

LAREDO COLLEGE

**HEALTH SCIENCE DIVISION
MEDICAL ASSISTANT PROGRAM**



**LAREDO
COLLEGE**

EST. 1947

**STUDENT HANDBOOK
2025 - 2026
ACADEMIC YEAR**

Forward

The Medical Assistant Handbook is a customized manual with rules, procedures, expectations, and details unique to the program. The handbook serves as a reference and guide for the medical assistant student for both the classroom and clinical learning experiences. It provides information regarding procedures and general practices to be followed while attending Laredo College.

The student is responsible for reading, understanding, and complying with the procedures and guidelines contained in this MA Student Handbook and the [Laredo College Student Handbook](#). Both handbooks will assist you towards reaching your educational goal.

According to Federal law, information regarding a student's record cannot be released without the student's participation and/or consent. Only information considered "Public Information" is available to outside sources under certain circumstances. Please help us protect the security of your records by having your picture identification available when you come to the office for assistance.

Thank you for your cooperation.

DISCLAIMER

NOTIFIABLE CONDITIONS

Laredo College is committed to maintaining the health and safety of the college community. It is important for all students, employees, and community members to take proactive measures to create a safe learning and working environment. LC is required to report any student and employee cases of notifiable conditions to the Texas Department of State Health Services (DSHS) in a timely manner. Therefore, all students and employees should report a confirmed diagnosis of a notifiable condition to LC's Health and Safety Operations Center at safety@laredo.edu and (956) 721-5852. Notifiable conditions that LC is required to report can be found at: <https://www.dshs.texas.gov/sites/default/files/IDCU/investigation/Reporting-forms/Notifiable-Conditions-2023Color.pdf>

MA PROGRAM

The Medical Assistant Program reserves the right to withdraw and make changes at any time to courses, course fees, calendar, curriculum, progression requirements, and any other requirement affecting students, as may be required by federal, state, board of trustees, administrative, and/or student needs each year. Changes will become effective whenever the proper authorities so determine and will apply to both prospective students and those already enrolled; however, due to unusual circumstances, the length of the program may be extended.

In any case, where there is a conflict between the published LC Catalog, LC Student Handbook, and the Medical Assistant Program Student Handbook, interpretation of the conflict must be channeled through the Medical Assistant Program Director to the appropriate person of authority. An interpretation of said procedure and/or requirement will be requested of this person. Once an interpretation has been rendered, the procedure and/or requirement will remain in force, altered, or be eliminated as dictated by the interpretation.

Student questions regarding the curriculum or clinical practice while in the Medical Assistant Program can be viewed as the procedures and guidelines listed in the Laredo College MA Student Handbook.

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Welcome And General Information

Welcome to the Medical Assistant (MA) Program at Laredo 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.

The Medical Assistant professional must adhere to high standards and principles. As a Medical Assistant student, you are expected to respect and practice these principles at Laredo College and at the workplace. Additionally, your participation in this program will require that you successfully complete challenging lessons and competencies. As such, it is necessary that you establish a balance between your school work and your personal home life. Rest assured, the faculty and staff are committed to your success and are here to assist you in attaining your goals.

The Student Handbook is used as a reference for you to use during your enrollment in the program. In addition, you will find general information about the program, policies and procedures that are applicable to students. Therefore, consider this student handbook as a supplement to the [Laredo College \(LC\) Student Handbook](#), [LC Catalog](#) and the MA program.

Please read this entire document. Sign the final page of this document (*Appendix H*) indicating that you have read, understood, and were given an opportunity to inquire about the content contained within.

Please refer to the handbook at the beginning of each semester.

Equal Opportunity Statement

Laredo College adheres to the [Equal Educational Opportunity Policy](#) as stated in the current LC Manual of Policy.

Non-Discrimination On The Basis Of Disability

Laredo College adheres to the [Non-Discrimination on the Basis of Disability](#) statement outlined in the LC Manual of Policy.

Qualified applicants with disabilities are encouraged to apply to the MA program. Health Sciences programs establish technical standards and essential functions to ensure that students have the abilities required to participate and potentially be successful in all aspects of the respective programs. Students are required to meet technical standards and essential functions, which include minimum physical abilities requirements, for the MA program. It is the responsibility of the student to contact the office of [Counseling and Disability Services](#) if they feel they cannot meet one or more of the technical standards listed. If an applicant or student is unable to meet all of the outlined standards, the student may be withdrawn from the program.

Inclusion of Non-Discrimination Notice on Marketing Materials

In accordance with applicable federal and state laws, such as Titles VI and VII of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, the Age Discrimination in Employment Act, the Americans with Disabilities Act and ADA Amendments, Laredo College does not unlawfully discriminate on the basis of sex, gender, race, color, national origin, age, disability, genetic information, veteran status, religion or any other protected status under federal, state or local law applicable to the college in its education policies, programs and activities, admissions policies, employment policies, employment practices and all other areas of the institution.

For more information regarding this requirement, please click on the following link: [Non-Discrimination Notice](#)

About Laredo College

Accreditation

Laredo College is accredited by the [Southern Association of Colleges and Schools Commission](#) on Colleges (SACSCOC) to award associate degrees and baccalaureate degrees. Laredo College may also offer credentials such as certificates and diplomas at approved degree levels. The educational programs and courses are approved by the Texas Higher Education Coordinating Board.

Upon successful completion of all requirements for the Medical Assistant program, the student is awarded a Level I Certificate in Medical Assistant or an Associate of Applied Science Degree in Medical Assistant.

Laredo College Mission

Laredo College, A Hispanic-Serving Institution is committed to transforming students' lives through high-quality, innovative, and affordable programs and services. By leveraging emerging technologies and fostering lifelong learning, Laredo College equips students with the knowledge and skills to positively impact local, regional, national, and global development.

Laredo College Vision

Laredo College aspires to cultivate a graduates who drive positive change and mae meaningful contributions to communities and the world.

Laredo College Core Values

Integrity: Upholding honesty, accountability, and transparency in all actions fosters trust within the college and community.

Excellence: Striving for the highest standards in education, service, and performance ensures impactful and transformative learning experiences.

Innovation: Embracing change and applying forward-thinking strategies leverages emerging technologies to equip students for future challenges.

Service: Committing to community engagement builds partnerships that enhance economic, cultural, and social vitality locally and globally.

Wellness: Prioritizing the well-being of students, faculty, and staff cultivates an environment that supports holistic growth, resilience, and lifelong health.

Institutional Goals and Promises

Goal 1: Instruction And Student Achievement

Laredo College aims to deliver quality instructional programs that inspire, challenge, and empower students to reach academic and career objectives. By applying innovative teaching methods, relevant curricula, and a supportive learning environment, students are equipped with the knowledge, skills, and mindset needed for success in chosen fields and as active members of communities.

Palomino Promise

Laredo College will cultivate a dynamic teaching and learning environment to ensure excellence in instruction with seamless pathways that connect educational experiences, career and transfer opportunities, and overall student success.

Goal 2: Academic And Student Support

Laredo College aims to promote comprehensive support services and co-curricular experiences that enhance educational programs and empower students to reach their fullest potential. The institution endeavors to produce graduates who are academically proficient, socially responsible, and prepared to make an impact in communities and beyond.

Palomino Promise

Laredo College will institute support systems that adapt to emerging needs and trends to address the academic, professional, and personal needs of all students.

Goal 3: Safe And Caring Environment

Laredo College aims to provide the resources and support necessary for the well-being of every member of the college community. By cultivating an environment that prioritizes wellness, safety, and care, the institution ensures that students and employees feel valued and empowered.

Palomino Promise

Laredo College will integrate wellness, safety, and support into all aspects of the institution to foster a thriving and supportive environment where everyone can achieve full potential.

Goal 4: Communication And Technology

Laredo College aims to revolutionize its approach to communication and technology to establish a digitally cohesive campus, where state-of-the-art technology and communication methods are central to every interaction, facilitating collaboration, learning, and community engagement. This enhances academic excellence and operational efficiency, making Laredo College a beacon of digital innovation and education.

Palomino Promise

Laredo College will foster innovative communication technologies and invest in advanced digital infrastructure and platforms to ensure the college community is adept at navigating the evolving digital era.

MEDICAL ASSISTANT PROGRAM INFORMATION

About the Program

Mission

The Medical Assistant Program supports the mission of Laredo College by offering accessible and forward-thinking education that prepares students for rewarding careers in healthcare. Through a commitment to excellence, the program develops students' knowledge, hands-on abilities, and professional values essential for success as entry-level medical assistants. By integrating emerging technologies and encouraging continuous learning, the program empowers graduates to serve their communities and contribute meaningfully to healthcare at the local, regional, and global levels.

Vision

Empowering aspiring medical assistants to transform healthcare through excellence in education, fostering skilled professionals who uplift patients, enrich communities, and advance the profession.

Program Goals

1. Students will safely and effectively demonstrate entry-level MA office competencies in the clinical setting.
2. Students will uphold ethical and professional conduct consistent with the profession and follow rules and regulations mandated by federal, state, and local agencies.
3. Students will be employed as entry-level MAs or be accepted into a program of study to continue their training/education.

Student Outcomes

1. Students will communicate effectively and professionally with healthcare professionals, professionals in the medical industry, and patients and their families in an ambulatory setting.
2. Students will perform routine clinical and laboratory procedures safely, effectively, and according to current office protocol and as expected of an entry-level Medical Assistant.
3. MA students will perform routine administrative procedures according to current office protocol and as expected of an entry-level Medical Assistant.
4. Students will demonstrate professional behaviors within the ethical and legal boundaries of the Medical Assistant's scope of practice.

Program Outcomes

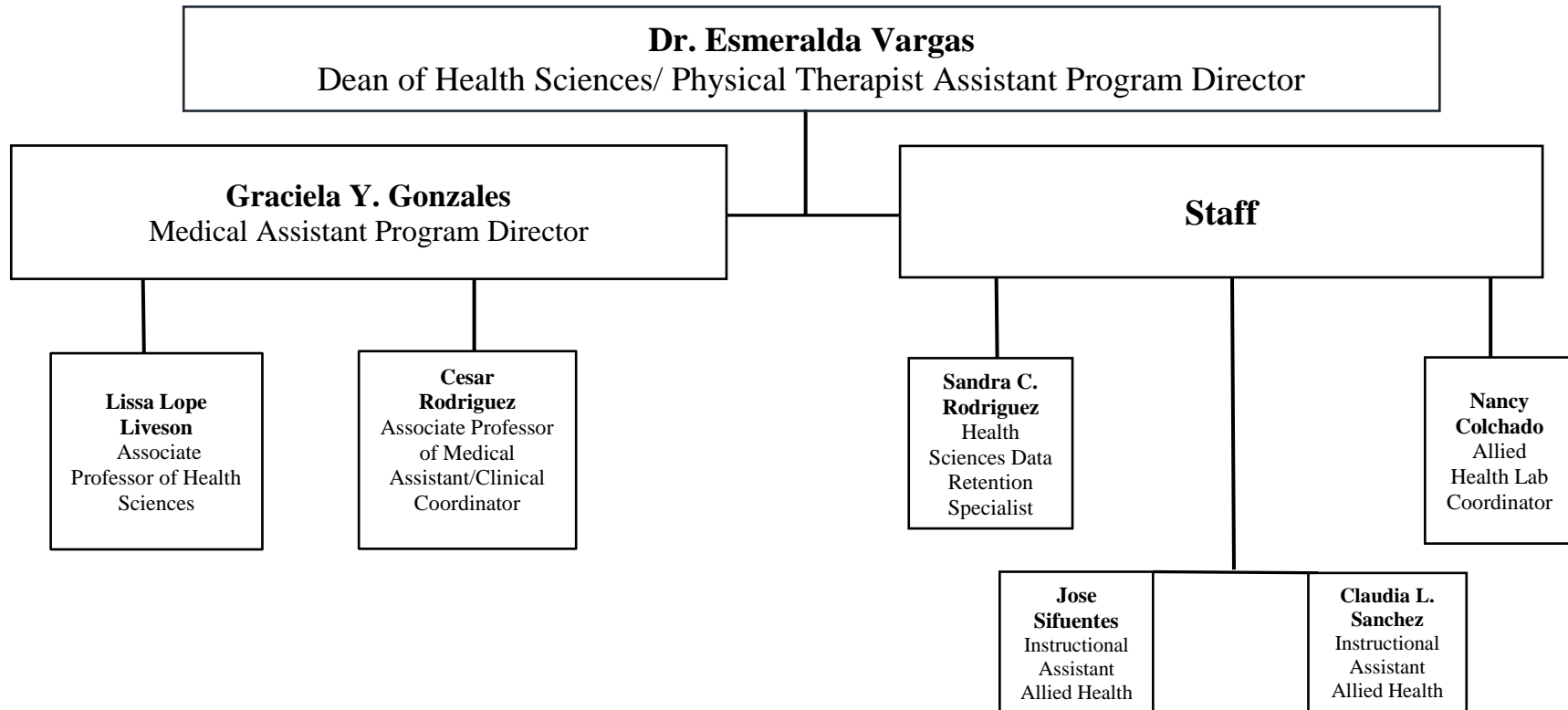
1. Eighty-five percent of students in the A.A.S. track will successfully pass the national certification exam.
2. One hundred percent of Medical Assistant graduates will continue their education, training, or obtain employment within 12 months of passing the national exam.

Certificates and Degrees

Level 1 – The [Level I Certificate](#) is a one-year certificate program offering students training in front and back office skills including completion of a clinical rotations each semester of the program. Students must maintain a grade of "C" or better in all coursework in order to progress through the curriculum and comply with all program, institutional and clinical site policies and procedures. Student who meet the criteria at the end of the second semester (Spring) are eligible to graduate with a Level I Certificate from Laredo College.

Associate Degree - [The Associate Degree in Applied Science](#) is a two-year program offering students additional clinical training and includes two additional clinical rotations - one in the summer and one in the last semester of the program and complete 15 hours of core classes. AAS candidates who meet the criteria at the end of the final semester of the program are eligible to graduate with an Associate in Applied Science degree and sit for the national clinical medical assistant certification exam.

**Allied Health- Medical Assistant Organizational Chart
2025-2026**



Click [here](#) to view Laredo College's complete organizational chart.

Faculty and Staff Contact Information

The Medical Assistant (MA) Program faculty consists of three full-time faculty. Faculty is available for students according to office hours posted on the instructor's door schedule. The student should make an appointment with the individual instructor for academic counseling or student concerns.

Faculty and Staff Contact Information:

Program Director: Graciela Gonzales, B.Ed., PTA, MAC (AMCA)

Office: College of Health Sciences, room C113

Phone: 956-721-5265

Program Faculty: Cesar Rodriguez, NCMA (NCCT), MAC (AMCA), CNMT, RT (R) (CT), RSO

Office: College of Health Sciences, room C115

Phone: 956-721-5485

Program Faculty: Lissa Liveson, OTR, MOT, MAAC (AMCA)

Office: College of Health Sciences, room C114

Phone: 956-721-5206

Program Staff: Claudia Sanchez, Allied Health Instructional Assistant

Office: College of Health Sciences, room A305

Phone: 956-721-5261

Program Staff: Nancy Colchado, Allied Health Lab Coordinator

Office: College of Health Sciences, room B320

Phone: 956-794-4503

Faculty and Instructor Availability

Faculty is available for students according to office hours posted on the instructor's door schedule. The student should make an appointment with the individual instructor for academic counseling or student concerns.

Facilities for Instruction

The Medical Assistant Program didactic courses are taught at the Laredo College South campus, College of Health Sciences Building.

Admission and Enrollment

Admission Criteria:

1. Apply for admission and be accepted to Laredo College (click [here](#) for more information)
2. Be college-ready in Reading, Writing, and Math (MA - A.A.S. degree only)
3. Earn a minimum GPA of 2.5 in MA degree-specific and academic courses, with a “C” or better.
4. Complete MA pre-requisite courses: MDCA 1313 and MDCA 1409
5. Submit a complete application packet via the [application portal](#) for fall admission. Applications are accepted from March 1st to May 31st.

Selection Process:

Admission into the Medical Assistant Program is based on the following:

- Institutional grade point average GPA (45%)
 - Degree-specific grade point average (30%)
 - Essay (15%)
 - Skill (10%)
1. Eligible students are invited to complete a skills assessment and essay in early June.
 2. Applicants are ranked based on their total percentage score from the GPA, skills assessment, and essay.
 3. To be considered for admission, applicants must achieve a minimum cut-of score of 60%. Only the top-ranked applicants who meet or exceed the cut-off score will be admitted each fall semester.
 4. A maximum of 20 students will be accepted into the program each fall semester. Due to limited space, applicants who meet the minimum score may not be accepted.
 5. Accepted applicants will be notified via email mid-June and are required to attend a mandatory information session late June.
 6. Applicants who are not selected for admission may reapply during the next application cycle and must complete the admission requirements again.

Transition Program

1. Students who successfully complete the Continuing Education Department’s Medical Administrative Assistant program and obtain their National Healthcareer Association MAA certification exam have one year to submit a request for admittance to the Medical Assistant program director and submit their application via the online portal before the May 31st deadline.
2. To receive credit for courses completed with the Continuing Education Department’s program, the student must pay \$35 per credit hour for the first 2 hours and one-half In-District tuition fee thereafter to the Bursar’s office. A copies of the receipt, CE transcript, and national certification along with a written petition must be submitted to the MA Program director. Once the proper documentation is submitted by the student, the program director will follow the credit by certification process as stated in the LC Catalog.
3. A letter of good standing from the Program Director of the transferring program may be included with the application.
4. The student may be required to demonstrate content and skill proficiency through a written and/or practical exam administered by the Program Director.
5. A score of 70% or greater must be attained on each exam to receive credit for the course.
6. Admission to the program is contingent on space availability.
7. All students must adhere to requirements that are in effect at the time they entered the program.

Conditional Acceptance

A student conditionally accepted into the Medical Assistant Program must submit the following items before the first day of clinical rotations. The student is responsible for all fees associated with these procedures.

1. Physical examination by a U.S. physician or nurse practitioner of choice within 45 days prior to the first day of class (*refer to Appendix A*)
2. Proof of immunization including: Hepatitis A, Hepatitis B, MMR, Varicella, Tetanus-Diphtheria Pertussis (Tdap), Bacterial Meningitis (S.B. No. 62 requires that all college students under the age of 22 must receive the Bacterial Meningitis vaccine. If you are 21 or under, you may request an exemption form from the Texas Department of State Health Services, Annual flu vaccine
3. TB skin test (annual) or chest x-ray (every two years)
4. American Heart Association BLS Healthcare Provider CPR Certification.
5. Negative criminal background check: (Laredo Police Department and Webb County Sheriff's Department).
6. Negative ten-panel drug screen

***Recommended:** Some clinical agencies may require additional immunizations. As guests in the facility the programs must adhere to the agency's requirements. If a student chooses not to comply, an exemption waiver request may be submitted to the facility. If denied, the student may not be able to complete the clinical requirements and may need to "withdraw" from the course (refer withdrawal policies on page 23).

As policy changes are received from the Center for Disease Control (CDC), these changes will be incorporated into the Program's requirements. The Laredo College Board of Trustees will be notified in a timely manner of changes in the immunization policy. It is the students' responsibility to provide documentation and to adhere to all of the above health requirements.

****The student will assume responsibility for the costs of the immunizations, criminal background check, drug screening, and medical services.**

Failure to submit documentation or as deemed necessary may result in the clinical site(s) refusing placement to a student who does not provide the requested records. It is the student's responsibility to keep admission requirements up to date and submit pending requirements in a timely manner. Failure to do so may keep the student from attending clinical sites.

Criminal Background Record

To be considered eligible for acceptance and continuation in the MA Program, all students admitted into the program shall submit a clear (negative) background check from the Laredo Police Department and the Webb County Sheriff's Department. A sex offender background check may also need to be submitted if required by the clinical site. A criminal background check may be requested annually.

Clinical rotation affiliates require students to present evidence that a viable background check has been completed. The student is hereby informed that if they do not agree to the background check or sex offender check and do not agree to release it to the clinical site, the clinical site may refuse placement to a student. The clinical site may also refuse placement to a student who does not provide the requested records or who has a record of prior criminal conduct. Students must attend clinicals in order to meet the accreditation requirements. Therefore, students who are not permitted to attend a clinical site must "withdraw" from the program. (refer withdrawal policies on page 23).

Substance Abuse Procedure

The substance abuse policy will follow the procedure as stated in the current Laredo College Student Handbook. In addition, students may be subject to random drug screening while in the MA Program, at an institution or clinical facility where they are being trained. A positive drug screen for illegal substances is grounds for dismissal from the MA Program.

Essential Functions

The Medical Assistant student is required to be physically, mentally and medically able to perform the necessary technical standards. It is the responsibility of the student to contact the office of [Counseling and Disability Services](#) if the student believes they cannot meet one or more of the technical standards listed in the handbook (*Refer to Appendix A*). Students can obtain complete information by visiting the office of [Counseling and Disability Services](#).

It is expected that the student report to the health care facilities physically and mentally fit. When it is determined that the student's condition jeopardizes the welfare of clients, staff, other students or themselves, the student will not be allowed to remain and will have the day recorded as an absence. The student will not earn clinical points or be given an alternative assignment. In addition, this may jeopardize the students standing in the program.

At any time during the program, the student may be required to supply a physicians' statement regarding their physical and/or emotional fitness to continue in the program. If the student is found to be unfit physically or emotionally, a Health Sciences Committee will meet to review the case individually and render a decision. The Committee's decision will be forwarded to the Program Director.

If a medical/surgical condition occurs during the course of the student's enrollment that warrants the prescription of a controlled substance by a licensed medical practitioner, the student must obtain a release form from the physician, who initiated the prescription. A Faculty Committee will review the release form and the admission request. The committee will then render a decision about the student's ability to participate in clinical.

Educational Costs

Please refer to the current LC catalog to determine fees. Students are charged tuition and fees based on their residency classifications at the time of registration. The tuition and fee schedules are based on semester hours. Additional expenses include the purchase of a laptop, uniform(s), a watch, tennis shoes, liability insurance, and Standard Exam fees. Other expenses include: TB skin test, immunizations, a physical exam, and CPR certification fees. The approximate costs for the aforementioned items are as follows:

- Admission Costs (background check, physical, CPR, etc.) \$250.00
- Uniforms \$250.00
- Certification Exams (AMCA CMAC) \$139.00
- EHRGo \$128.00 one-year subscription
- Laptop or any type of electronic device which will allow you access to the digital textbooks and your online classroom \$ 300 - \$600 (approximate)
- Books: digital textbooks will be used in the program. Below is the information to access your textbooks and other resources. You may rent up to four textbooks for the cost of shipping and handling.
-

9780357700037

PAC CENGAGE UNLIMITED 4 months \$149.99

9780357700044

PAC CENGAGE UNLIMITED One Year \$229.99

Student Liability Insurance

Student liability insurance is required for all MA students enrolled at Laredo College. Laredo College carries a blanket student liability insurance policy on MA students while performing assigned duties as a Laredo College MA student. The policy covers an academic school year. The student will have to pay the full fee each fall semester. The fee is payable at the time of registration.

Program Orientation

The objectives for the orientation sessions include:

1. Provide the new or returning student with an opportunity to become familiar with the philosophy, administration, and organization of the Laredo College's Medical Assistant Program.
2. Provide the new or returning student with an overview of the course curriculum and procedures.
3. Identify the responsibilities of the new or returning student in the classroom and clinical areas in accordance with the philosophy and procedures of Laredo College and the Medical Assistant Program.
4. Attendance for orientation is mandatory for all new and returning students.

Orientation Procedure

Students will receive information via email regarding the day and time of orientation.

Pre-orientation for new students is a requirement and takes place in late June or early July to:

1. Welcome the new students
2. Introduce the faculty
3. Present and review requirements for:
 - a. Submitting proof of Immunization
 - b. CPR certification requirements
 - c. Annual Criminal Background Checks
 - d. Drug screen tests
4. Review degree plans
5. Review registration process
6. Review course materials/equipment/uniforms

Formal Orientation for new and returning students is held on the first day of class in the fall semester to:

1. Welcome the new or returning student
2. Introduce the clerical staff and re-introduce faculty
3. Explain the Organizational Chart for the Medical Assistant Department, Health Sciences Division and the Laredo College Administration.
4. Present the Mission/ Vision/Goals and Expected Outcomes of the Medical Assistant Program
5. Discuss Competency and Didactic Testing
6. Review the Student Handbook
7. Review the Health and Safety Protocols and Procedures
8. Scheduling of clinical placements
9. Confirm submission of the following documents:
 - a. Immunization Records
 - b. CPR certification requirements
 - c. Criminal Background Checks
 - d. Drug screen checks

Student Medical Assistant Club

The Student Medical Assistant Club is an active part of the college and community. The Student MA Club activities include workshops, guest speakers, community service projects and participation in local and state conferences on a wide variety of MA topics. These activities provide an opportunity to network with other MA students as well as representatives from many hospitals and organizations. Communication between the organizations occurs through meetings. Membership dues consist of a small fee established by the organization.

ACADEMIC POLICIES

Grading Policy

Assessment Methods

A minimum grade of "C" is required to progress through the MA curriculum. The grading system for classroom (didactic) and clinical courses will adhere to the following formula:

89.5 to 100.00 = A

79.5 to 89.49 = B

69.5 to 79.49 = C

59.5 to 69.49 = D

0 to 59.49 = F

The educational process in the MA Program courses consists of both classroom and clinical work. MA students are required to maintain a satisfactory grade ("C" or better) in both didactic and clinical practice in order to progress through the curriculum. Extra credit work will not be given to improve final grade.

Assessment Instruments

Various assessment tools will be utilized to assist the instructor in determining whether the student is progressing towards achievement of course objectives. The assessment tools may consist of any of the following (but not limited to): exams (computer-based), lab practical's (skills performance), quizzes, written assignments, oral presentations, individual or group projects, case reports or case studies.

Academic Dishonesty

The Health Sciences Division will abide by the LC academic dishonesty policy as stated in the [LC Catalog](#). Any student found guilty of dishonesty while in the academic (classroom) and/or clinical rotation is subject to dismissal from the Medical Assistant program.

Course Syllabus

The student will be provided with the course syllabus containing a schedule of dates for quizzes, exams, practical evaluations, projects/presentations, and assignments that will occur during the semester. It is the student's responsibility to plan and prepare accordingly for exams as per the class schedule. Unit exams will be scheduled in advance to correlate with the completion of a portion of the content.

A student must communicate with the course instructor if the student is unable to complete coursework prior to the scheduled date. See Attendance Policy on page 22.

Policy on Incomplete (I)

Incomplete (I*) is a temporary grade that indicates that a student has satisfactorily completed the requirements of a course with the exception of a final examination or other work that has been delayed on account of illness, other emergency, or authorized absence. Students have a maximum of four months to complete the work. The student has the responsibility to make arrangements within the time limit set by the instructor. If the course requirements have not been satisfactorily completed by the deadline set by the instructor, the grade of incomplete will remain an I*, however will be calculated as an F for the course and will affect the student's GPA. In order for the student to be eligible for an incomplete, the student must be passing the course with a 70% or greater in the completed course work.

Departmental Procedure For Appeal Of A 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 within a reasonable time following the end of the course. A student who wishes to question the final grade earned in a course or a grade earned in a class activity should follow the **Departmental Procedure for Appeal of Grade Process** listed below:

1. The student meets with the instructor of record who issued the grade.
2. If the issue is not resolved, the student should request a meeting with the Program Director.
3. If the issue is not resolved, the student should request in writing a meeting with the MA Program Committee.
4. If the issue is not resolved, the student should request in writing a meeting with the Dean of Health Sciences.
5. The student may request a review by the Provost/Vice-President of Academic Affairs 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 Provost/Vice-President of Academic Affairs.

After a **class assignment** grade is issued, a student will have five working days to appeal the grade.

After the **final course** grade is issued, a student will have 10 working days to appeal the grade.

Attendance Policy

Attendance

Students are responsible for following the attendance policies outlined in the *Laredo College Student Handbook – Attendance Regulations* and in each course syllabus. Due to the extensive content covered in the lecture and lab components of the Medical Assisting (MA) program, students are expected to maintain regular and punctual attendance. Classes begin promptly, and tardiness is not acceptable. Arriving late or leaving during lectures or presentations is disruptive and shows a lack of respect for others.

Through regular class attendance, students receive benefits in addition to the mere acquisition of information. They gain insight into issues, gain increased understanding of complex topics, frequently experience a change of attitude (professionally termed the “affective domain”) and receive other similar benefits. These benefits, however, cannot always be measured or graded because of the limitations of the examination process or the grading system, but they are nevertheless at the very heart of the educational process. For this reason, regular class attendances – along with grade standards – are deemed important. A student who is habitually late for class or clinical may be dismissed from the program.

In recognition of the importance of regular attendance, the college does not allow any *cuts* on the part of students, nor are instructors allowed to give *walks* or dismiss classes early, except after completion of a major examination or, in some cases, completion of a laboratory experiment. Instructors will pace instruction to regular class attendance, not allowing students who do not attend regularly to slow the pace of the class.

If a student is unable to attend class or anticipates being late due to circumstances beyond their control, they must contact the instructor via email or text **before** the start of class. Excessive absences, tardiness, or early departures from class or clinicals may lead to disciplinary action. (Refer to page 39).

Instructors will maintain accurate attendance records. Students who present a valid reason for their absence may be permitted to make up the missed work. However, it is the student’s responsibility to obtain any missed material. The type of documentation will be at the discretion of the course instructor.

Unexcused absences, where no explanation of the absence or no communication is provided prior to the administration of the exam, will result in a grade of zero for any missed test, assignment, or lab work, with no opportunity to make up the work.

The type/format of make-up exams administered will be at the discretion of the course instructor (i.e. essay, etc.). Students who are allowed to make up for a missed exam have one final attempt to pass with a 70% or better and the maximum grade on a missed exam is 80%.

To reinforce the importance of consistent attendance, the college does not permit unapproved absences (“cuts”) or early dismissal of classes by instructors, except following a major examination. Classroom attendance must follow the guidelines stated in the current [LC Catalog](#) and *Student Handbook*.

Policy on Withdrawal (W)

Any student who plans to withdraw from the program for any reason must notify their instructor(s) and schedule a meeting with the Program Director. In addition, the student is responsible for completing the official withdrawal process through the Office of the Registrar.

Please note that simply informing an instructor of the intent to withdraw does not constitute an official withdrawal. Failure to complete the withdrawal process in a timely manner may result in a grade of “F” for the course(s).

Withdrawal for Non-Academic Reasons

1. The student who withdraws for catastrophic reasons, illness, personal family matters, etc., may request to continue in the program only once. The request must be made in writing.
2. The student has one year from the time of withdrawal to request continuance.
3. If more than a year has transpired since withdrawing from the program, the student must submit a new application for consideration of re-entry and may be required to retake all MDCA courses if the student is readmitted.
4. In order to continue, the student must demonstrate proficiency (70% or greater) in all courses completed prior to withdrawal.
5. Returning to complete the Medical Assistant curriculum is contingent on space availability.
6. All students must adhere to the requirements that are in effect at the time they are admitted and continue with the Medical Assistant curriculum.

Withdrawal for Academic Reasons (Failure)

1. The student who is dismissed because of failure may reapply for readmission only once for consideration into the program and may be required to retake all MA courses if the student is readmitted.
2. If more than a year has transpired since withdrawing from the program, the student must submit a new application for consideration into the program and will be required to retake all MA courses upon readmission.
3. In order to continue after readmission, the student must demonstrate proficiency (70% or greater) in all courses completed prior to failure from the Medical Assistant curriculum.
4. Re-admission is contingent upon space availability.

Dismissal Policies

Refer to page 39.

**COURSEWORK
RETENTION/REMEDIATION
PROGRESSION**

COURSEWORK

Assignments:

All required work must be submitted on time. Late work will not be accepted

Laboratory Practices

Laboratory activities require students to work closely with lab partners of the same or opposite gender for practice sessions and/or lab practicals. Close contact between students will be required during practice in preparation for clinical practice and all measures shall be taken to protect the health and welfare of students and faculty in laboratory sessions by requiring the use of PPE.

Instructors will ensure students take the appropriate measures to promote privacy. Students displaying inappropriate behavior during situations where contact is close will not be tolerated and are at risk for dismissal from the program. Each student is responsible for reporting inappropriate behavior to the instructor and/or MA Program Director.

Quizzes:

Quizzes may be unannounced and may be administered at anytime at the discretion of the instructor in any form the instructor deems appropriate (written, verbal, Computer based, etc.) to assess student learning and/or obtain data. Missed quizzes cannot be made up or appealed if the student did not attend the class on the day of the quiz.

Skill Practicums:

Students must attend, actively participate and successfully pass the designated skills as determined in each course. Failure to pass skills directly affects students' clinical requirements. **Students must successfully pass the skills prior to demonstrating the skills in the clinical setting.**

1. Students with excused absences due to medical and personal emergencies make up a lab practical upon returning to class. Appropriate written documentation (e.g., doctor's excuse, police report, etc.) must be submitted to the instructor.
2. The student must request a make-up date on the first day back in class.
3. Students who fail a lab practical are allowed one final attempt after completing required remediation (*refer to Appendix E*). Remediation must be completed within three (3) days of the original exam. The maximum grade on the second attempt is 80%.
4. The instructor will set the date for the second attempt. Failure to complete it on the scheduled date will result in a grade of zero.

Patients and Patient Simulators

Patients or patient simulators may participate during didactic or laboratory activities in the academic setting to enhance the student educational experience. Patients or patient simulators must sign a consent form agreeing to voluntarily participate in these activities.

The students will abide by **the Health Insurance Portability and Accountability Act (HIPAA)** to safeguard the confidentiality of health information obtained from patients. All information obtained from the patient or patient simulator is confidential. Patient information should only be discussed with the program faculty in a private venue.

Student Videotape, Audiotape, and Photograph

Videotaping, audiotaping or photographing of students may be required while enrolled in the Program for instructional purposes. Students must agree and sign the consent form for participation in these activities while in the Program (*Refer to Appendix H*). Each student will provide one memory card for video recording during lab practical exams. Students will review their performances and complete a self-assessment after each lab practical exam.

Module Exams:

Make ups for missed exams are at the discretion of the instructor and/or instructor in collaboration with the Program Director. A written, verifiable excuse or documentation of the circumstances for missing the exam must be provided. The type of documentation will be at the discretion of the course instructor. If there is no communication prior to the administration of the exam, a zero will be recorded. The type/format of make-up exams administered will be at the discretion of the course instructor (i.e. essay, etc.). Students who are allowed to make up a missed exam have one and final attempt to pass with a 70% or better and the maximum grade on a missed exam is 80%, (See Assessment Guidelines, page 27).

Final Exams:

A comprehensive final exam for each course will be administered in the last week of each semester. Final exams cannot be retaken. A student who is absent from a final examination receives a grade of "0" for the examination and the "0" will be weighed according to the final exam percentage established by the course. Final exams count for 25% of the final grade average.

Capstone Course:

The student is required to successfully complete a computer-based comprehensive exam with a score of 70% or better prior to completion of the Capstone course. The student must obtain the required score as outlined in the course syllabus to complete all course requirements and be eligible for graduation. The comprehensive final examination will be scheduled according to the schedule printed by the Office of the Provost/Vice President of Academic Affairs.

Clinical Evaluation:

Refer to page 31.

Departmental Procedure For Appeal Of A Grade

Refer to page 21.

Evaluation

Laredo College student evaluation of faculty and courses will be completed using Watermark integrated in Canvas..

Computer-Based Assessment Guidelines

The following examination policy and procedures are in addition to the procedures in the current LC catalog.

1. Students must bring their laptop computers daily to class as well as on exam day. It is the students' responsibility to verify that their computer is charged and functioning, and the LockDown Browser application has been downloaded prior to class time.
2. Personal belongings will not be allowed with the student during the exam. Personal belongings are to be placed in a designated area prior to the exam, including all electronic devices e.g. cell phones, smartwatches, etc.
3. The instructor will determine what additional aids may be used during the examination (e.g. paper, pencil, pen).
4. Examinations and/or quizzes may be proctored in addition to using Lockdown Browser. Respondus Monitor will be implemented as well for off-campus exams.
5. Students may not leave the computer room or move off camera (online courses) once the examination has begun.
6. Students found cheating will be given a zero for the examination and will be dismissed from the program for violating the student Code of Conduct. (Refer to Dismissal Policy Section)
7. Times and dates for the review of examinations will be announced or posted on the syllabus.
8. The computer-generated student's response report is the official document when assigning a student's examination score.
9. In the event a student is unable to take an exam at the scheduled time, they must notify the course instructor prior to the time of the exam. Failure to do so will result in a score of zero for the exam. The instructor will determine the type of make-up examination. The student must take the make-up exam within three (3) calendar days of the original exam date or as determined by the instructor. The highest grade on a make-up exam is an 80%.
10. No examination grades will be dropped when determining the Final Grade.
11. Cellular phone calculators are not permitted during an examination. The computer drop-down calculator may be used at the discretion of the instructor.
12. Exams/Quizzes may be paper-based at the faculty's discretion.
13. The exam results will be posted via Canvas upon completion of the exam.
14. Official grades will be posted on the student's transcript and can be accessed on-line via the campus website.
15. Food or beverages are allowed in the computer lab or classroom during testing at the discretion of the instructor.
16. Students arriving late to an exam will have the time remaining from the scheduled start time of the exam to complete their exam.

Retention And Remediation

Student Retention

To facilitate student retention, students will be scheduled at midterm to meet individually with the Program Director at least once per semester to discuss/review academic performance, adherence to program policies and procedures, professional behaviors, and previously identified remediation/action plans. An action plan may be developed and include learning strategy recommendations or referral for tutoring. The instructor/student conference will be documented on the Instructor/Student Conference form (*Refer to Appendix D*).

Remediation/Tutoring

Should the student's exam or practicum score fall **below the minimum pass grade** (70%) requirement, the student is responsible for the following:

1. Schedule and meet with the course instructor after reviewing the exam or practicum within 24 hours of receiving the grade.
2. Complete a remediation/tutorial agreement with the faculty member within the designated time prior to the next scheduled exam. (*Refer to Appendix E*). To verify that all remediation is complete, proper documentation must be provided to the instructor.
3. Successfully implement the remediation/ tutorial agreement within the designated time and prior to the next exam.
4. The remediation/tutoring assignments may consist of any or all of the following:
 - A review session (notification of location designated by the instructor)
 - Assignment as designated by the instructor
 - Computer assignments
 - Peer assessment

Students who do not comply will not be allowed to sit for the next scheduled exam or attempt a second practicum and a zero will be recorded for that exam or practicum. It is the student's responsibility to meet with the faculty.

To promote success in the Medical Assistant courses, a student with a 70% or less on a unit examination or lab practical must:

1. Schedule and meet with the faculty member after reviewing the exam.
2. Complete an Program Remediation Tutorial Agreement with the faculty member (*refer to Appendix E*).
3. Successfully complete the remediation assignments within the designated time. To verify that all remediation is complete, proper documentation must be provided to the instructor.
4. Students who do not comply with the remediation assignments will not be allowed to sit for the next scheduled exam and a zero will be recorded for that exam/final (no makeup exams will be provided).

Counseling

Counseling Forms are written comments made by an instructor and/or the Program Director (*refer to Appendix C*). The counseling forms are written and placed in the student's permanent file. The notes serve as:

1. A reference during the conference following the clinical experience.
2. An evaluation tool of student progress.
3. A record of recommendations for continuity within the teaching team.
4. Recording of written factual information.

Each student is given the opportunity to review their own counseling form and write comments, if appropriate. The instructor and student are required to sign the counseling form. The student's signature indicates that the student has read and understood the notes NOT whether the student agrees or disagrees with them. The student has the responsibility to meet with the course instructor.

Progression In The Medical Assistant Program

Course Sequence

Students must take the courses in the sequence listed in the curricula. (*Refer to Appendices B-1 or B-2*)

Grades

A grade of 70% or greater must be maintained in each course in order to progress through the MA curriculum and remain in the program.

Academic Courses

Syllabi 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.

Clinical Courses

Clinical rotation requirements must be satisfactorily completed based on course requirements and information found in the syllabi.

Capstone Courses

A capstone course, MDCA 1254 is taught in the last semester of the Associate of Applied Science Medical Assistant Program. This course is designed to consolidate a student's educational experience. The student will be required to complete a comprehensive final examination with a score of 70% or greater prior to completion of the class.

Graduation

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 official grade in the final course of the program and a LC degree and/or certificate.

Changes to the Declaration of Major

1. A student wishing to change their major from a Level I to an associate degree or vice versa must submit a request in writing to the Program Director by the last week in January.
2. The student must be in good standing at Laredo College including the MA program, have no disciplinary record on file, and be passing all courses with a C or better.
3. The student may be subjected to an interview with the MA admissions committee to review student performance, professional behaviors, compliance of the student code of conduct.

CLINICAL ROTATIONS

Clinical Information

Applied Experience

Students will perform their clinical training in a medical office or other health care facility under the supervision of designated facility staff. College faculty will visit clinical sites to monitor student progress. Clinical rotation schedules will be provided at least a week prior to the first day of rotations.

In the event that clinical affiliates are unable to host students, alternate opportunities will be available for students to develop proficiencies. These may include:

1. Evaluate and interpret case studies.
2. Participate in clinical simulations, role playing, and scenarios.
3. Volunteer in community events that provide or promote health related training (i.e.vaccine drives).

Students must demonstrate competency by satisfactorily completing all required courses, tests, and lab practicals with a minimum of 70% before beginning clinical rotations. Students may be required to interact with Spanish-speaking clients. Failure to meet requirements may result in dismissal from the program.

In addition, students must follow clinical site policies and maintain a 100% attendance. Tardiness or leaving early is considered an absence. All absences must be made up before final grades are submitted. Students will not exceed 25 hours per week in clinical rotations, and hours must align with the scheduled rotation. Completion of objectives and competencies must occur under the supervision of the assigned clinical preceptor or instructor. Failure to make up time or meet requirements may result in an Incomplete (S) or failure of the rotation.

Service Work

1. Students shall not take the responsibility or the place of qualified staff.
2. After demonstrating proficiency, students, with qualified supervision, may be permitted to perform procedures.
3. Service work by students in the clinical settings outside of regular academic hours must be noncompulsory.
4. Students will not be excused from scheduled lectures, campus lab sessions, clinical conferences, clinical rotations, or any other class-related activity in order to perform service work.
5. Students may not receive pay for hours spent in a clinical learning experience.

Clinical Site Orientation

The student in the MA Program may be required to attend an orientation of the clinical facility annually. Dress codes, policies, and other regulations required of the student during their clinical training will be addressed. Attendance is mandatory.

Clinical Evaluation (Final Grade)

Students who demonstrate poor performance on any critical element of the Clinical Evaluation Tool, or who require clinical remediation will:

1. Be counseled and receive a written evaluation of the behavior that delineates corrective measures in consultation with the clinical supervisor and the academic fieldwork coordinator.
2. If necessary, additional or extended clinical experience may be recommended to assure the student is at the overall competent level.
3. Overall determination of competency completion will be based on the clinical evaluation tool and in consultation between the clinical supervisor and the academic fieldwork coordinator.
4. Students who fail to meet the criteria on the evaluation tool will receive a grade of F and be dismissed from the MA program (*refer to Dismissal Policies on page 39*)

Clinical Dress Code

Uniform

Program uniforms are required for the Medical Assistant program. Students must purchase and wear program color scrubs and close-toed shoes. In addition, students must also purchase a class polo and scrub jacket or lab coat to be worn over clean scrubs during class and clinicals.

School Patch

The MA program requires a school logo be worn with the commercial uniform top, scrub jacket or lab coat, and polo shirt.

Clinical ID Badges

Student Clinical identification badges are distributed by the LC student services department. Students are required to purchase a clinical ID badge for clinical rotations. The clinical ID badge must be visible on the uniform collar or uniform neckline at all times during clinical rotation.

Clinical Site Guidelines

HIPAA

The Medical Assistant student will abide by the Health Insurance Portability and Accountability Act (HIPAA) to safeguard the confidentiality of health record information. All hospital and clinic records are confidential and any requests for information concerning a patient should be referred to the clinical instructor. No component of a patient's medical record shall be copied or removed (written or electronic). Patient information should only be discussed with the clinical instructor in a private venue. **Violation of HIPAA or confidentiality policy will lead to dismissal from the program.**

Students are reminded not to discuss fellow classmates' performance nor criticize previous clinical sites or clinical instructors with individuals at the current clinical site.

Personal Protective Equipment (PPE)

In order to protect the health and welfare of students participating in laboratory experiences, students may be required to use PPE during class and/or clinicals.

Obtaining Patient Informed Consent

Prior to initiating a procedure with a patient, students must introduce themselves as a student, explain the treatment or data collection technique that will be performed, and obtain the patient's consent. A patient has the right to decline receiving treatment by the student.

Incident Report: Injury, Illness, Exposure to Harmful Substances

Refer to Incident Report: Injury, Illness, Exposure to Harmful Substances on page 49.

Use of Electronic Devices

Refer to Use of Electronic Devices on page 40.

PROFESSIONAL AND ETHICAL STANDARDS

Professional Standards

Professional standards and ethics define behaviors that are expected from the MA student. The faculty of the Medical Assistant Program will assist the student to become safe, professional, and ethical healthcare practitioners. The student will be held accountable for their behavior and is expected to adhere to these professional standards and code of ethics in the classroom, clinical site, on campus, and through social media.

Professional Appearance is necessary because it promotes patient trust, reflects the standards of the healthcare facility, supports infection control, and demonstrates respect for the profession and the people being cared for. The following is expected from the MA students:

1. Maintain good posture and personal hygiene at all times.
2. Wear clean and wrinkle-free uniforms with the Laredo College ID badge clearly visible on the left chest.
3. Do not decorate uniforms or name tags with stickers or other embellishments.
4. Refrain from wearing offensive or strong perfumes or colognes.
5. Carry a pen and water-resistant wristwatch capable of measuring seconds
6. Follow the clinical site's dress code regarding jewelry. For safety reasons, avoid obtrusive necklaces/bracelets, large rings, visible piercings (other than ears), and dangling or oversized earrings.
7. Tattoos or other body markings and decorations should be covered
8. Nails must be clean and neatly manicured. They should not extend beyond the fingertips. Only clear nail polish is permitted. Artificial nails are not allowed.
9. Hair must be clean, neat, and secured from the face if long, so it does not interfere with duties.
10. Makeup should be applied in moderation.
11. Smoking is prohibited in hospitals and clinical facilities.
12. Gum chewing is not allowed during clinical rotations.

Professional Behaviors: 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. The following are expected from MA students:

1. **Critical Thinking:** the ability to question logically; identify, generate, and evaluate elements of logical argument; recognize and differentiate facts, appropriate or faulty inferences, and assumptions; and distinguish relevant from irrelevant information.
2. **Communication:** the ability to communicate effectively (i.e. verbal communication, nonverbal communication, reading, writing, and listening) for varied audiences and purposes.
3. **Problem-Solving:** the ability to recognize and define problems, analyze data, develop and implement solutions, and evaluate outcomes.
4. **Interpersonal Skills:** the ability to interact effectively with patients, families, colleagues, and other health care professionals, and the community in a culturally aware manner
5. **Responsibility:** the ability to be accountable for the outcomes of personal and professional actions and to follow through on commitments that encompass the profession within the scope of work, community, and social responsibilities.
6. **Professionalism:** the ability to exhibit appropriate professional conduct and to represent the profession effectively while promoting the growth/development of the Medical Assistant profession.
7. **Use of Constructive Feedback:** the ability to seek out and identify high-quality sources of feedback, reflect on and integrate the feedback, and provide meaningful feedback to others.
8. **Effective Use of Time and Resources:** the ability to manage time and resources effectively to obtain the maximum possible benefit.
9. **Stress Management:** the ability to identify sources of stress and to develop and implement effective coping behaviors; this applies for interactions for: self, patients/clients and their families, members of the health care team and in work life scenarios.
10. **Commitment to Learning:** the ability to self-direct learning to include the identification of needs and sources of learning; and to continually seek and apply new knowledge, behaviors, and skills.

Code Of Ethics

The Code of Ethics established by the American Medical Certification Association (AMCA) states that Medical Assistants should:

1. Adhere to all laws, regulations, and policies that apply to their area of practice and/or job role.
2. Refrain from public behavior that is clearly in violation of professional, ethical, and/or legal standards that apply to their area of practice and/or job role.
3. Refrain from discrimination in professional activities, including relationships with employees, employers, patients, customers and their families, and other professionals.
4. Promote patient safety.
5. Treat patients with fairness and respect.
6. Act honestly in the conduct of all job responsibilities and in all professional interactions with others.
7. Properly use all professional licenses, titles, degrees, and credentials to provide accurate and truthful information regarding education, experience, qualifications, and the performance of services.
8. Understand and follow all AMCA policies, procedures, and requirements.
9. Provide accurate and complete information to AMCA concerning certification and recertification.
10. Protect the confidentiality of all exam information, including preventing unauthorized disclosures of exam information. No part of any AMCA exam may be copied, recorded, reproduced, shared, removed from an exam site or otherwise compromised in any manner.
11. Cooperate with AMCA and the AMCA Certification Board regarding any matters related to the Code of Ethics, including any complaint and/or disciplinary investigations.
12. Refrain from the use of AMCA's technology or data to commit any cybercrime, duplicate, sell software or media files, or share your account information or password with others.

Students of the Medical Assistant Program at Laredo College represent-themselves, their classmates, the college, the program, and the future profession. When working with patients, students are to deliver quality care with compassion and confidentiality regardless of the patient's race, creed, color, sex, age, sexual orientation, lifestyles, economic status, medical condition, or health status.

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. The student in the MA Program will follow the "Code of Student Conduct and Discipline" as stated in the LC Student Handbook and is integrated in ALL medical assisting courses across the curriculum while on campus, at a clinical site or through social media.

Students will adhere to the following:

1. Students will always conduct themselves in a professional manner. Unwarranted conversation, (i.e. giggling, excessive noise, inappropriate laughter, dirty jokes, gossip, loitering) are unprofessional behavior that will not be tolerated.
2. Students will not discuss personal problems with patients or staff.
3. Students will not engage in conversations with staff or fellow students within the patient's hearing range that is not intended for the patient to hear.
4. Student cell phone use in the clinical setting is prohibited (see [Use of Electronic Devices](#) section) unless required by the facility. Electronic devices should only be used during a scheduled break (lunch period). Emergency use of phones or other electronic devices should be discussed with the clinical instructor first.
5. Students will not chew gum or eat/drink in front of patients.
6. The student must provide the clinical instructor with current emergency telephone numbers and home telephone numbers.
7. The student will always remain busy while in clinic via direct patient care, observing treatment by another discipline, observing a new treatment technique, etc.
8. The student will not leave the clinic area without permission from the clinical instructor, nor leave early for lunch or at the end of the day.
9. If the clinical instructor (preceptor) must leave early or is absent, it is the student's responsibility to determine who will substitute for the clinical instructor and relay this information to their faculty member. **Only licensed personnel may supervise a student, NOT a tech or aide.**
10. The student will not discuss other patients, personnel, or clinical sites.
11. The student will be courteous to patients and staff, conducting themselves in a professional manner at all times.
12. The student will not become personally involved with a patient.
13. The student will not become personally involved with clinical staff members during the length of the clinical rotation, including after hours.
14. The student will direct any concerns or issues with the faculty member or Program Director related to the clinical facility or clinical instructor.

Examples Of Code Of Conduct Infractions

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 patients 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. Refer to [*Title IX Resource Guide*](#) for specific information.
11. Grounds for dismissal from a health sciences program can occur 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 health sciences program. Copying and/or discussing client medical records are unacceptable and may be cause for dismissal from the health sciences 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 Division of Health Sciences Committee will review the incident. The committee will evaluate the seriousness of the incident and recommend further action to the Program Director.
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. Laredo College has a specific policy which is in compliance with Texas Senate Bill 11, for those licensed to carry concealed handguns. Please review [*Laredo College's Campus Carry Policy*](#).

Infraction of the code of conduct whether it occurs in the campus classroom or at a clinical site may result in disciplinary action or dismissal from the program.

DISCIPLINARY, GENERAL AND COMPLAINT PROCEDURES

Disciplinary Procedures

Disciplinary Action

1. **Conference** with the instructor and/or LC counseling department to identify the problem.
2. **Develop** a plan of expectation and action with the instructor and/or LC counseling department including an acceptable timeframe to alleviate the problem.
3. **Monitor** the compliance of the plan by the instructor and/or LC counseling department.
4. If issue continues, the student will meet with the program chair to review plan of action of expectation and action. Student must comply within acceptable timeframe to alleviate the issue
5. If issue continues, the student will meet with the MA committee to review status in the MA program.
6. **Dismissal:** The student may be dismissed from the MA program for the following reasons: The student
 - a. fails to comply with the plan developed during the conference.
 - b. fails to comply with criteria listed under dismissal policies listed below.
 - c. Receives three write-ups within a scholastic year.
 - d. The nature of the event is so severe that it calls for immediate dismissal of the student from the MA program.

Immediate Dismissal from the MA 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 an infraction or infractions listed in (but not limited to) 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).
5. Failure to maintain a negative background check while in the MA program.

Dismissal Policies

Dismissal from the MA Program may occur if the student:

1. is in violation of the student Code of Conduct as indicated in this manual as well as the [LC Code of Student Conduct Handbook](#).
2. has on-campus absences exceeding the criteria as stated in the [LC Student Handbook - Attendance Regulations](#) or does not meet the 100% attendance that is required of a Clinical Rotation.
3. scores a grade of less than a C in any of the MA program courses.
4. scores less than a 70% on the comprehensive exam in the Capstone course.
5. exhibits behavioral problems that are not tolerated. This may prevent the student from re-applying or being readmitted to the MA program.
6. fails to maintain a negative background check while in the MA program.
7. submits a confirmed positive drug test.
8. abandons client(s).
9. fails to abide by safety precautions as delineated in course requirements.
10. Is refused by a Clinical agency to return to the clinical site due to a breach of an infraction(s) listed in (but not limited to) the Code of Conduct. The clinical site reserves the right to refuse admission to any student who is involved in any activity not considered professional or conducive to proper patient care. If the student is asked to leave the clinical for just cause and this is substantiated by the Clinical Instructor and the Program Director after further investigation, the student will be dismissed from the program.
11. breaches a client's right of confidentiality or privacy by written or spoken form including copying of client medical records whether by hand or electronic methods.
12. is unable to meet the technical standards or perform an essential function required to fulfill the responsibilities required by the MA program (*refer to Appendix A*).

General Procedures

Transportation

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

Use of Electronic Devices Policy

The student in the MA Program will abide by the LC policy on the Use of Electronic Devices as stated in the [LC Catalog](#). “The use of an electronic device shall not interfere with instructional, administrative, student, public service, and other authorized activities on College District premises. Unless prior authorization is obtained from the instructor or respective College District official, the use of an electronic device is expressly prohibited in classrooms, laboratories, clinical settings, and designated quiet areas on College District premises. Certain violations of this policy may be excused in the case of emergencies or other extenuating circumstances provided that prior approval is obtained from the instructor or respective College District official.

The use of electronic equipment capable of capturing still or moving images in any location where individuals may reasonably expect a right to privacy is not authorized on College District premises. Noncompliance with these provisions shall be considered a violation of Board-adopted policy and shall warrant appropriate disciplinary action.”

Emergency use of phone or other electronic devices should be discussed with the instructor and/or clinical instructor. Students abusing the use of cell phones may be sent home for the day at the discretion of instructor and/or clinical instructor and the student will need to make up those hours prior to the end of the clinical experience. Consistent non-compliance with this policy during the classroom or clinical activities will be considered a violation and lead to disciplinary action.

Emergency Messages

The student should notify their family that in case of an emergency (during class or clinical), they should call the Health Sciences Department Office at (956) 721-5261. Class or clinical will not be interrupted unless there is an emergency. The caller must identify themselves and state the emergency.

Social Media

1. MA Program students should not discuss any confidential information about patients, clinical facility staff, faculty and fellow students in any form of social media. The **Health Insurance Portability and Accountability Act (HIPAA)** guidelines are to be maintained always during classroom and clinical course activities.
2. Uploading, downloading or distributing of unauthorized pictures, videos, and course materials are strictly prohibited without express written consent from the faculty or individuals concerned.

Use of social media, including texting, emailing, and social networking during class and clinical hours is prohibited (see Use of Electronic Devices Policy above). Inappropriate use of social media by a student will be considered a violation and will be subject to disciplinary action and possible dismissal from the program.

Student Complaints

Laredo College has a Student Grievance Procedure to formally address issues, which have been resolved through the established student complaints process included in the student handbook. Students who wish to file a formal grievance must follow these procedures. A Medical Assistant student filing a grievance will not be prohibited from attending program classes and clinical training.

Student complaints - Informal Process

The Program adheres to the [Student Complaints Policy](#) as stated in the LC Manual of Policy. If the complaint involves a problem with an instructor, the student shall discuss the matter with the instructor before requesting a conference with the program director at Level One. Concerns should be expressed as soon as possible to allow early resolution at the lowest possible administrative level.

Student Complaints - Formal Process

Laredo College has a formal process to address student complaints which have not been resolved through the established Laredo College Student Complaints Informal Process. Students who wish to file a formal complaint must follow the Laredo College [Student Complaints Policy](#) outlined in the LC Manual of Policy. A student whose concerns are resolved may withdraw a formal complaint at any time.

The policy does not create new or additional rights beyond those granted by law or Board policy, nor to require a full evidentiary hearing at any level.

Freedom from Retaliation

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

Notice to Students

The College District shall inform students of this policy through appropriate College District publications.

Application

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

Filing

Complaint forms and appeal notices may be submitted by hand-delivery, electronic communication (email or fax), or U.S. Mail. A filing is considered timely if:

- Hand-delivered: Received by the appropriate administrator or designee by the close of business on the deadline.
- Electronic communication: Received by the close of business on the deadline, as indicated by the date/time on the electronic communication.
- Mail: Postmarked by U.S. Mail on or before the deadline and received by the appropriate administrator or designee within three days after the deadline.

Scheduling Conferences

The College District shall make reasonable attempts to schedule conferences at a mutually agreeable time. If a student fails to appear at a scheduled conference, the College District may hold the conference and issue a decision in the student's absence.

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 electronic communication to the student's email of record or 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 or before the deadline.

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 and Appeal Forms

Complaints under this policy shall be submitted in writing to ma@laredo.edu on a form provided by the College District.

Copies of supporting documents should be attached to the complaint form. If the student does not have copies, they may be presented at the Level One conference. No new documents may be submitted after the Level One conference unless the student was unaware of them before the conference.

A complaint or appeal form that is incomplete in a material aspect may be dismissed but may be refiled with all required information within the designated time frame.

Complaint Process Levels

Level One

Complaint forms must be filed:

- Within 15 days of when the student first knew (or should have known) about the issue.
- With the lowest-level administrator who has the authority to resolve the problem.

Level Two

If the student did not receive the desired resolution at Level One or if the response deadline has passed, they may appeal to the academic dean or dean of students.

Level Three

If the student did not receive the desired resolution at Level Two or if the response deadline has passed, they may appeal to the College President or designee.

Level Four

If the student did not receive the desired resolution at Level Three or if the response deadline has passed, they may appeal to the Board.

External Complaints

Students may also file complaints through external agencies:

[Student Complaints | NC-SARA](#)

The National Council for State Authorization Reciprocity Agreements (NC-SARA) addresses consumer protection concerns for students in distance education programs.

[Student Complaints - Texas Higher Education Coordinating Board](#)

The Texas Higher Education Coordinating Board (THECB) requires students to provide written evidence of completing the institution's complaint process before filing with the THECB.

For More Information

Raquel A. Peña

Director of Student Discipline / Title IX Coordinator

Location: Memorial Hall, Room 227

Phone: (956) 794-4988

Email: rapena@laredo.edu

Complaints About the Program, Faculty, Students or Graduates

Community members may submit concerns or complaints about Laredo College's Health Science Program, faculty, students or program graduates. Comments must be submitted by completing the Complaint Referral Form provided by the College District. Completed forms should be emailed to the Program Director at ma@laredo.edu.

The MA Program Director and faculty will review and investigate all complaints made against the Program, faculty, a student or graduate, and will address the concerns and identify methods to resolve the issue. If the issue is not resolved, then the complaint should proceed with the appropriate chain of command:

1. Program Director
2. Dean of Health Sciences
3. Provost/Vice President of Academic Affairs

Records of the complaint forms will be kept for two years in a locked file in the Programs Department Office. **Neither the Board nor any College employee shall unlawfully retaliate against any member of the general public for bringing a concern or complaint.**

STUDENT RECORDS AND PRIVACY

Student Records and Privacy

Student Records

The student is responsible for providing current address, telephone numbers, and the Laredo College's official student email address to the instructor, Program Director and to the college. This is necessary for notification of family in case of emergency or in the event the instructor needs to contact the student regarding classes, labs or clinicals.

FERPA is an acronym for the Family Educational Rights and Privacy Act (20U.S.C. 1232g, 34 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 College.

In accordance with FERPA Law, information regarding a student's academic records cannot be released without the student's participation and/or consent. Only information considered "Public Information" is available to outside sources under certain circumstances. Students will be required to have their picture identification available when requesting information. Please refer to the section titled "Disclosure of Student Records" located on page 18 for more information.

Dissemination of Information to Students

A student attending LC 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 requests that another person attend conferences. The discussion will be directed to the student and the guest will be an observer during the interactions.

Disclosure of Student Records to Accrediting Agencies

As an MA student, you have enrolled in a curriculum that is accredited 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 Health Sciences Division issues a voluntary form (*refer to Appendix H*) 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's request for the issuance of records is kept as proof of authorization.

Documents included in the MA student records are:

1. Admission Information
2. Transcripts
3. Anecdotal Notes
4. Information regarding the individual student such as student clinical evaluations, certification data, etc.
5. Instructor/Student Conferences and Tutorials/Remediation

Provisions will be made for the protection of records against loss/destruction and/or invasion of privacy. Records are kept for two years in the Medical Assistant Department while the student is in the program and are shredded thereafter.

Disclosure of Student Records to Clinical Affiliates

Clinical affiliate education coordinators and clinical instructors will be informed whether students' health information documents have been submitted as required for placement of students at clinical affiliation sites. The health information verified may include, but is not limited to:

- Current CPR certification
- Current immunizations
- Drug test results
- Student liability insurance
- Negative TB skin test or chest x-ray
- Physical Exam
- Criminal background check results
- Other immunizations, tests, pertinent documents

Provisions will be made to ensure protection of records against invasion of privacy according to clinical facility policy. At the discretion of certain clinical sites, the student may be required to provide physical documentation to said clinical sites prior to the start of the clinical experience. The Program Director/Clinical Coordinator will provide direction regarding submission of documents and time frames. The following documents may be required for submission by the student to the clinical site:

- A negative criminal background check completed through the Laredo Police Department and the Webb County Sheriff's Department
- Negative drug screen
- Immunization records
- Other immunizations, tests, pertinent documents

Failure to submit documentation or as deemed necessary may result in the clinical site(s) refusing placement to a student who does not provide the requested records.

Directory Information only from the Admissions and Registration Office

In accordance with the provisions of FERPA, LC has the right to provide "directory information" without the student's written consent. LC 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 LC a statement in writing consenting to release their directory information.

All archived student records are kept electronically and are accessed through a password-protected computer. Hardcopies of student records are kept in a locked file in the Medical Assistant Department Office. Official student records are located at the Registrar's Office.

HEALTH, SAFETY, AND STUDENT SERVICES

Health And Wellness

The Office of Student Health Services and Wellness

Students at Laredo College now have access to health and wellness services offered through the Office of Student Health Services and Wellness inside the Kazen Student Center, Room 132 located at the Ft. McIntosh campus. Services include, case management, counseling, minor health and mental health services.

- **Case Management Services:** Services offered include short term focused guidance relating to wellness, development, and behavioral management; promoting student support services; responding to early alert referrals; and reaching out to students on academic suspension to assist in helping students achieve their educational goals.
- **Counseling:** [Counseling](#) is available to help students adjust to the demands of higher education while fostering and promoting the intellectual, emotional, social, and cultural development of students. By utilizing a variety of college services, online resources, and community referrals, counselors provide students with the support and guidance needed to ensure a healthy and enriching college experience.
- **General Health Services:** Health services are offered to students in need of assessment and evaluation for minor illnesses and injuries, health education, and for responding to campus emergencies.
- **Mental Health Services:** Laredo College is now partnered with TimelyCare to deliver a new virtual mental health and well-being platform for students. Through either mobile app or your desktop, TimelyCare provides around the clock access to virtual care from anywhere in the United States at no cost.

Safety

Campus Safety

The Campus Police Department is staffed 24 hours a day/7 day a week and is located in Building P-64 at Fort McIntosh and Building F, room 130 at the South Campus. Students and faculty are asked to report any suspicious activity, crime or emergency occurring on campus in person at the LC Police Building or to call at 721-5303 (Ft. McIntosh) or 794-4303 (South Campus). Please refer to individual course syllabus regarding emergency procedures to follow when reporting a fire, injury, illness, person down, stalking, threat or assault.

LC Alert

The official campus notification system known as Campus Shield that contacts students, faculty and staff via landline, cell, phone, email or text message (SMS cell phone) in the event of an emergency or campus closure. Students may register on a voluntary basis free of charge other than the standard fees associated with individual text messaging services. Refer to the LC's [Safety & Risk Management](#) website for more information.

Off-Campus Safety

The student is responsible for adhering to specific safety policies set by the facility when the student is participating in off-campus laboratories, observation experiences or clinical affiliation activities. If a LC student is injured, becomes ill, or is exposed to potentially harmful substances during any of these off-campus activities, the student must follow the reporting procedure listed in the MA Student Handbook, Incident Report: Injury, Illness, Exposure to Substances (*refer to page 49*).

Emergency/Fire Evacuation Plan

The College of Health Sciences building is equipped with a fire alarm system. In the event of a fire, the system will be activated, and the fire department will be alerted. The building is equipped with fire extinguishers throughout. Fire evacuation plans are posted throughout the building which show the location of fire exits and evacuation routes. In the event of a fire, immediately activate the fire alarm, call 911, then the Laredo College Campus Police Department at 721-5303 (Ft. McIntosh) or 794-4303 (South Campus). Students should exit the building to the designated area. During a building evacuation, students should stay with faculty and follow their directions. Students should not leave the premises until directed to do so by their faculty.

Filing an Incident Report: Injury, Illness, Exposure to Harmful Substances

A Medical Assistant student who is injured, becomes ill, or is exposed to potentially harmful substances while participating in any Laredo College (LC) related activity (academic or clinical) must follow these steps:

1. Report immediately: Notify the instructor, clinical instructor, or preceptor immediately after the incident occurs.
2. Seek medical attention:
 - If the incident occurs on campus, contact Campus Police, the student's physician, or call 911.
 - If the incident occurs at a clinical site, notify the clinical instructor and contact the clinical coordinator for instructions on obtaining immediate medical assistance.
3. Documentation: Complete an incident report at the clinical site and submit one to LC's Safety and Risk Management Office as soon as possible upon returning to campus.
4. Health Insurance Coverage: The student must contact LC's Risk Management Department to complete an accident health insurance coverage form. This coverage is supplemental to the student's primary insurance, and the student is responsible for any expenses incurred.
5. Program notification: Provide a copy of the incident report and insurance form to the MA Program Director for the student's file.
6. Medical Follow-up: Follow Up with all medical appointments as necessary

Student Services

Advising Center

The Laredo College [Advising Center](#) offers advising and transfer services to assist student with developing an action plan that will help them achieve their academic goals. MA faculty will provide academic advisement for MA Program courses.

Assessment Center

The Assessment Center provides local, state, and national testing services to Laredo College students, the Laredo population, and our surrounding communities. Services offered include: TSIA2 exams, College Level Examination Program (CLEP®) exams, GED® exams, Texas Commission on Law Enforcement (TCOLE) exams, Automotive Service Excellence (ASE) exams, Pearson VUE™ licensing exams, and exam proctoring services, among others.

Counseling and Disability Services

Disability Services: Disability Services offers specialized services to students with disabilities to allow them equal access to college programs and services as mandated by Title II of the Americans with Disabilities Act (ADA) of 1990, as amended, and Section 504 of the Rehabilitation Act of 1973. Under ADA, an individual with a disability is regarded as one who has any of the following: has a physical or mental impairment that substantially limits one or more major life activities; has record of such impairment; and/or is regarded as having such impairment.

Counseling: Counseling is available to help students adjust to the demands of higher education while fostering and promoting the intellectual, emotional, social, and cultural development of students. By utilizing a variety of college services, online resources, and community referrals, counselor

Early Alert

The Early Alert Program is a collaborative effort between faculty, staff and students to help students get back on track academically. Our goal is to promote academic success by connecting students to resources and to improve students motivation. When a faculty or staff member refers a student for Early Alert Program, the student will be contacted by a Counselor who will connect with the student via a phone call and/or email, discuss any issues going on, and share resources available to the student.

Library

Laredo College has two libraries, the Harold R. Yeary located at the Ft. McIntosh campus and the Senator Judith Zaffirini Library located at the South Campus. Both Laredo College Libraries also offer an extensive electronic collection including e-books, periodical subscriptions, and online databases. Interlibrary and Intralibrary Loan services are provided free of charge to all Laredo College students, faculty, and staff. Bibliographic instruction is also offered at both libraries provided by Laredo College librarians.

Pregnancy, Parenting Students, Breastfeeding

Please refer to the Title IX and Disability Services Policy (refer to the current syllabus).

TRIO Student Support Services

The [TRIO Student Support Services](#) at Laredo College offers a variety of services and resources to help students navigate through college. TRIO provides a rich supportive environment, comprised of excellent professional staff and peer mentors. Services provided include academic advisement, personal and career counseling, academic tutoring, assistance with Financial Aid (FAFSA) applications, assistance with LC graduation applications, and transfer assistance to universities.

Title IX and Disability Services

The Medical Assistant Program adheres to Laredo College's Title IX and Disability Services Policy (please refer to the current syllabus).

APPENDICES

Appendix A

MEDICAL ASSISTANT

TECHNICAL PERFORMANCE STANDARDS AND ESSENTIAL FUNCTIONS

The Medical Assistant student is required to be physically, mentally and medically able to perform the necessary technical standards. It is the responsibility of the student to contact the office [Counseling and Disability Services](#) if the student believes they cannot meet one or more of the technical standards listed in the handbook. Students can obtain complete information by visiting the office of [Counseling and Disability Services](#).

Essential Functions	Definitions	Initials
READ	Ability to read and understand printed and digital materials in English used in the classroom and health care settings such as but not limited to <ul style="list-style-type: none"> • textbooks • signs • medical supply packages • policy and procedure manuals • patient records • computer screens • data from medical instruments 	
ARITHMETIC COMPETENCE	Ability to understand, perform, and apply arithmetics in the health care setting such as but not limited to: <ul style="list-style-type: none"> • calculations (add, subtract, multiply, divide) mathematical information such as fluid volumes, medication dosages, weights and measurements and vital signs. • read measurement marks, columns of numbers • tell time • use measuring tools • document numbers in records 	
ANALYTICAL THINKING	Ability to acquire, and apply information from but not limited to: <ul style="list-style-type: none"> • classroom instruction • skills laboratory experiences • independent learning • group projects • clinical rotation experiences Demonstrate skills for but not limited to: <ul style="list-style-type: none"> • integration of concepts • abstract reasoning • multifactorial problem solving and interpreting • clinical rotation experiences • everyday tasks, living skills (i.e. writing checks, making deposits, transportation) 	
COMMUNICATION	Ability to communicate effectively in English using verbal, nonverbal, and written formats with faculty, other students, clients, families, and all members of the healthcare team such as but not limited to: <ul style="list-style-type: none"> • Complete assignments • Complete tests • Give directions • Give oral reports • Educate/coach patients • Demonstrate active listening skills • obtain patient information • use medical terminology correctly • follow proper chain-of-command • Speak on the phone • Explain procedures • Document care/messages • Interact with others • Listen carefully to patient complaints and requests • compose correspondence (on paper, electronically) • respond to nonverbal communication • demonstrate respect for individual diversity • demonstrate principles of self-boundaries 	

INTERPERSONAL SKILLS	<p>Establish positive rapport with</p> <ul style="list-style-type: none"> • peers • patients/clients • instructors • clinical preceptors <p>Demonstrate respect for individual differences Resolve interpersonal conflicts Actively collaborate with others in a group settings</p>	
EMOTIONAL STABILITY	<p>Demonstrate a professional demeanor in a calm and reasonable manner in order to address highly stressful situations such as but not limited to</p> <ul style="list-style-type: none"> • make clinical judgement using critical thinking skills • Adhere to ethical standards of conduct as well as applicable state and federal laws • Focus attention on task • monitor own emotions • multitask • address unexpected conflicts (flexibility) • handle strong emotions (i.e. grief, empathy) • provide emotional support to patients before, during, and after procedures 	
FINE MOTOR	<p>Demonstrate manual dexterity necessary to perform MA competencies such as but not limited to</p> <ul style="list-style-type: none"> • palpate muscles and/or bony prominences • pick up small objects with hands (i.e. needles) • grasp small objects (i.e. small syringes) • write with a pen or pencil • squeeze fingers • type • perform manual laboratory procedures 	
PHYSICAL ENDURANCE	<p>Demonstrate the ability to perform tasks requiring physical endurance such as but not limited to</p> <ul style="list-style-type: none"> • stand and maintain balance during classroom or therapeutic procedures • endure 4 to 12 hours of standing or walking (i.e. clinicals) • bend, lift, turn, grasp, and squat with full range of motion • Transport, move, lift patients from a wheelchair to a stretcher, to an exam table or to a patient's bed and from a patient's bed and exam table to a wheelchair. 	
PHYSICAL MOBILITY	<p>Demonstrate the ability to perform competencies that require physical mobility such as but not limited to</p> <ul style="list-style-type: none"> • walk • reach arms above head and below waist • stoop/twist body • kneel • squat • move quickly (respond to an emergency) 	
PHYSICAL STRENGTH	<p>Demonstrate the ability to perform competencies that require physical strength such as but not limited to</p> <ul style="list-style-type: none"> • Move objects independently weighing up to 25 pounds • push/pull heavy objects up to 50lbs (patients on wheelchairs, beds, etc.) • Squeeze with hands (i.e. fire extinguisher) • Use upper body strength (CPR, patient handling) • Transport, move, lift patients from a wheelchair to a stretcher, to an exam table or to a patient's bed and from a patient's bed and exam table to a wheelchair. • Move, adjust and manipulate a variety of medical equipment to perform examinations according to established procedures 	

VISUAL	Demonstrate the ability to perform competencies that require visual acuity such as but not limited to <ul style="list-style-type: none"> • Ability to read fine print on measuring devices and computer screens • Ability to see objects clearly up to 20 feet away • Recognize depths • Use peripheral vision • Visually monitor patients, monitor charts and machine indicator lights in dimly lit conditions • Distinguish colors for qualitative data (swelling, exudates, infections, etc.) 	
AUDITORY	Demonstrate the ability to perform competencies that require hearing and/or responding such as but not limited to <ul style="list-style-type: none"> • heart sounds • lung sounds • soft voices • alarms/timers • patient call bells • emergency alarms • tolerate high pitched noises • tolerate constant noise • Demonstrate active listening skills 	
SMELL	Demonstrate the ability to perform competencies that require detecting odors from but not limited to <ul style="list-style-type: none"> • clients • smoke • gases • noxious smells (i.e. laboratory) 	
TACTILE	Perform competencies that require the ability to <ul style="list-style-type: none"> • feel vibration (palpate pulse) • detect temperature (skin, solutions) • detect environmental temperature (drafts, cold, hot) • Identify appropriate blood vessels for performing venipuncture • Operate medical instruments 	

_____(initials) I have reviewed and initialed the technical performance standards for the Medical Assistant Program.

_____(initials) I am able to meet the Technical Standards and Essential Functions as presented and have been provided information related to accommodations if needed at this time.

_____(initials) I understand the attendance policy and ensure I meet all of the technical performance standards each semester throughout the program. I will immediately notify my professor should changes occur with my ability to meet the attendance policy and /or the technical performance standards.

Print Name _____ Signature _____ Date _____

Appendix B-1

Medical Assistant Level 1 Certificate

(Fall admission only). Applications and Transcripts accepted march 1st – May 31st.

Prerequisites	Course Title	Credit Hours
MDCA 1313	Medical Terminology	3
MDCA 1409 ¹	Anatomy & Physiology for Medical Assistants	4
	Total Prerequisite hours	7
1st Semester		
MDCA 1310	Medical Assistant Interpersonal Communication Skills	3
MDCA 1321	Administrative Procedures	3
MDCA 1343	Medical Insurance	3
MDCA 1160**	Clinical I – Medical/Clinical Assistant	1
HPRS 1204	Basic Health Profession Skills	2
	Total Semester hours	12
2nd Semester		
MDCA 1302	Human Disease & Pathophysiology	3
MDCA 1305	Medical Law and Ethics	3
MDCA 1417	Procedures in a Clinical Setting	4
MDCA 1161**	Clinical II – Medical/Clinical Assistant	1
HPRS 1210	Introduction to Pharmacology	2
	Total Semester hours	13
	Total Minimum Hours	32

1. Completion of BIOL 2301, BIOL 2101, & BIOL 2302, BIOL 2102 will satisfy this requirement

****Clinical Education**

Students gain real-world experiences through their clinical rotations. Each clinical site provides a coordinated and supervised rotation under the supervision of assigned clinical preceptors and the designated clinical instructor for the MA program. Students are required to train in both the front and back medical office setting. Applicants should be aware that they will be required to work with patients and family members who may primarily speak Spanish.

NOTE: A grade of "C" or better must be maintained in all course work and obtaining a passing score on the Phlebotomy Technician Certification on the first attempt is required to progress in the MA curriculum.

Appendix B-2

Medical Assistant Associate of Applied Science

(Fall admission only). Applications and Transcripts accepted march 1st – May 31st.

Prerequisites	Course Title	Credit Hours
MDCA 1313	Medical Terminology	3
MDCA 1409 ¹	Anatomy & Physiology for Medical Assistants	4
	Total prerequisite hours	7
1st Semester (Fall)		
MDCA 1310	Medical Assistant Interpersonal and Communication Skills	3
MDCA 1321	Administrative Procedures	3
MDCA 1343	Medical Insurance	3
MDCA 1160**	Clinical I – Medical/Clinical Assistant	1
HPRS 1204	Basic Health Profession Skills	2
	Total Semester hours	12
2nd Semester (Spring)		
MDCA 1302	Human Disease/Pathophysiology	3
MDCA 1305	Medical Law and Ethics	3
MDCA 1417	Procedures in a Clinical Setting	4
MDCA 1161**	Clinical II – Medical/Clinical Assistant	1
HPRS 1210	Introduction to Pharmacology	2
	Total Semester hours	13
3rd Semester (Summer Session I)		
MDCA 1162**	Clinical III – Medical/Clinical Assistant	1
	Total Semester hours	1
4th Semester (Fall)		
MDCA 1348	Pharmacology and Administration of Medications	3
MDCA 1452	Medical Assistant Lab Procedures	4
MATH XXXX ²	Any college-level math (CORE)	3
COSC 1301	Intro to Computing (CORE)	3
	Total Semester hours	13
5th Semester (Spring)		
MDCA 1254	Medical Assisting Credentialing Exam Review	2
MDCA 1361**	Clinical IV- Medical/Clinical Assistant	3
ELECTIVE ³	Language/Philosophy & Culture/Creative Arts (CORE)	3
PSYC 2314	Lifespan Growth and Development (CORE)	3
ENGL 1301	Composition I (CORE)	3
	Total Semester hours	14
	Total Minimum Hours	60

1. Completion of BIOL 2301, BIOL 2101, and BIOL 2302, BIOL 2102 will satisfy this requirement.

2. Mathematic courses are selected from the following: MATH 1314, MATH 1316, MATH 1324, MATH 1332, MATH 1342, MATH 1350, MATH 1351, MATH 2412, MATH 2413, MATH 2414

3. ELECTIVE: Courses must be selected from: ENGL 2322, ENGL 2323, ENGL 2326, ENGL 2327, ENGL 2328, ENGL 2332, ENGL 2333, ENGL 2351, PHIL 1301, PHIL 2306, ARTS 1301, ARTS 1303, ARTS 1304, DANC 2303, DRAM 1310, MUSI 1306, MUSI 1310.

(CORE) = General Education Core Requirements (Language, Philosophy, and Culture/Creative Arts; Social/Behavioral Sciences; Natural Sciences)

Note: A grade of "C" or better must be maintained in all course work to progress in the curriculum.

****Clinical Education**

Students gain real-world experiences through their clinical rotations. Each clinical site provides a coordinated and supervised rotation under the supervision of assigned clinical preceptors and the designated clinical instructor for the MA program. Students are required to train in both the front and back medical office setting. Applicants should be aware that they will be required to work with patients and family members who may primarily speak Spanish.

Appendix C

COUNSELING FORM – MA Program

Student Name _____ PID _____ Course Number _____

Semester _____

- ☐ Attendance/Tardiness
- ☐ Unprofessional Conduct
- ☐ Disciplinary Action

- ☐ Academic/ Clinical Progress
- ☐ Other _____
- ☐ Other _____

Faculty Comments:

Recommendations:

Student Comments/Plan of Action:

Student Signature/ Date

Faculty Signature/Date

Appendix D

INSTRUCTOR/STUDENT CONFERENCE FORM– MA Program

Student Name _____ PID _____ Course Number _____

Semester _____ Date _____ Instructor _____

Purpose of Conference:

Subjects Discussed:

Plan of Action:

For Student:

Instructor Comments:

By signing, I acknowledge the discussion of the above subjects and understand my responsibility in the respective Plan of Action.

Student Signature/ Date

Faculty Signature/Date

Appendix D – page 2
Instructor/Student Conference Form

Student Name _____

Instructor Name _____

Student Comments:

I.D. Number _____

Date _____

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Appendix E

PROGRAM REMEDIATION/TUTORIAL AGREEMENT– MA Program

Student Name _____ PID _____ Course Number _____

Semester _____ Exam # _____ Grade _____ Absences _____

Faculty Remediation Plan Deadline: _____

Subjects Discussed:

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:

Student Signature _____ Date _____

Faculty Signature _____ Date _____

Remediation Completed: ☐ YES ☐ NO Date _____

Appendix F

PROBATION FORM– MA Program

Student's Name _____ I.D. Number: _____

Course Number _____

Beginning Date _____ Ending Date _____

The following policies, requirements and/or objectives are not being met satisfactorily at this time:

The student must comply with the following requirements during the probationary period:

- _____ The student will abide by all student program policies in effect, particularly relating to attendance, maintaining a passing average, and following up on conferences with program staff.
- _____ The student must meet all policies, requirements, and/or course objectives in all appropriate learning settings during the probationary period and thereafter.
- _____ The student may be withdrawn from the course and program for failure to comply with any of the terms outlined in the Probation Report. If the college deadline for withdrawal has passed, the student will be given a performance grade.

Student Comments:

By signing, I acknowledge discussion of the above subjects and understand my responsibility for the probationary period.

Student Signature/ Date:

Instructor's Signature/Date:

Appendix G

STUDENT INCIDENT/CONCERN FORM– MA Program

Student Name reporting the incident (Print): _____

Date: _____ Time: _____

Incident/concern reported to: ☐ Faculty ☐ Medical Assistant Program Director

Director Describe the incident/concern: (Facts Only)

Student's Signature

Date

Please allow 7-10 days for response

Resolution of Incident/Concern: (For Departmental Use)

☐ Issue/Concern Resolved OR ☐ Referred Student to Medical Assistant Program Director

Signature and Title of person addressing the incident or concern

Date

Appendix H

REQUIRED SIGNATURES– MA Program

STATEMENT OF UNDERSTANDING

I, the undersigned, have read the Laredo College Catalog and Student Handbook, and I am aware of the College Procedures as presented in these two documents. Furthermore, I have read the Medical Assistant Program Handbook, and I am aware of the procedures present in this handbook.

Student's Signature_____

Student's Name Printed_____

PID #_____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 understood the significance of the information given above.

Student's Signature_____

Student's Name Printed _____

PID #_____Date_____

REVIEW OF RECORDS

I (Print Name)_____give permission to the MA Program to allow access of my records for accreditation purposes.

Student's Signature_____PID#_____Date_____

RELEASE OF RECORDS

I (Print Name) _____ give permission to the Health Sciences Division and Medical Assistant Department to release personal (i.e. immunization record, criminal history, drug test results) and other information as needed to the clinical facilities where I will participate in clinical rotations.

Student's Signature _____ PID# _____ Date _____

RELEASE OF LIABILITY FORM

I acknowledge and understand that there may be certain risks while a student in the Division of Health Sciences Programs at Laredo College. I agree to adhere to the safety regulations of the MA 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 College, the Division of Health Sciences, or the training facilities liable.

Student's printed Name _____ PID# _____ Date _____

Student's Signature _____

CONSENT TO VIDEOTAPE, AUDIOTAPE, and PHOTOGRAPH

I, _____, do hereby consent to the participation in videotaping, audiotaping, and taking photographs by the faculty in the Medical Assistant Program for instructional purposes. I also grant the MA Program faculty the right to edit, use, and reuse said products for non-profit purposes (educational, public service, health awareness purposes) including use in print, on the internet, and all other forms of media. I also hereby release the MA Program, Laredo College and its agents and employees from all claims, demands, and liabilities whatsoever in connection with the above.

Student's Signature _____ PID# _____ Date _____

FALSIFICATION OF INFORMATION

Students, who were previously enrolled in any Health Sciences program(s) at Laredo College OR at any other college or university, must have exited in good standing. Falsification of information will jeopardize admission or continuation in the program.

I, _____, understand that falsifying any information while in the MA program will jeopardize my admission or standing in the Health Sciences Programs.

Student's Signature _____ PID# _____ Date _____

TECHNICAL STANDARDS

I have reviewed the technical performance standards in the student handbook. I attest that all of my responses since admission to the Medical Assistant Program are true and accurately indicate my ability to meet the responsibilities of the student role.

Students are required to meet Technical Performance Standards and essential functions, which include physical abilities for the Medical Assistant program. It is the responsibility of the student to contact the Counseling and Disability Services if they feel they cannot meet one or more of the technical standards listed.”

Student's printed Name _____ PID# _____ Date _____

Student's Signature _____

DEGREE PLAN REQUIREMENTS

Students are responsible for knowing and abiding by all graduation requirements. **It is the student's responsibility to review their degree plan and ensure that all courses required for graduation have been completed.**

I, the undersigned, take full responsibility for completing all required courses for the Medical Assistant Program as outlined in the Medical Assistant Program Curriculum and the Laredo College catalog. I recognize that I must keep a record of those courses as they are completed. I have been provided a degree plan worksheet listing all courses required for the program and take responsibility for verifying that they have been completed. I know that if any required courses have not been completed as required, I will not graduate with the class cohort I am designated to graduate with.

Student's printed Name _____ PID# _____ Date _____

Student's Signature _____

STUDENT HANDBOOK ACKNOWLEDGEMENT FORM

I, _____, have read and understand the content of the MA Program Student Handbook and have been given the opportunity to inquire about the content. I agree to abide by all the policies of the LC Catalog and the LC Student Handbook, of the MA program, and of the Health Sciences Division. I understand that policies may change during the course of the program and that I will abide by the changes (and will be given notice of the changes). I make a commitment to complete the MA program (AAS) within two years.

Student's printed Name _____ PID# _____ Date _____