Introduction
Welcome to the Medical Office Administration program at Davis Technical College (Davis Tech). The purpose of this program orientation is to acquaint you with information specific to the program and its unique policies and procedures. You are required to read this document thoroughly and discuss any unclear sections with your instructor or a Career and Academic Advisor. You may also review college policies on the Davis Technical College website (www.davistech.edu) or in Student Services.

Program Description
New laws and regulations requiring healthcare providers to store all patient health records electronically mean the use of technology in healthcare is increasing. The Medical Office Administration program will provide you with the technical skills and knowledge for an entry-level position in a health care setting.

Students will choose to specialize as dental office specialists, medical office specialists, medical billing and coding specialists or as dental billing and coding specialists. Students will learn terminology, laws and ethics, basic dental or medical billing and coding systems, and the fundamental components and functions of the technical and legal infrastructure of an Electronic Health Record (EHR). Students will develop administrative office skills and receive hands-on experiencing using Dentrix or Medical EHR’s to schedule and manage patient accounts and enter patient documentation.

In addition, medical billing and coding specialists/dental insurance specialists will learn how to code medical/dental diagnoses, medical/dental procedures, and the medical supplies performed or identified by a physician/dentist. Students will also learn how to process health insurance claims, examine coverage issues, processes for billing and collection, and the mandated documentation.
Medical billing and coding specialists will prepare to take the National Certified Professional Coding examination through the American Academy of Professional Coders.

**Program Objectives**

Medical records and health information technicians will compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system. Process, maintain, compile, and report patient information for health requirements and standards in a manner consistent with the healthcare industry's numerical coding system. Depending on individual needs, students will have the opportunity to learn and apply the following while enrolled in the Medical Office Administration program:

**Medical Office Administration Core (285 hours)**

- Operate common office equipment at industry standards of speed and accuracy.
- Work in the current Microsoft Windows operating environment efficiently and effectively.
- Demonstrate the functionality of Microsoft Office Suite.
- Navigate, search, and communicate efficiently and effectively using the Internet.
- Communicate professionally using a variety of channels including emails, memos, letters, and face-to-face interaction.
- Interact effectively with customers in a variety of customer-service situations.
- Use critical thinking to apply skills and knowledge in problem solving and decision making.

**Medical Office Specialist (690 hours)**

- Communicate proficiently with the use of correct medical terminology.
- Respond professionally to the legal and ethical issues that impact the healthcare setting.
- Use critical thinking to apply skills and knowledge in a medical business office setting that include, but are not limited to:
  - Scheduling, telephone communications, collections, marketing functions, insurance, inventory control, and finances.
- Accurately interpret rules of the Health Insurance Portability and Accountability Act (HIPAA).
- Efficiently and effectively abstract and manipulate health information data.
- Demonstrate the functionality of Electronic Health Records and Information Systems including terminology, applications, reporting responsibilities and security.
- Communicate professionally with medical providers using a variety of channels including emails, memos, letters, and face-to-face interaction.
- Use critical thinking to apply skills and knowledge in problem solving and decision making.

**Medical Billing and Coding Specialist (690 hours)**

- Communicate proficiently with the use of correct medical terminology.
- Respond professionally to the legal and ethical issues that impact the healthcare setting.
- Proficiently use medical terminology to code medical cases and receive reimbursement for services.
• Accurately interpret rules of the Health Insurance Portability and Accountability Act (HIPAA).
• Proficiently navigate and search, CPT, ICD-9 /ICD-10 and HCPCS Coding Books to code efficiently and accurately.
• Communicate professionally with medical providers using a variety of channels including emails, memos, letters, and face-to-face interaction.
• Use critical thinking to apply skills and knowledge in problem solving and decision-making.

Dental Office Specialist (690 hours)

• Communicate proficiently with the use of correct dental terminology.
• Respond professionally to the legal and ethical issues that impact the healthcare setting.
• Use critical thinking to apply skills and knowledge in a dental office setting that include, but are not limited to:
  o Scheduling, telephone communications, collections, marketing functions, insurance, inventory control, and finances.
• Accurately interpret and apply the rules of the Health Insurance Portability and Accountability Act (HIPAA).
• Be familiar with the CDT, ICD-10 and coding books to navigate and search efficiently and accurately.
• Efficiently and effectively abstract and manipulate health information data.
• Demonstrate the functionality of Electronic Health Records and Information Systems- including terminology, applications, reporting responsibilities and security.
• Communicate professionally with dental providers using a variety of channels including emails, memos, letters, and face-to-face interaction.
• Use critical thinking to apply skills and knowledge in problem solving and decision making.
• Operate Dentrix and Eaglesoft dental office software programs efficiently and effectively.

Dental Billing and Coding Specialist (690 hours)

• Communicate proficiently with the use of correct medical and dental terminology.
• Respond professionally to the legal and ethical issues that impact the healthcare setting.
• Proficiently use dental and medical terminology to code dental cases and receive reimbursement for services from dental and medical insurance.
• Accurately interpret rules of the Health Insurance Portability and Accountability Act (HIPAA).
• Proficiently navigate and search, CDT, CPT, and ICD-10 Coding Books to code efficiently and accurately.
• Efficiently and effectively abstract and manipulate health information data.
• Demonstrate the functionality of Electronic Health Records and Information Systems- including terminology, applications, reporting responsibilities and security.
• Communicate professionally with dental and medical providers using a variety of channels including emails, memos, letters, and face-to-face interaction.
• Use critical thinking to apply skills and knowledge in problem solving and decision making.
General Information
You can access current information on the Davis Technical College program website on the following items:

- Admission and Occupational Requirements
- Graduation Requirements
- Course Descriptions
- Estimated Cost (tuition, fees, program and course materials)
- Academic Agreements
- Industry Licensing and Certification
- Program Accreditation
- Student Right to Know

Program and Course Materials
The program and course materials listed on the website show general resources that you will need to purchase for this program. We recommend that you wait to purchase these materials until you begin each course. Curriculum is updated throughout the year, and materials and pricing may change without notice. Also note that some textbooks, materials, and supplies may be used for multiple courses and are required unless otherwise noted.

Graduation Requirements
When you enrolled in the Medical Office Administration program, you were assigned a training plan, which outlines required courses and graduation requirements. You will generally complete course work in the order listed on the training plan, but should consult with your instructor before enrolling in each course. You have three years to complete the graduation requirements indicated on your training plan.

The Davis Technical College Medical Office Administration Certificate of Program Completion requires 975 hours of training. You must complete 285 hours of core coursework prior to selecting their specific emphasis of interest. You will work with your instructor to select your specific field of interest. You can graduate with a Medical Office Specialist, Medical Billing and Coding Specialist, Dental Office Specialist, or Dental Billing and Coding Specialist (690 hours each).

*Note: The Certificate of Program Completion requires completion of the Medical Office Administration core and one of the four emphases available (Medical Office Specialist, Medical Billing and Coding Specialist, Dental Office Specialist, of Dental Billing and Coding)*

Advisement
Teacher advisement is important for your success at Davis Tech. Students who receive regular advisement are more likely to achieve their goals and complete their training program on schedule. You should meet with your instructor at the beginning and end of each course. Your instructor is also available to meet with during the advisement hours listed at the beginning of this orientation. These meetings are used for you and the instructor to accomplish the following tasks:

- Update contact information in Northstar, the Student Information System.
• Review performance and attendance.
• Define and clarify training and career goals.
• Select appropriate courses according to interest and aptitude.
• Select courses that achieve program completion requirements.
• Discuss professional work ethic in performance, attendance, attitude, dress, behavior, and communication.
• Discuss challenges with referral to appropriate institutional support systems that can help improve your success.

Competency-Based Training
Davis Tech courses are competency-based, requiring you to demonstrate your knowledge and skill according to industry-based objectives and performance standards. Course lengths are based on actual clock-hours and are calculated on the average length students are expected to complete designated coursework. At the beginning of each course, you will purchase or receive course curriculum, which provides guided learning modules to follow. This includes the amount of time you should spend on each learning activity. This will help you meet industry time standards and complete coursework in an appropriate amount of time.

Scheduling
Courses in this program have an open-start/defined-end schedule. Courses in this program may be started at any time. Following course enrollment, you will receive a schedule that shows the date by which the course must be completed. If you fail to complete a course by the end date, you will be required to re-enroll and repay for the course. This type of scheduling is also referred to as course based because courses are paid for one at a time.

Campus Technology
Each time that you attend class, you will log in to and out of the Northstar Classroom Login Station using your 10-digit student number. You were given this number when you completed the Davis Tech enrollment process. You will use your student number to access the Student Portal as well. Your instructor will provide you with information on Canvas access.

You can access Canvas from any internet-connected computer at the following URL: https://davistech.instructure.com/login. If you have problems logging in to Canvas, please see your instructor or email online.support@davistech.edu. If you encounter technical problems while in Canvas, use the Help button in Canvas and the “Report a Problem” link.

All resources for the course you are currently enrolled in are available in Canvas. Physical resources, such as anatomy models or detailed flashcards, can be found in the Student Resource Center in your classroom.

Learning Resources
Student Resource Center
The classroom includes a Student Resource Center where you will find industry publications, periodicals, manuals, media materials. In addition, you will be given opportunities to use equipment
and materials, such as computers with Internet access and software applications that are currently being used in industry.

Electronic Student Resources
Your Canvas orientation course contains electronic learning resources that can be used throughout your time in the program. Each canvas course links to these resources, and they will be updated regularly. If you find a frequently used resource (website, video, tutorial, etc.) that you think would be helpful for other students in your program, consider sharing the link with your instructor.

First Aid Supplies
The classroom also includes first aid kit, and other supplies needed in case of emergency. Evacuation maps can be found in strategic locations throughout the college.

Instructor Response Time
Your instructor will respond to any question regarding the program, assignments, or assessments in 24 hours within the Davis Tech operational schedule.

Student Policies and Procedures
You may find further information on institutional student policies and procedures here: http://www.davistech.edu/student-policies.

Students with Disabilities
If you have a disability that may require accommodations, contact and work through the counseling service located in Student Services.

Performance Standards
Grading
See the specific grading requirements for each course in the course syllabus. You will receive a grade for each course. The grading scale used will be:

- A 94-100%
- A- 90-93%
- B+ 87-89%
- B 84-86%
- B- 80-83%
- C+ 77-79%
- C 74-76%
- C- 70-73%

If you are unable to prove at least average competency in a given course or module, you will not receive credit for having completed it.

Progress
Progress is calculated by the number of scheduled hours versus the amount of coursework completed. Progress must be maintained at 100 percent. If you have difficulty meeting the progress requirement, you are encouraged to talk to your instructor. Failure to maintain the required progress standard, or failure to complete a course by the end date will result in academic corrective action being taken. All testing is completed in the classroom. You must be present to pass off tests.

The Program standard for Progress is 85%. Please note, if you do not complete a course on time (100%) you will have to retake the course.
Attendance

Attendance is calculated by the number of scheduled hours versus the number of hours you are present in the classroom. The Medical Office Administration program requires you to attend and complete a minimum of 12 hours in the classroom each week for each course in order to complete the course by the end date. Attendance requirements may be higher depending on sponsorship or financial aid stipulations. Keep in mind that if you are scheduled for 12 hours a week, you must complete 12 hours of work to stay on track and complete the course on time. If you are scheduled for 15 hours, you must complete 15 hours of work, etc.

You are responsible to sign in to Northstar at the beginning of your first class period and sign out at the completion of your last class period. Problems with signing in must be reported to an instructor as soon as possible.

If you are absent for ten (10) consecutive scheduled days, you will be withdrawn from Davis Tech. Failure to meet the required attendance standard will result in academic corrective action being taken.

The Program standard for attendance is 85%. To prepare students for employment, students are expected to keep their attendance at 85% or higher during the program.

High Schools Students

Your success in this program is important to us. We will work with you to help you succeed, but if we feel that you are not meeting the minimum standards as described in this orientation, we are committed to taking appropriate actions to help you improve.

High school students must meet minimum standards in grading, progress, and attendance before transitioning into a place in the program as an adult student. These standards are established by the program and may differ across the college. In the Medical Office Administration program, a high school student, who will become an adult student, should meet the following minimum standards:

- Attendance: 85 percent
- Progress: 85 percent
- Grade: C

If you do not meet Davis Tech or Medical Office Assistant performance standards, you will be subject to academic discipline. Reasons for academic discipline include but are not limited to violations of Davis Tech or program policies and procedures, violations of academic integrity, failure to maintain minimum attendance standards, failure to maintain progress standards, and repeating a course.

Testing

You will be accessing the chapter tests in each module for your courses through the classroom computer. Computerized tests or written tests will be available and will be taken upon completion of a chapter/unit. Chapter/module tests may consist of multiple-choice, matching, true/false, and diagram labeling. You are allowed to take the same chapter/module test twice in a three hour session. You can take the module tests four times on the computer. After the fourth attempt at passing, you will then take a written test. You cannot move ahead until you pass the previous
chapter. All test scores in each module will be averaged together for a final module or course score. The test scores in Canvas are the HIGHEST SCORE - not the average score of all tests. You must wait a minimum of 30 minutes between attempts. This will give you a chance to study and others a chance to take a test. No personal paper, textbook, cell phone, smart watches, notes etc. are allowed in the testing area while taking a test. Please look at the test immediately after you take the test. Once the test is closed it cannot be reopened. You cannot review test prior to the retake. Please take notes after you complete the test at your desk. Davis Tech follows a ZERO-tolerance cheating policy.

Every course taught in the Medical Office Administration classroom will have a written final. The passing grade on all finals is 85 percent. Tests may consist of multiple-choice, matching, true/false, fill in the blank, short essay, and diagram labeling. You are allowed to take the final three times to achieve a passing score of 85 percent. After the third attempt you need to talk with the instructor.

Under no circumstances should students discuss the content of tests or quizzes (test compromise), in or outside of class. Students who discuss examination items will be subject to academic discipline.

**Academic Discipline**
If a student does not meet Davis Tech or Medical Office Administration performance standards, he or she will be subject to academic discipline. Reasons for academic discipline include but are not limited to violations of Davis Tech or program policies and procedures, violations of academic integrity, failure to maintain minimum attendance standards, failure to maintain progress standards, and repeating a course.

**Student Improvement Plan**
When academic discipline is deemed necessary, the first step will be to create a student improvement plan. The goal of this plan is to identify any unsatisfactory performance along with changes that must occur to improve performance. The plan will also detail the length of time a student has to correct the performance and the process used to monitor and evaluate the outcome.

Successful completion of the terms of the plan will end academic discipline at the end of the plan period. Failure to correct the unsatisfactory performance or maintain other program standards by the end of the plan period will result in additional academic discipline steps.

**Termination**
Termination from the program may be based on any one of the following reasons:

- **Performance Standards**: consistently failing to meet the Medical Office Administration progress or attendance standards.

- **Dishonesty**: any documented episode of dishonesty including but not limited to cheating, plagiarism, or copyright infringement.
• **Unauthorized Computer Use**: using classroom computers for anything other than work designated in the curriculum including checking email, visiting chat rooms, surfing the web, playing games, etc.

Termination means that a student will be dropped from the program and will be ineligible to re-enroll in the program for a minimum of ten weeks (suspension). After that period, he or she may be eligible to re-enter the program subject to availability of an opening in the class. Only one termination will be allowed, and should the student become eligible for termination again, regardless of the reason, he or she will not have an option to return to the program (expulsion).

**Placement Services**
Placement services are available to you when you complete your program. These services include resume review, interview skills, and job placement assistance.

**Student Follow-up**
Your success in finding employment is an indication of the quality of our instruction. To evaluate the effectiveness of our programs, we ask that you notify your instructor if you are already employed, you become employed, or your employment status changes. You may also report current military service, the pursuit of additional education, or reasons that may prevent you from completing your program or finding employment. If we do not receive a response from you, a Davis Tech employee will contact you to request your employment status.

**Program Safety**
You will learn about industry safety in *EHIT 1001 Introduction to Medical Office Administration* you are expected to follow the following safety standards:

- OSHA Guidelines
- Universal Precautions
- Laboratory Safety

In addition, students will be working on a computer for much of their time in the classroom. You should take care to follow ergonomic procedures to maintain your physical health at an office or computer station. Your health and safety is important to us, so you can find further information in EHIT 1001 on proper ergonomic procedures.

**Course Evaluations**
At the end of each course, your curriculum will guide you to an online evaluation with questions about instructional content and your primary instructor. We appreciate and value your feedback. Although you will be asked to enter your student number, this is simply to verify the evaluation is completed only once per student. The results of the actual survey are anonymous. Feedback is used for program improvement and professional development.

**National Certifications**
Upon completing a specialty, you are eligible to sit for the following nationally recognized certification tests. These tests are not mandatory to complete the program.
Medical Certifications

National Healthcareer Association (NHA): Davis Technical College is a partner with the National Healthcareer Association in providing the opportunity for students to take the Medical Administrative Assistant and the Electronic Health Records Specialist certification exams after completing courses in the Medical Office Administrative Professional specialization. The cost of each exam is $117.00. More information is available on their website at www.nhanow.com.

Association of Professional Coders (AAPC): Students who complete the Medical Insurance Billing and Coding Specialist specialization are prepared to take the AAPC’s Certified Professional Coder (CPC®) exam. The cost of the exam is $425.00. More information is available on their website at http://www.aapc.com/certification/cpc.aspx.

Dental Certifications

Dental Assistants National Board (DANB): Students who complete the Dental Office Administrative Professional specialization are prepared to take the following DANB exams:

- Dental Radiology and Infection Control - the cost of these exams when taken together is $325.00 or $250.00 each.


Program Policy

Professional Conduct: Purpose and Scope

Healthcare students, staff, and practitioners are required to place a high value on personal appearance, including attire. The reasons are rooted in concerns for infection control, communication, and cultural sensitivity. This section sets forth standards for dress and appearance necessary to meet the service and safety objectives of placing patient welfare first, and the educational objectives of preparing the student to assume the role of a professional healthcare worker. Patient trust and confidence in the healthcare provider are essential to successful treatment experiences and outcomes. The message communicated by the caregiver by his/her dress and appearance plays a fundamental role in establishing this trust and confidence. Students should consider the cultural sensitivities of their most conservative potential patients and present themselves in a manner that will earn their respect, ensure their trust and make them feel comfortable. Recent trends in clothing, body art (tattoos) and body piercing may not be generally accepted by your patients, and should not be worn, or must be covered.

One of the educational goals of this program is the creation of a professional identity. To this end, each student must abide by the policies and practices outlined in this orientation, which define the professional responsibilities and conduct of a healthcare professional. Adherence to the policies of the Medical Office Administration program applies to all phases of the program. At the beginning of training, students will be required to sign a form indicating they have read, and agree to adhere to, the policies as outlined in this orientation.

Work Ethic

The focus of our program is to prepare students for employment. This means that we promote good employability practices, as well as instruct students on particular job skills. Prospective employers
are far more interested in your attendance, punctuality, initiative, and attitude than what your academic achievement scores are.

In the classroom, practices that demonstrate good work ethics are as follows:

- **Good attendance**: Employers want workers they can depend on to show up and to stay at work for their entire shift.
- **Punctuality**: Employers want workers to show up on time, ready to work, and to return from breaks and lunch in a timely manner.
- **Responsibility**: Employers want workers that take responsibility for doing a job correctly, for learning new skills, and for asking for assistance when necessary.
- **Initiative**: Employers want workers that make an effort to go over and above the minimal acceptable standard and to show pride in their career.
- **Cooperation**: Employers want workers that can work with other people in all types of situations. This is especially important in healthcare careers where each member must remain focused on the patient regardless of the stressfulness of the situation.
- **Dedication**: Employers want workers that are dedicated to their profession, their place of employment, to continuously learning new skills, and most importantly, to the patient who has placed his/her life in their hands.

**Professional Code of Ethics**

Core values healthcare professionals are EXPECTED to possess:

- **Serve all patients with respect, dignity, and consideration, regardless of socio-economic background**. Patients have the right to determine treatment after they have been informed of the benefits and the risks. While balancing harms and benefits, the practice seeks to minimize harms and maximize benefits for the patient.
- **Adhere to the philosophy and ethics of the practice**. This means respecting and supporting the doctor's ideals and values.
- **Keep all patient/staff information and records confidential**. What happens at the office stays at the office.
- **Seek continuing education to expand professional competence for the benefit of the patients and the practice**. The patients expect competence.
- **Promote and generate public confidence in the quality of care in the practice**.
- **Represent the office with high standards of professional conduct**.
- **Honesty in dealing with patients, the practice and self are equally important**. Accept your obligation to tell the truth and assume that others will do the same. We seek truth and honesty in all relationships.
- **Trust is something that must be earned**. For a practice to be successful, there needs to be trust between the practice and the patients. As you work with patients, remember you represent the practice. There also needs to be trust between the doctor and the staff. In both cases trust is earned. Earn the trust of the doctor, the other staff members and the patients.
- **The character elements relating to trustworthiness (honesty, reliability and loyalty) most closely define integrity, but all the elements of character are related to one's**
integrity. Respect: consideration of others and tolerance of differences; responsibility: practice of self-control and perseverance; fairness: sharing with others and being receptive to input from others; caring: being kind and compassionate and showing you care; and citizenship: helping to better your community and respecting authority are related to integrity. When a person is trustworthy, he or she can be relied upon to be honest, reliable and loyal, which means they have integrity. But it’s equally important to be respectful, responsible, fair, caring and demonstrate good citizenship, otherwise you are still lacking integrity. Behave with honor and decency.

- **Remember, everywhere you go and in everything you do you represent the office, and more importantly, the doctor.** If a patient has a bad experience, it will reflect on the practice. Be an advocate for your doctor! Be positive and upbeat.
- **You cannot talk poorly about the doctor or the practice - PERIOD!**

**Academic Honesty**

Davis Tech views academic honesty as a reflection of your personal integrity; consequently, you are required and expected to maintain the highest standards of academic honesty in the preparation of all examinations, assignments, tests, projects and fieldwork. Most professions have codes of ethics—standards to which you will be expected to adhere when you are working. At Davis Tech, you practice the integrity you must demonstrate later. For all of these reasons, academic misconduct is considered a serious offense.

Every student is responsible for complying with the student policies and procedures available on the Davis Technical College website at https://www.davistech.edu/students/student-services/student-policy. These policies include provisions regarding cheating, plagiarism, removal or destruction of college property and unacceptable or unauthorized use of college computers. Incidents of alleged academic misconduct will be handled through the established procedures of Davis Tech, which may result in probation or dismissal.

**Dress Code**

- **Hair:** All students shall wear their hair in a clean and well-groomed manner. Extreme hairstyles or colors are prohibited. If you have long hair, you will need to keep it pulled back during patient care scenarios. (Wear a scrunchy on your wrist so that you can pull it back during patient care.)
- **Jewelry/Make-up/Tattoos:** Extreme make-up and jewelry are not permitted in the classroom or in the Clinic. Jewelry (with the exception of a wedding ring and/or wrist watch) is not to be worn in the clinical area. This includes tongue piercings and gauged earrings (clear or pink spacers for tongues and modest earrings for gauged ears are permitted). Tattoos must be fully covered by scrubs or professional wear. Clinical sites will not accept students that choose not to adhere to professional standards and dress.
- **Clothing:** The following are prohibited:
  - Extreme or slovenly clothing, including, but not limited to, baggy or “sagging” pants or shorts; excessively oversized jackets or coats; inappropriately short, tight or revealing shorts, skirts, dresses, shirts, etc.; clothing that is torn, ripped, or frayed; and cross-dressing.
• **Shorts shall be the dress or walking type and shall reach to at least mid-thigh when sitting down. Short-shorts.**

• **Bare or stocking feet.**

• **Clothing which displays obscene, vulgar, lewd, or sexually explicit words, messages, or pictures.**

• **Clothing attachments/accessories which could be considered weapons, including, but not limited to, spikes on boots, bracelets or chokers, chains on wallets or belts.**

• **Exaggerated cosmetics, body paint, or body piercing.**

• **Clothing that exposes bare midriffs, buttocks, or undergarments.**

• **Clothing that advertises substances students cannot legally possess or use.**

• **Excessive jewelry, perfume, or makeup.**

**Personal Hygiene:** Because the dental profession is a health occupation, employers expect employees to maintain appropriate personal health habits. Be aware that in dentistry you will be working within inches of the patient. You must be conscious of your personal hygiene at all times. Proper personal hygiene is an important part of your professional image. Students who smell of smoke can expect this habit to seriously hinder their ability to obtain employment.

Again, as a healthcare professional, it is imperative that you learn and use self-discipline, personal integrity, and moral ethics and above all you must develop the ability to effectively communicate with each other. Because interpersonal skills are a necessity to work in the field as a medical assistant, I would urge you to practice talking to each other, helping each other, and respecting each other as individuals with feelings, emotions, and personal experiences that distinguish us from one another. Be understanding and patient with each other’s shortcomings, and remember that we all bring unique and personal experiences to our classroom. This classroom is not a place to challenge others, or to judge one another. We all must learn to grow from each other. This is especially important in this classroom and ultimately in the field that you have chosen to become a part of.

**Misconduct Warning**
This refers to a warning regarding improper behavioral conduct. Improper conduct may result in dismissal from the program. A misconduct warning may remain in a student’s file indefinitely, or may be removed as per contractual agreement, or at the discretion of the instructor and department chair. A misconduct warning may be given at the sole discretion of the instructor, and is not prerequisite to filing a formal charge. A copy of the misconduct warning will be forwarded to the Program Director.

**Children in Classes**
The Davis Technical College Student Code of Conduct requires that children not be present during class times and at individual student conferences. Children create distractions, which jeopardize the quality of learning. Additionally, because of the nature of this program, children are not permitted in clinical lab areas for safety reasons.
Cell Phone Usage
Because cell phone usage in a clinical setting is PROHIBITED, failure to comply can result in disciplinary action by the clinical site. *Cell phone usage (including text messaging) in the classroom is unprofessional and not allowed.* Ringers and/or speakers must be turned off. You may answer messages on breaks. Text messaging in class or leaving the classroom to chat on a cell phone will result in an "N" for nonproductive behavior.

If you do not abide by this policy, you will be given one warning. A second warning will result in a write-up being placed in your personal file. A third warning will result in a 10-week termination.

Safety, Medical and Immunization Policy
Allied healthcare workers are at risk of acquiring hepatitis and other infectious diseases due to work-related exposure to potentially infected bodily fluids (blood and saliva). In recognition of this risk, Davis Technical College informs allied healthcare students of the modes of disease transmission, methods and procedures for minimizing transmission, and the appropriate protocol to be followed in the event of exposure to potentially infected bodily fluids. Policy has been established to assure that allied healthcare students, faculty, and staff do all that is possible to protect themselves and clients from the spread of infectious diseases in the medical environment.

Davis Technical College *informs* that all students in the Medical Office Administration program about the following industry requirements:

1. At the time of employment and at any time during employment, employers will require all new employees to take and pass a urine drug screen.
2. Complete and pass a federal criminal background check.
3. Have a current physical examination form (within the past 12 months) Provide proof of immunity to measles and rubella, as demonstrated either by:
   a. Showing proof that they have had two Measles-Mumps-Rubella (MMR) immunizations; or
   b. Submit to testing (positive antibody titer) that shows active immunity.
4. Provide proof of current (annual) screening for tuberculosis by an intradermal PPD test. Students that show positive PPD must show proof of adequate medical work-up and proof that tuberculosis is currently not communicable (chest X-ray report, physician, or health department written note).
5. Provide proof of three-dose series of Hepatitis B vaccine if working directly with patients or body fluid specimens. Students have the right to waive this requirement, but they must fill out a Hepatitis B Waiver through IHCHS.
6. Provide proof of immunity to Varicella (Chickenpox). Immunity can be demonstrated by:
   a. Proof of having had the disease (parent or student may confirm history of the disease), or
   b. Immunization (one vaccination if received before age 13, or two if immunized after age 13), or
   c. Positive titer (blood test proving immunity).
7. Provide proof of immunization with one dose of TdaP to prevent the spread of Pertussis among children under the age of 12 months. Students have the right to waive this.
It is strongly recommended (but not required) that students have a current influenza vaccine through the winter months.

**Failed Drug Screen – Rights and Remedies**

Drug screen results that are read as "positive" for metabolites of any of the substances listed in the SAM 5 panel will result in the student being withdrawn from the program. Students have the option of requesting a re-screen at an increased expense and review by a medical review board.

Davis Technical College reserves the right to ask any students in the program to submit to additional testing at any time during the duration of their educational experience if there is any suspicion of substance abuse.

**Confidentiality**

All information acquired from the background check and the drug screen will be kept confidential by the instructor and Davis Technical College. No confidential details of the reports will be released or disclosed without the student’s written permission.

**Forms**

On the pages that follow there are two copies of the Academic Probation Policy, Employer requirement for Drug Screening and Background Checks, Workforce Confidentiality Agreement, and the Statement of Responsibility forms. You will need to review each form with your instructor after reading through this orientation. Once you are sure you understand all of the policies and procedures you must comply with, sign both copies of each form. One copy will be for your records, and the other copy will be for the instructor.
Program Workforce Confidentiality Agreement
(Student Copy)

When you are hired at a clinic, you will have access to personal and private information. The clinic will have you sign an agreement similar to this. While in the program, you may have access to actual patient information. Please read this and become familiar with the seriousness of this document.

I understand that Davis Technical College Medical Office Administration program has a legal and ethical responsibility to maintain patient privacy, including obligations to protect the confidentiality of patient information and to safeguard the privacy of patient information.

In addition, I understand that during the course of my employment/assignment/affiliation with the Davis Technical College Medical Office Administration program, I may see or hear other confidential information such as financial data and operational information pertaining to the practice that the program is obligated to maintain as confidential.

As a condition of my enrollment/assignment/affiliation with the Davis Technical College Medical Office Administration program, I understand that I must sign and comply with this agreement. By signing this document, I understand and agree that: I will disclose patient information and/or confidential information only if such disclosure complies with program policies, and is required for the performance of my job.

My personal access code(s), user ID(s), access key(s), and password(s) used to access computer systems or other equipment are to be kept confidential at all times.

I will not access or view any information other than what is required to do my job/course work. If I have any question about whether access to certain information is required for me to do my job/course work, I will immediately ask my instructor for clarification.

I will not discuss any information pertaining to the clinic in an area where unauthorized individuals may hear such information (for example, in hallways, on elevators, in the cafeteria, on public transportation, at restaurants, and at social events). I understand that it is not acceptable to discuss any private information in public areas even if specifics such as a patient’s name are not used. I will not make inquiries about any clinic information for any individual or party who does not have proper authorization to access such information.

I will not make any unauthorized transmissions, copies, disclosures, inquiries, modifications, or purging of patient information or confidential information. Such unauthorized transmissions include, but are not limited to, removing and/or transferring patient information or confidential information from Davis Technical College computer system to unauthorized locations (for instance, home).

Upon termination of my employment/assignment/affiliation with the Davis Technical College Medical Office Administration program, I will immediately return all property (e.g. keys, documents, ID badges, etc.).
I agree that my obligations under this agreement regarding patient information will continue after the termination of my employment/assignment/affiliation with the Davis Technical College Medical Office Administration program.

I understand that violation of this Agreement may result in disciplinary action, up to and including, termination of my enrollment/assignment/affiliation with the Davis Technical College Medical Office Administration program and/or suspension, restriction, or loss of privileges, in accordance with program policies, as well as potential personal civil and criminal legal penalties.

I understand that any confidential information or patient information that I access or view while in the Davis Technical College Medical Office Administration program, does not belong to me.
Statement of Responsibility
(Student Copy)

After you have read this orientation concerning the policies and rules of the Medical Office Administration program, the instructor will answer any questions or concerns you may have. You will then be asked to read this form and initial each statement, then complete the required signatures and return the form to your instructor.

1. _____ I have read and understand the grading, attendance and progress policies, as well as conditions for academic probation.
2. _____ I have read and understand the work ethic, professional code of ethics, criminal conviction and smoking policies of this program.
3. _____ I have read and understand the dress code and agree to strict compliance.
4. _____ I have read and understand the student conduct policy and I understand that if a violation occurs, I am subject to the penalties that apply.
5. _____ I understand that I may not bring my children to the classroom.
6. _____ I understand that cell phone usage is not permitted in the classroom. Cell phones and other materials are not permitted in the testing area.
7. _____ I have read and understand the testing policy of this program.
8. _____ I have no physical limitations which would limit my ability to lift, stand and/or sit for extended periods of time; bend; stoop; stretch; or perform other physical skills required of the profession.
9. _____ I understand that I may be exposed to hepatitis and other infectious diseases due to a work-related exposure. I understand that it is recommended that I get my immunizations current and up to date.
10. _____ I understand that failure to complete drug and/or background checks are optional. I understand that if I have been convicted of a crime obtaining employment in the healthcare field will be difficult.
11. _____ I have read and understand that during my training, my instructor may ask me to submit to a “same day” drug urine test at my own cost.
12. _____ I have read and understand the confidentiality statement.
13. _____ I have read and understand the withdrawal and termination policies.
14. _____ I have read all the rules of conduct and agree to comply with them.
15. High School Students understand the program standards of 85% progress/attendance and a grade point of average of a C must be met to continue after graduation.
Academic Probation Policy
(Student Copy)

When a student does not meet the grade requirements necessary to satisfy the program’s minimum standards, the student will be placed on academic probation. The program’s “minimum” progress and attendance standards are 85 percent; these will be calculated at the end of each course. Failure to maintain progress will result in academic probation.

Academic Standards

If the student has not completed the course by the end date of the course, the student must re-pay and take the course again. If only the final needs to be taken, the student can pay for the competency demonstration. The student will have one attempt to take the final. If the student does not pass the final, they will have to pay for the course and take it again.

If progress at the end of the course is between 60 and 79 percent, the instructor and the student will write a formal Student Improvement Plan. This plan will outline the necessary improvements needed to get the progress to 85 percent. If the conditions of the plan are not met by the end of the next course, the student will be placed on probation.

If progress at the end of the course is below 59 percent, the student will be placed on probation. The probation will continue for the next three courses. If at any time the progress for the next three courses drops below 85 percent, the student will be temporarily withdrawn from classes for 10 weeks.

Attendance Standards

The student must attend class and keep their attendance above 85 percent. If there is an unusual circumstance, please let the instructor know. School policy states that if there are 10 consecutive absences, the student will be withdrawn from school. While on probation, if the student has 5 consecutive absences, the student will be withdrawn from the program.

MEDICAL OFFICE SPECIALIST PRE-SURG. TECH., AND MEDICAL BILLING AND CODING STUDENTS ONLY
(Student Copy)

Employer Requirement for Drug Screening, Background Checks, and Vaccines

If a felony shows up on your background check, the chance of being hired is very slim. If the felony is for drugs, abuse/domestic violence, or embezzlement the office will not consider you for employment. Students with felonies will not be permitted to sit for national tests. Less serious offenses will be considered on a case-by-case basis by the employer. You will need to decide if you wish to continue in the healthcare field. These standards apply to all areas of healthcare.
Notice Regarding Conviction of a Crime

Employers in the healthcare industry (physicians, dentists, hospitals, clinics, etc.) may be reluctant to employ applicants who have been convicted of a crime. Graduate placement is a vital function of the school; therefore it is necessary for each student to understand the following.

Vaccine Statement

I understand that due to my future occupational exposure to blood or other potentially infectious materials I may be at risk of acquiring hepatitis B virus (HBV) infection and other diseases. I have been advised to obtain the Hepatitis B, vaccinations for MMR, Varicella, Pertussis and TB. However, at this time it is not required to obtain these vaccinations while attending school. I understand that I will be required to obtain these vaccines when I accept employment.
DENTAL OFFICE SPECIALIST and Dental Billing and Coding Specialist - STUDENTS ONLY
(STUDENT COPY)

The Medical Office Administration Instructor will provide to you the directions for obtaining the following screenings. Please follow the directions for obtaining the Physical, Federal Background Check, and the Drug Screening in the Dental Assisting Application Packet.

Safety, Medical and Immunization Policy

Dental office specialists are at risk of acquiring hepatitis and other infectious diseases due to work-related exposure to potentially infected bodily fluids (blood and saliva). In recognition of this risk, the Davis Technical College informs Dental office specialists students of the modes of disease transmission, methods, and procedures for minimizing transmission, and the appropriate protocol to be followed in the event of exposure to potentially infected bodily fluids. Policy has been established to assure those dental office specialist students, faculty, and staff do all that is possible to protect themselves and patients from the spread of infectious diseases in the dental environment.

The Davis Technical College requires that all Dental Office Specialist and Dental Billing and Coding Specialist students must:

1. Have a current physical examination form (within the past 12 months).
2. Inform the instructor of any significant change in health status, including pregnancy, if it occurs during the year.
3. Provide proof of immunity to measles and rubella, as demonstrated either by:
   a. Showing proof that they have had two Measles-Mumps-Rubella (MMR) immunizations; or
   b. Submit to testing (positive antibody titer) that shows active immunity.
4. Provide proof of current (annual) screening for tuberculosis by an intradermal PPD test. Students that show positive PPD must show proof of adequate medical work-up and proof that tuberculosis is currently not communicable. (Chest X-ray report, physician, or health department written note).
5. Provide proof of three-dose series of Hepatitis B vaccine if working directly with patients or body fluid specimens. Students have the right to waive this requirement, but they must fill out a Hep B Waiver through IHCHS.
6. Provide proof of immunity to Varicella (Chickenpox). Immunity can be demonstrated:
   a. By proof of having had the disease (parent or student may confirm history of the disease), or
   b. Immunization (one vaccination if received before age 13, or two if immunized after age 13), or
   c. Positive titer (blood test proving immunity).
7. Provides proof of immunization with one dose of TdaP to prevent the spread of Pertussis among children under the age of 12 months. Students have the right to waive this.

***It is strongly recommended (but not required) that students have a current influenza vaccine through the winter months.

**Proof of immunization is mandatory**

If a health condition exists that may cause harm to the student during client treatment, he/she will be referred to a physician for consultation regarding the need to limit or eliminate participation in clinical treatment or classroom activities. The student must recognize that limitations recommended by a physician could delay progress through the program or curtail the possibility of completing the program.

**Requirement for Drug Screening and Background Checks**

The clinical facilities that are used for the employment require that students submit to and pass both a Federal Criminal background check and a urine drug screen prior to entering the facility. This testing is the student’s responsibility to obtain.

*The Davis Technical College reserves the right to ask any students in the Dental Office Specialist program to submit to additional testing at any time during the duration of their educational experience if there is any suspicion of substance abuse. As always, the safety and well-being of patients, patients, and residents of our clinical facilities remains our first consideration.*
PROGRAM WORKFORCE CONFIDENTIALITY AGREEMENT

Must be reviewed and signed: Give this copy to the instructor.

When you are hired at a clinic, you will have access to personal and private information. The clinic will have you sign an agreement similar to this. While in the program, you will not have access to actual patient information. This is a simulation of an actual document. Please read this and become familiar with the seriousness of this document.

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I understand that any confidential information or patient information that I access or view while in the Davis Technical College Medical Office Administration program, does not belong to me.

Acknowledgment of Receipt

I, _________________________________, hereby verify that I have received a copy of the Davis Technical College Medical Office Administration program Workplace Confidentiality Agreement.

_______________________________________  _____________________________________________
(Signature)      (Print Name)

Date: _____________________________

Davis Technical College
Medical Office Administration Program
550 East 300 South
Kaysville, UT 84037
STATEMENT OF RESPONSIBILITY

After you have read the orientation concerning the policies and rules of the Medical Office Administration program, the instructor will answer any questions or concerns you may have. You will then be asked to read this form **and initial each statement**, then complete the required signatures and return the form to your instructor.

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9. I understand that I may be exposed to hepatitis and other infectious diseases due to a work-related exposure. I understand it is recommended that I get my immunizations current and up to date.
10. I understand that failure to complete drug and/or background checks by the established date will result in immediate program termination.
11. I have read and understand that during my training, my instructor may ask me to submit to a "same day" drug urine test at my own cost.
12. I have read and understand the confidentiality statement.
13. I have read and understand the withdrawal and termination policies.
14. I have read all the rules of conduct and agree to comply with them.
15. High School Students understand the program standards of 85% progress/attendance and a grade point of average of a C must be met to continue after graduation.

____________________________       ______________________________
Student Signature/Date            Instructor Signature/Date
ACADEMIC PROBATION POLICY

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Attendance Standards

The student must attend class and keep their attendance above 85 percent. If there is an unusual circumstance, please let the instructor know. School policy states that if there are 10 consecutive absences, the student will be withdrawn from school. While on probation, if the student has 5 consecutive absences, the student will be withdrawn from the program.

I have read and understand the Academic Probation Policy.

Student Signature: _____________________________ Date: ___________________________
MEDICAL OFFICE SPECIALIST, MEDICAL BILLING AND CODING
and PRE-SURG. TECH STUDENTS ONLY

Employer Requirement for Drug Screening, Background Checks, and Vaccines

If a felony shows up on your background check, the chance of being hired is very slim. If the felony is for drugs, abuse/domestic violence, or embezzlement the office will not consider you for employment. Students with felonies will not be permitted to sit for national tests. Less serious offenses will be considered on a case-by-case basis by the employer. You will need to decide if you wish to continue in the healthcare field. These standards apply to all areas of healthcare.

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Employers in the healthcare industry (physicians, dentists, hospitals, clinics, etc.) may be reluctant to employ applicants who have been convicted of a crime. Graduate placement is a vital function of the school; therefore, it is necessary for each student to understand the following.

I (student name) ____________________________ understand that if I have been convicted of a crime, obtaining employment in the medical health field will be difficult.

Vaccine Statement

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Student Signature: ___________________________ Date: ________________
DENTAL OFFICE SPECIALIST/DENTAL BILLING AND CODING SPECIALIST - STUDENTS ONLY

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Safety, Medical and Immunization Policy

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2. Inform the instructor of any significant change in health status, including pregnancy, if it occurs during the year.
3. Provide proof of immunity to measles and rubella, as demonstrated either by:
   a. Showing proof that they have had two Measles-Mumps-Rubella (MMR) immunizations; or
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4. Provide proof of current (annual) screening for tuberculosis by an intradermal PPD test. Students that show positive PPD must show proof of adequate medical work-up and proof that tuberculosis is currently not communicable. (Chest X-ray report, physician, or health department written note).
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   c. By proof of having had the disease (parent or student may confirm history of the disease), or
   d. Immunization (one vaccination if received before age 13, or two if immunized after age 13), or
   e. Positive titer (blood test proving immunity).
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Student Signature: _____________________________ Date: _______________