DAVISTECH
DAVIS TECHNICAL COLLEGE

MEDA 0000 Medical Assistant Orientation

Faculty: Dee Weaver   dee.weaver@davistech.edu   801-593-2369
                Amanda Hollingsworth amanda.hollingsworth@davistech.edu 801-593-2369

Room: 1104

Advisement Hours: Monday - Thursday 3:00 p.m. – 4:30 p.m.

Introduction

Welcome to the Medical Assistant program at the 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 Tech website (www.davistech.edu) or in Student Services.

Program Description

The goal of the Medical Assistant program is to prepare competent, entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains. To achieve this goal, students will be trained in all aspects of medical office practice including administrative tasks and back office clinical tasks. Upon successful completion of all required courses, students will participate in a non-paid externship in a medical office. Graduates of the program will be eligible to take the American Association of Medical Assistants Certification and the Certified Medical Assistant Certification exams.

Program Objectives

Students will practice new skills through hands-on experience, instructional videos, information sheets, and competency tests. Students will demonstrate skills in phlebotomy, electrocardiography, spirometry, and point-of-care laboratory testing. Students who complete the program will demonstrate competency in the cognitive, psychomotor, and affective learning domains.

- Identify and discuss common medical terminology in anatomy and physiology
- Practice applied mathematics
- Describe and reference applied microbiology concepts and infection control
- Demonstrate strong communication skills
- Perform administrative functions associated with medical assisting
- Interpret the basic practice finances of a medical office
- Discuss and explain managed care and insurance
- Perform procedural and diagnostic coding
- Discuss and analyze legal implications associated with medical assistants
- Practice and recognize ethical considerations for your patients

- Recall and apply proper safety and emergency practices

General Information

You can access this orientation on the Davis Tech program web site, as well as current information on the following items:

- Admission Requirements
- Classroom Availability
- Training Location
- Graduation Requirements
- Course Descriptions
- Program Requirements
- Gainful Employment Disclosures
- Estimated Cost (*tuition, fees, program and course materials*)
- Financial Aid
- Credentials
- Job Outlook
- Transfer Options
- Academic Agreements
- Industry Licensing and Certification
- Program Accreditation

Alternate Documentation

Credit for coursework completed at another institution is determined by the instructor. You will be asked to provide official transcripts. Many students are asked to re-take a course if transcripts are more than three years old. After your transcripts are reviewed, you will need to take the final exam of the course you wish to receive credit for. The exam must be passed with a score of 84% or higher. Students not scoring at or above 84% will need to complete the entire course.

Advisement

You will meet with your instructor at the beginning of each course and at least once a month. These meetings will allow you and the instructor to accomplish the following tasks:

- Update any changes in your employment status and contact information in Northstar.
- Review course performance and attendance requirements.
- Define and clarify training and career goals.
- Select appropriate courses according to your interest and aptitude and that achieve program completion requirements.
- Discuss professional work ethic.
- Discuss challenges and Davis Tech support services that can help improve your success.

Scheduling

Courses in this program have an open-start/defined-end schedule. Students in this program may start courses at any time. Following course enrollment, the student receives a schedule that shows the date by which they must complete the course. Students who fail to complete a course by the end date will be required to re-enroll and repay for the course. This type of scheduling is also referred

to as course based, because you pay for a course at a time. If you have questions about course based scheduling, you can view the Frequently Asked Questions at www.davistech.edu/faq.

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. A general orientation to Canvas can be found in the New Student Orientation, but faculty will also offer an orientation specific to technology in your program on your first day of class.

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.

Students with Disabilities

If you have a disability that may require some accommodation by the instructor, contact Student Services and document the disability through a Davis Tech counselor.

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.

Performance Standards

Progress

Students are expected to complete coursework according to a timeline in the course curriculum. The timeline shows the maximum number of hours it should take a student to complete each module of the course. Progress is calculated by the number of scheduled hours versus the amount of coursework completed. Progress must be maintained at 100% or better. 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.

Grading

See the specific requirements for each course in the course syllabus. You will receive a grade for each course. The grading scale used throughout this program 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.

Grades are calculated using the following percentages. In each course a student must have an average of 84 percent (B) or better at the end of each course. Failure to obtain 84 percent (B) will result in taking the entire course over; also if the student fails to complete the course by his or her end date the student will have to repeat the course. Any work from the previous course be removed from Canvas and the student will have to re-submit the assignments.

This will be based on the class having 1000 points possible.

25%	Attendance (250 pts.)
40%	Assignments (400 pts.)
25%	Tests (250 pts.)
10%	Final Exam (100 pts.)

Final grades for all courses are based on the following scale:

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

You must make a final grade of at least a B (84% - 86%) in this course to pass. Students who do not make a passing grade will have to re-take the course.

Skills Demonstration

All skill tests must be demonstrated with 100% accuracy. Skills may be demonstrated until 100% accuracy is achieved, as long as it is within satisfactory progress hours.

Attendance

Attendance is calculated by the number of scheduled hours versus the number of hours you are present in the classroom. The Medical Assistant program requires 85% minimum attendance. Attendance requirements may be higher depending on sponsorship or financial aid stipulations.

Students in the Medical Assistant program must attend a minimum of 18 hours per week (for adult students) and 12 hours per week (for high school students).

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.

Academic Performance

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. The following steps may be taken if you fail to meet the minimum performance, progress, and attendance standards or violate program policies and procedures:

Academic Probation

Students who are on academic probation may lose federal financial aid, scholarship eligibility, or sponsorship and benefits, as determined in accordance with college Financial Aid requirements and Department of Education regulations.

If you are unable to complete a course by the course end date or meet program performance standards, you will be put on probation and a Student Improvement Plan will be developed. The plan will include details of the unsatisfactory performance, outline a plan and timeframe for performance improvement and describe the process that will be used to monitor and evaluate future performance. This Plan will be submitted to Student Services to become part of your student record. The Plan will be signed by you and the instructor.

If you are unable to correct the unsatisfactory performance or complete the repeated course by the repeated course end date, you will remain on probation and will need to meet with your instructor and a Davis Tech counselor to modify and further define the Student Improvement Plan. The instructor and counselor may also evaluate barriers that might prevent your success in the program and whether or not other training options should be considered.

If you fail to meet the performance standards outlined in the Student Improvement Plan, you will be required to participate in a Committee Review in order to continue as a student at Davis Tech. The committee will be composed of you, the instructor, the program director, an impartial program director, and a college counselor. The committee will evaluate the corrective actions taken by the college, the Medical Assisting program and you to determine a mutually beneficial course of action. Possible options may include but are not limited to: continued academic probation, additional assessment, recommended change to another educational program, suspension, or termination from the program.

If you fail to appear for the Committee Review, you may be considered for disciplinary termination. If you have received a Student Improvement Plan or have been placed on academic probation and subsequently leave the institution, you may be considered for disciplinary termination. If you are terminated for academic performance, you must meet with a Career and Academic Advisor to discuss a plan for correction before being permitted to re-enroll at Davis Tech.

Termination

Students may be dismissed from the program for failure to meet the academic standards stated in this orientation, or for inappropriate conduct as defined by Davis Tech, the College of Health Professions, the program, or the medical profession.

The following are reasons that a student may be terminated from the Medical Assistant program:

- Failure to maintain 85% attendance.

- Failure to progress through proficiencies in a timely manner (85% standard time).

- Failure to demonstrate clinical skills.

- Failure to follow CDC Standard Precautions during externship.

- Failure to complete drug and/or background checks by the established date within the program.

- Unsafe actions at the clinical site that places the student, other students, staff, or patients at risk of injury.

- Breach of confidentiality.

- Displays of behavior that are considered harassment, sexual or otherwise.

- Cheating on Assignments or Tests.

- Failure to complete externship due to lack or professionalism, absenteeism, and/or skills. (If you are asked to leave an externship site, you will be given one additional site. If you do not complete your externship at that site, you will not complete the program.)

Problem Resolution

If you are not satisfied for any reason with classroom management, grading or academic disciplinary actions taken, discuss your concerns with faculty in your program. If this does not resolve your concerns, please contact Student Services.

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 more about program safety in almost every course within the program. In addition to those course specific practices, you are expected to follow these common safety standards:

- OSHA Guidelines
- Universal Precautions
- Laboratory Safety

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. Feedback is used for program improvement and professional development.

Program Specific Student Organizations
American Association of Medical Assistants
The mission of the American Association of Medical Assistants (AAMA) is to enable medical assistant professionals to enhance and demonstrate the knowledge, skills, and professionalism required by employers and patients; protect medical assistants' right to practice; and promote effective, efficient health care delivery through optimal use of multi-skilled Certified Medical Assistants (CMAs).

It is strongly recommended that students become a member of the AAMA. Students can join the AAMA for $25. This fee includes membership in the Utah State Society of Medical Assistants as well as a subscription to *CMA Today*, the professional journal for medical assistants.

Professional Conduct
Purpose and Scope
Health sciences 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 health care worker. Patient trust and confidence in the health care 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 by Medical Assistant students.

One of the educational goals of the Davis Tech Medical Assistant program is the creation of a professional identity. To this end, each student in the program must abide by the ethical principles of the policies and practices outlined in this orientation, which define the professional responsibilities and conduct of a Medical Assistant professional. Adherence to the policies of the Medical Assistant program applies to all clinical, classroom experiences, and all other phases of professional education. 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 educational programs 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 ethic 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.

- **Honesty:** Employers want workers who can be trusted with sensitive information, valuable pieces of equipment, and perform calibration test. Honesty is a crucial in the healthcare industry.

- **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 health care 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.

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 upholding the provisions of the policies and procedures as published on the Davis Tech website (www.davistech.edu), in the catalog, or in this orientation. This policy includes 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. (For example, you may wear a "scrunchy" on your wrist, so you can pull it back during patient care.)

- **Jewelry/Make-up/Tattoos:** Extreme make-up and jewelry are not permitted in the classroom or on an externship site. Jewelry (with the exception of a wedding ring and/or wristwatch) is not to be worn in the clinical area, or on externship. 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:** Scrubs should be the appropriate length (i.e. not touching the floor). Closed-toe shoes must be worn at all times.

- **Smoking:** Because the medical assistant profession is a health occupation, employers expect employees to maintain appropriate personal health habits. Students who smoke can expect this habit to seriously hinder their ability to be placed at an externship site or obtain employment. Employers have indicated that they will not hire smokers and will not allow smokers to complete the externship portion of the training in their practices. Potential extern sites will be notified of the respective student's smoking habits. If the site chooses not to take the students for that reason, the student will be responsible to arrange their own externship experience with the instructor's final approval.

Again, as a medical 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
Improper behavioral 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 Director of Programs.

Children in Classes
The Davis Tech 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. ***In case of an emergency, family members may call the medical assistant classroom at 593-2369 or 593-2389. This will only be permitted for EMERGENCIES.***

Policies for Clinical Lab/Skills
All post-admission requirements (application forms, medical statements, immunizations, and disclosure and policy forms, etc.) must be signed and submitted prior to starting clinical lab/skills.

The purpose of the clinical lab/skills courses is to provide the clinical knowledge base and skills necessary for entry-level employment as a Medical Assistant in a physician's office, clinic, or other ambulatory setting. Entry-level skills required by employers include professional attitude, dress, and an expectation of 100% attendance. The content of the clinical courses reflect the various responsibilities of the occupation.

The Medical Assistant program is designed to produce individuals who are capable of meeting the needs of the medical profession and of society. Students must be free of alcohol, drug, and tobacco use. If you need assistance with any of these addictions you may see a counselor in Student Services who can help with referrals.

Externship Courses
The Medical Assistant externship experience helps you transition from a student into a professional role by allowing you to demonstrate the administrative and clinical procedure knowledge, skills, and professional attributes learned in the program while working in a professional medical office. This experience takes place under the supervision of a Site Supervisor and includes skill practice and evaluation.

The externship is an unpaid work experience in medical offices. Tuition is charged in advance for the externship the same as if the student were paying for any other course. The externship is required for completion of the program. Externship placement is determined by the facility availability and is at the discretion of the lead instructor. It is important to have as many opportunities for experience as possible.

You have successfully completed the Medical Assistant Online Orientation!
Please complete the "Statement of Responsibility". This can be found in your Assignments section in Canvas. You should initial, sign, date, and submit the assignment for credit.

Welcome to the Medical Assistant Program! We are delighted that you chose to make this program part of your career path!