Welcome

Welcome to the Medical Office Assistant Program at Laredo Community College. You have chosen a career that is challenging, rewarding, and ever changing. The skills you learn and the knowledge you gain from this experience will remain with you for life.

As a Medical Assistant student you will develop these characteristics through your studies and training. These principles will become the code by which every individual in the health science field abides in delivering quality health care.

This supplemental procedure manual encompasses rules and procedures that are mandated by the Medical Office Assistant Program. These procedures are in addition to those stated in the Laredo Community College catalog and student handbook. These procedures have been devised as part of the requirements the student must meet in his/her development as a MOA professional. Adherence to the procedures in this supplemental procedure manual is mandatory.

Good luck as you embark on an exciting and challenging career!
# Table of Contents

Welcome ................................................................................................................................................. 2  
Program Requirements........................................................................................................................ 4-5  
Progression in Program ....................................................................................................................... 6-7  
Continuance after Withdrawal and/or Failure ..................................................................................... 8-9  
Transferring from another Institution into an LCC Allied Health Program ......................................... 10  
Dismissal from a Program .................................................................................................................... 11  
Student Rights and Responsibilities/Student Complaints .................................................................. 12-15  
Professional Standards ....................................................................................................................... 16-17  
Code of Ethics ...................................................................................................................................... 17  
Code of Conduct .............................................................................................................................. 18-20  
HIPPA/FERPA ..................................................................................................................................... 21  
Dissemination of Information to Students ............................................................................................ 21  
Directory Information From the Admissions and Registration Center .................................................. 22  
Methods of Assessment ................................................................................................................... 23-25  
Academic Dishonesty ........................................................................................................................... 25  
Course Counseling Form .................................................................................................................. 26  
Appeal of Grade ................................................................................................................................... 27  
Challenge Examination ....................................................................................................................... 28  
Student Attendance ......................................................................................................................... 29  
Dress Code ...................................................................................................................................... 30-31  
Health and Safety .............................................................................................................................. 32  
Incident Report .............................................................................................................................. 33  
Job Placement ....................................................................................................................................... 34  
Required Signatures ......................................................................................................................... 35  
Disclosure of Student Records ............................................................................................................. 36  
Disclaimer ............................................................................................................................................ 38
Program Requirements

1. Students admitted into the Medical Office Assistant Program must abide by the Program's Handbook, and the Laredo Community College Student Handbook.

2. Prior to the first day of class, students must show documentation of:
   a. Negative Criminal Background Check
      1) A conviction while in the program must be disclosed to the Program Director immediately and may result in expulsion from the program.
   b. Proof of updated required immunizations:
      1) TB skin test (annually) or chest X-ray at providers' discretion
      2) One dose of measles, mumps rubella (MMR). Students born on or after January 1, 1957, must show acceptable evidence of vaccination of two doses of measles-containing vaccine administered since January 1, 1968
      3) One dose of Tetanus-Diphtheria Toxoid (TD) every 10 years
      4) Complete series of Hepatitis B (HBV) or serologic confirmation of immunity to the Hepatitis B virus is acceptable
      5) Two doses of varicella (chickenpox). Also acceptable:
          • Student received first dose prior to 13 years of age
          • Laboratory report indicating varicella immunity, or
          • Parent/physician validated history of varicella disease (chickenpox)
      6) Hepatitis A
Program Requirements

c. Current CPR Health Care Provider Certification
d. Physical examination.
e. Negative drug screen panel
f. Proof of liability insurance. Fees are paid at registration annually.
g. Declaration of major

3. Students are responsible for their own transportation to and from class, the clinical facilities and other designated areas.

4. A student who is identified as having a communicable disease (e.g. TB, Scabies, etc.) must be treated and obtain a release form from a U.S. licensed physician or nurse practitioner indicating that the student is non-communicable to return to the Program.

5. Students unable to receive an immunization must have a written statement from a U.S. licensed physician or nurse practitioner indicating such and a statement that reflects that the student does not have any communicable diseases. The clinical facilities will determine if student is permitted to attend the clinical site.

6. Students should notify the Program Director if they become pregnant or develop a medical condition that requires a physician’s care while they are in the program. A release from the physician must be submitted to the Director to continue in the program.
Progression through an Allied Health Program

1. **Course Sequence:**
a. The student must take the courses in the sequence listed in the curricula. Prerequisites must be met and concurrent courses must be taken simultaneously.

2. **Grades:**
a. A grade of 70% or greater must be maintained in each program course.

3. **Academic courses:**
a. A syllabus will be available to the student the first class day of each course. The evaluation and grading criteria will be identified within each course syllabus.

   b. A student that does not complete the course work within a semester will be given a grade of "I" to denote an incomplete course. An amount of time for completion of the work will be determined by the instructor up to a maximum of four months. Once the work is completed within the specified time, the instructor will prepare the appropriate paperwork to change the “I” grade to the appropriate grade and the student’s grade point average will be re-calculated. If the work is not satisfactorily completed within the specified time, the “I” grade will remain on the transcript and will be computed as an “F” grade.

4. **Clinical courses:**
a. Clinical rotation requirements must be satisfactorily completed based on course requirements.
Progression through an Allied Health Program

5. Capstone course

a. A capstone course is taught in the last semester of the program. This course has been designed to consolidate a student's educational experience. The student will be required to complete a comprehensive examination with a satisfactory score, as determined by the program criteria, prior to completion of the class for the following capstone courses: MDCA 2663, MDCA 1361, MDCA 1360, HITT 2435.

6. Graduation

a. The student ready for graduation MUST submit an application for graduation at the Office of Admission before or on the date specified in the college calendar to receive their LCC degree and/or certificate.
Continuance after Withdrawal and/or Failure from a Program

1. Withdrawal
   a. The student who withdraws from the Medical Office Assistant Program for catastrophic reasons may request to continue in that program one time.

   b. The student has one year from the time he/she withdrew from the program to request continuance. If more than a year has transpired since withdrawing from the program, the student must submit a new application for consideration into the program.

   c. A request to continue in the program must be in writing.

   d. In order to continue in the program, the student must demonstrate proficiency (70% or greater) in all program courses completed prior to withdrawing from the program.

   e. Returning to the program is contingent on space availability and only as authorized by each program's accreditation agency.

   f. All students must adhere to the requirements that are in effect at the time they continue in the program.

2. Failure
   a. The student who is dismissed from an Allied Health Program because of failure may request for readmission in that program one time. The request must be submitted in writing.

   b. The student has one year from the time he/she withdrew from the program to request readmission. If more than a year has transpired since withdrawing from the program, the student must submit a new application for consideration into the program.
Continuance after Withdrawal and/or Failure from a Program

c. In order to continue after readmission, the student must demonstrate proficiency (70% or greater) in all program courses completed prior to failure from the program.

d. Readmission into the program is contingent on space availability and only as authorized by each program's accreditation agency.

e. All students must adhere to the requirements that are in effect at the time they continue in the program.
Transferring From another Institution Into the Medical Office Assistant Program

1. A student requesting to transfer into the Medical Office Assistant Program from another program from another institution must make an appointment with the LCC Program Director for the program.

2. The student has one year from the time he/she last took courses in the particular program to request admittance into the program.

3. The student must submit a completed Health Science application and an official transcript from the transferring institution. A letter of good standing from the Program Director of the transferring institution must also be included with the application.

4. The student may be required to demonstrate content and skills proficiency (70% or greater) through an exam.

5. Admission to the program is contingent on space availability and only as authorized by each program's accreditation agency.

6. All students must adhere to the requirements that are in effect at the time they enter the program.
Dismissal from an Allied Health Program

1. Dismissal from an Allied Health Program may occur if:

   a. The student is in violation of the student Code of Conduct as stated in the Medical Assisting Supplementary Procedure Manual and/or the Code of Student Conduct and discipline in the LCC Student Handbook.
   b. The student has on-campus absences exceeding the criteria as stated in the LCC Student Handbook or does not meet the 100% attendance required of a Clinical Rotation.
   c. The student scores a grade of less than 70% in any of the program courses.
   d. A student fails to abide by safety precautions as delineated in course requirements
GUIDING PRINCIPLES

INFORMAL PROCESS

If the complaint involves a problem with an instructor, the student shall discuss the matter with the instructor before requesting a conference with the department chairman and student services counselor at Level One. Concerns should be expressed as soon as possible to allow early resolution at the lowest possible administrative level.

FORMAL PROCESS

If an informal conference regarding a complaint fails to reach the outcome requested by the student, the student may initiate the formal process described below by timely filing a written complaint form.

Even after initiating the formal complaint process, students are encouraged to seek informal resolution of their concerns. A student whose concerns are resolved may withdraw a formal complaint at any time.

The process described in this policy shall not be construed to create new or additional rights beyond those granted by law or Board policy, nor to require a full evidentiary hearing or "mini-trial" at any level.

Neither the Board nor any College District employee shall unlawfully retaliate against any student for bringing a concern or complaint.

The College President shall inform students of this policy.

APPLICATION

Except as addressed by SPECIFIC COMPLAINTS, below, this policy applies to all complaints or grievances from students.

SPECIFIC COMPLAINTS

For more information on how to proceed with complaints regarding:

1. Alleged harassment, see FLDA and FLDC.
2. Alleged discrimination, see FA.
3. Discipline, see FMA.
4. A commissioned peace officer who is an employee of the College District, see CHA.

DEFINITIONS

For purposes of this policy, terms are defined as follows:

The terms "complaint" and "grievance" shall have the same meaning.

FILING

Complaint forms and appeal notices may be filed by hand-delivery, fax, or U.S. Mail. Hand-delivered filings shall be timely filed if received by the appropriate administrator or designee by the close of business on the deadline. Fax filings shall be timely filed if they are received on or before the deadline, as indicated by the date/time shown on the fax copy. Mail filings shall be timely filed if they are postmarked by U.S. Mail on the deadline and received by the appropriate administrator or designated representative no more than three days after the deadline.

Adopted 6/09
RESPONSE

At Levels One, Two, and Three "response" shall mean a written communication to the student from the appropriate administrator. Responses may be hand-delivered or sent by U.S. Mail to the student's mailing address of record. Mailed responses shall be timely if they are postmarked by U.S. Mail on the deadline and received by the student or designated representative no more than three days after the response deadline.

REPRESENTATIVE

"Representative” shall mean any person who or organization that is designated by the student to represent the student in the complaint process. The student may designate a representative through written notice to the College District at any level of this process. If the student designates a representative with fewer than three days' notice to the College District before a scheduled conference or hearing, the College District may reschedule the conference or hearing to a later date, if desired, in order to include the College District's counsel.

DAYS

"Days" shall mean College District business days. In calculating time lines under this policy, the day a document is filed is "day zero," and all deadlines shall be determined by counting the following day as "day one."

GENERAL PROVISIONS

Complaints arising out of an event or a series of related events shall be addressed in one complaint. A student shall not bring separate or serial complaints arising from any event or series of events that have been or could have been addressed in a previous complaint.

UNTIMELY FILINGS

All time limits shall be strictly followed unless modified by mutual written consent.

If a complaint form or appeal notice is not timely filed, the complaint may be dismissed, on written notice to the student, at any point during the complaint process. The student may appeal the dismissal by seeking review in writing within ten days, starting at the level at which the complaint was dismissed. Such appeal shall be limited to the issue of timeliness.

COSTS INCURRED

Each party shall pay its own costs incurred in the course of the complaint.

COMPLAINT FORM

Complaints under this policy shall be submitted in writing on a form provided by the College District.

Copies of any documents that support the complaint should be attached to the complaint form. If the student does not have copies of these documents, copies may be presented at the Level One conference. After the Level One conference, no new documents may be submitted unless the student did not know the documents existed before the Level One conference.

A complaint form that is incomplete in any material aspect may be dismissed, but may be refiled with all the requested information if the refiling is within the designated time for filing a complaint.

LEVEL ONE

Complaint forms must be filed:

1. Within 15 days of the date the student first knew, or with reasonable diligence should have known, of the decision or action
giving rise to the complaint or grievance; and

2. With the lowest level administrator who has the authority to remedy the alleged problem.

In most circumstances, students shall file Level One complaints with the department chairman or student services counselor. The complaint, however, may begin at the first level at which the administrator has the authority to remedy the complaint.

If the complaint is not filed with the appropriate administrator, the receiving administrator must note the date and time the complaint form was received and immediately forward the complaint form to the appropriate administrator.

The appropriate administrator shall hold a conference with the student within ten days after receipt of the written complaint.

**LEVEL TWO**

The administrator shall have ten days following the conference to provide the student a written response.

If the student did not receive the relief requested at Level One or if the time for a response has expired, the student may request a conference with the academic dean or dean of students to appeal the Level One decision.

The appeal notice must be filed in writing, on a form provided by the College District, within ten days after receipt of a response or, if no response was received, within ten days of the response deadline at Level One.

If the student did not receive the relief requested at Level Two or if the time for a response has expired, the student may request a conference with the College President or designee to appeal the Level Two decision.

The appeal notice must be filed in writing, on a form provided by the College District, within ten days after receipt of a response or, if no response was received, within ten days of the response deadline at Level Two.

If the student did not receive the relief requested at Level Three or if the time for a response has expired, the student may appeal the decision to the Board.

The appeal notice must be filed in writing, on a form provided by the College District, within ten days after receipt of a response or, if no response was received, within ten days of the response deadline at Level Three.

The College President or designee shall inform the student of the date, time, and place of the Board meeting at which the complaint will be on the agenda for presentation to the Board.

The College President or designee shall provide the Board with copies of the complaint form, all responses, all appeal notices, and all written documentation previously submitted by the student or the administration.
The Board shall consider only those issues and documents presented at the preceding levels and identified in the appeal notice.

The College District shall determine whether the complaint will be presented in open or closed meeting in accordance with the Texas Open Meetings Act and other applicable law. [See BD]

The presiding officer may set reasonable time limits and guidelines for the presentation. The Board shall hear the complaint and may request that the administration provide an explanation for the decisions at the preceding levels.

In addition to any other record of the Board meeting required by law, the Board shall prepare a separate record of the Level Four presentation. The Level Four presentation, including the presentation by the student or the student's representative, any presentation from the administration, and questions from the Board with responses, shall be recorded by audio recording, video/audio recording, or court reporter.

The Board shall then consider the complaint. It may give notice of its decision orally or in writing at any time up to and including the next regularly scheduled Board meeting. If for any reason the Board fails to reach a decision regarding the complaint by the end of the next regularly scheduled meeting, the lack of a response by the Board upholds the administrative decision at Level Three.

*As per LCC On-line Student Handbook; For more information, see LCC's Web Page (www.laredo.edu) Homepage, select Campus Information, select Manual of Policy, select F-Students, select FLDA (local) Student Complaint: Sexual Harassment Policy. The BD is for the Board Meetings- (B-Local Governance)
Professional Standards

Professional standards and ethics define behavior that applies values and moral standards to activities within a profession. It is one of the goals of the Medical Office Assistant Program to assist students to become safe, professional and ethical allied health practitioners. This goal is fulfilled by holding the student accountable for safe behaviors and by establishing a code of ethics and conduct along with professional standards of behavior that will help the student meet the criteria expected by the profession.

As a student at Laredo Community College, the MOA student will abide by and follow the Professional Standards and Code of Ethics.

Professional Standards

Generic Abilities: are attributes, characteristics or behaviors that are not explicitly part of the profession's core of knowledge and technical skills but are nevertheless required for success in the profession. Ten abilities and definitions developed are:

1. **Commitment to Learning:** the ability to self-assess, self-correct, and self-direct; to identify needs and sources of learning; and to continually seek new knowledge and understanding.

2. **Interpersonal Skills:** the ability to interact effectively with patients, families, colleagues, and other health care professionals, and the community and to deal effectively with cultural and ethnic diversity issues.

3. **Communication Skills:** the ability to communicate effectively (i.e., speaking, body language, reading, writing, listening) for varied audiences and purposes.

4. **Effective Use of Time and Resources:** the ability to obtain the maximum benefit from a minimum investment of time and resources.

5. **Use of Constructive Feedback:** the ability to identify sources of and seek out feedback and to effectively use and provide feedback for improving personal interaction.

6. **Problem-Solving:** the ability to recognize and define problems, analyze data, develop and implement solutions, and evaluate outcomes.

7. **Professionalism:** the ability to exhibit appropriate professional conduct and to represent the profession effectively.
Continued

Professional Standards

8. **Responsibility:** the ability to fulfill commitments and to be accountable for actions and outcomes.

9. **Critical Thinking:** the ability to question logically; to identify, generate, and evaluate elements of logical argument; to recognize and differentiate facts, illusions, assumptions, and hidden assumptions; and to distinguish the relevant from the irrelevant.

10. **Stress Management:** the ability to identify sources of stress and to develop effective coping behaviors.

Derived from the American Physical Therapy Association (APTA), 2007

**Code of Ethics**

1. **Demonstrate** behavior that reflects integrity, supports objectivity, and fosters trust in professional activities.

2. **Respect** the dignity and rights of each human being.

3. **Represent** truthfully and accurately professional credentials, education, and experience.

4. **Refuse** to participate in illegal or unethical acts and refuse to conceal the illegal, incompetent, or unethical acts of others.

5. **Protect** the confidentiality of patients, their families, and their health information as mandated by law, professional standards and clinical site/employer policies.

6. **Adhere** to pertinent laws and regulations while advocating changes that serve the best interest of the public.

7. **Recognize** the responsibility to participate in activities contributing to improvement of the community and the betterment of public health.

8. **Support** the mission, standards, and Code of Ethics applicable to each student's program.
Code of Conduct

An environment of acceptable behavior and conduct is required in the academic and clinical environment to ensure the health and safety of all individuals involved in the health care process.

Students in an Allied Health Program will follow the "Code of Student Conduct and Discipline" as stated in the LCC Student Handbook while on campus or at a clinical site.

Infractions of the Code of Student Conduct include the following but are not limited to:

1.) Any student deemed impaired by reason of mental, physical health, exhaustion, alcohol, or other mind-altering drugs that could expose clients, the public, students, and faculty unnecessarily to risk of harm.

2.) Conducts which may deceive, defraud, or injure clients, the public, clinical facilities, personnel, other students, and faculty.

3.) Failure to care adequately for clients or to conform to minimum standards of acceptable practice under the supervision of the faculty, or designee of the facility.

4.) Aiding another student in deceiving or attempting to deceive the faculty in obtaining an exam, quiz, assignment and/or presentation.

5.) Damaging or destroying school/clinical property or equipment or removing property or equipment from campus or a clinical site.

6.) Using profane language or gestures.

7.) Disrupting instruction by the use of cell phones and/or pagers, habitually late, or absent from class or clinical.

8.) Assaulting others, demonstrating poor coping mechanisms or becoming confrontational during the instructional process.

9.) Refusing to adhere to the specified dress code and code of ethics.

10.) Demonstrating behaviors that could be categorized as harassment.
11.) It is grounds for dismissal from the Medical Office Assistant program if a student's conduct is such that a clinical agency refuses to allow the student to return to the clinical site.

12.) In view of the significance of the confidentiality issue and the issue of the protection of client's rights, any student found breaching the client's right of confidentiality will be dismissed from the allied health program. Copying and/or discussing client medical records are unacceptable and may be cause for dismissal from the allied health program.

13.) A student who exposes a client or other person to risk of harm may be dismissed from the class. The student will receive a written warning and a Health Sciences Division Committee will review the incident. The committee will evaluate the seriousness of the incident and recommend further action to the Program Coordinator.

14.) Possession or use of alcohol or drugs before class, during class or during a clinical rotation is prohibited. Students may be subject to random drug screening by an institutional or clinical facility where they are being trained.

15.) Possession of firearms, knives or similar weapons or objects is strictly prohibited from LCC or clinical sites.

Immediate dismissal from the Medical Office Assistant Program may occur for the following conditions or conduct:

1. Clinical agency refuses to allow the student to return to the clinical site due to a breach of the Code of Conduct.
2. Any breach of client's right of confidentiality or privacy by written or spoken form including copying of client medical records whether by hand or electronic methods.
3. Confirmed positive drug test.
4. Abandonment of client(s).
Continued

Code of Conduct

Infractio[n of the code of conduct whether it occurs in the campus classroom or at a clinical site may result in disciplinary action.

Disciplinary action process includes:
1. **Counseling** with the instructor and/or LCC counseling department to identify the problem
2. **Developing** a plan of expectation and action with the instructor and/or LCC counseling department including an acceptable timeframe to alleviate the problem
3. **Monitoring** the compliance of the plan by the instructor and/or LCC counseling department.

Failure to comply with the plan may result in dismissal from the MOA Program.
HIPPA
The Medical Office Assistant Program students will abide by the Health Insurance Portability and Accountability Act (HIPPA) to safeguard the confidentiality of health record information.

FERPA
FERPA is an acronym for the Family Educational Rights and Privacy Act (20 U.S.C. 1232g, CFR §99). Congress enacted FERPA, also referred to as the “Buckley Amendment,” in 1974. FERPA conditions federal educational funding on providing student access to, and maintaining the privacy of, education records. Faculty, staff, administrators and other College officials are required by FERPA to treat education records in a legally specified manner.

The rights under FERPA apply to all individuals that submit an admissions application to Laredo Community College.

DISSEMINATION OF INFORMATION TO STUDENTS
When a student is in attendance at LCC, the student exercises the rights under FERPA. In elementary and secondary schools, those rights are exercised by the parent. However, if a student is in a secondary school and begins attending a postsecondary institution FERPA rights transfer to the student. Faculty and staff may not provide information to parents, spouses, or others who may call and asks for information about a student. If there is no written waiver by the student or the student is not a dependent, disclosure even to a parent can be unlawful. In addition, faculty and staff will require a waiver if the student request another person to attend conferences. The conference discussion will be directed to the student and the guest will be an observer during the interactions.
DIRECTORY INFORMATION FROM THE ADMISSIONS AND REGISTRATION CENTER

In accordance with the provisions of FERPA, LCC has the right to provide “directory information” without the student’s written consent. LCC currently defines “directory information” to mean the following:

- Student name, address and phone (if any),
- Major field of study
- Dates of attendance
- Degrees and awards received
- Student Classification
- Enrollment status (i.e., full-time, part-time)
- Name of the most recent previous educational institution attended

If a student does not want directory information released, the student must complete a Request to Withhold Student Directory Information Form. The form is valid until the student gives LCC a statement in writing that he/she wishes to have his/her directory information released.
Methods for Assessment

A. **Exams** are an assessment tool serving to assist the instructor and the student to evaluate progress towards achievement of the course objectives.

B. **Grading criteria** may include:
   1. computer based testing
   2. written (individual or group)
   3. practical (skills performance)
   4. quizzes
   5. written assignments
   6. oral presentations
   7. individual or group projects
   8. topic reports
   9. term papers
   10. case reports/studies

C. **The student** will be required to consistently demonstrate identified generic abilities and exhibit behavior that reflects acquiring of the knowledge, skill, and attitudes expected of the allied health student in his/her respective health profession.

D. **Quizzes**
   Quizzes are given at the discretion of the instructor. Make-ups for quizzes are determined by each instructor.

E. **Exam Schedule**
   The student will be provided with the course syllabus containing a schedule of dates for written exams, practical evaluation, and major assignments or projects that occur during the semester. The student should plan accordingly and be prepared appropriately for exams as per the class schedule.

F. **Exams and Evaluation**
   To promote success in the Health Science Programs a student with a 75% or less (80% or less in the last semester prior to graduation) on an exam must:
1. Schedule and meet with the faculty member after reviewing the exam. **It is the student’s responsibility to meet with the course instructor within 24 hours of receiving the grade.**

2. Complete a remediation/tutorial agreement with the faculty prior to the next scheduled exam. (see following form)

3. Successfully complete the remediation/tutorial agreement within the designated time and prior to the next exam.

Students who do not comply will not be allowed to sit for the next scheduled exam and a zero will be recorded for that exam.

The remediation/tutorial assignments may consist of any or all of the following:

1. Tutoring at the Lerma-Pena Learning Center
2. Computer assignments
3. A review session (notification of location designated by instructor)
4. Assignment as designated by the instructor.

G. **Make-up Exams/Assignment & Skill Practicum:**

1. **Written Exams or Assignments:**
   Make-up of missed exams or assignments are at the discretion of the instructor and/or instructor in collaboration with the program director.

2. **Skill Practicum:**
   Make-up of skill practicum are at the discretion of the instructor and as designated by the instructor.
Continued

**Methods for Assessment**

**H. Final Exams**

A comprehensive final exam for each course will be administered in the last week of each semester. The percentage weight of the comprehensive final exam will be indicated in the course syllabus. Regular final exam percentage weight ranges from 20% to 40%.

**I. Comprehensive Exam**

The student may be required to complete a comprehensive exam with a satisfactory score prior to completion of the capstone course.

**J. Academic Dishonesty**

The Medical Office Assistant Program will abide by the LCC academic dishonesty policy as stated in the current catalog. Any student found guilty of dishonesty while in the academic (classroom) and/or clinical rotation is subject to dismissal from the Program.
COURSE COUNSELING FORM – PLAN FOR SUCCESS

Student Name_______________________________________Student ID #________________________

Course Number_________________Exam # _____ Grade_______ Lecture Absences_______

Faculty Remediation/Tutorial Plan Remediation Deadline:______________________

1. __________________________________________________________________________
2. __________________________________________________________________________
3. __________________________________________________________________________
4. __________________________________________________________________________
5. __________________________________________________________________________
6. __________________________________________________________________________

Contributing Factors (Select all that apply):

_____ < 2 hrs wk on assigned readings  _____ Illness
_____ 2 - 4 hrs wk on assigned readings  _____ Family Issues
_____ 4 - 6 hrs wk on assigned readings  _____ Work Schedule > 15 hrs wk
_____ Test Taking Skills  _____ Other _________________

Student Plan of Action

1. __________________________________________________________________________
2. __________________________________________________________________________
3. __________________________________________________________________________
4. __________________________________________________________________________
5. __________________________________________________________________________
6. __________________________________________________________________________

Student Signature ___________________________  Date _________________________

Faculty Signature____________________________                Date _________________________

Remediation Completed: YES   NO    Date _________________________

White: Student’s Record   Pink: Student’s Copy

Adopted 6/09
Departmental Procedure for Appeal of Grade

Grade determination and the awarding of a final grade in a course is the responsibility of the instructor. Final grade reports will be available to the student online through LCC Ole or through Web Grade.

A student who wishes to question the final grade earned in a course or a grade earned in a class activity should follow these steps:

1. The student meets with the instructor of record who issued the grade.
2. If the issue is not resolved, the student has to meet with the Program Director.
3. If the issue is not resolved, the student should request in writing a meeting with the Health Science Division Committee.
4. If the issue is not resolved, the student should request in writing a meeting with the Dean of Health Science.
5. The student may request a review by the Vice-President for Instruction and Student Development after all other avenues have been exhausted for the review of the grade. Student grades are an academic matter; therefore, there is no further appeal beyond the Office of the Vice-President for Instruction and Student Development.

After the final course grade is issued students have two weeks (10 working days) to appeal the grade.

Students have one week (five working days) after a grade earned in a class activity is issued to appeal the grade.
Challenge Examination

The MOA Program offers credit by examination in MDCA 1313 Medical Terminology, MDCA 1409 Anatomy & Physiology for Medical Assisting, HPRS 1304 Basic Health Professional Skills. The student must petition the department or instructor of the course in writing so a time and place for the examination can be scheduled. Credit for the successfully challenged course will be entered on the official transcript of the student once the student has completed one semester of college work at Laredo Community College. The fee for writing the challenge examination will be determined by the current Laredo Community College policy. The following procedures will apply:

1. A student may challenge a course only once.

2. A student must score 70% or higher to receive credit for the course challenged. The student desiring to challenge a sequence of courses must score 70% or higher to challenge the next course in sequence.

3. Each challenge examination may consist of several parts: ie. written as well as skills. The student must pass each section with a 70% or higher.

4. The student cannot challenge a course if he/she has previously challenged, failed, or withdrawn from that course.

5. The challenge exam becomes invalid if the student does not enroll within one year from the date of the exam into the corresponding allied health program.

6. A failed Challenge Exam equals a failed course within the MOA Program and the equivalent course must be repeated.

The Program also offers dual credit through the Tech Prep office for MDCA 1313 Medical Terminology, MDCA Anatomy & Physiology for Medical Assistants, and HPRS 1304 Health Procedures, if courses are taken at high schools that have completed the articulation process with LCC.
STUDENT ATTENDANCE

Class Attendance

Classroom attendance will follow the policy as stated in the current LCC catalog and Student Handbook. Instructors will keep a record of each student's attendance.

Clinical Rotation Attendance

In order to meet the accreditation requirements, 100% attendance is required in clinical rotations. Tardiness and/or leaving before the end of the assigned time in a clinical rotation are equivalent to an absence. All absences must be made up before the final grades are turned in for the respective semester. Students must remember that completion of required objectives and competencies must be met while the assigned clinical preceptor or clinical instructor is on duty. Failure to make up missed time or complete the assigned requirements may result in an "I" (Incomplete) or failed clinical rotation.

Clinical Orientation

The student in the MOA Coding Certificate program is required to attend an orientation of the clinical facility annually. Attendance is mandatory.
Dress Code

Clinical Dress Code

1. **Uniform:** Commercial uniforms, designated footwear, and/or lab coat as specified to meet the standards of each program's dress code is required. *A student found in non-compliance with the appropriate dress code may be denied training and may receive an unsatisfactory grade until the situation is rectified.*

2. **School Patch:** The LCC school patch may be required. Patch should be sewn to the uniform 2 1/2 inches below the left shoulder.

3. **ID Badges:** Student identification badges are distributed by the LCC student services department. Students are required to purchase a student ID badge. The Id badge must be visible on the uniform collar or uniform neckline at all times during clinical rotation.

4. **Personal Appearance**
   a. Good posture
   b. Good personal hygiene
   c. Uniform/lab coat, clean wrinkle free
   d. No offensive perfume or cologne
   e. Pen and water resistant wristwatch with the ability to measure seconds
   f. Shoes should be close toe, clean and polished
   g. Laredo Community College ID badge must be worn with clinical uniform.
   h. Clinical site dress/attire policy (ie.: LMC and Dr's Hospital) allows only one small stud earring per earlobe and no other visible body piercing
   i. Preferably tattoos or other body markings and decorations should be covered
   j. Nails should be short and clean. Nail polish, if worn, should be clear or neutral in color
   k. No more than one ring on each hand, one unobtrusive chain necklace.
Continued

**Dress Code**

l. Hair should be neat, clean, and should not interfere with performance of duties. The instructor may require hair to be tied back. The instructor must approve hair accessories
m. Make-up should be worn in good taste, moderate application *only* is allowed
n. Smoking is not allowed within the hospital and clinical facilities
o. No decorations or stickers allowed on the nametags or uniforms
p. White lab coat with ID badge on left chest area may be worn during clinical.
q. Uniforms must meet each clinical agency's dress code
r. No gum chewing during clinical rotations
Health and Safety

Drug and Alcohol Policy

The substance abuse policy will follow the procedure as stated in the current LCC Student Handbook. A random drug screen may be performed by an institutional or clinical facility where students are being trained.

Occupational Exposure to Infectious Agents

In accordance with the Occupational Safety and Health Administration (OSHA) regulations, the student will receive information and training regarding Blood Borne Pathogen preventive measures. The student must review the policy and procedures for infection control in each clinical facility before providing care to clients in that facility. A student exposed for whatever reason to a potentially infectious agent must contact the instructor and/or clinical preceptor immediately and follow the policy and procedure for infectious agent exposure.

Student Health

1. It is expected that the student report to the health care facilities physically and mentally fit.
2. A student who is identified as having a communicable disease (e.g. TB, Scabies, etc.) must be treated and obtain a release form from a U.S. licensed physician or nurse practitioner indicating that the student is non-communicable to return to the Program.

Pregnant Students

Pregnancy is not an ADA protected condition. Therefore, the student is required to meet all course/program outcomes including attendance. As a point of information, the pregnant student is reminded of the many contaminants present in the campus lab or clinical area(s) that could adversely affect the fetus. It is advisable for the student to contact her obstetrician, once the pregnancy has been confirmed, to ensure that there are no medical concerns/limitations. The student must submit a signed statement from her obstetrician stating that the student can participate in the particular clinical training and it will be placed in the student's folder.
Incident Report

Procedure for Injury, Illness, Exposure To a Student Involved in LCC Activity

If a LCC student is injured, becomes ill, or is exposed to potentially harmful substances while involved in a LCC related activity such as academic class, clinical class, sport, etc:

1. Address the injury, illness, or exposure immediately.
   a. On campus: send student to Health Services, refer to personal physician, call 911.
   b. Clinic: send student to ER or refer to personal physician.
2. Supervisor calls LCC Risk Manager or Health Services and notifies them of the incident. (As soon as possible)
3. As soon as the student is able he/she fills out an incident report at Health Services.
4. Student should follow up with his/her personal physician if necessary.
5. Payment
   a. Incident must be addressed and reported immediately
   b. Primary insurance will be filled for payment. LCC insurance will be filed for expenses not covered by primary insurance.
   c. If student has no other health insurance coverage the LCC insurance will cover expenses up to $7,500 per occurrence.
   d. LCC insurance does not cover any underlying condition.
6. Contact Risk Management Dept at 721-5852 for further question
Job Placement

Students can receive information about current job availability through:

1. Employment Assistance Center located in room 234 in the Kazen College Center on the Main Campus.
2. Job fairs hosted by local hospitals.
3. Job fairs hosted by LCC
4. Posted employment opportunities on various Health Science bulletin boards that are received in the Health Science Offices.
REQUIRED SIGNATURES

STATEMENT OF UNDERSTANDING

I, the undersigned, have read the Laredo Community College catalog and Student Handbook and I am aware of the College Procedures as presented in these two documents. Further, I have read the Medical Office Assistant Program Procedure Manual and I am aware of the procedures present in this handbook.

Student's Signature ____________________________________________

Student's Name Printed_________________________________________________

Student ID #______________________________ Date________________________

STATEMENT OF CONFIDENTIALITY

It is the responsibility of the health care providers to maintain the strictest confidentiality of a client's personal or medical information. A student has the responsibility to maintain the same degree of confidentiality. The student must not discuss the client's condition with the family, bystanders, the media or any other non-medical personnel. In addition, the student will not discuss the client's condition or prognosis outside the class. Violation of the confidentiality rules may result in the student's dismissal from the course or the program.

I have read and understand the significance of the information given above.

Student's Signature ____________________________________________

Student's Name Printed ____________________________________________

Student ID #______________________________ Date________________________
Disclosure of Student Records

As a student in the Medical Office Assistant Program, you have enrolled in a program that is either accredited by or seeking accreditation with a national accrediting agency that requests information that is personally identifiable to the student. These agencies use this information to complete the accrediting function and cannot release student records to any other group or agency. This function does not require prior written consent by the student.

The Medical Office Assistant Program(s) issue a voluntary form which is maintained in the student's permanent record that, when signed, allows full disclosure to accrediting agencies, admission committees, and academic advisors. All records relating to admissions and academic performance are confidential and will not be issued to or seen by a second party without the student's written consent. The Admissions Office strictly enforces this rule, which is part of the Family Rights and Privacy Act of 1974. A copy of each student request for the issuance of records is kept as proof of authorization.
REVIEW OF RECORDS

I (Print Name) _____________________________ give permission to the Medical Office Assistant Program to allow access of my records for accreditation purposes.

Student’s Signature ____________________________ Id#____________ Date________

STUDENT RECORDS

The Laredo Community College Health Science Division safeguards the students’ records as per FERPA regulations.

RELEASE FORM

I acknowledge and understand that there may be certain risks while a student in the Health Sciences Division Program(s) at Laredo Community College. I agree to adhere to the safety regulations of the program to which I have been admitted. I also understand that safety precautions have been incorporated into the laboratory sessions and clinical experiences. I also agree that in the event of an accident or injury, I will in no way hold Laredo Community College, the Health Sciences Division, or the training facilities liable.

Student’s Signature ____________________________________________________________

Student’s Printed Name _________________________________________________________

Student ID # ___________________________ Date____________________
DISCLAIMER

The contents of this handbook are accurate at the time of printing but may be modified or changed at any time to correspond with decisions of the Laredo Community College District Board of Trustees, Local, State, or Federal requirements or Accrediting Agencies requirements. The student should be aware that modifications in cost, procedures, regulations and course offerings might occur without advanced notice.

The Medical Office Assistant Program reserves the right to assess and modify the educational policies and programs requirements as new information is available and as student or curricular needs are identified. The student will be notified in writing of any changes that may impact his/her course of study.