

**LAREDO COLLEGE**

**HEALTH SCIENCE DIVISION  
MEDICAL ASSISTANT PROGRAM**



**LAREDO  
COLLEGE**

EST. 1947

**STUDENT HANDBOOK  
2023 - 2024  
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](mailto: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

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.

# General Program Information

## Accreditation

Laredo College is accredited by the [Commission on Colleges of the Southern Association of Colleges and Schools](#) to award certificates, associate degrees and bachelor degrees. 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 is a learner-centered institution transforming students' lives through educational programs and services to fulfill the dynamic needs of its local, regional, national, and global community.

## Laredo College Vision

Laredo College aspires to cultivate a learning, teaching, and working environment that facilitates student success and promotes institutional excellence.

## Laredo College Core Values

**Learner Centered:** It's all about students! Realization of education professional goals. **Learning Connections:** It's all about partnerships! Collaboration with stakeholders. **Leadership & Change:** It's all about innovation! Empowerment for our students, faculty, & Staff. **Life Changing:** It's all about transformation! Excellence & Innovation that responds to student & community needs.

## Program Goals

1. Students will demonstrate entry-level MA office competencies.
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 obtain certification as Medical Assistants and maintain said certification by participating in continuing education opportunities.

## Student Outcomes

1. Students will integrate effective communication in the classroom and practice setting by meeting expectations as indicated in the evaluation surveys.
2. Students will be rated on their professional standards of practice as good to excellent by clinical instructors.
3. Students will be rated on their administrative and technical clinical skills as good to excellent by clinical instructors.
4. Students will be rated on the application of safe clinical and patient practices as good to excellent by clinical instructors.

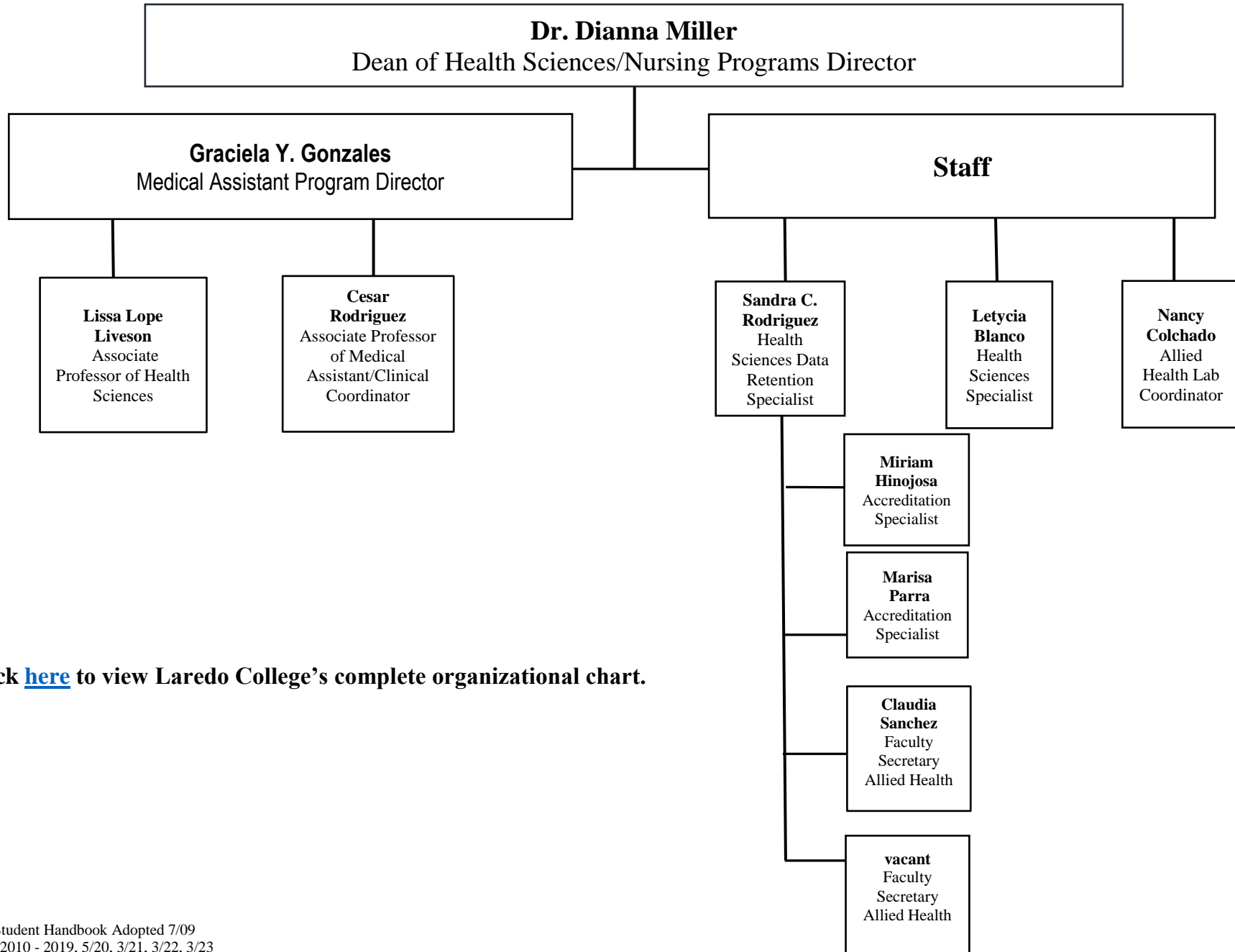
## Program Outcomes

1. Eighty-five percent of students 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.

## 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](#).

## Allied Health- Medical Assistant Organizational Chart 2023-2024



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

# ABOUT THE PROGRAM

## Faculty

The Medical Assistant (MA) Program faculty consists of 3 full-time staff.

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

## 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.

## 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.

## 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, counselors provide students with the support and guidance needed to ensure a healthy and enriching college experience.

## 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.

## Evaluation

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

## Facilities for Instruction

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

## Certificates and Degrees

The Medical Assistant program offers a Level 1 certificate and an Associate of Applied Science in Medical Assisting.

**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) will graduate with a Level I Certificate from Laredo College. Students who wish to change their declaration of major and pursue an associate degree in medical assisting must follow the process as stated in this handbook (*refer to page 28*).

**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. AAS candidates who meet the criteria at the end of the final semester of the program will graduate with an Associate in Applied Science degree and sit for the national clinical medical assistant certification exam

## Application Process

1. The student must be eligible for admission to Laredo College by completing all admission criteria as described in the LC catalog.
2. Complete the application packet for the Medical Assistant Program via the [application portal](#) by the last Thursday in May for fall admission consideration. Incomplete applications will not be considered.
3. Transcripts must be included with the application and must show completion of all prerequisites with a "C" or better. (*Refer to Appendices B-1 and B-2*)

## Admission Criteria

1. Meet Laredo College criteria set forth in the college catalog.
2. If pursuing as Associate in Applied Science degree, the student must be TSI compliant.
3. Have an overall GPA and prerequisite GPA of 2.5 or greater
4. Have successfully completed prerequisites with a "C" or better prior to applying to the program without exception. (*Refer to Appendices B-1 and B-2*)
5. Submit the complete application packet via the [application portal](#) for fall admission by the deadline.
6. Students are expected to be proficient in English language usage, both spoken and written.
7. Be a student in good standing at Laredo College.

## Selection Process

1. The MA review committee will screen all applications to assure that the applications meet the criteria as stated above in the "application process" section.
2. Qualified applicants who met the required GPA and completed all prerequisite courses as described in the "Application Process" section above will be invited to interview.
3. Admission into the MA program is based on achieving a minimum of 60% of total percentage points awarded from 100% of the following:
  - Overall GPA 45%
  - Prerequisite for MA program GPA 30%
  - Skill 10%
  - Essay questionnaire 15%
4. Once all applicants have been evaluated, applicants will be ranked from highest percentage points earned from the GPA, prerequisite courses, interview, essay questionnaire, and skills.
5. Applicants will be notified through Laredo College's official student email address with program admission status by late June.
6. A maximum of 20 students will be accepted. Due to program size limitations, a number of applicants who meet the program admissions requirements may not be admitted to the program. Applicants should note that although the MA program has placement for up to 20 students, only those who meet the cut-off percentage points of 60% will be admitted each fall semester.

7. Qualified applicants who are selected must attend a mandatory information session in July. Failure to attend and/or display unprofessional behavior during the mandatory information session disqualifies the candidate from moving forward in the application process.
8. Students who are not selected or who decline acceptance must reapply the following spring and complete all admission criteria as described in the "students seeking admission" and "selection process" section above.

### **Program Requirements**

Once a student has been accepted to the program, the following are required prior to attending the first-class day:

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:
  - Complete the Hepatitis B (HBV) vaccine series prior to direct patient contact. Serologic confirmation of immunity to the hepatitis B virus is acceptable
  - One dose of Measles, Mumps, Rubella (MMR)
  - Students born on or after January 1, 1957, must show acceptable evidence of vaccination of two doses of measles-containing vaccine administered since January 1, 1968
  - One dose of Tetanus-Diphtheria-Pertussis (Tdap) vaccination (every ten years)
  - One dose of Bacterial Meningitis (or completed Exemption Form Meningitis Form)
  - Annual flu vaccine
  - Two doses of varicella (chickenpox).
  - Also acceptable:
    - Student received first dose prior to 13 years of age
    - Laboratory report indicating varicella immunity, or
    - Parent/physician validated history of varicella disease (chickenpox)
3. TB skin test (annual) or chest x-ray (every two years)
4. American Heart Association BLS Healthcare Provider CPR Certification. Certification must remain current for the duration of the program.
5. Negative criminal background check: (Laredo Police Department and Webb County Sheriff's Department) that includes a negative sex offender check.
6. Negative ten-panel drug screen
7. Purchase and maintain current student liability insurance. Fees are paid with registration on an annual basis

**\*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

**\*\*The student will assume responsibility for the costs of the immunizations, criminal background check, drug screening, and medical services. All student applicants shall submit a negative background check (should have no criminal record) to be considered eligible for acceptance and continuation in the MA Program.**

*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.*

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.

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 his or her 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.

### **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 which must include a sex offender background check from the Laredo Police Department and Webb County Sheriff's Department. Students will submit a criminal background check annually.

Clinical rotation affiliates require students to present evidence that a viable background check and sex offender check has been completed. The student is hereby informed that if he/she does not agree to the background check and sex offender check and does 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.

### **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.

## 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 \$119.00
- EHRGo \$125.00 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 each textbook directly from the company for \$8.00 per book.

9780357700037

PAC CENGAGE UNLIMITED Semester \$124.99

9780357700044

PAC CENGAGE UNLIMITED One Year \$189.99

9780357700051

PAC CENGAGE UNLIMITED Two Year \$249.99

## 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.

## Student Records and Privacy

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.

By signing the Review of Records Form (*refer to Appendix H*), the student voluntarily agrees to allow full disclosure of personally identifiable information to accrediting agencies to fulfill accreditation requirements, admission committees, clinical affiliates, and academic advisors. This task does not require prior written consent from the student. Provisions will be made to ensure the protection of records against the invasion of privacy.

In accordance with Federal (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.

**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.



### **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.

### **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.

### **Obtaining Patient Informed Consent**

Prior to initiating a procedure with a patient, a student will 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.

### **Disclosure of Student Records**

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 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.

### **Student Records and Privacy During Clinical Rotations**

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 Center**

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.

# 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 Manual of Policy](#). "... Unless prior authorization is obtained from the instructor, the use of an electronic device is expressly prohibited in classrooms, laboratories and clinical settings. 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."

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.

**Cell phones, and other electronic messaging devices (i.e. smartwatches) that make sound are not allowed in the classroom or clinical site where they can disrupt and distract the planned course of study.**

## 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.
3. Use of social media, including texting, emailing, and social networking during class and clinical hours is prohibited (see Use of Electronic Devices Policy). 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.

## 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.

# 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 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 one week before official 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.

# GRADING AND EVALUATION

## 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.

## Exam Schedule

The student will be provided with the course syllabus containing a schedule of dates for written exams, practical evaluations, and major assignments/or projects 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 take an exam prior to the scheduled date. 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%.

# COMPUTER-BASED EXAMINATION AND/OR QUIZZES

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.
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, he/she 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. A basic calculator may be used during an examination. Personal digital assisted (PDA) or 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. No food or beverages are allowed in the computer lab or classroom during testing.
16. Students arriving late to an exam will have the time remaining from the scheduled start time of the exam to complete their exam.

# COURSEWORK

## **Assignments:**

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

## **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 Practicum/Lab:**

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 or special circumstances will be allowed to make up a lab practical exam upon returning to class when appropriate written documentation (i.e. doctor's excuse, police report, etc.) is submitted to the instructor.
2. The student is responsible for submitting a request the first day upon returning to class for a date to make-up the lab practical.
3. The instructor will establish the date for the lab practical. Failure to complete the make-up lab practical exam on the scheduled date will result in a grade of zero.
4. Students who fail a lab practical will have a second and final attempt to pass with a 70% or better contingent upon completion of remediation (*refer to Appendix E*) to be completed within three (3) days following the lab practical. The maximum grade on the second attempt is 80%.
5. The instructor will establish the date for the second and final lab practical. Failure to complete the make-up lab practical exam 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. The maximum grade on a missed exam is 80%.

**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 75% 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:**

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 page 28*).

**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.

**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.



## **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 with the exception of the Capstone courses which the student must obtain a grade of 75% or greater.

## **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 75% 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.

## **Academic Withdrawal Procedure**

A student who wishes to withdraw from the Medical Assistant Program due to circumstances unrelated to grades must inform their instructor(s) and schedule a meeting with the Program Director. A student may drop from the program without punitive action.

## **Withdrawal**

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.

## **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.

## **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

## **Policy on Withdrawal (W)**

A student desiring to withdraw from a course must officially withdraw through the Registrar's Office. Informing the instructor of a desire or intent to withdraw is not sufficient.

## **Note: The student has the responsibility to officially withdraw from a course.**

Failure to officially withdraw or failure to officially withdraw in a timely manner may result in a grade of **F** for the course.

## **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 75% on the comprehensive exam in the Capstone course.
5. exhibits behavioral problems that are not tolerated (*refer to pages 37- 38*). 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*).

## **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.

## **Transfer Credit**

Transferring from another program into the Laredo College Medical Assistant Program

1. Students who successfully complete the Continuing Education Department's Medical Administrative Assistant program and obtain their NHS MAA certification exam have one year to submit a request for admittance to the Medical Assistant program via the application portal.
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 copy of the receipt and 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.

# STUDENT GUIDELINES

## **Class Attendance**

Students are responsible for the attendance policies stated in the [LC College Catalog](#) and course syllabi where applicable. Due to the volume of information delivered during the lecture and lab components for each course in the MA program, students are expected to have regular and punctual attendance in all classes and laboratory periods on a regular basis. Classes start promptly and tardiness is unacceptable. Consistently entering or leaving the room when lecture or a presentation has begun is disruptive and reflects disregard towards others.

It is the student's responsibility to contact the instructor via email or text prior to the start of class if circumstances beyond the student's control arise that will result in tardiness or will prevent attendance.

**Excessive absences, tardiness or leaving early from class or clinicals may result in disciplinary action** (Refer to page 39).

Instructors will keep an accurate record of each student's attendance and may provide an opportunity for a student who presents a reasonable excuse for an absence to make up work that was missed. The student is responsible for obtaining missed material when absent from class/lab.

A student who offers no explanation for an absence will have that absence classified as unexcused with a grade of zero awarded for any test, assignment or laboratory work which occurs or is due during such absence with no opportunity to make up work that was missed. Specific attendance policies for the MA classes, labs, and clinicals are explained in the syllabus for each course. Refer to course syllabi.

In recognition of the importance of regular attendance, the college does not allow any cuts on the part of students, nor does it allow instructors to give walks or dismiss classes early, except after completion of a major examination. Classroom attendance will follow the policy as stated in the current LC catalog and Student Handbook.

## **Clinical Education**

The student is assigned to an ambulatory health care office or clinic to develop clinical skills under the supervision of assigned facility staff. The student must master technical standards that represent the essential requirements of a successful Medical Assistant. Students may be required to work with clients who only speak Spanish. Prior to the start of each clinical rotation, the student must have demonstrated competency by satisfactorily completing all the required courses during the semester of the MA Program. Student competency will be demonstrated by passing all tests and lab practicals with a grade of 70% or better to be considered as possessing safe behaviors and skills to progress to a clinical rotation. If the student has not completed those requirements satisfactorily, the student will not be allowed to begin the clinical rotation and will be dismissed from the program.

All students must be aware of and abide by the facility's policies and procedures. Clinical schedules must be followed with 100% attendance. Tardiness and/or leaving before the end of the assigned time in a clinical rotation are equivalent to an absence. All absences must be made up before the final grades are turned in for the respective semester. Students will not exceed 25 hours a week during each clinical rotation and the hours must be completed during the scheduled times for the duration of the rotation. Students must remember that completion of required objectives and competencies must be met while the assigned clinical preceptor or clinical instructor is on duty. Failure to make up missed time or complete the assigned requirements may result in an "I" (Incomplete) or failed clinical rotation.

**Clinical Orientation**

The student in the 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.

**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.

Click on [Student Complaint Policy](#) to review the policy and the process. The Guiding Principles of this policy follow.

# GUIDING PRINCIPLES

## **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 process described in this policy shall not be construed to create new or additional rights beyond those granted by law or Board policy, nor to require a full evidentiary hearing 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.

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

## **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 form**

Complaints under this policy shall be submitted in writing to [ma@laredo.edu](mailto:ma@laredo.edu) on a form provided by the College District. Copies of any documents that support the complaint should be attached to the complaint form. If the student does not have copies of these documents, copies may be presented at the Level One conference. After the Level One conference, no new documents may be submitted unless the student did not know the documents existed before the Level One conference. A complaint form that is incomplete in any material aspect may be dismissed, but may be re-filed with all the requested information if the re-filing is within the designated time for filing a complaint.

### **LEVEL ONE**

Complaint forms must be filed: Within 15 days of the date the student first knew, or with reasonable diligence should have known, of the decision or action giving rise to the complaint or grievance; and with the lowest level administrator who has the authority to remedy the alleged problem. In most circumstances, students shall file Level One complaints with the department chairman or student services counselor. The complaint, however, may begin at the first level at which the administrator has the authority to remedy the complaint

If the complaint is not filed with the appropriate administrator, the receiving administrator must note the date and time the complaint form was received and immediately forward the complaint form to the appropriate administrator. The appropriate administrator shall hold a conference with the student within ten days after receipt of the written complaint. The administrator shall have ten days following the conference to provide the student a written response.

### **LEVEL TWO**

If the student did not receive the relief requested at Level One or if the time for a response has expired, the student may request a conference with the academic dean or dean of students to appeal the Level One decision. The appeal notice must be filed in writing, on a form provided by the College District, within ten days after receipt of a response or, if no response was received, within ten days of the response deadline at Level One.

### **LEVEL THREE**

If the student did not receive the relief requested at Level Two or if the time for a response has expired, the student may request a conference with the College President or designee to appeal the Level Two decision. The appeal notice must be filed in writing, on a form provided by the College District, within ten days after receipt of a response or, if no response was received, within ten days of the response deadline at Level Two.

### **LEVEL FOUR**

If the student did not receive the relief requested at Level Three or if the time for a response has expired on a form provided by the College District, within ten days after receipt of a response or, if no response was received, within ten days of the response deadline at Level Three. The College President or designee shall inform the student of the date, time, and place of the Board meeting at which the complaint will be on the agenda for presentation to the Board.

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

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

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



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

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

For more information, see LC's Web Page Homepage (<https://www.laredo.edu/>), select Admissions and Aid, select Policies for students, select Student Complaints.

### **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](mailto: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.**

# CLINICAL SITE GUIDELINES

## Reporting Injury

A Medical Assistant student who is injured while in the role of student MUST report the injury to the instructor or preceptor immediately. An incident report must be completed at the clinical site. The student MUST contact the Laredo College's Risk Management Department and complete an accident health insurance coverage form. The health coverage is supplemental to the student's primary health insurance. The student is responsible for the expenses incurred. A copy should be provided to the MA Program Director to keep on file.

## Use of Electronic Devices

Personal beepers, cell phones or other electronic devices are prohibited at the clinical site. Emergency use of phone or other electronic devices should be discussed with the clinical instructor first. Students abusing the use of beepers, cell phones or client/facility phones will be sent home and receive a zero for the day at the discretion of clinical instructor.

## 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.

## Class/Lab Guidelines

Students are required to attend all lecture and laboratory periods on a regular basis. 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 to class or clinical may be dismissed from the program (*Refer to page 39*).

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.

Instructors will keep an accurate record of each student's attendance and may provide an opportunity for a student who presents a reasonable excuse for an absence to make up work that was missed. The student has the responsibility to obtain the information covered for the class(es) missed. A student who offers no explanation for an absence will have that absence classified as unexcused with a grade of *zero* awarded for any test, assignment or laboratory work which occurs or is due during such absence with no opportunity to make up work that was missed. Refer to course syllabus.

The Medical Assistant department will adhere to the LC Student Handbook attendance policy for theory. Please refer to the syllabus for the clinical attendance policy. Arriving after the scheduled time in clinical constitutes an absence unless previous arrangements have been made with the clinical instructor. At the clinical supervisor's discretion, the student may be sent home for being late to the clinical site and a zero recorded for the day.

## 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 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 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 himself/herself 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.

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

1. Any student deemed impaired by reason of mental, physical health, exhaustion, alcohol, or other mind-altering drugs that could expose clients, the public, students, and faculty unnecessarily to risk of harm.
2. Conducts which may deceive, defraud, or injure clients, the public, clinical facilities, personnel, other students, and faculty.
3. Failure to care adequately for 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 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 in the MA handbook (pg 28).
  - 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.

## **APPLIED EXPERIENCE**

Students will perform their clinical training in a medical office or other health care facility. Students will be provided clinical rotation schedules. Students will be under the direct supervision of a designated section supervisor during their training. College faculty will make rounds through the clinical sites to monitor the students' progress.

In the event that clinical affiliates cannot host MA students for clinical rotations, students will have other opportunities to develop proficiencies.

The following are some activities that will be expected for students to fulfill:

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).

### **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.



# DRESS CODE

## Classroom and Laboratory Dress Code

**Uniform:** Students must purchase and wear program color scrubs and black, close-toed shoes. In addition, students must also purchase a class polo and black scrub jacket to be worn over clean scrubs during labs and clinicals.

**School Patch:** The MA program requires a school patch be worn with the commercial uniform lab coat and scrub top.

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

## Clinical Dress Code

For clinical rotation, the students must adhere to the program dress code and other dress code requirements (i.e. program scrubs). In addition, students are required to purchase and wear a clinical ID badge during clinical rotations (*refer to Clinical Badges on page 34*). A student found non-compliant with the rules of dress in a clinical setting may be sent home and will need to make up the missed clinical time. In order to protect the health and welfare of students participating in clinical experiences, students may be required to use PPE during clinical activities.

## Personal Appearance

1. Good posture and personal hygiene a must.
2. Scrubs are to be clean and wrinkle-free
3. No offensive perfume or cologne
4. Pen and water-resistant wristwatch with the ability to measure seconds
5. Laredo College Student ID badge must be worn with the uniform.
6. Clinical site dress/attire policy on jewelry – obtrusive necklaces/bracelets, large rings, visible piercings other than the ear, and dangling/large earrings are prohibited for safety purposes.
7. Preferably tattoos or other body markings and decorations should be covered
8. Nails should be neatly manicured and not be visible beyond the fingertips. Only clear nail polish is permitted. Artificial nails are not permitted
9. Hair should be neat, and clean, and should not interfere with the performance of duties. Long hair must be pulled back away from the face. The instructor must approve hair accessories.
10. Moderate application of makeup is allowed.
11. Smoking is not allowed within hospitals and clinical facilities.
12. No decorations or stickers allowed on the nametags or uniforms
13. Uniform scrub jacket with ID badge on left chest area may be worn during clinical.
14. Uniforms must meet each clinical agency's dress code
15. No gum chewing during clinical rotations

# HEALTH AND 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 43*).

## **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.

## **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).

## **Pregnant/Breastfeeding Students**

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

## **Health Services**

Should an emergency arise while the student is on campus, the student should call Campus Police and/or the 911 system.

## **Occupational Exposure to Infectious Agents**

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

### **Communicable Diseases**

The Medical Assistant Program adheres to the Laredo College's Notifiable Conditions statement (refer to the current syllabus). The student is expected to report physically and mentally fit to the clinical sites. A student identified as having a communicable disease (e.g. TB, Scabies, etc.) must be treated and obtain a release form from a U.S. licensed physician or nurse practitioner indicating that the student is non-communicable and may return to the MA Program.

### **Incident Report: Injury, Illness, Exposure to Harmful Substances**

If an LC student is injured, becomes ill, or is exposed to potentially harmful substances while involved in a LC related activity (academic class, clinical class), the student must adhere to the following:

1. Address the injury, illness, or exposure immediately and must report the injury to the instructor or clinical instructor immediately.
2. If the incident occurred on campus, the student must refer to Campus Police, the student's personal physician or call 911.
3. If the incident occurred in the clinic, the student must contact the clinical coordinator so instructions may be provided about immediate medical assistance.
4. Complete an incident report at the clinical site and at the LC Safety and Risk Management Office immediately upon return to campus.
5. Follow up with the student's physician if necessary.
6. If the student has no other health insurance coverage, the LC insurance will cover expenses up to \$10,000 per occurrence.
7. Contact the Safety and Risk Management Office at 721-5852 for further questions.

# APPENDICES

# Appendix A

## MEDICAL ASSISTANT

### TECHNICAL PERFORMANCE STANDARDS AND ESSENTIAL FUNCTIONS

*A student admitted to the MA program must possess necessary technical standards to successfully participate in and complete the program. A student is required to be physically, mentally and medically able to perform the technical standards necessary required for the MA student. These standards are also required to fulfill the responsibilities of an entry-level medical assistant upon graduation. If a student is unable to perform an essential function, the student will be counseled to consider another field of study and/or the student will be withdrawn from the program. Students who seek reasonable accommodations for disabilities must contact the office of Counseling and Disabilities Services at Laredo College as soon as possible at 956-721-5137. The office of Counseling and Disabilities Services will determine a student's eligibility for and recommend appropriate accommodations and services.*

Essential Functions	Definitions	Initials
READ	<p><b>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</b></p> <ul style="list-style-type: none"> <li>• textbooks</li> <li>• signs</li> <li>• medical supply packages</li> <li>• policy and procedure manuals</li> <li>• patient records</li> <li>• computer screens</li> <li>• data from medical instruments</li> </ul>	
ARITHMETIC COMPETENCE	<p><b>Ability to understand, perform, and apply arithmetics in the health care setting such as but not limited to:</b></p> <ul style="list-style-type: none"> <li>• calculations (add, subtract, multiply, divide) mathematical information such as fluid volumes, medication dosages, weights and measurements and vital signs.</li> <li>• read measurement marks, columns of numbers</li> <li>• tell time</li> <li>• use measuring tools</li> <li>• document numbers in records</li> </ul>	
ANALYTICAL THINKING	<p><b>Ability to acquire, and apply information from but not limited to:</b></p> <ul style="list-style-type: none"> <li>• classroom instruction</li> <li>• skills laboratory experiences</li> <li>• independent learning</li> <li>• group projects</li> <li>• clinical rotation experiences</li> </ul> <p><b>Demonstrate skills for but not limited to:</b></p> <ul style="list-style-type: none"> <li>• integration of concepts</li> <li>• abstract reasoning</li> <li>• multifactorial problem solving and interpreting</li> <li>• clinical rotation experiences</li> <li>• everyday tasks, living skills (i.e. writing checks, making deposits, transportation)</li> </ul>	
COMMUNICATION	<p><b>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:</b></p> <ul style="list-style-type: none"> <li>• Complete assignments</li> <li>• Complete tests</li> <li>• Give directions</li> <li>• Give oral reports</li> <li>• Educate/coach patients</li> <li>• Speak on the phone</li> <li>• Explain procedures</li> <li>• Document care/messages</li> <li>• Interact with others</li> <li>• Listen carefully to patient complaints and requests</li> </ul>	

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

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

\_\_\_\_\_ (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

Prerequisites	Course Title	Credit Hours
MDCA 1313	Medical Terminology	3
MDCA 1409 <sup>1</sup>	Anatomy & Physiology for Medical Assistants	4
	<b>Total Prerequisite hours</b>	<b>7</b>
<b>1<sup>st</sup> Semester</b>		
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
	<b>Total Semester hours</b>	<b>12</b>
<b>2<sup>nd</sup> Semester</b>		
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
	<b>Total Semester hours</b>	<b>13</b>
	<b>Total Minimum Hours</b>	<b>32</b>

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

Prerequisites	Course Title	Credit Hours
MDCA 1313	Medical Terminology	3
MDCA 1409 <sup>1</sup>	Anatomy & Physiology for Medical Assistants	4
	<b>Total prerequisite hours</b>	<b>7</b>
<b>1<sup>st</sup> Semester (Fall)</b>		
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
	<b>Total Semester hours</b>	<b>12</b>
<b>2<sup>nd</sup> Semester (Spring)</b>		
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
	<b>Total Semester hours</b>	<b>13</b>
<b>3<sup>rd</sup> Semester (Summer Session I)</b>		
MDCA 1162**	Clinical III – Medical/Clinical Assistant	1
	<b>Total Semester hours</b>	<b>1</b>
<b>4<sup>th</sup> Semester (Fall)</b>		
MDCA 1348	Pharmacology and Administration of Medications	3
MDCA 1452	Medical Assistant Lab Procedures	4
MATH 1314 <sup>3</sup>	College Algebra (CORE)	3
COSC 1301	Intro to Computing (CORE)	3
	<b>Total Semester hours</b>	<b>13</b>
<b>5<sup>th</sup> Semester (Spring)</b>		
MDCA 1254	Medical Assisting Credentialing Exam Review	2
MDCA 1361**	Clinical IV- Medical/Clinical Assistant	3
ELECTIVE <sup>2</sup>	Language, Philosophy, Creative Arts (CORE) <small>(refer to CORE LC catalog)</small>	3
PSYC 2314	Lifespan Growth and Development (CORE)	3
ENGL 1301	Composition I (CORE)	3
	<b>Total Semester hours</b>	<b>14</b>
	<b>Total Minimum Hours</b>	<b>60</b>

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

2. Creative Arts courses must be selected from ARTS 1301, ARTS 1303, ARTS 1304, DANC 2303, DRAM 1310, MUSI 1306, MUSI 1310.

3. Mathematic courses are selected from the following depending on TSIA 2.0 scores: MATH 1314, or MATH 0114+MATH 1314 or MATH 0314+MATH 1314\* (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 \_\_\_\_\_

- |   |  |
|---|--|
| <input type="checkbox"/> Attendance/Tardiness   | <input type="checkbox"/> Academic/ Clinical Progress |
| <input type="checkbox"/> Unprofessional Conduct | <input type="checkbox"/> Other _____                 |
| <input type="checkbox"/> Disciplinary Action    | <input type="checkbox"/> 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 discussion of the above subjects and understand my responsibility in the respective Plan of Action.

\_\_\_\_\_  
Student Signature/ Date

\_\_\_\_\_  
Faculty Signature/Date



**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):**

- |  |  |
|--|--|
| <input type="checkbox"/> < 2 hrs wk on assigned readings   | <input type="checkbox"/> Illness                   |
| <input type="checkbox"/> 2 - 4 hrs wk on assigned readings | <input type="checkbox"/> Family Issues             |
| <input type="checkbox"/> 4 - 6 hrs wk on assigned readings | <input type="checkbox"/> Work Schedule > 15 hrs/wk |
| <input type="checkbox"/> 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 of 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 \_\_\_\_\_