

Frederick Community College
Medical Assistant Program
Student Handbook
2022

Table of Contents

MISSION STATEMENT.....	2
PROGRAM GOALS	2
PROGRAM ADMINISTRATORS	3
THE HANDBOOK	4
RESPONSIBILITIES OF THE PROGRAM MANAGER	5
RESPONSIBILITIES OF THE CLINICAL COORDINATOR.....	5
RESPONSIBILITIES OF THE COURSE INSTRUCTOR.....	5
RESPONSIBILITIES OF THE STUDENT	6
MEDICAL ASSISTING CODE OF ETHICS	7
MEDICAL ASSISTING CREED	7
EXTERNSHIP TRAINING.....	8
<i>PROGRAM POLICIES</i>	<i>9</i>
COURSE REQUIREMENTS	10
EXTERNSHIP EDUCATION ELIGIBILITY	10
CRIMINAL BACKGROUND, CHILD ABUSE CHECKS AND DRUG TESTING.....	11
EXTERNSHIP GRADING CRITERIA.....	11
POLICIES ON STUDENT PROGRESSION IN MEDICAL ASSISTING	12
GRADING	13
FAILURE AND WITHDRAWAL.....	13
ATTENDANCE	13
PROFESSIONALISM	15
COMMUNICATION	15
DRESS CODE POLICY	15
BACKGROUND CHECK/DRUG SCREEN.....	16
CARDIOPULMONARY RESUSCITATION (CPR)	16
HIPAA/BLOOD BORNE PATHOGEN COMPLIANCE	16
PATIENT/CLIENT SAFETY	17
EXTERNSHIP INCIDENTS	17
EMERGENCY CONTACT INFORMATION.....	17
HEALTH FORM.....	18
INCLEMENT WEATHER	18
CELL PHONE USAGE.....	18
MEDICAL RELEASES	18
STUDENTS WITH DISABILITIES.....	18
SOCIAL MEDIA	19
SMOKING.....	19
SUBSTANCE ABUSE.....	19
MEDICAL ASSISTANT PROGRAM GRADUATION PROCESS	19
<i>COLLEGE POLICIES.....</i>	<i>21</i>
CODE OF STUDENT CONDUCT.....	22
COMPLAINT POLICY AND PROCEDURE FOR STUDENTS	22
<i>STUDENT SERVICES</i>	<i>23</i>
A. STUDENT E-MAIL	24
B. BLACKBOARD.....	24
C. ONLINE SERVICES	25
STUDENT SIGNATURE SHEET.....	26

MISSION STATEMENT

In addition to supporting the mission statement of Frederick Community College, the Medical Assistant Program will prepare the next generation of skilled and ethical professionals. The Program will provide a comprehensive education that prepares graduates to address the health care needs of a diverse and dynamic population. We promote excellence among students, graduates and faculty by fostering a cultivated atmosphere that is committed to prepare entry level medical assistants. The Medical Assistant Program strives for an atmosphere that values intellectual curiosity, the pursuit of knowledge, and academic freedom and integrity.

PROGRAM GOALS

Frederick Community College will provide students with gratifying learning experiences and career opportunities in a learning environment that will enable them with/to:

- the ability to competently perform Externship responsibilities regarding to patient care
- critical thinking and problem-solving skills essential to Externship practice
- effective communication techniques required to professionally interact with patients, interprofessional health care teams
- values for a commitment to lifelong learning with a high level of ethical and professional standards

PROGRAM ADMINISTRATORS

Michele Tertel Blough
MEDA Program Manager
mtertel@frederick.edu
301-624-2845

Robin Hovermale
MEDA Clinical Coordinator
rhovermale@frederick.edu

THE HANDBOOK

The Handbook has been established as a guide for the students in the Medical Assistant Program. It outlines program requirements, ethical standards, and regulations that all students within the program are required to abide by. It is the student's responsibility to read and understand what is expected of them and what they can expect from a competency-based Externship education.

Frederick Community College has established a skills-based externship education that allows both the faculty and the individual students to identify their strengths and weaknesses. Frederick Community College will strive to provide instruction and advice to students regarding guidelines, skills, graduation, and requirements to take the national certification exam.

The handbook is given to matriculating students during orientation, reviewed thoroughly and requires documentation of receipt, review and understanding of all policies and procedures by all students.

RESPONSIBILITIES OF THE PROGRAM MANAGER

The Program Manager coordinates the daily operations of the program.

- They will advise students regarding prerequisites, course requirements, and program requirements.
- They will assist students with course schedules.
- They will assist with issues that cannot be addressed one-on-one.

RESPONSIBILITIES OF THE CLINICAL COORDINATOR

The Clinical Coordinator coordinates the daily operations of the externship.

- They will provide externship sites that meet the needs of the program and all students involved.
- They will mentor and advise students and externship preceptors regarding Externship skills and career opportunities within the profession.
- Establish a harmonious working relationship with the program director, externship supervisors, and students.
- They will provide guidance for Externship affiliate supervisors/preceptors regarding externship educational standards.

RESPONSIBILITIES OF THE COURSE INSTRUCTOR

The course instructor will facilitate the daily operations in the classroom.

- They will answer questions concerning the course that were not addressed during lecture/lab.
- They will address testing issues.
- They will assist with project issues.
- They will assign grades.
- They are the first point of contact in the event of a grievance.

RESPONSIBILITIES OF THE STUDENT

The student is accountable for:

- attainment of his/her own learning objectives
- participating in learning activities associated with all aspects of patient care
- displaying professional appearance in compliance with the dress code policy
- developing and continuing a professional working relationship with the assigned externship site and healthcare teams.
- using all equipment and materials responsibly
- observing and assisting the externship preceptors
- attending and participating in all scheduled externship activities
- consulting with externship site preceptors and/or departmental faculty for help with problems.
- maintaining an accurate record of externship skills and hours
- incurring all travel costs and expenses.
- communicating with Clinical Coordinator on a regular basis immediately before and during externship rotations
- abiding by all policies and procedures established by the Externship, Medical Assistant Program and Frederick Community College.

MEDICAL ASSISTING CODE OF ETHICS

Medical Assisting Students will be dedicated to the conscientious pursuit of their profession, and thus desiring to merit the high regard of the entire medical profession and the respect of the general public which they serve, do pledge themselves to strive always to:

1. Render service with full respect for the dignity of humanity.
2. Respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information.
3. Uphold the honor and high principles of the profession and accept its disciplines.
4. Seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues.
5. Participate in additional service activities aimed toward improving the health and well-being of the community.

MEDICAL ASSISTING CREED

The Medical Assisting Creed of the AAMA sets forth medical assisting statements of belief:

- I believe in the principles and purposes of the profession of medical assisting.
- I endeavor to be more effective.
- I aspire to render greater service.
- I protect the confidence entrusted to me.
- I am dedicated to the care and well-being of all people.
- I am loyal to my employer.
- I am true to the ethics of my profession.
- I am strengthened by compassion, courage, and faith.

EXTERNSHIP TRAINING

Skills based externship education has been established for the students enrolled in the Medical Assistant Program. It is designed to permit accurate assessment of the knowledge, skills, and abilities of students in the externship training component of the program. Evaluation of students' externship skills is completed by an assigned externship personnel.

Externship experience integrates didactic learning into the practical setting. The primary reason Externship instruction is integrated into Frederick Community College's Medical Assistant curriculum is to provide experiences that teach and measure how proficient students are with professional skills taught in the classroom.

Students should progress through levels of responsibility moving from observation to assisting, to performing the study under direct supervision, to completing the study independently under indirect supervision. At the completion of the Externship phase, the student should be able to enter the profession as an entry level medical assistant.

The importance of Externship instruction and the Externship experience for a Medical Assistant student cannot be emphasized enough. There is a set standard of Externship hours required by the program to ensure the student's competency in the field is obtained. All students must attend a minimum number of Externship training hours.

The student is subject to all rules and regulations of the Externship site. The Externship education affiliate reserves the right to suspend or terminate a student who does not adhere to established policies of the Externship site and/or the program. Please keep in mind, Externship rotations are a privilege, not a right. Students can and will be removed from an Externship affiliate site if their actions fail to meet the standards set forth by the program, site, and/or college.

PROGRAM POLICIES

COURSE REQUIREMENTS

1. All prerequisites for courses outlined in the curriculum must be met to follow the necessary educational sequence.
2. Students are responsible for accessing courses and all course materials through Blackboard on at least a weekly basis.
3. Students are responsible for checking their e-mail accounts daily.
4. Students are responsible for completing CPR training before the start of their externship rotation.
5. Students are responsible for completing a background check and drug screening before the start of their externship rotation.
6. Students are responsible for completing a medical clearance and vaccination documentation before the start of their externship rotation.
7. Students are responsible for completing on-line course evaluations through Blackboard for each of their courses at the end of the semester.

EXTERNSHIP EDUCATION ELIGIBILITY

To be assigned to an Externship Affiliate site, the student must meet the following requirements or obligations:

- Be in good academic standing.
- Maintain a cumulative grade point average of 2.00 or higher.
- Provide and maintain proof of certification in adult, child and infant cardiopulmonary resuscitation (BLS/CPR/AED for Healthcare Provider) through CastleBranch.
- Complete and submit the Confidential Student Health Profile through CastleBranch (All immunization requirements must be completed prior to starting Externship course work. Failure to meet these health requirements will result in the delay of Externship practical or the failure of Externship courses)
- Complete a criminal background check/drug screening through CastleBranch. These time and cost factors are borne solely by the student.
- Meet program specific technical standards.
- Use personal or public transportation to Externship sites. Commuting time and costs are not determining factors for Externship assignments. These time and cost factors are borne solely by the student.
- Additional requirements may be needed.

***Students not in compliance are not permitted to attend classes or Externship**

CRIMINAL BACKGROUND, CHILD ABUSE CHECKS AND DRUG TESTING

Individuals who have been convicted of a felony or misdemeanor may be denied certification or licensure as a health professional. Information regarding individual eligibility may be obtained from the appropriate credentialing bodies. Externship rotation and fieldwork sites may require a criminal background check and/or child abuse check in order to permit participation in the Externship experience, rotation or fieldwork. Participation in Externship experiences, rotations or fieldwork is a required part of the curriculum and a requirement for graduation. Externship rotation and fieldwork sites may deny a student's participation in the Externship experience, rotation or fieldwork because of a felony or misdemeanor conviction, failure of a required drug test, or inability to produce an appropriate health clearance, which would result in delayed graduation or in the inability to graduate from the program.

EXTERNSHIP GRADING CRITERIA

Students are evaluated by their Externship Affiliate Site through the competency mechanism and through personal evaluations. Students are further evaluated by the Clinical Coordinator and/or Program Manager via direct observation. The final grade is determined by the Clinical Coordinator. In order to receive a passing grade in an externship rotation, successful performance of specific behaviors must be achieved. These critical behaviors include:

1. Attending mandatory assigned externship hours and rotations.
2. Adequate preparation for externship assignments.
3. Safe implementation of all Medical Assistant procedures in accordance with medical orders, agency policies, and established principles of practice.
4. Respect of the patient's rights regarding their dignity and human worth.
5. Demonstration of professional behavior in all aspects of medical assisting which include attendance, punctuality, appearance, confidentiality, and a caring attitude toward patients and members of the health care team.
6. Demonstration of accountability and responsibility for actions.
7. Completing specified competencies and 200 hours.
8. Meeting all objectives set forth at your externship site.
9. Keeping an Externship Record Book.
10. Keeping an Externship Hour Log.

POLICIES ON STUDENT PROGRESSION IN MEDICAL ASSISTING

1. A student who earns a grade of “D” or below (below 75) in any of the Medical Assistant didactic cohort curriculum courses in any semester will not be permitted to continue with course sequencing. Students will be asked to repeat the unsuccessful course in the following semester or next semester that it is offered in original format (day staying day cohort or evening staying evening cohort). This includes withdraws.
2. A student who earns a grade of “D” or below (below 75%) may repeat one Medical Assistant cohort course only (MEDA 117, MEDA 122, or MEDA 201). This includes withdraws.
 - a. The student must return within three semesters of withdrawing or failing.
 - b. If more than three semesters have elapsed; the student must seek admission as if they were a new student.
 - c. Students will only need to repeat the course that they withdrew from or received a grade of “D” or below (below 75%).
 - d. The student must meet with the Program Manager to schedule re-entry in another cohort.
3. A student who earns two grades of “D” or below (below 75%) including withdraws, in the Medical Assistant didactic cohort curriculum will be dismissed from the program and required to meet with the assigned Program Manager.
 - a. Students wishing to return after two course failures and/or withdraws must seek admission as if they were a new student.
4. A student who demonstrates unsafe externship skills/practice will be dismissed from the Medical Assistant Program immediately.
5. A student who is sent home from an externship site for the day, leaves abruptly or is asked not to return to the site due to behavior or safety concerns, will be dismissed from the Medical Assistant Program immediately. The student will not be placed at a new externship site and will receive a F for the course.
6. A student who does not demonstrate professional behavior and professional practice is subject to review by the faculty and is subject to dismissal from the program. If the student is suitable to continue in the program, a written Contract for Improvement will be discussed with them. A Contract for Improvement is a form with specific goals and a time frame for events to occur. If the goals are not met, then the student will receive a failing grade and be dismissed from the program. Dismissal from the Program with a grade of “D” or below due to externship inadequacy will result in the student being denied future admission into the Medical Assistant Program.
6. Incomplete grades for a Medical Assistants course can be assigned only in the case of extenuating circumstances. These circumstances must be reviewed by the faculty prior to the issuance of an “Incomplete” grade. In all cases, an “Incomplete” grade is assigned only when the work already done has been of a quality acceptable to the instructor.
7. Every student is expected to schedule an advisement meeting with the Program Manager each semester.

GRADING

Criteria for classroom and externship grading are included in the syllabus for each course. A grade of 75% or better is required to pass all MEDA courses. Any grade below 75% is considered a failure and the course/s must be repeated.

The grading scale is as follows:

A= 100% to 90%

B= 89% to 80%

C= 79% to 75%

F= less than 75%

FAILURE AND WITHDRAWAL

If a failure or withdrawal from the Program occurs, students are required to meet with the Program Manager and Clinical Coordinator for an exit interview to assist the student in further decision-making. Failure in a course may occur for any of the following reasons:

- Failure in didactic and/or externship courses
- Unexcused or excessive absences
- Leaving the Externship Site without Externship Site Supervisor or Externship Coordinator's permission or knowledge
- Unethical conduct
- Academic integrity violations
- Failure to meet financial obligations to the College or Program within a reasonable period
- Failure to maintain classroom safety guidelines and procedures.

ATTENDANCE

Attendance is mandatory for all simulation, skills, laboratory, lecture, externship, seminar, practicum, and exam days. Prompt and regular attendance is required to meet all course objectives and make satisfactory progression through the program. Therefore, students are expected to schedule all personal appointments outside of class time and externship hours.

Assignments at the externship sites are intended to provide the student with a comprehensive Externship education as deemed appropriate by the faculty and serves to correlate didactic knowledge with practical skills. Students are not guaranteed a specific externship site. Should a student be dismissed from his/her externship site, the program will not provide an alternate site.

1. Absences for simulation, skills laboratory, externship, practicum, and lectures are excused in only five circumstances:
 - a. Illness of the student or dependent
 - b. Death in the immediate family
 - c. Court order

- d. Recognized religious holiday
 - e. Military commitment
2. An unexcused absence is any absence that does not meet one of the five criteria listed above. If the Externship Site does not receive notification of absence 30 minutes prior to the start of the shift, the absence will be considered an unexcused.
 3. Written documentation of the reason for the absence is required. Whenever possible, extenuating circumstances should be discussed with the instructor or Externship Coordinator in advance.
 4. Make up work is only allowed for excused absences. If the absence is not excused, the student will receive a zero for all work on the day of the absence. Students must make up any test, quiz or exam within five (5) workdays (Monday through Friday) of the absence. Failure to make up an exam will result in failure of the course. It is the responsibility of the student to contact the instructor to determine if makeup is possible, as it is at the instructor's discretion. However, no additional points will be granted for class participation for any absence.
 5. Four (4) cumulative excused absences in the cohort courses including Externship hours (MEDA 117, MEDA 122, MEDA 201, and/or MEDA 204) will result in dismissal from the Program. The evening cohort will document absences as 2.5 hours for each class resulting in a 0.5 absence, if only one of the two classes is missed within the week. 0.5 absences are counted and accumulate.
 6. Two (2) cumulative unexcused absences in the cohort courses including Externship hours (MEDA 117, MEDA 122, MEDA 201, and/or MEDA 204) will result in dismissal from the Program.
 7. Externship attendance is mandatory. Students must complete the assigned number of hours at the assigned site.
 - a. Unexcused absences can lead to failure of course and dismissal from program.
 - b. Lateness – consistent lateness can lead to failure of course and dismissal from program.
 8. The following procedure must be followed in the event of an unscheduled absence from any simulation, laboratory, Externship, seminar, practicum, or lecture:
 - a. Classroom Absence: Immediately email the MEDA course instructor.
 - b. Externship Absence: Call the Externship Supervisor directly and email the MEDA Clinical Coordinator. The Externship Site Supervisor must be contacted a minimum of 30 minutes prior to the start of the assigned shift.
 - c. Classroom Lateness: Immediately email the MEDA course instructor.
 - d. Externship Lateness: Immediately contact the Externship Site Supervisor and email the MEDA Clinical Coordinator.
 9. If the above procedure is not followed, the student may be removed from the Externship Site and be required to meet with the MEDA Program Manager and Externship Coordinator to determine the course of action.

PROFESSIONALISM

All students enrolled at Frederick Community College are expected to follow a code of behavior consistent with the high standards of the health professions and to uphold the reputation of FCC. In addition, students must comply with the rules and regulations duly established within the College and the established Externship Affiliates. The student must be able to provide patient services in a safe and timely manner. Unsatisfactory Externship progress will be brought to the attention of the Program Director and Externship Coordinator and implementation of counseling procedures will start. If improvement is not made, the resultant can be lowering of the final course grade or Externship failure.

Students are always expected to behave in a professional manner in the classroom and in an Externship environment. It is a student's responsibility to be helpful, enthusiastic, and willing to learn and work. Please remember, if initiative isn't taken, preceptors will assume that there is no interest in learning.

COMMUNICATION

The best way to communicate with MEDA Program instructors, Program Manager, and/or the Externship Coordinator is via email using a student "myFCC" email account. MEDA Program faculty have multiple commitments, therefore please allow 48 hours for a response.

DRESS CODE POLICY

The following standards are intended as guidelines to assist in a professional atmosphere.

1. Students will be expected to exhibit and maintain a well-groomed personal appearance, including cleanliness and proper hygiene.
2. Students must always have proper identification (FCC Student ID) visible.
3. Hair will be neatly combed, clean and dry and styled in a manner that is professional and safe for Externship duties. Beards, mustaches and sideburns will be kept neatly trimmed.
4. Perfumes, colognes, after shaves and fragrances may impact the health of sensitive individuals and cause allergic reactions. Therefore, for the safety and comfort of all, use of such products needs to be minimally utilized and not offensive to others.
5. Footwear should be close-toed and comfortable.
6. Fingernails should be clipped short, clean, well-maintained, and trimmed no longer than $\frac{1}{4}$ " from the tip of the finger.
7. No artificial nails, tips, overlays, appliqués, acrylics, gels, or other items may be applied to the natural nail surface. No nail polish.
8. Jewelry is to be worn in moderation and must not interfere with your duties. No oversized hoops or anything that dangles.

Fundamental/Lab Classes (MEDA 115, MEDA 117, MEDA 122 and MEDA 201 and Externship (MEDA 204)
Dress Code:

1. Navy Scrubs with embroidered MEDA patch. They must be purchase in the FCC Bookstore.
2. If you tend to get cold, a long sleeve white shirt can be purchase in the Bookstore for warmth to wear to your externship site. **No sweatshirts, jackets, or hoodies can be worn at your externship site.**
3. For Fundamental/Lab Classes, if you tend to get cold, you may wear a sweatshirt, jacket, or hoody. It must be easily removable to do skills.

4. Proper Medical Professional shoes (vinyl or leather with no holes). No crocs or tennis shoes with holes or cloth mesh.
5. FCC ID and watch with second hand should always be worn in classroom and workplace.
6. Fingernails should be clipped short, clean, well maintained, and trimmed no longer than 1/4" from the tip of the finger.
7. No artificial nails, tips, overlays, appliqués, acrylics, gels, or other items may be applied to the natural nail surface. No nail polish.
8. Jewelry is to be worn in moderation and must not interfere with your duties. No oversized hoops or anything that dangles.

BACKGROUND CHECK/DRUG SCREEN

All incoming students are required to submit to a criminal background check and drug screen to be completed prior to the posted due date, at the end of the MEDA 122 course. Failure to do so will result in your progression in the program.

The Drug Screen Company will notify student before posting results to verify the student has a prescription for any controlled substance. If the prescription is documented the student screen is cleared. Students are encouraged to retest if there is a question about inadvertent exposure. When the student obtains a clear test result, they may move forward in the program.

*Some health systems require FBI fingerprinting, additional state specific background checks, child welfare clearance and a two-part PPD test. This will be the student's responsibility to work with the coordinators of these Externship sites to obtain the necessary requirements.

CARDIOPULMONARY RESUSCITATION (CPR)

All students must submit proof of current CPR certification. Basic Life Support or Healthcare Provider CPR is the ONLY accepted CPR certification. This certification includes adult, pediatric and infant CPR training with AED. Certification must be kept current throughout the Medical Assistant Program.

HIPAA/BLOOD BORNE PATHOGEN COMPLIANCE

All students are required to complete HIPAA and Blood Borne Pathogen training. Under no circumstances may patient information be taken from the Externship Site, nor may any information shared within the classroom setting be used or discussed outside the classroom. No audio or video recording is permitted within the classroom or Externship setting. Failure to comply will result in immediate Externship failure.

PATIENT/CLIENT SAFETY

Students are prohibited from caring for patient/clients if the student is at risk of compromising a patient/client's safety. Conditions, which may place students at risk, include fatigue, substance abuse, physical illness, emotional instability, or inadequate preparation for Externship duties. As fatigue is the leading cause of errors, no student may work at employment outside of their Externship Site assignment after 12:00 midnight prior to an Externship Site day shift. This policy applies to on-campus labs also.

The Externship Site Supervisor and/or the FCC MEDA Program Externship Coordinator reserves the right to dismiss a student from the Externship Site if conditions exist which may compromise patient/client safety.

EXTERNSHIP INCIDENTS

When a Medical Assistant is involved in an incident at an Externship Site, the incident is to be immediately reported to the Externship Site Supervisor who will guide the student on the proper protocol for that site. The student must also contact the FCC MEDA Clinical Coordinator the same day the incident occurs to complete an MDA incident report. Students are required to meet with the FCC MEDA Clinical Coordinator within five workdays of the incident; failure to do so will result in the removal from the Externship Site.

If a student is injured or becomes ill while at the Externship Site, the student is responsible for seeking medical care at his or her own expense. The Externship Site has no responsibility for insurance or payment of medical care of students who become ill or injured while at the site. Frederick Community College is not responsible for medical bills incurred as a result of an externship incident or student illness.

EMERGENCY CONTACT INFORMATION

All changes of name, address, and/or telephone numbers must be updated with FCC Registration as well as with the FCC MEDA Program Instructor, Clinical Coordinator, and Program Manager immediately.

HEALTH FORM

A confidential student health profile must be completed prior to the end of the MEDA 122 course. All immunizations, titers, and TB screening tests must be current. An Externship Site may also require flu and/or COVID, this will be handled by the FCC MEDA Program Clinical Coordinator on a case-by-case basis.

Students approved for re-entry to a cohort must be reassessed and have a physician complete the psychological and physical abilities assessment.

During the time a student is in the program, it is the responsibility of the student to update the physical form with any changes to student's health. The Program may require a repeat student physical due to student health changes.

INCLEMENT WEATHER

Inclement weather cancellations or delays for on-campus activities will be announced on local radio stations and at www.frederick.edu. Students are encouraged to sign up for FCC Alert in order to receive instant alerts on their cell phone and/or via email.

Students MAY report to the Externship Site if FCC is closed due to inclement weather. The student must reschedule all hours lost to inclement weather. The students will follow the absence policy to notify the Externship Site.

CELL PHONE USAGE

All cell phones must be turned OFF during class and while working at Externship Site. Text messaging is not allowed during class or when on duty. Emergencies should be discussed with the course instructor, Externship Coordinator or Externship Site Supervisor in advance.

MEDICAL RELEASES

A medical release from the student's healthcare provider is required in order to return to an Externship Site or classroom for any student that has been excused due to medical reasons. This includes but is not limited to the birth of a child, surgery, injury, or hospitalization. The student must be able to fully return to duty. "Light duty" assignments are not permitted.

STUDENTS WITH DISABILITIES

Students with a disability plan, through FCC, are required to submit a copy of the plan to the Program Manager, Externship Coordinator, and each Instructor, within the first week of the beginning of the cohort, or class.

SOCIAL MEDIA

Under no circumstances may patient/student/coworker information or personal derogatory comments and criticisms of Externship Site or classroom settings be posted on personal Social Media accounts. No pictures may be taken at Externship Site or in MDA classrooms and posted to personal Social Media accounts. Any violations will be considered a HIPAA violation and unethical conduct.

SMOKING

Smoking is not permitted on the FCC campus or at Externship Sites (Practicum). This includes electronic cigarettes.

SUBSTANCE ABUSE

The Program follows FCC's policy prohibiting the illegal possession, use, or distribution of drugs and/or alcohol by students on college property or as part of any college activity (see FCC Student Handbook). Externship dependency is defined as an illness in which alcohol or drug use interferes with the person's ability to function safely and affects the person's physical, emotional and social health. The Program will confront students with suspected chemical dependency and direct them into treatment as appropriate. If testing is to be used, it will follow the recommendations of the College's legal counsel. Students will be terminated from the Program if they provide care and/or participate in an Externship setting while under the influence of alcohol, narcotics, mood altering, or controlled dangerous substances that are more than therapeutic amounts or without valid medical indication.

MEDICAL ASSISTANT PROGRAM GRADUATION PROCESS

1. Complete Coursework and meet Graduation Application Requirements for Medical Assistant Certificate and/or Medical Assistant AAS.
2. Send Michele Tertel, Program Manager, mtertel@frederick.edu a copy of "Confirmation of Graduation Requirement completion" issued by FCC.
3. The Program Manager will issue the student a "Program Completion Certificate" after the externship coordinator verifies that documentation of Phlebotomy and Externship completion is on file.
4. Student registers for NCCT (National Center for Competency Testing) Exam for Medical Assisting. A Review book is available on the NCCT site. The FCC school Code is 38608. Three weeks before testing date the student will register online at NCCT website, pay the fee online and register for FCC Testing Center. The student will report to the testing center on date of registration. After passing the test, NCCT will issue "National Certification" documentation only after the student has forwarded them a copy of "Program Completion Certificate".
5. After successfully passing the NCCT exam, the student is then a certified

medical assistant and to keep the credential (NCMA), must acquire 14 Continuing Education (CE) credits each year for the next 5 years (total 70) before the student must sit for the exam again. CE Booklets may also be purchased at the NCCT website for a nominal fee and test online for CE Credit.

6. After completing the Medical Assistant Certificate, Medical Office Administrative Specialist or Medical Assisting AAS degree and applying for graduation, the student may also "walk" at the FCC College Graduation Ceremony.

COLLEGE POLICIES

CODE OF STUDENT CONDUCT

The Code of Student Conduct is designed to promote responsible behavior for all students consistent with the mission and values of Frederick Community College. This Code defines behavioral rights and responsibilities within the College community so that everyone can attain their academic, social, and personal goals. As members of the College community, students are encouraged to value the pursuit of knowledge borne in an attitude of intellectual and artistic freedom, diversity and inclusion, responsibility to the community and the environment, ethical conduct, mutual respect, and civility. Each student is subject to federal and state laws, county, and municipal ordinances, and all policies, procedures, rules, and regulations of the College. Students are to act responsibly and respect the rights of all members of the College community regardless of age, ancestry, citizenship status, color, creed, ethnicity, gender identity and expression, genetic information, marital status, mental or physical disability, national origin, race, religious affiliation, sex, sexual orientation, or veteran status and any other category protected by federal, state, or local law. <http://www.frederick.edu/jobs-hr/policies-and-procedures/policyproceduredocuments/code-of-student-conduct.aspx>

COMPLAINT POLICY AND PROCEDURE FOR STUDENTS

Frederick Community College faculty, staff, and administration strive to create and maintain a teaching and learning environment where effective communication enhances integrity, justice, and civility. The purpose of this Complaint Policy and Procedure for Students is to provide a method of recourse to students who wish to formally address a course grade or a particular action on the part of a College employee(s). Students are expected to first attempt to resolve issues covered under these procedures informally by communicating directly with the employee with whom the issue originated. If informal resolution is not possible between the student and the employee with whom the issue originated, students have the right, using this Complaint Policy and Procedure, to appeal course grades, contest a policy or practice of the College, or College employee that is considered improper or unfair. This Complaint Policy and Procedure may also be used to contest situations where they believe there has been deviation from or misapplication of a policy or practice unrelated to discrimination or sexual misconduct. Students wishing to file a complaint alleging any act of discrimination or sexual misconduct should refer to the College Non-Discrimination Policy and Procedures or the Title IX Sexual Misconduct Policy and Procedures available on the College website. <http://www.frederick.edu/jobs-hr/policies-and-procedures/policyproceduredocuments/complaint-policy-procedure-for-students.aspx>

STUDENT SERVICES

A. STUDENT E-MAIL

Have you checked your FCC email lately? All students receive a Frederick Community College email account during orientation. Instructors and staff expect student to check their email frequently.

1. Accessing Email- Students can access their email by going to www.frederick.edu and click on myFCC. This will take you to the Log On screen for student email access. Directly at <https://myfcc.frederick.edu>
 - a. **Enter your username:** Click the "username" box. Then type your username which is your first initial + last name + the last three digits of your student ID. (ex. JSmith543). Please remove all hyphens, spaces, and apostrophes from your name. Click the "login" button.
 - b. **Enter your password** (in lowercase): Your default password is the first two letters of your last name plus the last five digits of your student ID (ex. sm76543).
2. Need Help- IT Student Support
Contact us at:
www.frederick.edu/support
301.846.2400, Ext # 3333
301.846.2509 Computer lab

B. BLACKBOARD

Blackboard is the platform for FCC's online courses. Students can complete a course or an entire degree online. There are also supporting Blackboard courses for traditional lecture based courses.

1. Accessing Blackboard- You should be able to login to your course by the Thursday immediately prior to the semester start date by following the steps below. **Note:** You cannot login to your course until you have officially registered for the course. To register for your course, access the student [Registration System](#). If you register during the week prior or week after the semester start date for the course, you will not be able to login until one day after you have registered. Additionally, **first time Blackboard users** will not be able to login until 10 AM the following business day of the registration completed during the week prior or after the class start date. If you took a class in Blackboard over one year ago, you may need to wait until the Thursday immediately prior to semester start date to login.
 - a. Click <http://frederick.blackboard.com/> to open an Internet Explorer with the Blackboard Login Page.
 - b. Click the "Login" button.
 - c. Enter your username: Click the "username" box. Then type your username which is W+student id (ex. W1234567). Click the "login" button.
 - d. Enter your password: Click the "password" box and type the last four digits of your student id on your first login.
 - e. Example: If your username is W1234567, type W1234567 in the "username" box and 4567 in the

C. ONLINE SERVICES

Frederick Community College students can access a range of online services, including student email and data storage, online registration for classes, learning course grades, getting transcripts, purchasing books, applying for financial aid, paying bills. Students can also take classes online and access course related materials electronically. The following links provide quick access to these services. <http://www.frederick.edu/handbook.aspx>

STUDENT SIGNATURE SHEET

I verify that I have read the student handbook. I understand Frederick Community College Medical Assistant program's philosophy.

I am aware of my personal responsibilities concerning tuition, uniforms, transportation and attendance. I understand that Medical Assisting involves personal risk and that I am responsible for any medical treatment that I may require while I am attending FCC.

I understand that I must maintain a 75% and demonstrate Externship competence in Medical Assistant courses in order to progress to the next medical assistant courses. I understand I must complete course prerequisites in order to be eligible for subsequent medical assistant courses.

I understand that taking part in the FCC Medical Assistant Program and healthcare work entails challenging activities and critical thinking skills. I will take full responsibility for my work and academic performance, promptly seeking any disabilities assistance necessary, and pursue an effective stress management routine, to provide the most professional and competent patient care possible to the community I serve.

I have read, understand and will comply with all policies listed in the Medical Assistant Student handbook.

Student Name Printed

Student Signature

Date

Frederick Community College and the Medical Assistant Program is committed to providing equal educational and employment opportunities for all persons without regard to race, color, national or ethnic origin, marital status, religion, sex, sexual orientation, gender identity, age, disability, veteran's status or any other protected characteristic.