient confidentiality is a federal law. In addition to the professional and ethical implication of confidentiality, the Health Insurance Portability and Accountability Act (HIPAA) took effect on April 14, 2003. Application of this law in the clinical setting included:

- Knowing what constitutes *Individually Identifiable Health Information* (IIHI)
- Knowing when IIHI is considered Protected Health Information (PHI)
- Using only the minimum necessary PHI to perform your job and safeguarding PHI.
- Keeping computer login and ID passwords private
- Positioning computer screens away from public view
- Closing medical records when not in use
- Disposing of PHI requires using a proper shredding waste container.

You will be receiving education for HIPAA compliance. Failure to comply with these regulations may lead to disciplinary action from the AMAP program and legal action through the clinical facility.

Section 29: Safe Clinical Practice

The provision of safe care is a legal responsibility and the overriding principle of clinical practice. The goal of a safe clinical or laboratory learning environment is to provide students with a wonderful learning experience and at the same time must provide safe and quality care for patients. To do this a scaffold of safe practices must be followed. The clinical faculty with the support of curriculum and program policies, create a safe learning environment within the clinical or laboratory setting. The faculty has the authority to increase any safety standard(s) and determines the amount of supervision to provide to any individual student to meet this objective.

The clinical faculty has the authority to take immediate corrective action in the clinical or laboratory area regarding student conduct and performance to assure quality and safety. A student demonstrating unsafe clinical behavior will receive a verbal and/or written description of the observed behavior from the faculty.

A remediation plan will be developed so that unsafe performance is not repeated. If the student fails to follow through with the remediation plan or if the behavior continues, the faculty may consider this failure to modify behavior as a cause for dismissal.

If the conduct or attitude of the student threatens the health, safety, or welfare of any patient or student at the facility or in the laboratory, or the confidentiality of any information relating to a patient, the student may be excused from clinical or laboratory immediately pending review.

Behaviors causing sufficient safety concerns, or a pattern of unsafe behavior, may result in immediate dismissal from the clinical course. Examples of unsafe practice may include but are not limited to:

- Failure to follow policies and procedures in the MA Student Handbook or course syllabus
- Hospital/agency policies and procedures
- Performance of skills/care without faculty clearance and the appropriate level of supervision as determined by the faculty
- Performance of skills/care without preparation
- Failure to follow safe medication administration practice
- Failure to report errors or covering own or others' errors
- Failure to use good judgment by making decisions that place the patient's safety or wellbeing at risk
- Failure to report information promptly may place a patient at risk
- Repeated failure to use infection control practices
- Insufficient documentation of care

- Inability to apply the knowledge that is expected at the course level
- Lack of or inappropriate communication with agency staff, peers, or faculty resulting in miscommunication, error, disruption of patient care, and/or unit functioning
- Practicing invasive skills on volunteers outside of the skills lab course
- Appearing in the clinical setting under the influence of drugs or alcohol
- Displaying unstable mental, physical, or emotional behavior which may present a danger to self or others' wellbeing.

Section 30: Infection Control Awareness

It is the responsibility of every student in the health care setting to be aware of health-care-associated infections and the prevention of the spread of microorganisms that can lead to infection in another person, including the health care practitioner. The following are important factors in the prevention of health-care-associated infections:

- Proper handwashing is the most effective method of preventing the spread of infections. Perform hand hygiene procedures, either by washing hands with conventional soap and water or with alcohol-based hand rubs or as recommended for specific microorganisms.
- Keep current on immunizations to safeguard the health of workers and protect patients.
- Following agency and AMAP program policy for personal illness.
- Utilize standard precautions in all laboratory and care environments. Remove "of"
- Consistently following infection control procedures according to agency policy & Center for Disease Control (CDC) recommended guidelines.
- Caution in the handling and disposing of needles per policy.
- Adherence to agency and AMAP program policy and procedure when exposed to needle sticks or contamination with blood & body fluids.
- Knowledge of risk factors and monitoring of personal viral status (HIV and Hepatitis B and C). If a student is HIV or Hepatitis positive, it is the student's responsibility to protect patients and peers from exposure to the virus.

Section 31: Puncture Wound or Body Fluid Exposure

Purpose: Treatment of the healthcare worker after blood or body fluid exposure. Policy: Under the OSHA Bloodborne Pathogens Standard 29 CFR 1910.1030 and the needlestick Safety and Prevention Law HR 5178, SB 3067, the following Exposure Control Plan has been developed and will be adhered to by the students and faculty of the Cabrillo College AMAP program.

Definitions:

- Bloodborne Pathogens - pathogenic microorganisms that are present in human blood and can cause disease in humans. These pathogens include but are not limited to HBV and HIV.

- Exposure Incident - a specific eye, mouth, other mucous membranes, non-intact skin, or parenteral contact with blood or other potentially infectious materials that result from the performance of the student's duties.
- Occupational Exposure – reasonably anticipated skin, eye, mucous membrane, or parenteral contact with blood or other potentially infectious materials that may result from the performance of the student's duties.
- Human Body Fluids – semen, vaginal secretions, cerebral spinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, and any body fluid that is visibly contaminated with blood and all body fluids in situations where it is difficult or impossible to differentiate between body fluids.
- Source Individual – any individual, living or dead, whose blood or other potentially infectious materials may be a source of occupational exposure to the student. Examples include, but are not limited to, hospital and clinic patients; patients in institutions for the developmentally disabled; trauma victims; patients of drug and alcohol treatment facilities; residents of hospices and nursing homes; human remains, and individuals who donate or sell blood or blood components.

Initial Action:

1. Immediately cleanse splash or wound.
2. Student shall immediately notify their faculty, extern coordinator, and unit manager of the exposure. Initiate agency protocol. Time is of the essence. If post-exposure prophylaxis is needed it should be started within 1 to 2 hours.
3. Student shall report to the nearest Emergency Department for immediate evaluation.

Financial Responsibility for Treatment

The student's medical insurance will be billed as primary coverage for the incident. Cabrillo's Student Accident Insurance will be the secondary payer. All students are required to provide insurance information to the Student Health Center. The cost of the source patient testing will not be the student's responsibility.

Reporting Requirements In all cases of exposure the following reporting requirements must be met:

1. The Cabrillo College Student Incident form. A copy of this form will be kept in the skills lab and also sent to Student Health Services.
2. The student will complete all necessary forms provided by Human Resources. The Allied Health Dean must also be copied.

Section 32: Removal from the AMAP Program and/or Externship

You may be removed from the Medical Assistant Program and/or your externship because of unprofessional conduct. This includes inappropriate behavior in the classroom, on College property, cheating, vulgarity, and inappropriate behavior at your externship site.

Employers have the right and responsibility to maintain a safe and appropriate site. Your externship supervisor may ask you to not return to your externship site. If this happens, contact the MA Externship Coordinator immediately.

The Medical Assistant Program Director determines, in collaboration with the appropriate faculty overseeing placement and clinical site staff, if your actions on campus or at your externship site justify removing you from your externship and putting you in a different externship or your removal from the Medical Assistant Program.

Appeal of removal from the Medical Assistant Program

If you disagree, you may first appeal in writing within 10 business days, to the Medical Assisting Program Director, who will review your case and render a response within 10 business days. If you wish to pursue the decision further, you may send your rationale and evidence to the Dean who oversees the Medical Assistant Department request that you are not removed from, or that you are reinstated, to the Medical Assistant Program. After contacting the Dean in writing, the Dean will review the information and parties involved and send you a written response, which will be shared with you in a subsequent meeting. If you are not satisfied with the Dean's decision, within 10 business days then you may contact the Cabrillo Dean of Students if this is related to behavior or the Vice President of Instruction if this is related to academic misconduct.

Externship

The externship is done after you have completed level 1 and level 2 of the AMAP program. The externship is usually done in your last semester. You are required to complete 180 hours of unpaid, supervised externship doing front office and back office medical assistant duties. The Medical Assistant Department Externship Coordinator will place you in your externship. Do not call physician offices to ask for an externship.

Petition for A.S. Degree or Certificate of Achievement

The semester *before* completing the program, schedule an appointment with a counselor to petition for graduation. The counselor will review your coursework requirements and if you have completed the required units, the counselor will initiate a petition for your certificate or diploma. You should receive your certificate within 6-8 weeks after graduation or completion of the program. Make copies of the original certificate and keep it in a safe place. Employers will want to see a copy of your certificate or diploma.

Section 33: After Graduation

Student Graduate Survey

Three months after graduation you will be contacted by mail or telephone to determine if you are employed. Please notify the Medical Assistant Program when you become employed.

You will receive a survey asking you questions about your education at Cabrillo College.

Employer Survey

Three months after you are employed we will mail a survey to your employer. The survey will help us evaluate the skills you have learned in the Medical Assistant Program.

Section 34: Certification Exam

We encourage you to prepare for and sit for a certification examination. You will receive more information about these exams in your classes.

Professional Associations

American Medical Technologists: <https://americanmedtech.org/>

California Society of Medical Assistants: <https://www.csma-medassist.org>

Disciplinary Actions and Procedure

I. Grounds for Denial of Eligibility for the Certified Medical Assistant (CMA) Credential, or Discipline of Certified Medical Assistants

- A. Obtaining or attempting to obtain Certification, or Recertification of the CMA credential, by fraud or deception.
- B. Knowingly assisting another to obtain or attempt to obtain Certification or Recertification by fraud or deception.
- C. Misstatement of a material fact or failure to make a statement of material fact in the application for Certification or Recertification.
- D. Falsifying information required for admission to the Certification Examination, impersonating another examinee, or falsifying education or credentials.
- E. Copying answers, permitting another to copy answers, or providing or receiving unauthorized advice about examination content during the Certification Examination.
- F. Unauthorized possession or distribution of examination materials, including copying and reproducing examination questions and problems.
- G. Found guilty of a felony, or pleaded guilty to a felony. However, the Certifying Board may grant a waiver based upon mitigating circumstances, which may include, but need not be limited to:

1. The age at which the crime was committed
2. The circumstances surrounding the crime
3. The nature of the crime committed
4. The length of time since the conviction;
5. The individual's criminal history since the conviction
6. The individual's current employment references
7. The individual's character references
8. Other evidence demonstrating the ability of the individual to perform the professional responsibilities competently, and evidence that the individual does not pose a threat to the health or safety of patients.

H. Violation of any laws relating to medical assisting practice.

I. The possession, use, or distribution of controlled substances or drugs in any way other than for legitimate or therapeutic purposes, or the addiction to or diversion of controlled substances or drugs (including alcohol), the violation of any drug law, or prescribing controlled substances for oneself.

J. Violation of any policies, procedures, and regulations of the American Association of Medical Assistants Certifying Board, including regulations governing the use of the CMA credential.

K. Violation of the American Association of Medical Assistants (AAMA) Code of Ethics.

L. Failure to cooperate reasonably with an investigation of a disciplinary matter.

II. Procedures for Adjudicating Alleged Violations of Standards

A. The Certified Medical Assistant (CMA) or applicant for the CMA credential shall be informed in writing of the basis for denial of eligibility for the CMA credential, or the discipline of the Certified Medical Assistant.

B. The CMA or applicant shall be given the opportunity to submit written evidence regarding the alleged violation.

C. The CMA or applicant shall be given the opportunity to request a hearing before the Certifying Board.

D. The CMA or applicant shall be given the opportunity to appeal the decision of the Certifying Board to an Appeals Panel established by the Certifying Board.

III. Possible Sanctions

- A. Denial of eligibility for the Certification Examination
- B. Scores invalidated, scores withheld, or scores recalled
- C. Probation
- D. Reprimand
- E. Temporary revocation of the Certified Medical Assistant (CMA) credential
- F. Permanent revocation of the CMA credential

Section 35: Student Externship Agreement

“The purpose of an externship is to provide students “real world” experience, functioning as part of an organized professional team, abiding by the major legal and ethical standards of the industry, and realizing the significance of applying professional skills such as organization, time management, and multi-tasking.”¹

The Medical Assisting Externship, MA101, is a Cabrillo College *class*.

It is an externship class that:

- a. Provides a simulated employment experience for medical assisting students in an ambulatory healthcare facility.
- b. Is completed within Cabrillo College session dates in an off-campus site that is under contract with Cabrillo College.
- c. Is coordinated by a Cabrillo College Externship Coordinator. Students do not arrange their externships unless discussed with and approved by the Externship Coordinator.
- d. Requires you to attend a MANDATORY orientation before the beginning of the semester/summer
- e. Is added by the Cabrillo College Admissions and Records Director.
- f. Is unpaid and professionally supervised.
- g. Provides the opportunity to practice administrative, clinical, or other specialized practical skills.

☐ *A complete Extern packet must be received by the due date announced by the Externship Coordinator to be placed in an externship. Late packets may jeopardize your extern placement and prevent you from completing the MA program on time.*

ADVANTAGES

- Apply/refine classroom knowledge and skills in a professional healthcare setting
- Accept new responsibilities
- Act responsibly
- Learn proactively
- Develop professionally

- Achieve a greater understanding of outpatient care

EXPECTATIONS

Appropriate Behavior

☐ Students must exhibit appropriate interpersonal skills (ability to relate to others), physical skills, and appropriate behavioral skills (emotional and mental stability) to be placed and complete an externship. Once accepted, students must continually exhibit these skills along with allowable clinical and/or practical skills. Criminal acts are immediate cause for dismissal from the Facility and the MA Program.

Students are expected to:

- ☐ 1. READ everything they are given and asked to read
- ☐ 2. Follow all the instructions outlined in the extern application packet
- ☐ 3. Follow all the instructions in the MA 101 externship class paperwork packet (distributed at orientation)
- ☐ 4. Follow all instructions given by the Externship Coordinator
- ☐ 5. Exhibit professionalism, respect, and a positive attitude toward the MA Externship class process/requirements, MA staff, and the Externship Coordinator at all times

At the externship site, students will:

- ☐ Arrive to work early and leave on time, not early, from externship hours
- ☐ Follow all administrative/clinical policies, procedures, rules, and regulations of the Healthcare Facility
- ☐ Maintain confidentiality of patient information. A student shall not have access to or have the right to receive any medical record, except when necessary in the regular course of the clinical experience. The discussion, transmission, or narration in any form by students of any patient information of a personal nature, medical or otherwise, obtained in the regular course of the Program is forbidden except as a necessary part of the practical experience. Daily journals, required by the program as part of the learning experience, are to include no personal identifying information regarding patients or personnel (i.e. names)
- ☐ Perform daily hygiene and maintain a professional appearance at all times
- ☐ Follow the dress code of the Facility and wear a name badge identifying self as a student at all times
- ☐ Not chew gum, smoke, and/or wear heavily scented perfumes, lotions, or hair products
- ☐ Cover any visible tattoos and/or remove piercings if asked to do so by the Facility Supervisor or staff
- ☐ Use professional communication that does not include gossip, obscene or vulgar verbal or non-verbal language, or disrespectful tone
- ☐ Provide unpaid services to Facility patients under Facility-appointed direct supervision
- ☐ Notify Facility immediately of any violation of Federal or State laws observed at Facility.
- ☐ Notify Facility Supervisor AND Cabrillo Externship Coordinator regarding absence or tardiness.

- ☐ Not use Facility materials or equipment for personal use or remove anything from externship site, personnel, and/or patients
- ☐ Not carry a cell phone or use a cell phone while working in the healthcare facility
- ☐ Always exhibit professionalism and respect and do not display anger or other inappropriate overt behavior in front of staff, patients, supervisors, or anyone at your externship
- ☐ Not be under the influence of alcohol or drugs, even if prescribed by a physician

ACCEPTANCE AND TERMINATION

- ☐ The Medical Assistant Program is obligated to attempt one clinical placement. Students are expected to exhibit Appropriate Behavior (see EXPECTATIONS) during the interview and the externship.

The student may be terminated from the MA Program and may be unable to graduate if the student:

- a. Fails the interview and is denied by the site*
- b. Fails clearance for Background Check, Drug Screening, or Health Screening
- c. Is removed from the clinical site by Healthcare Facility staff or MA Program staff
- d. Quits the externship at any time
- e. Is found to be under the influence of drugs or alcohol
- f. Fails to follow any of the EXPECTATIONS outlined in this agreement

*The Facility is not obligated to accept a student and is not obligated to discuss the reasons for being denied with the student. The decision cannot be challenged.

I have read the Student Externship Agreement and have had an opportunity to ask questions and seek clarity. I understand all my responsibilities and agree to all the terms and conditions outlined above.

I have indicated my understanding of this Agreement by providing my signature below.

Student Signature_____

Date_____

Section 36: MA Externship Clinical Compliance Requirements

Cabrillo's Student Health Services (SHS) are available to provide all procedures required to complete the health screening process for your externship (blood tests, immunizations, drug screens, physical exams, etc.). You may also use your private medical provider or County Health Services to accomplish these screenings, but ALL RECORDS AND LAB WORK MUST BE ON FILE AT SHS. If

an outside provider performs any of your health screening requirements, you must provide copies of all records to Cabrillo SHS. You are responsible for keeping originals and making copies of ALL records.

Section 37: Health Screening Compliance Instructions

Per State regulations, all Allied Health Students must complete Health Screening Requirements to be placed in a clinical externship. Please complete the following steps below.

STEP 1: Make an appointment with Student Health Services (SHS) to create your personalized compliance plan

- a. Review the Health Screening Requirements and bring any health screening records, immunization records, or lab results you have that may fulfill the requirements to the appointment.
- b. Health Screening requirements can take several office visit appointments to complete
- c. Once your compliance plan is created, you may obtain any required services from:
 1. Student Health Services
 2. Your personal healthcare provider OR
 3. A combination of both

Make your personalized compliance plan appointment with Student Health Services (SHS) BEFORE scheduling any appointments with your personal healthcare provider.

STEP 2: Get going on your compliance plan! If you use an outside provider, you MUST provide copies of ALL health screening records to Cabrillo Student Health Services.

- Keep all original documents for your records and make copies of all of your health screening requirements (TB screening, Lab Reports, Immunizations, Drug Screen, etc.) Never give away your originals. If a clinical site asks for your health records you must have COPIES to give them.

STEP 3: Get your Final IR from Student Health Services. When you complete your compliance plan, you need to go to SHS to get your Final Immunization Record (IR). The final IR must be signed and dated by a nurse practitioner. It will state that you are compliant, or not compliant. Make a copy of your final IR to turn in with your Externship Packet. **DO NOT** turn in your original IR, and **DO NOT** turn in copies of your lab results with your extern packet.

STEP 4: Pay \$100 Compliance Fee (one-time fee) paid to Student Health Services) Allied Health Students are required to pay a one-time \$100 Clinical Compliance Service fee to Cabrillo Student Health Services. MA students need to pay before they obtain their Final Immunization Record (IR). This fee pays for instruction and coordination of Allied Health clinical compliance verification before a student begins his or her work experience.

IMPORTANT

During your externship, you must comply at all times.

YOU WILL NOT BE ABLE TO ATTEND A CLINICAL EXTERNSHIP WITHOUT BEING COMPLIANT.

Section 38: Health Screening Requirements

1. Physical exam within 1 year before starting the externship
2. Seasonal Influenza Vaccine (Flu) Annually every fall, as soon as it becomes available
3. Tdap Vaccine (tetanus, diphtheria, pertussis) Within the last 10 years (DO NOT get TD or DTaP)
4. Tuberculosis (TB) Screening
 - Option 1: Documentation showing negative annual TB test for the previous 3 years
 - No less than 12 months and no more than 13 months apart
 - Option 2: Negative QuantiFERON–TB Gold Blood Test (best if you have been immunized with BCG)
 - Option 3: Negative 2-step TB skin test – 2 separate skin tests scheduled 1-3 weeks apart
 - Get 1st skin test and have it read 48-72 hours later (if positive no further testing required)
 - If 1st test is negative, return 1-3 weeks later and repeat the test process
 - You may get a false-positive if immunized with BCG
 - Positive TB Test Results: If you are positive for TB you will need the following within 6 months before starting your externship:
 - Negative chest X-ray report
 - Annual symptom screening and risk factor evaluation questionnaire
 - Documentation of INH treatment or education (if applicable)
1. Immunizations – You must provide documentation showing a completed vaccine series, or positive titer, for the following:
 - MMR (Measles, Mumps, Rubella) Documentation showing 2 doses
 - Varicella (Chicken Pox) Documentation showing 2 doses
 - *If you had Chicken Pox, you will NOT need the vaccines. You will need a titer
 - Hepatitis A Documentation showing 2 doses, or TwinRix which is a Hep A & B combo vaccine
 - Hepatitis B Documentation showing 3 doses

1. Titer – A titer is a blood test that shows if you are immune and protected from a disease after being immunized, or after having had the disease

- Hepatitis B Surface Antibody. After receiving the Hepatitis B vaccine series, you need to have a titer drawn (a minimum of 1 month after dose #3). You must have a positive or reactive titer.
- If you have received a vaccine series but have no proof, you should get a titer drawn.
- If the titer comes back equivocal/borderline, a booster and additional titer will be required
- If the titer comes back negative/non-reactive a complete vaccination series will be required
 - Hepatitis B will also require an additional titer to demonstrate immunity
- Repeated vaccine series (if required) MUST be in process during the MA program and completed prior to starting your externship

1. Drug-10 screen within 3 months before starting externship. Complete results must be turned into SHS, but not in the extern packet. Make this one of the last things you do before getting your Final IR

1. \$100 Compliance Fee (one-time fee) paid to Student Health Services

Section 39: CONFERENCE SUMMARY

Student: _____ Course: _____ Date: _____

Reason for Conference:

_____ Communication (written, verbal)

_____ Judgment/Decision Making

_____ Teaching/Learning

_____ Theory/ Concepts

_____ Safety

_____ Psychomotor Skills

_____ Professionalism

_____ Attendance

_____ Other:

Brief Description of Concerns:

Plan:

Faculty's Signature _____ Date _____

Student Signature _____ Date _____

Copies: Student, File

Section 40: Cabrillo College – Medical Assisting Department

“STUDENT PRESCRIPTION FOR SUCCESS”

Directions: Complete this form and give it to the skills lab faculty. For faculty-generated referrals, a copy of the completed form will be returned to the referring faculty.

Date: _____

Student Name: _____

Self-Referral: • Faculty Referral: •

Name of Referring Faculty: _____

Contact Skills lab Faculty by: _____

To be completed by _____

Date(s) & Times attended: 1) _____ 2) _____ 3) _____

Check Required Learning Activity(s):

- Review text • Practice • Demonstrate • View video • View CD • Research
- Care planning • other:

Additional Comment(s):

Completion date: _____

Signature of Faculty Evaluating: _____

Comment by Faculty Evaluating: _____

Date: _____

Student Signature: _____

STUDENT PLAN FOR SUCCESS

[illegible]

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Section 41: Accommodations

Medical Assisting Theory Courses Accommodations

As required by the Americans with Disabilities Act (ADA), accommodations are provided to ensure equal access for students with verified disabilities. To determine if you qualify for accommodations, please contact the ACCESSIBILITY SUPPORT CENTER (ASC) (formerly DSPS), Room 1073, (831) 479-6379. The MA faculty encourages students with disabilities to explain their needs and appropriate accommodations to your faculty as soon as possible. To receive accommodations, bring verification from the ASC for the accommodations to your MA instructor at the beginning of each semester and no later than one week before an exam. Accommodations are not applied retroactively for any exam when you provide your instructor accommodations verification from the ASC.

Students needing accommodations should inform the course instructor, so arrangements may be made with the proctoring center to have your exam ready for you. It is the student's responsibility to make an appointment with the proctoring center for your testing. If you are utilizing the proctoring center, then an exam may not be available for you in the classroom if you change your plans, please consult with your instructor ahead of time.

Skills Courses Accommodations

If you have a change in health or are injured, let your MA instructors know immediately or as early as possible, failure to do so may be viewed as academic dishonesty. In the event of an illness or injury, a Physician or Primary Care Provider's release may be required to attend a clinical course.

Students are required to meet essential eligibility requirements for participation in the clinical area and be in compliance with organizational or clinic policy. Accommodations for the clinical area are evaluated on a case-by-case basis. Faculty may consult with the clinical site concerning policy.

Section 42: Confidentiality Statement

As a student in a course in the Cabrillo College Medical Assistant Program, I have been instructed in maintaining strict patient confidentiality. I will maintain strict patient confidentiality in any clinical setting in which I am placed. Further, I will observe all facility policies and procedures that I am made aware of to safeguard patient and facility confidentiality.

I acknowledge that breaking patient and facility confidentiality may result in me being removed from a Cabrillo College Medical Assistant Program course or program and may be sufficient cause to prevent me from completing a program and/or graduating.

I understand that patient confidentiality is protected by federal law, HIPAA, and that sanctions for violating HIPAA may include a fine, jail time, or both.

Student Signature: _____

Date: _____

Section 43: Handbook Verification Form

This document must be signed and in the student's file as verification of being informed of all Medical Assistant Student Handbook policies. Print your name, sign, and the date and return this page to the Level Coordinator when requested the first week of school.

I have read the entire Medical Assistant Program Student Handbook. I understand that I am fully accountable for following all Medical Assistant Program Student Handbook policies while enrolled in the Cabrillo College Medical Assistant Program.

Student (Print Name Legibly)

Signature

Date