Medical Assistant Student Handbook

Diploma Program

&

Medical Assisting Associate Program or Health Science Associate-Medical Assisting Specialization Program

All Campuses
AAMA Medical Assisting Creed

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.

- The American Association of Medical Assistants

AAMA Medical Assisting Code of Ethics

The Code of Ethics of the American Association of Medical Assistants shall set forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting.

Members of AAMA 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:

A. render service with full respect for the dignity of humanity;
B. respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information;
C. uphold the honor and high principles of the profession and accept its disciplines;
D. seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues;
E. Participate in additional service activities aimed toward improving the health and well-being of the community.
The objectives of the Medical Assisting Diploma program are to prepare students to become valuable members of a healthcare team by supporting and assisting providers in delivering quality healthcare services; and to prepare students who are proficient in cognitive (knowledge), psychomotor (skills), and affective (behavioral) learning behaviors for entry-level medical assistant positions. Graduates value critical thinking, effective communication, diverse perspectives and medical ethics as they pertain to the medical assisting career.

Programmatic Accreditation

Admissions Requirements

Immunizations

Background Checks

MA Program Sequencing, Curriculum, Core Course Descriptions, Grading, and Policies

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MA Program Grading Scales and Policies

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PATH Project

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Rasmussen College Academic Integrity Policy

Medical Assisting PATH Project, Program Conduct, Attendance, Confidentiality, and Student Health and Safety Policies

PATH Project

Revised 9/20/2019 All Campuses
8. Be very familiar with protection of patient information, the importance of confidentiality, the HIPAA law along with the regulations governing implementation of HIPAA and fact that NO PATIENT NOR MEDICAL INFORMATION may be disclosed beyond medical necessity and as is necessary for treatment of patient in the Medical Facility. HIPAA violations will not be tolerated. 

9. Be available to quickly answer any student or clinical supervisor questions.
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The MA Student Handbook

The purpose of the Medical Assisting Program Student Handbook is as follows:

1. Provide important programmatic information.
2. Supplement the College Catalog.
3. Inform all medical assisting students of policies and procedures in the Medical Assisting Program at Rasmussen College.
4. This handbook can also be found in the MA Library Guide for your convenience.

*Each student must be sure to keep this handbook throughout his or her time at Rasmussen College as a reference and a guide. You are responsible for knowing, understanding, and adhering to the policies and information contained in this handbook.*
The Medical Assisting Program Goals and Mission

Program Mission Statement
Rasmussen College’s Medical Assistant Program prepares students to be active, productive medical assistants who practice, follow, and value medical assisting tasks and responsibilities, safety, patient advocacy, high standards, aseptic technique, effective communication skills and the American Association of Medical Assistants code of ethics. Graduates are prepared to be members of high functioning teams, possess a high level of professionalism, and use their critical thinking skills to adapt to change.

Philosophy of the Program
We believe that communication, information literacy, critical thinking, interpersonal, and technical skills are central tenets of a quality educational experience. These experiences come through a variety of educational experiences that are founded on a solid general and program core education. Graduates will utilize their team working skills, ethical decisions and actions, and problem-solving skills to be competent medical assistants and positive contributors to their communities.

Goals of the Medical Assistant Program
The objectives of the Medical Assisting Diploma program are to prepare students to become valuable members of a healthcare team by supporting and assisting providers in delivering quality healthcare services; and to prepare students who are proficient in cognitive (knowledge), psychomotor (skills), and affective (behavioral) learning behaviors for entry-level medical assistant positions. Graduates value critical thinking, effective communication, diverse perspectives and medical ethics as they pertain to the medical assisting career.

Programmatic Accreditation
Each campus has an independent accreditation standing. For questions on accreditation of the MA program at your campus, contact the Director, School of Health Sciences.

Admissions Requirements

Immunizations
The MA program requires immunizations be initiated by the start of Fundamentals of Clinical Technique. This is due to contact with bodily fluids and patient contact while in the classroom and during externship.

*Rasmussen College assists students by paying for the Hepatitis B series and 2-step Mantoux only.* Your Program Coordinator can provide you with the voucher that you present to the appropriate clinic. Any additional laboratory testing and/or immunization costs will be the responsibility of the student. The student must supply documentation of immunization and/or immunity (titer results) to the Program Coordinator and submit into the Certified Immunization Tracker on the following:

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1. Hepatitis B Series
2. Tetanus/TdaP
3. Pertussis
4. MMR
5. Varicella

***Rasmussen College does NOT pay or reimburse for titers***

Students must complete the following immunizations and/or immunity (titer results) to successfully complete the course. Failure to do so will result in automatic failure of the course. If a student is unable to receive immunizations due to medical reasons or religious beliefs, proper acceptable documentation must be provided to the college. Inability to obtain immunizations required by externship sites may hinder externship placement.

**Fundamentals of Clinical Technique:**

- First two injections of the Hepatitis B series (or titer demonstrating immunity)
- Varicella-2 series (or titer demonstrating immunity)

**Clinical Laboratory Applications and Diagnostic Procedures 1:**

- The third remaining Hepatitis B injection (unless immunity was documented previously)
- MMR-2 series (or titer demonstrating immunity)
- TdaP (or proof of immunity)

**Clinical Laboratory Applications and Diagnostic Procedures 2:**

- 2-Step Mantoux- 2 series (initiated by week 6)
- Influenza vaccine (seasonal and if required by the externship site)

**Quarter Prior to Externship: (if applicable per the site request)**

- Physical exam (cost incurred by student)
- Drug screen (cost incurred by student)

All students must have a yearly flu vaccination by October 1 of each year regardless of their what quarter they will be completing their externship.

**Please note that if a student takes Clinical Laboratory Applications and Diagnostic Procedures 2 prior to Clinical Laboratory Applications and Diagnostic Procedures 1, the immunization serious of those two courses will flip as well. Please see your Program Coordinator for questions on what you need to receive**

**Background Checks**

All Students:

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Rasmussen College requires medical assistant applicants to pass a general background check upon admission into the program. The initial background check is acceptable for one year. A student will only have an additional background check if their initial has expired prior to start of their externship. Note that “passing” a criminal background check is determined by Rasmussen College, in its sole discretion. The background check is designed to alert students to issues that may impair their ability to complete clinical, externship activities, obtain employment upon graduation, or accumulate unnecessary student loan debt.

A student enrolling in any of the designated programs must complete a Background Release Form, as well as a Background Check Attestation. Campuses will be notified directly of applicants whose background check results are clear.

If the background check reveals a potential problem, Rasmussen College will review the applicant’s background to determine whether the applicant is eligible to start the program. The College will send either a possible issue letter or a pre-adverse action letter to all applicants whose background check reveals a potential problem.

A possible issue letter informs applicants that a potential problem revealed in their background check may prevent the student from completing externship activities and/or finding employment after graduation. Applicants who receive a possible issue letter may acknowledge the issue and make an informed decision to continue in the program or they may choose to change programs.

A pre-adverse action letter informs the student that the College either will not allow the applicant to enroll in a certain program or will remove a student from a certain program based on the background check.

The student may contact the background check firm to dispute incorrect information contained in the background check. The College must be informed within seven days of sending the pre-adverse action letter that the student is disputing the information. If this does not occur, the College will send the student an adverse action letter indicating the action to be taken. The Director of Admissions will contact the applicant to explain the options available. If the applicant wishes to appeal the decision, a written appeal should be submitted to the Director of Admissions. The College will review the appeal and issue a final decision.

**Minnesota Students:**

Rasmussen College requires Medical Assistant applicants to pass a general background check and a Minnesota Department of Human Services background check prior to admissions. Students will then be required to complete a MN Department of Human Services background check annually and the quarter before externship.

In addition, passing the MN Department of Human Services background check is at the discretion of the MN Department of Human Services, not the College. Students must appeal to the state of Minnesota. For more information regarding the State of MN DHS Background Check, please visit:

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Wisconsin Students:

Rasmussen College requires Medical Assistant applicants to pass a general background check and a Wisconsin Department of Health Services Caregiver background check annually and the quarter before externship.

In addition, passing the WI Department of Health Services Caregiver background check is at the discretion of the WI Department of Health Services, not the College. Students must appeal to the State of Wisconsin. For more information regarding the State of WI Caregiver Background Check, please visit:

http://www.dhs.wisconsin.gov/caregiver/cbcprocess/htm

MA Program Sequencing, Curriculum, Core Course Descriptions, Grading, and Policies

MA Program Sequencing

Regardless of status as a Diploma or Associate’s student, all students track through the diploma sequencing first. Once the diploma sequence is complete all students will be granted a diploma and sit for the appropriate credentialing exam. At this time, the student may be able to begin working as a Medical Assistant.

If a student is dual enrolled as an associate’s student, he or she will begin the required general education courses to complete the AAS program only after completion of the diploma program sequencing.

MA Program Grading Scales and Policies

Core courses (in traditional MA program) that start with MEA or HSC have the following grading scale:

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Percentage Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>100% - 93%</td>
</tr>
<tr>
<td>A-</td>
<td>92% - 90%</td>
</tr>
<tr>
<td>B+</td>
<td>89% - 87%</td>
</tr>
<tr>
<td>B</td>
<td>86% - 83%</td>
</tr>
<tr>
<td>B-</td>
<td>82% - 80%</td>
</tr>
</tbody>
</table>
If a student does not maintain a 73% (C) or higher in all of the core medical assisting program courses, he or she will receive and “F” in the course and will receive two additional attempt to pass the course, **EXCEPT** for the Medical Assisting Externship and Capstone in which a student is given only two attempts to successfully complete.

In Fundamentals of Clinical Technique, Clinical Laboratory Applications and Diagnostic Procedures 1, and Clinical Laboratory Applications and Diagnostic Procedures 2, the following grading policies apply and the student must achieve all of the following standards to successfully pass the above courses:

1. Maintain a cumulative grade of 73% (C) or higher. If the student does not maintain a 73% (C) cumulative grade, the resulting grade will be an F and the student will fail the course.
2. The student must satisfactorily pass required lab assessments with a grade of 73% (C) or better within three attempts. If any required lab assessment is not passed within three attempts at a 73% or higher, the resulting grade will be an F and the student will fail the course. Students will be made aware at each attempt if they successfully passed or if they will need to repeat. Student will also be counseled to improve next attempt.
3. Students must successfully pass both the online and residential lab courses that are associated with one another with a 73% in order to move on to the next course. Failure of one or the other will result in automatic failure of both and will need to repeat both sections.
4. Students must successfully pass both the practical and written exam within 2 attempts in MEA1460/MEA1460L and MEA1570/MEA1570L to move on to the next course. If a student does not pass either within the 2 attempts, they will repeat both components of the course (lab and online). Students in MEA1350/MEA1350L will have one attempt and their scores will be factored in their overall grade.
   a. If a student fails the first attempt of the written exam, they must retake the entire exam. If they fail the second attempt, they will fail the course and co-requisite online lecture course.
   b. If a student fails the first attempt of the practical exam, student will be informed of what they did wrong, and will receive another complete scenario to demonstrate their proficiency. If they fail the second attempt, they will fail the course and co-requisite online lecture course.
   c. Students are to reach out to their Program Coordinator or Instructor if you have any questions on this pass/fail policy.
5. **PATH Project Grading:**
   a. Considered a required lab assessment; all required lab assessments must be passed with a 73% (C) or higher.
   b. This is an 11-week project and students only receive 1 attempt.
c. The student must maintain a cumulative grade of 73% (C) or higher on the PATH project. If the student does not maintain a cumulative grade of 73% (C) or higher on the PATH project, the resulting grade will be an F and the student will fail the course.

If all standards are not met, the student will fail the course.

** For more information on the PATH Project, please see the “MA PATH Project, Program Conduct, Attendance, Confidentiality, and Student Health and Safety Policies” section of the Medical Assisting Program Student Handbook.

**Virtual Lab Simulations:**

Students will be assigned virtual lab simulations in the MEA1350L, MEA1460L, and MEA1570L residential lab courses. These simulations allow students to practice and demonstrate skills in a virtual world which will assist them in both classroom and real life practice.

**Flex Choice Credit-Based Competency-Based Education (CBE) Program (Student in CBE Program Version).**

Students enrolled in a Flex Choice Credit-Based Competency-Based Education (CBE) program will be enrolled in competency based courses where they are offered and in traditional courses when a course in not available in competency-based course. Traditional courses are defined as courses of any modality with specific assignment deadlines. Flex Choice CBE courses are defined as those which allow students control over their assignment deadlines and are time flexible within the academic term.

- Competency-based courses must be completed within the academic term of the program.
- All Rasmussen college policies and procedures apply to a student in a Flex Choice CBE program unless otherwise noted.
- The credit-based CBE program will offer at least 51% of the program credits as CBE.
- Students may attempt a competency-based course as long as they are enrolled in an eligible program.
- Competency-based courses will count as credits towards financial aid eligibility.
- Attendance policies of the College must be met.
- First Week Attendance Students are expected to meet attendance requirements in their courses on or before the seventh (7th) day after the start of the term. Completion and submission of the Learning Plan will be required to fulfill the first week attendance requirement in a competency-based course.
- Attendance requirements in competency-based courses are met by (a) completing and submitting identified activities or assessments within the competency-based course, and (b) substantive academic engagement, including completing the course Learning Plan, quizzes, or diagnostic assessments.
- Student grades will be impacted by the completion of assessments.
- Students have until the final day of the quarter to complete the competency-based course(s).
- Competency-based course scores will be converted to letter grades following a standard grading scale as identified on the Competency-Based Education Course Grade Conversion Scale and will appear on the student’s transcript.
Upon successful completion of a competency-based course, the attendance requirements have been met and Rasmussen College will post the final letter grade to the student’s record.

Students who do not successfully complete a competency-based course within the allotted time will be required to repeat as a CBE course.

If a student has already attempted and failed or withdrawn from a traditional course, as indicated by the posted W/WD or F/FA grade the student will be allowed to attempt the equivalent competency-based course following the expectations of the course repeat policy.

Students who elect to take an incomplete at the end of a quarter per the College Incomplete Grade Policy will be given an “I” indicating an incomplete grade. Students will be required to work independently without support or guidance from the course faculty during the incomplete period. At the end of the incomplete period, the grade will be converted per the Incomplete Grade Policy.

Upon withdrawal from the College the student’s financial aid award will be adjusted according to the Institutions Refund Policy as described in the College Catalog. Grades will be assigned according to the Rasmussen College Course Add, Drop, and Withdrawal policies.

If a student received Title IV funds (federal financial aid) ceases to be enrolled in a quarter, including students who complete all competency-based courses prior to the end of the quarter and have no other enrollment that quarter, the student may need to have their financial aid awards adjusted according to the Institution’s Return of Title IV Funds Policy as described in the College Catalog.

It is the expectation that students in an undergraduate Flex Choice CBE program will be full-time by taking a combination of traditional courses and/or competency-based courses.

Students will matriculate into Rasmussen College upon acceptance in the Flex Choice CBE program of their choice.

Competency-Based Education Course Grade Conversion Scale

The following course grade conversion scale can be used to convert competency-based education course scores to letter grades:

<table>
<thead>
<tr>
<th>Competency Report Scale</th>
<th>Percentage Range</th>
<th>Letter Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>100%-94%</td>
<td>A</td>
</tr>
<tr>
<td>3</td>
<td>93%-85%</td>
<td>B</td>
</tr>
<tr>
<td>2</td>
<td>84%-78%</td>
<td>C</td>
</tr>
<tr>
<td>1</td>
<td>Below 78%</td>
<td>F</td>
</tr>
</tbody>
</table>
Rasmussen College Academic Integrity Policy

I. Introduction
As an institution of higher learning, Rasmussen College is committed to preparing students to be active, productive and successful contributors to a global community. In pursuit of this commitment, students, faculty and staff of Rasmussen College are expected to uphold the very highest business and personal ethics. Students of Rasmussen College commit to holding themselves and their peers to the foremost level of academic integrity, and accept responsibility should behaviors and actions fall short of the College's expectations.

II. Definitions
a. Academic Misconduct is the violation of the Academic Integrity Policy, including all forms of academic cheating including but not limited to acts listed below and any other act perpetrated to give unfair advantage to the student.

b. Cheating: Distributing or receiving answers or information by any means other than those expressly permitted by an instructor for any academic exercise. Examples include:
   i. Copying answers, data, or information for any academic exercise from another student in which the student is not expressly permitted to work jointly with others.
   ii. Impersonation: Assuming another student's identity or allowing another person to complete an academic exercise on one's own behalf.
   iii. Using or attempting to use unauthorized materials, texts, devices, notes, information or study aids in any academic exercise (i.e., assignments, discussions, tests, quizzes, papers, labs).

c. Collusion: Knowingly assisting, attempting to assist, or receiving assistance from another student or students to commit academic misconduct, or conspiring with any other person in or outside of the College to commit misconduct.

d. Destruction, Theft, Obstruction, Interference: Seeking to gain unfair academic advantage by destroying, damaging, or stealing equipment or products of any academic exercise; or obstructing or interfering with an instructor's materials or another student's academic work.

e. Fabrication, Falsification, Forgery: Deliberately falsifying, altering, or inventing student records, information or citations. Forgery is the act of imitating or counterfeiting documents, signatures, and the like.
f. **Plagiarism** is the act of representing individuals or organization's words, thoughts, or ideas as one's own. Examples include:
   i. Using information (a paraphrase or quotation, in whole or in part) from a source without attempting to give credit to the author of that source.
   ii. Using charts, illustrations, images, figures, equations, etc., without citing the source.
   iii. Using an academic exercise (in whole or in part) purchased or copied from a ghostwriter or paper/essay mill.
   iv. Copyright infringement or piracy, including the use, alteration, or duplication of media, software, code, or information when expressly prohibited or where copyright exists or is implied.
   v. Submitting work previously graded in another course without prior approval by the course instructor; or, submitting the same work in two or more concurrent courses without prior approval by all course instructors.

III. **Violations**

A student who violates the Academic Integrity policy faces severe penalty from the College. Violations may occur in one or more courses in one or more quarters and accumulate for all quarters in which the student is enrolled. Upon conclusion by the student's instructor and the student's Dean that the student has committed Academic Misconduct, the following penalties will be applied:

a. **First Offense.** The student will receive no credit on the assignment in question and will not be allowed to redo the work.

b. **Second Offense.** The student will be expelled from the course, and the final grade assigned for the course will be an 'F/FA'. The student may re-take the course, but the 'F/FA' will remain on the transcript even if the student retakes the course and earns a passing grade.
   i. The College reserves the right to dismiss a student from the College if there are more than two offenses. A student dismissed from the College because of Academic Misconduct may not reenroll.
   ii. Students who commit Academic Misconduct also run the risk of harming future educational and employment opportunities. Reference forms sent by prospective employers and other educational institutions often ask for judgment and comment on a student's ethical behavior. As the form is sent at the behest of the student, the student waives any rights he or she may have under the Family Educational Rights and Privacy Act to keep Academic Integrity violations confidential.

IV. **Concurrent Offenses:** A concurrent offense is an instance of Academic Misconduct that occurs at the same time as another instance (i.e., two or more assignments submitted at the same time in the same or different courses), or instances of misconduct that occur prior to the student receiving notice of the immediate prior offense. Concurrent offenses will be treated as a single offense, and the appropriate penalty will be applied for all concurrent violations.
V. **Appeal:** A student who disagrees with a ruling of Academic Misconduct has one week to appeal the ruling to his or her Dean. All appeals are reviewed by the Academic Integrity Committee, which has one week from the time that they receive the appeal to thoroughly investigate and rule on the appeal. If the issue remains unresolved, the student may submit a written statement of appeal to the Assistant Vice President of Academic Affairs thereafter. Response will be given within 30 days.
Medical Assisting PATH Project, Program Conduct, Attendance, Confidentiality, and Student Health and Safety Policies

PATH Project

Projecting a professional and positive attitude is very important in working as a medical assistant. You have many duties that you are responsible for during your workday so time management is extremely important to one’s success and efficiency and effectiveness of patient care. In addition, an MA is in close contact with many individuals throughout the day and personal hygiene is an extremely important aspect of being a medical assistant. To prepare students for the rigorous standards of professionalism Rasmussen College assigns the PATH project to all medical assisting students.

PATH stands for Professionalism, Attitude, Time Management, and Hygiene.

The PATH project will be a project that all students in the Medical Assisting Program complete during Fundamentals of Clinical Technique, Clinical Laboratory and Diagnostic Procedures 1 and 2. The purpose of this project is to prepare all students to meet the professional standards in the profession of medical assisting while in the classroom, on his or her externship, and once employed in the field. This project is split between 2 sections in each course. One being a reflection assignment and the second is analyzing a case study.

Students will be graded based on a specific rubric that will be given out at the beginning of class. In Fundamentals of Clinical Technique, Clinical Laboratory and Diagnostic Procedures 1 and 2; this project is approximately 10% of the student’s cumulative grade and considered a clinical skills development objective. This means that the grade received throughout the quarter on the PATH project will affect the student’s cumulative grade. In addition, due to the fact the PATH project is considered a required lab assessment for students, the student must obtain a final grade of 73% or higher on the PATH project or the student will fail the course. Please see “MA Program Grading Scales and Policies” for further grading information.

Rasmussen’s Student Conduct/Dismissal Policy

Students are expected to conduct themselves with the same standards of behavior as are expected in the workplace and in the community at large. Consequently, the following is an all-encompassing policy regarding student conduct. The College reserves the right to suspend or terminate any students whose conduct is detrimental to the educational environment. This includes, but is not limited to, conduct:

1. By students, faculty, or staff that is detrimental within the classroom environment.
2. That interferes with the well-being of the fellow students and/or faculty and staff members.
3. That causes damage to the appearance or structure of the College facility and/or its equipment.
4. By students who copy or otherwise plagiarize the assignments/projects of other students or professionals.

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5. By students who otherwise display conduct detrimental to their own academic progress or ultimate success in the field for which they are being educated.

Students, employees and guests using Rasmussen networks to access the internet are prohibited from viewing inappropriate material or visiting sites which have been identified as facilitating the violation of copyright/intellectual property protections or other suspicious/illegal activity. Prohibited material could include pornographic images, illegal file sharing programs (such as the illegal downloading and sharing of music), or other violations of the Rasmussen College Acceptable Use Policy. Violations will result in the loss of network use privileges and possibly other penalties, up to and including dismissal.

**MA Program Standards for Conduct, Dress, Appearance, and Behaviors**

In addition to the Rasmussen Conduct/Dismissal Policy stated above, Medical Assistant Students are also held to conduct standards within the classroom, community, and externship settings.

**Medical Assisting Student Dress Code and Professional Appearance Policy:**

Students must always present to class and externship with a professional appearance. This includes:

- Clean and wrinkle free Rasmussen issued scrubs (students are allowed to wear a lab coat over scrubs)
- Student must wear Rasmussen identification badge
- Close toe shoes with socks
- Long hair pulled back and away from face
- Hair must be worn in a professional manner (to include color)
- All tattoos covered and facial piercings must be covered or removed
- Makeup worn conservatively
- Acrylic/gel nails are not allowed during clinical lab courses or externship experience
- Proper personal hygiene maintained

If a student attends a class or clinical site and are in violation of any of the conduct, dress and appearance, or behavior standards listed above, the student will be at risk for dismissal from the classroom or clinical site**. Instructors reserve all rights to dismiss students from class and not to return to class until the student is able to present themselves in a proper, professional manner that follows the PATH Project, Conduct, Dress and Appearance, and Behavior Standards for both Rasmussen College and the Medical Assisting Program.

**Please see “Externship Experience” section to learn more about dismissal from externship sites.**

**Attendance Policy for Traditional MA courses (not Competency-Based Education (CBE) courses)**

Rasmussen College students are expected to be on time and in regular attendance for all of their traditional classroom offered classes. Faculty is required to keep accurate attendance records which are submitted to the Business Office. Students must maintain regular attendance and be in satisfactory academic standing to remain eligible for financial aid.
Attendance requirements are met by (a) attending a face-to-face course session at the campus or other class location, or (b) substantive online activity, including commentary in the discussion section of the online classroom, posting of required assignments and course quizzes and exams in a timely manner.

Students who fail to attend class on-ground or complete online course activities for 14 consecutive days may be administratively withdrawn from the course unless the student has previous arrangements with the College. Online courses start on the first day of the quarter.

If a student has not posted attendance in any online courses within 14 days of their last day of attendance, he or she may be administratively withdrawn from the College. Upon withdrawal a student’s financial aid eligibility will be adjusted according to the Institution’s refund policy as described in the College catalog and will be assigned grades according to the Rasmussen College Drop Class Policy.

Attendance is not equivalent to participation. Student grades will be impacted by the frequency and quality of participation in class, whether face-to-face or online, consistent with the requirements of the particular course and as outlined in the course syllabus.

Medical assisting students are required to contact the instructor in the event of an absence from class. If a student misses a class, he or she will automatically receive a zero in the PATH Project for the week. Medical Assisting students may only miss a total of 8 hours in their residential lab per quarter. Should a student miss more than 8 hours, may result in an automatic failure of the lab course and the online course that is assigned with it, and will need to repeat both courses the next quarter before moving to the next lab course.

**Confidentiality**

All medical assisting students must be committed to protecting the confidentiality and security of patient information whether it is in the classroom with classmates or in the clinical externship setting. During the course of the Medical Assisting Program, students will be exposed to confidential information that is shared to enhance the learning environment. All students must ensure that they take all measures to maintain confidentiality of all information discussed between fellow classmates, patients in a clinical setting or within a clinical externship placement.

Confidentiality also extends to social media. All medical assisting students must refrain from posting detailed medical information, images, negative comments regarding an instructor, clinical site or partner, and anything that could be considered a threat or harassing statement on any social networking site or message board. Even if this information is posted on a student’s personal page or account, posting of this information will be treated as a HIPAA violation and could lead to dismissal from the program, externship site and the college.

Other statements not containing personal health information, but of a negative nature directed at Medical Assisting program personnel, clinical sites and partners will not be tolerated and are grounds for dismissal from Medical Assisting Program and Rasmussen College.
Students are expected and required to maintain patient confidentiality. Failure to comply with this policy in any venue whether in person or online will result in immediate dismissal from the Medical Assisting Program. All HIPAA rules and regulations should be followed at all times.

**Student Health and Safety**

*Health Insurance and Liability*

Rasmussen College does not provide health insurance for students. Students are encouraged to acquire and maintain health insurance while in the program. In addition, the student must understand that he or she is responsible for any costs incurred if he or she is injured at the clinical externship site.

All accidents or injuries must be reported to the student’s instructor immediately. The instructor will initiate an incident report and follow the protocol outline in the *Rasmussen College Safety Manual*.

*Laboratory Safety*

Safe laboratory practices as taught by your instructor, mandated by OSHA (Occupation Health and Safety Administration) and established in the *Rasmussen College Safety Manual* will be required of the student at all times. Unsafe practices will not be tolerated and may warrant dismissal from class and/or the program. Safety protocol and procedures while in the clinical externship laboratory must also be followed at all times.

The program’s faculty members are trained in appropriate safety procedures relevant to educational activities and instruct students in those procedures as well. The College follows OSHA standards to reduce the risk of contracting a bloodborne disease as established in the *Rasmussen College Safety Manual*.

Instructional practice controls listed below will be enforced within all laboratory classroom settings:

6. Students are present in the lab only when they are properly supervised by a Health Science instructor.
7. No two-handed needle recapping is performed.
8. No food or drink is present in labs.
   a. Eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses is also prohibited in the medical assisting laboratory.
9. Invasive procedures may be performed only while under the direct supervision of a Health Science instructor. This requires the instructor to be on site, in class, and overseeing or otherwise supervising the individual invasive procedures.
10. Students are permitted to practice invasive procedures only on other students enrolled in the Medical Assisting Program. Recruiting students outside of the Medical Assisting Program in which the student is currently enrolled is prohibited.
11. Students will participate in invasive procedures only using the appropriate equipment in a designated part of the medical assisting laboratory.
12. Appropriate PPE (Personal Protective Equipment) must be used to minimize exposure to blood and other potentially infectious materials. PPE equipment includes, but is not limited to, the following:
13. Gloves
   a. Barrier garments such as disposable lab jackets
b. Masks
c. Eye protection
d. Mouthpieces
e. Resuscitation bags
f. Pocket masks

14. Treat all human blood and body fluids as if known to be infectious for Hepatitis B (HBV) and Human Immunodeficiency Virus (HIV).

To ensure cleanliness of the medical assisting laboratory and to reduce possible exposure to bloodborne pathogens or infectious materials, students are expected ensure that all equipment and working surfaces of the laboratory must be cleaned and disinfected at the end of each class session.
Medical Assisting Program
Externship Manual

The Medical Assisting Externship Course and Capstone Course Descriptions and Requirements

Medical Assisting Course Description
In conjunction with an online course, students will complete the designated required hours of a Medical Assisting training experience in a physician’s office/clinic or medical center. Students enrolled in campuses located in MN must successfully complete 240 hours (based on the requirements of Minnesota clinics), and students enrolled in campuses located in FL, IL, KS, WI must successfully complete 180 hours. In addition, all students will complete 20 hours of online coursework assigned to the Externship course and submit all completed required paperwork assigned to the externship experience in order to successfully pass the course.

While on the clinical site, the extern will perform medical-assisting job duties in both the front-office administrative and the back-office clinical areas, in order to develop on-the-job learning skills. Under no circumstances will the student extern receive pay for the externship hours worked. In the online portion of the course, students will learn job-search techniques and skills for entry-level medical assistants. Students will also prepare to sit for the Medical Assisting credential examination during this course (either the CMA or RMA depending on accreditation status).

Objectives of the Medical Assisting Externship Course

By the end of this course, the student should be able to:

1. Answer the telephone, respond to emergencies, do routine filing, collect monies and write receipts, schedule appointments, perform insurance billing procedures, write letters, and perform other office procedures required by that office to the satisfaction of the supervisor and physician.
2. Observe and help schedule the patients and operate the office, including processing and distribution of mail under the supervision of the office staff, to the satisfaction of the physician and office manager with a minimum amount of help.
3. Take vital signs, height, and weight of the patient within the specified time period and to the satisfaction of the physician and the clinical manager.
4. Take the medical history of the patient within 15 minutes or at the discretion of the physician or clinical supervisor to their satisfaction.
5. Perform venipuncture from the patient using proper technique and collection tubes within 15 minutes with supervision of the office staff or physician.
6. Perform an EKG with accurate lead placement and proper mounting procedures to the satisfaction of the physician or the supervisor.

7. Perform any test for which they have been trained on blood or urine that are required of that office to the satisfaction of the physician, lab tech, or supervisor.

8. Study and prepare for the CMA/RMA examination

Cognitive, affective and psychomotor skills will be applied to observe and/or perform the above objectives. In addition, the student will gain experience in professionalism through observing and engaging in medical assisting activities within a live clinical setting.

The Externship Online Course Component

In addition to the required clinical externship hours, student will engage in 20 hours of online coursework. The student must maintain a 73% or higher in the following tasks in the online portion of the class to be eligible to pass the Externship Course:

1. **Discussion assignments:** There are scheduled discussion questions. Your comments/responses must be clear, concise, and complete. You are also required to respond to your classmate's responses each week. Make sure to exercise professionalism when responding to other student's online posts.

2. **Written Assignments:** To include various assignments such as updating resume, drafting letters, etc.

3. **Submission of Weekly timesheets:** Each week the student will complete the online timesheet and also submit the signed copy for hour verification to the instructor (Appendix A).

4. **Submission of Externship Completed Paperwork:** Each student will submit all completed and properly signed (by all applicable parties) the various required externship paperwork (Appendix B, C, and D). These are submitted by uploading the completed documents in the appropriate designated drop boxes. Failure to complete paperwork may result in unsuccessfully completing the externship course.

Externship Course Hour Requirements

Students are required to complete all assigned externship hours in order to be eligible to pass the externship course. Students enrolled in campuses located in MN must successfully complete 240 hours (based on the requirements of Minnesota clinics), and students enrolled in campuses located in FL, IL, KS, WI must successfully complete 180 hours. In addition, all students will complete 20 hours of online coursework assigned to the Externship course and submit all completed required paperwork assigned to the externship experience in order to successfully pass the course.

**MA Externship Breakdown**

**Placement**

The Medical Assisting Program Coordinator will obtain externship sites for the students.

Medical assisting students are responsible for providing their own transportation to and from the clinical externship facilities. It is pertinent that the student know that he or she **may need to travel out of the immediate area to complete externship activities and the cost of any such travel is the responsibility of the student.** Transportation and housing costs during the clinical externship will be the responsibility of the student.
Students will not have complete control over which site he or she is assigned to complete the externship. The Program Coordinator will work to place students at sites that are appropriate for the student. Once placed at a site, the student must complete all required hours within their assigned site(s).

**Student Externship Placement Interview**

Due to the number of externship students out in the field, many clinical sites require an interview with prospective externship students prior to accepting a student. This will be set up through collaboration between the student, the Program Coordinator, and the Externship Coordinator (where appropriate). You must prepare for and treat this interview as you would a *job interview*.

Students need to follow all policies of dress, appearance, behavior and conduct as outlined in the PATH Project and Rasmussen’s Conduct/Dismissal policy. If the student either **fails to attend** the externship interview or is **not accepted** due to violations of the dress, appearance, or conduct codes/policies, the student will only have one additional attempt to interview at another location. If the interview attempt is failed a second time, this will be considered the student’s first unsuccessful externship experience and the student will **not be eligible** for his or her second attempt until the following quarter.

It is important to remember that all medical assisting students are given only **two** opportunities to successfully complete his or her externship experience.

**Starting the Externship**

If a student is required to attend an orientation at the externship site, only 20 hours of the orientation may count toward the total externship hours. For example, if a student is required to attend a 40 hour on site orientation, 20 of the 40 hours will count toward the student’s overall hours.

Once placed at an externship site, the student will be directed to **report to the Clinical Site Supervisor at a pre-established date and time** prior to his or her first day of the externship experience. This is to accomplish the following:

1. Meet supervisor and staff prior to first day of externship experience.
2. Tour the facility/department prior to the first day of externship experience.
3. Gain insight of the department’s organization, major functions, and work duties.
4. Verify the first day of externship.
5. Set student’s schedule.
6. Review the expectations of the student from the externship site. Including but not limited to:
   a. Dress
   b. Behavior
   c. Technical performance
7. Review the student’s needs or interests for the clinical experience.

It is important for the student to **set up a schedule with the Clinical Site Supervisor** during this meeting time. Some suggested tips for scheduling are:

1. Student must complete **between 6 to 8 hours per day equaling 25 to 40 hours per week**. The student **should not work more than 40 hours per week on a regular basis**. **Occasional overtime is acceptable if deemed necessary at the clinical site.**
2. The student and the Clinical Site Supervisor must set the schedule up; this is to ensure that the schedule will work for the student and the site.
   a. It is important to remember that the site is doing the College a favor in accepting students so the student should be prepared to be flexible and accommodate to the site.
3. Students can be scheduled with any department employee as long as the student remains under the overall direction of the Clinical Site Supervisor.
4. Student should be scheduled to rotate through the basic medical assisting procedures and functions according to an actual work/chart flow that is in place at the clinical site.
5. The schedule should be discussed between the student and the Clinical Site Supervisor on a regular basis.

Medical Assisting Externship Attendance Policy

All student activities associated with the clinical externship will be educational in nature. The student shall not be substituted for hired staff personnel within the clinical institution in the capacity of a medical assistant.

The Medical Assisting Externship is an **unpaid externship**. Under no circumstances shall the student receive any financial reimbursement from the externship site for student work conducted within the externship hours. If it is found that a student is reimbursed, the student will receive an “F” in the Externship Course and will fail the course and be at risk for being dismissed from the program forfeiting any accumulated hours.

In addition, Rasmussen College establishes agreements with externship sites to allow students to complete these educational activities. These agreements determine the responsibilities of the externship site, Rasmussen College, and the student.

Attendance is critical to ensure success in the externship experience, since experiential learning requires participation for the student to achieve performance objectives. If a student must be absent from his or her externship, he or she must notify both the Program Coordinator and the externship facility (mentor or department manager).

Rasmussen College’s policy states that students who miss more than **TWO** scheduled externship shifts per quarter will be dismissed from their externship site (unless extenuating circumstances are present and both the site and Rasmussen College have agreed to allow the student to continue). It is also important for the student to understand that the externship site has the right to dismiss a student from the site at any time; the attendance policy, performance, code of conduct, dress code requirements, etc., at the externship site can override the College’s policy if they feel the student has missed too many days or violated any organizational policy or expectation.

If a student misses a scheduled externship time, he or she must work with the Externship Coordinator to determine a make-up plan. The student will also be responsible for working with Clinical Site Supervisor to determine if it is possible for him or her to make-up the hours he or she missed.

A student may be dismissed from an externship site due to lack of attendance. If a student is dismissed from the externship site, he or she will receive and “F” in the course and will fail the course. If the student fails the Externship Course, he or she will need to repeat all online components of the externship course as well as the hours. The student will also be required to meet with the Program Coordinator to develop a Learning Plan for a successful second attempt.
All hours of the externship must be successfully completed by the student in order to eligible to pass the Externship Course. **Students who do not complete all required externship hours during the quarter in which the course is scheduled will fail the Externship Course unless unforeseen circumstances are found and an extension is issued.**

**Weekly Digital Timesheets**

Hours completed are documented by the student completing an online weekly timesheet. This timesheet is found within the externship course. Students are expected to fill in the Weekly Timesheet in the Online Course, however, the externship student must be able to provide the proper documentation of hours completed. The appropriate process for filling out Weekly Timesheets is as follows:

1. Record hours appropriately in the online portion of the externship course.
2. Track hours accurately through the week
   a. If hours are forged, the student will immediately be dismissed from the Externship Course and will receive an “F” and fails the course. Forging of hours will not be tolerated.
3. At the end of the week, once all hours are documented and accurately added up, print the digital timesheet and have mentor or manager sign where indicated. If hours worked are not verified and signed by mentor or manager the hours will not be counted towards the required completion of hours. All hours must be verified and signed off by the appropriate clinical staff.
4. Upload signed timesheet in the appropriate weekly drop box to the Externship Course instructor.

Reminder – Students in the MA Program agree to be scheduled approximately 6 to 8 hours per day equaling 25 to 40 hours per week. The student should not work more than 40 hours per week consecutively. There may be times where a student goes over 40 hours per week based on the clinic needs and patient care. The student should advise their instructor of excess hours.

**Evaluation and Expectation of the Medical Assisting Externship Course**

As indicated previously, the student will be responsible for participating and successfully completing their required hours and the online portion of the Medical Assisting Externship Course. Student must plan to have regular internet access, and time to explore the resources available on the various ideas and topics that are covered. The student is expected to:

1. Complete all assignments and other unit activities in a timely fashion.
2. Participate in Weekly Discussions as assigned within the modules with classmates. This to include an initial post and two responses to two of your classmates.
3. Check the course announcements and ANGEL mail at least three times a week.
4. Submit accurate digital weekly timesheets.
5. Report to campus for monitored mid-term and final exams.
6. Complete and turn in all externship paperwork assigned within the course.

The Clinical Supervisors are asked to provide the student with both formal and informal feedback on his or her performance. This feedback will identify what areas the student needs to improve, provide data for grading purposes, and help open communication for discussing the program experience.
In addition, the Clinical Supervisors will complete the Externship Experience Evaluation Form (Appendix B) at the end of the externship. This form will be faxed, e-mailed, scanned or mailed to the Program coordinator within one week of the student completing the externship to assist with grading.

The Clinical Supervisors are instructed to contact the Program Coordinator at any point in time to discuss feedback on the student’s performance at the site.

**Requirements to Pass Medical Assisting Capstone**
The student must meet the following requirements to pass the Externship and Capstone Courses:

1. Successfully and satisfactorily complete all required coursework.
2. Maintain a 73% or higher cumulative grade in the online discussions, quizzes, and assignments.
3. Pass the final exam with a 73% or higher within 2 attempts. The timed online final exam will allow a student two attempts to complete the quiz. It will only reset for a second attempt if the student scores below a 73%.

Failure to meet all requirements may result in a failing grade or “F” in the Capstone courses and student will be required to repeat the course. Students will only be awarded TWO attempts to successfully complete their Capstone course.

**Certified Medical Assisting Exam**
Students will complete an application to sit for the Certified Medical Assisting Exam prior to going out on their Clinical Externship. Rasmussen College will provide the application and pay the initial fee for the student to take the exam. This payment is valid for 90 days post the student’s program completion date. Failure to schedule, appear, test or complete all required components of the exam during the 90-day period of eligibility results in forfeiture of the students testing fee. Students may transfer their testing eligibility period to the next immediate available 90-day testing period for a $65 fee that will be paid by the student. The student is responsible for any extension or re-testing fees and reaching out to the AAMA to move their testing date out.

Requests must be submitted in writing to the AAMA Certification Department at least 30 days prior to the end of their original testing period. Only one transfer is allowed per student. [http://www.aama-ntl.org/](http://www.aama-ntl.org/)

**Externship Experience**

**Responsibilities of Student**

1. Treat the externship experience as a job.
2. Call the Clinical Supervisor prior to the meeting to introduce yourself as well as to verify the time for the meeting.
3. Dress in Rasmussen College scrubs or in accordance with the facility’s dress code.
4. Maintain professional behavior during the externship experience. Following all PATH Project guidelines will be a must.
   a. It is important to remember that one’s behavior reflects not only on themselves, but also on the College, profession, and the externship facility.
5. Ensure that all immunizations are completed as directed by the Program Coordinator.
   a. **Immunizations must be completed in full before going on the externship experience.**
6. Review and understand the Medical Assisting Handbook/Externship Manual prior to your meeting with the Clinical Supervisor as well as again prior to the first day of the Externship experience.
7. Work with the Program Coordinator to understand and know about the Externship site that is assigned to you. Some helpful information to know is as follows:
   a. Address
   b. Directions to the facility
   c. Telephone number
   d. History of the facility
   e. Who the Clinical Supervisor is
   f. Services provided at the facility
   g. What type of patients the facility serves
8. Accurately document the hours that are spent in the facility utilizing the Digital timesheets provided in the course. The digital timesheet must be printed weekly and signed by the Clinical Supervisor or mentor and then submitted into the appropriate drop box to be counted and point to be awarded by the Externship course instructor.
   a. Forging of externship hours will not be tolerated. Please refer to “Weekly Timesheet” under “MA Externship Breakdown” for more information.
      i. Hours are documented in the digital timesheet within the course and will include lunch breaks.
      ii. Each week must be signed by the mentor for the hours to count towards the required externship time requirement.
   b. All hours must be completed only at the assigned externship site(s). Students will not receive any credit for externship hours completed outside of the College-assigned externship location.
      i. If the student is assigned to a site that has multiple locations to rotate through, this is acceptable and students will receive credit for hours completed in this fashion as long as it is with the facility that the student was assigned to.
      ii. Students are not allowed to complete externship hours within a clinical department they may already be employed with. They may complete their externship within the same organization if the organization has availability and is in agreement. The Externship Coordinator or Program Coordinator will align the externship experience for the student within that organization if that is an option.
9. Be very familiar with protection of patient information, the importance of confidentiality, the HIPAA law as well as regulations governing implementation of HIPAA.
   a. **NO PATIENT OR MEDICAL INFORMATION** may be disclosed beyond medical necessity and as is necessary for treatment of patient in the medical facility.
   b. If a student is found to violate confidentiality or HIPAA, he or she will be dismissed from the externship site and will receive an “F” in the Externship Course and will fail the course.
c. Confidentiality and HIPAA violations will not be tolerated.

10. Conducting or participating in any illegal actions or activity within the clinical site will result in automatic dismissal of program and college.

11. Do not work over 40 hours per week at the externship site unless it is deemed necessary within the department you are scheduled in.

12. All activities and assignments given by the Clinical Supervisor must be completed.

13. Once the Medical Assisting Externship is completed, the student is responsible for completing the Student Externship Evaluation Form (see Appendix C).
   a. This form must be signed by the student and clinical manager or mentor and submitted to the Externship Instructor in Week 11.
   b. Express appreciation to all staff that has had a part in the externship experience — this assists the externship site in remembering the student in a positive light.

14. Understand that if dropped from an externship site **for any reason** (being fired by the site, the site calls and requests that “they rather the student not return,” or any behavioral problems) the following will happen:
   a. The student will be dropped from the site.
   b. The student will receive an “F” for the course and fail the Externship Course.
   c. The student will lose all attempted hours.
   d. The student will need to work with the Program Coordinator to complete requirements on the Learning Plan that will be created to ensure a successful second, and last, attempt at an externship experience the following quarter.
   e. If a student fails to follow the guidelines set within the Learning Plan that may constitute as a second failed attempt for their externship and will be dismissed from the program.
   f. The student will continue to finish the online Capstone course during that quarter if applicable to remain an active student.
   g. Student must audit and go through a skills and technique evaluation and pass said evaluation prior to being placed for their second attempt externship experience. The Program Coordinator will assist with this process and make final decision is student is ready to be placed for second attempt or if further skill remediation is needed to ensure success.

15. If a student is dropped from an externship site due to a verifiable, documented illness (including pregnancy) or documented death in the family, he or she will receive an incomplete grade in the course.
   a. Any verifiable documentation must accompany a printed version of the digital timesheets into the student’s academic file.

16. If a student is dropped for any reason, all hours that have been completed must be accurately documented within the Digital Timesheet and placed in the student’s academic file.

17. If a student refuses an externship site that was assigned to them, this will result in a ‘failed’ attempt and the student will have to wait until the next quarter to be placed. It is imperative that the student understand that if they are not enrolled in any other course, this will result in them being dropped from the program. Should this occur, they would have to reenroll the following quarter and may be enrolled in the current catalog, which may require them to take additional classes that have been added to the program curriculum after their enrollment date. If there is a medical condition that will hinder their performance at the site, the Program Coordinator will try to locate them a different site (documentation must be provided and placed in their file from a health care provider). If this is not possible, the student will then have to wait until the following quarter to be placed and based on situation will need to request a medical
leave to remain in active student. During that time, the student will still continue to complete the Medical Assisting Capstone course to remain active within the program.

18. The Medical Assisting Externship is an **unpaid externship**. Under no circumstances shall the student receive any financial reimbursement from the externship site for student work conducted within the externship hours. If it is found that a student is reimbursed, the student will receive an “F” in the Externship Course and will fail the course.

**Medical Assisting Capstone Course:**

This course marks the final step of your journey to becoming a Medical Assistant. The course allows you to reflect on the skills and knowledge you gained throughout the Medical Assisting program. You will also create a project that incorporates all the professional skills you have learned, including communication, diversity and teamwork, critical thinking, digital fluency, information literacy, and ethics and professional responsibility. With this project, you will create a portfolio that will encompass the creation of an employee training manual used for newly hired Medical Assistants.

Throughout the Medical Assisting program, your courses were designed to help you prepare for your Certified Medical Assisting Exam. Successful completion of this program and passing the Exam will demonstrate to future employers your competence in medical assisting. This course will continue to prepare you for the CMA Exam. You will take practice exams containing administrative, clinical, and general categories similar to the ones you will see on the CMA Exam. You will also submit complete self-reflection assignments, interactive digital activities, and discussions applicable to the course content.

**The Capstone Course Requirements:**

The student must maintain a 73% or higher in the following tasks in the online portion of the class to be eligible to pass the Capstone Course:

1. **Discussion assignments**: There are scheduled discussion questions. Your comments/responses must be clear, concise, and complete. You are also required to respond to your classmate’s responses each week. Make sure to exercise professionalism when responding to other student's online posts.

2. **Written Assignments**: To include transferrable skill assignments/projects.

3. **Weekly CMA Exam Prep**: Student will attend mandatory CMA Study sessions and submit reflection.

In addition, the student must prepare for and successfully pass the final exam with a 73% or higher within two attempts to be eligible to pass the Capstone Course. The following discusses the practice exams and final exam:

4. **Exam Prep**: Students will track through a series of prep exams that are offered digitally within the course textbook assigned to the Capstone course. Students will also take a mid-term exam, however only one attempt is given and student will be scored accordingly based on the score they received for that particular exam.

5. **Final Exam**: Students must pass their final exam within two attempts to successfully complete their Capstone course. If a student fails their first attempt scoring below a 73%, the exam will reset and allow for a second attempt. The student will then receive the score that is awarded in the second attempt as the grade for the final exam.

Revised 9/20/2019 All Campuses
Responsibilities of Site Manager/Supervisor

1. Please review all of the information sent to you by Rasmussen College.

2. Prepare a Student Externship Schedule and discuss with student. Completed copies should be given to the student and faxed to the Externship Coordinator. If hours and days will vary, schedules must be completed and faxed to the Externship Coordinator on a weekly basis.

3. Provide the student with an orientation to the department and facility, with special attention to the rules, regulations, and expectations of the department. Introduce the student to the department staff and others with whom he or she may be working.

4. At the end of each week, verify the student’s time spent in the facility by signing the student’s time sheet as presented to them. The student will then scan a copy of the signed sheet and submit it into a drop box assigned to them within their Externship course and will be reviewed by the Externship course instructor.

5. Fill out the Externship Experience Evaluation Form (Appendix B) at the end of the student’s externship. Fax, e-mail, mail, or scan a copy of the completed Externship Evaluation Forms to the Externship Coordinator within one week of the student completing the externship. Obtaining this completed form is required by our accreditors.

6. Assist the student by completing the Externship Student Activities Check-Off List (Appendix C). This form must be signed by the student and the clinical manager or mentor.

7. Please note that the college’s Externship Coordinator will be responsible for assigning the final grade for the Medical Assistant Externship.

8. Remember that externs must operate under “DIRECT SUPERVISION” of medical professionals at all times.

9. Contact the Externship Coordinator whenever you have questions or concerns regarding the student or the externship process.

10. Be a positive and professional role model at all times.
Responsibilities of Externship Coordinator

1. Provide both the student and the facility’s Clinical Supervisor with a copy of this Manual for Medical Assistant Externship and Rasmussen College’s catalog.

2. Ensure that the student has a copy of the Externship Site Organizational Profile, and that the student has contacted his or her Clinical Supervisor prior to the first day of externship experience.

3. During the student intern assignment, confer with the Clinical Supervisor regarding the student’s performance and learning.

4. Remain alert to problems indicated by either the student or the Clinical Supervisor.

5. Review all completed student activities and evaluations, and assign a grade for the externship course.

6. Utilize feedback from Clinical Supervisor and student evaluations in improving the Medical Assistant Externship course.

7. Visit the student and the externship site at least once during the student’s externship (mid-quarter visit).

8. Be very familiar with protection of patient information, the importance of confidentiality, the HIPAA law along with the regulations governing implementation of HIPAA and fact THAT NO PATIENT NOR MEDICAL INFORMATION may be disclosed beyond medical necessity and as is necessary for treatment of patient in the Medical Facility. HIPAA violations will not be tolerated.

9. Be available to quickly answer any student or clinical supervisor questions.

10. Be a positive and professional role model.
Appendix A: Digital Timesheet
Rasmussen College
Medical Assisting Program

This timesheet is found within the student’s Externship course. Students will record their hours daily and each week print their timesheet to have their mentor/clinical supervisor sign and verify hours. Students will then scan signed document and submit to the appropriate drop box assigned within their course.
Appendix B: Externship Evaluation of the Student
Rasmussen College
Medical Assisting Program

Name of Externship Student Being Evaluated: __________________________________________

INSTRUCTIONS: Consider each item separately and rate each item independently of all others. Indicate the rating number that reflects the extent to which you agree with each statement. Please do not skip any item.

5 = Strongly Agree  4 = Agree  3 = Acceptable  2 = Disagree  1 = Strongly Disagree or N/A

Student extern was able to perform the following tasks to a satisfactory level of competence:

1. Demonstrate telephone technique
2. Recognize and respond to verbal communication
3. Recognize and respond to non-verbal communication
4. Maintain confidentiality
5. Document appropriately
6. Schedule appointments
7. Schedule inpatient and/or outpatient procedures
8. Organize patients’ medical records
9. File medical records
10. Apply managed care policies and procedures
11. Perform ICD-9 and/or CPT coding
12. Perform hand washing
13. Dispose of biohazardous waste
14. Perform sterilization procedures
15. Practice standard precautions
16. Perform venipuncture or capillary puncture
17. Instruct patient in the collection of specimens
21. Perform electrocardiography

22. Perform respiratory testing

23. Perform CLIA waived test(s)

24. Obtain vital signs

25. Obtain and record patient history

26. Prepare and maintain examination and treatment area(s)

27. Prepare patient and assist with physical exam or minor office procedure

28. Prepare and administer injections

The student extern demonstrated professionalism in the following categories:

29. Exhibiting dependability, punctuality and positive work ethic

30. Exhibiting a positive attitude and a sense of responsibility

31. Maintaining confidentiality at all times

32. Being cognizant of ethical boundaries

33. Exhibiting initiative

34. Expressing a responsible attitude

35. Being courteous and diplomatic

36. Self-motivation

37. Conducting work within scope of education, training, and ability

Rasmussen’s Medical Assisting Program

38. The student was well prepared to complete entry level MA duties

39. The coordinator of the program followed up with me throughout the time the student was in my facility

40. I was informed of all of the expectation of the externship experience prior to the student beginning at my facility

41. I look forward to the next Rasmussen MA student coming to my facility

Please sign your name and add comments in the space provided on the following page.
Comments:
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Signature of individual completing this evaluation

Printed name: ____________________________  Date ____________________________

Credentials & Title ____________________________

Thank you for your participation! It is extremely important that we obtain your feedback for our records. Thank you again for taking time to complete this document. Please ensure that this survey is returned to the program coordinator. It may be returned via mail, scanned and emailed, or in a sealed envelope given to the student to return to instructor. If you chose to give to the student, please let the Program Coordinator know that you have sent it with the student to ensure the Program Coordinator follows up and obtains it from them. Thank you again.
Appendix C: Student Activities Check-Off List

| Rasmussen College Medical Assisting Program |  |
| Student Activities Check-Off List |  |

Please fill out this form as the student demonstrates skills by writing the date of observation under “not observed,” “satisfactory performance,” or “unsatisfactory performance.” Please feel free to make comments in each area to assist in student improvement in each skill area.

**Student Name:**

____________________________________________________________________________________

| Introduction |  |
|  | Observed | Not Observed | Satisfactory Performance | Unsatisfactory Performance |
|  |  |  |  |  |
| Orientation to clinic setting/observation |  |  |  |  |
| Prepare/Maintain exam and tx. Areas |  |  |  |  |
| Infection Control/biohazard |  |  |  |  |
| General Observations/comments: |  |  |  |  |

**Administrative Unit**—**we know that students may not be able to perform some of these duties however the student observation of these duties is also beneficial.**

<p>|  | Observed | Not Observed | Satisfactory Performance | Unsatisfactory Performance |
|  |  |  |  |  |
| Coding (procedural/diagnostic) |  |  |  |  |
| HCPCS Coding |  |  |  |  |
| Filing records |  |  |  |  |
| Obtaining consents |  |  |  |  |
| Organizing patient medical record |  |  |  |  |
| Scheduling patient appointments |  |  |  |  |
| Working with Referrals |  |  |  |  |
| Answering telephone |  |  |  |  |
| Billing |  |  |  |  |
| Insurance |  |  |  |  |
| Posting (day sheets/journals, adjustments) |  |  |  |  |
| Collection |  |  |  |  |
| Accounts receivable/payable |  |  |  |  |</p>
<table>
<thead>
<tr>
<th>NSF</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Deposits</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Managed care policies</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professionalism/Attitude</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Observations/comments:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Clinical Unit**

<table>
<thead>
<tr>
<th>Observed</th>
<th>Not Observed</th>
<th>Satisfactory Performance</th>
<th>Unsatisfactory Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rooming patients</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preparation of patients/exam rooms for various procedures</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Obtaining patient vital signs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Obtaining patient history</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Autoclaving/sterilization</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EKG/ECG</td>
<td></td>
<td></td>
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<tr>
<td>Spirometry</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minor surgical/sterile procedures</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preparation of immunizations and vaccinations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administration of immunization and vaccinations (intradermal, subcutaneous, intramuscular)</td>
<td></td>
<td></td>
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<tr>
<td>Suture placement/removal</td>
<td></td>
<td></td>
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<tr>
<td>Specimen collection</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Ear irrigation</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Phoning prescriptions to the pharmacy</td>
<td></td>
<td></td>
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<tr>
<td>Patient education</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Screen and follow-up test results</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professionalism/Attitude</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Observations/comments:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Laboratory Unit

<table>
<thead>
<tr>
<th></th>
<th>Observed</th>
<th>Not Observed</th>
<th>Satisfactory Performance</th>
<th>Unsatisfactory Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Venipuncture</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>CLIA Waved tests: mono, strep, HCG, Bl. Glucose, micro hematocrit, ESR, urine dipstick/ analyzer, occult blood, etc.</td>
<td></td>
<td></td>
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<tr>
<td>Perform Capillary puncture</td>
<td></td>
<td></td>
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<tr>
<td>Throat Specimen</td>
<td></td>
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<tr>
<td>Wound collection</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Professionalism/Attitude</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Observations/comments:</td>
<td></td>
<td></td>
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</tbody>
</table>

____________________________________________________  ____________________________
Signature of Evaluator                                        Date

____________________________________________________
Evaluator’s Name Printed

____________________________________________________  ____________________________
Signature of Student                                        Date

____________________________________________________
Student’s Name Printed
Appendix D: Student Evaluation of Externship Site

Rasmussen College

Medical Assisting Program

This survey is located in the students Externship course and will be completed within the course and submitted in the appropriate drop box for grading. All data will be kept confidential and will be used for program evaluation purposes only.

---

Student Evaluation of Externship Site

This survey is designed to help program faculty determine the appropriateness of individual externship sites. All data will be kept confidential and will be used for program evaluation purposes only.

Your Name: ___________________________ Date: ____________

Externship Site: ______________________

**INSTRUCTIONS:** Consider each item separately and rate each item independently of all others. Mark an X under the rating in each case that indicates the extent to which you agree with each statement. Please do not skip any item. 5=Strongly Agree, 4=Agree, 3=Neutral (acceptable), 2=Disagree, 1=Strongly Disagree. N/A = Not available at this site.

<table>
<thead>
<tr>
<th>Evaluation Item</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Provided an orientation to the externship site.</td>
<td></td>
<td></td>
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<tr>
<td>2. Assigned to a supervisor who actively participated in my learning experience.</td>
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<tr>
<td>3. Allowed me to perform the entry-level skills I had learned in school.</td>
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<tr>
<td>4. Given the opportunity to perform administrative skills.</td>
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<tr>
<td>5. Given the opportunity to perform clinical skills.</td>
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<tr>
<td>6. Adequately supervised (able to ask for help if I needed it).</td>
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<td>7. Treated respectfully by healthcare providers and other staff.</td>
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<tr>
<td>8. Provided with adequate personal protective equipment (e.g., gloves) to protect my health and safety.</td>
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<td>9. Provided the opportunity to communicate with:</td>
<td></td>
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<tr>
<td>a. patients/dentists/family members</td>
<td></td>
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</tr>
<tr>
<td>b. healthcare professionals</td>
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<td></td>
<td></td>
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<tr>
<td>c. staff and co-workers</td>
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<td></td>
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<tr>
<td>d. supervisory personnel</td>
<td></td>
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<td></td>
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<tr>
<td>10. Not used to replace paid employees</td>
<td></td>
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<tr>
<td>11. Provided regular constructive verbal feedback by supervisor.</td>
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<tr>
<td>12. Provided a final written performance evaluation.</td>
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</tbody>
</table>

Were you asked to perform any tasks for which you were not trained by your medical assistant at this site? ___________________________
Appendix E: Rasmussen College Medical Assisting Externship Meeting Attendance/Externship Manual Signoff

I, ________________________________, have received and understand the contents of the Rasmussen College Medical Assisting Handbook. I have read and acknowledge the information regarding the program and externship requirements.

_________________________________________  ____________________
Student Signature                        Date
I, ____________________________________________, am committed to protecting the confidentiality and security of patient information. During the course of my program I understand there may be information shared to enhance the learning environment. I will take all measures to maintain the confidentiality of classmates, patients, and the medical facilities that may be discussed.

__________________________________________  _________________
Student Signature                          Date
Appendix G: Rasmussen College Medical Assisting Program Social Networking and Social Media Policy Sign-off- Externship Experience

As social media and networking technology continues to evolve and gain popularity, so does the need to implement policies applicable to HIPAA, Workplace/Medical Assisting Program Relations, Clinical facilities and professionalism. This policy recognizes the fact that regardless of the original intent, words and images posted or distributed publicly have an impact on the reputation of Rasmussen College, our students, community partners and clinical sites. Therefore, it is the policy of Rasmussen College to prohibit any and all participants in the Medical Assisting program from posting detailed medical information, images, negative comments regarding an instructor, clinical site or partner, and anything that could be considered a threat or harassing statement on any social networking site or message board.

Disclosure of personal health information and images via these sites, even if using your personal accounts/pages, can and will be treated as a HIPAA violation. Other statements not containing personal health information, but of a negative nature directed at Medical Assisting program personnel, clinical sites and partners will not be tolerated and are subject to the conditions listed in the paragraph below. This policy is the result of students posting subjective negative comments and opinions regarding Affiliated Clinical sites, Laboratory Directors, Clinical Instructors and employees, and/or Rasmussen College faculty and staff.

Your externship experience is an extension of Rasmussen College’s relationship with area healthcare facilities, and your chance to gain valuable in-field experience. As such, it is expected and required that you treat these clinical sites as your workplace. Therefore, negative and/or subjective comments or postings via social media are grounds for dismissal from Medical Assisting Program and Rasmussen College.

I, the undersigned, agree that I have read the policy and I understand the consequences and/or repercussions associated with violating this policy.

__________________________________________________________________________  __________
Student Signature                                                       Date

__________________________________________________________________________  __________
Program Coordinator Signature                                           Date

Revised 9/20/2019 All Campuses
Appendix H: Employer Survey Authorization for Release of Information Form

AUTHORIZATION FOR RELEASE OF INFORMATION

I hereby authorize ________________________________ (Employer) to provide information to Rasmussen College that pertains to my employment.

I hereby voluntarily waive any and all rights I may have to privacy and/or confidentiality pertaining to my employment history and work performance insofar as the information is released solely to Rasmussen College, [campus] who is evaluating my work performance to meet programmatic accreditation standards and assess the Medical Assisting program effectiveness. Any information released to Rasmussen College will be used only for the purposes listed above.

I have read the above, understand its contents, and voluntarily agree to its terms.

________________________________________ _______________________
Signature                        Date

____________________________________________
Printed Name
Appendix I: ABHES Skills Objectives

MA.A.1.1. General Orientation
a. Comprehend the current employment outlook for the medical assistant
b. Compare and contrast the allied health professions and understand their relation to medical assisting
c. Understand medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
d. Have knowledge of the general responsibilities of the medical assistant
e. Define scope of practice for the medical assistant, and comprehend the conditions for practice within the state that the medical assistant is employed

MA.A.1.2. Anatomy and Physiology
a. Comprehend and explain to the patient the importance of diet and nutrition. Effectively convey and educate patients regarding the proper diet and nutrition guidelines. Identify categories of patients that require special diets or diet modifications.
b. Identify and apply the knowledge of all body systems, their structure and functions, and their common diseases, symptoms and etiologies.
c. Assist the physician with the regimen of diagnostic and treatment modalities as they relate to each body system

MA.A.1.3. Medical Terminology
a. Define and use entire basic structure of medical words and be able to accurately identify in the correct context, i.e. root, prefix, suffix, combinations, spelling and definitions
b. Build and dissect medical terms from roots/suffixes to understand the word element combinations that create medical terminology
c. Understand the various medical terminology for each specialty
d. Recognize and identify acceptable medical abbreviations

MA.A.1.4. Medical Law and Ethics
a. Document accurately
b. Institute federal and state guidelines when releasing medical records or information
c. Follow established policies when initiating or terminating medical treatment
d. Understand the importance of maintaining liability coverage once employed in the industry
e. Perform risk management procedures
f. Comply with federal, state, and local health laws and regulations

MA.A.1.5. Psychology of Human Relations
a. Define and understand abnormal behavior patterns
b. Identify and respond appropriately when working/caring for patients with special needs
c. Use empathy when treating terminally ill patients. -- put into MEA1207
d. Identify common stages that terminally ill patients go through and list organizations/support groups that can assist patients and family members of patients struggling with terminal illness -- PUT INTO MEA1207
e. Advocate on behalf of family/patients, having ability to deal and communicate with family.
f. Identify and discuss developmental stages of life
g. Analyze the effect of hereditary, cultural, and environmental influences

MA.A.1.6. Pharmacology
a. Demonstrate accurate occupational math and metric conversions for proper medication administration
b. Properly utilize PDR, drug handbook and other drug references to identify a drug’s classification, usual dosage, usual side effects, and contradictions.
c. Identify and define common abbreviations that are accepted in prescription writing.
d. Understand legal aspects of writing prescriptions, including federal and state laws

**MA.A.1.7. Basic Keyboarding/Computer Concepts**
a. Perform basic keyboarding skills including:
   1) Locating the keys on a keyboard
   2) Typing medical correspondence and basic reports
b. Identify and properly utilize office machines, computerized systems and medical software such as:
   1) Efficiently maintain and understand different types of medical correspondence and medical reports
   2) Apply computer application skills using variety of different electronic programs including both practice management software and EMR software

**MA.A.1.8. Medical Office Business Procedures/Management**
a. Perform basic clerical functions
b. Prepare and maintain medical records
c. Schedule and manage appointments
d. Apply concepts for office procedures
e. Locate resources and information for patients and employers
f. Schedule inpatient and outpatient admissions
g. Prepare and reconcile a bank statement and deposit record
h. Post entries on a day sheet
i. Perform billing and collection procedures
j. Perform accounts payable procedure
k. Perform accounts receivable procedures
l. Establish and maintain a petty cash fund
m. Post adjustments
n. Process credit balance
o. Process refunds
p. Post non-sufficient funds (NSF)
q. Post collection agency payments
r. Apply third party guidelines
s. Obtain managed care referrals and pre-certification
t. Perform diagnostic and procedural coding
u. Prepare and submit insurance claims
v. Use physician fee schedule
w. Use manual or computerized bookkeeping systems
x. Maintain medical facility
y. Perform routine maintenance of administrative and clinical equipment
z. Maintain inventory equipment and supplies
aa. Are attentive, listen, and learn
bb. Are impartial and show empathy when dealing with patients
cc. Communicate on the recipient's level of comprehension
dd. Serve as liaison between physician and others
ee. Use proper telephone techniques
ff. Interview effectively
gg. Use pertinent medical terminology
hh. Receive, organize, prioritize, and transmit information expediently
ii. Recognize and respond to verbal and non-verbal communication
jj. Perform fundamental writing skills including correct grammar, spelling, and formatting techniques when writing prescriptions, documenting medical records, etc.
kk. Adapt to individualized needs

II. Apply electronic technology

MA.A.1.9. Medical Office Clinical Procedures
a. Obtain chief complaint, recording patient history
b. Apply principles of aseptic techniques and infection control
c. Take vital signs
d. Recognize and understand various treatment protocols
e. Recognize emergencies and treatments and minor office surgical procedures
f. Screen and follow up patient test results
g. Maintain medication and immunization records
h. Wrap items for autoclaving
i. Use standard precautions
j. Prepare and administer oral and parenteral medications as directed by physician
k. Prepare and maintain examination and treatment area
l. Prepare patient for examinations and treatments
m. Assist physician with routine and specialty examinations and treatments
n. Assist physician with minor office surgical procedures
o. Perform:
   1) Electrocardiograms
   2) Respiratory testing
   3) Telephone and in-person screening
   4) Sterilization techniques
   5) First aid and CPR
p. Advise patients of office policies and procedures
q. Instruct patients with special needs
r. Teach patients methods of health promotion and disease prevention

MA.A.1.10. Medical Laboratory Procedures
a. Practice quality control
b. Perform selected CLIA-waived tests that assist with diagnosis and treatment:
   1) Urinalysis
   2) Hematology testing
   3) Chemistry testing
   4) Immunology testing
   5) Microbiology testing
   6) Kit testing:
      (a) Pregnancy
      (b) Quick strep
      (c) Dip sticks
c. Dispose of biohazardous materials
d. Collect, label, and process specimens:
1) Perform venipuncture
2) Perform capillary puncture
3) Perform wound collection procedures
4) Obtain throat specimens for microbiologic testing
e. Instruct patients in the collection of a clean-catch mid-stream urine specimen.
f. Instruct patients in the collection of a fecal specimen

**MA.A.1.11. Career Development**
a. Perform the essential requirements for employment such as resume writing, effective interviewing, dressing professionally and following up appropriately.
b. Demonstrate professionalism by:
   1) Exhibiting dependability, punctuality, and a positive work ethic
   2) Exhibiting a positive attitude and a sense of responsibility
   3) Maintaining confidentiality at all times
   4) Being cognizant of ethical boundaries
   5) Exhibiting initiative
   6) Adapting to change
   7) Expressing a responsible attitude
   8) Being courteous and diplomatic
   9) Conducting work within scope of education, training, and ability
Programmatic Orientation Sign-off

Appendix J: Rasmussen College Medical Assisting Program Programmatic Orientation Attendance/Student Handbook Signoff

I, ___________________________________________, have received and understand the contents of the Rasmussen College Medical Assisting Handbook. I have read and acknowledge the information regarding the program and externship requirements.

Addendum made on 9/20/19: Changes made to the following page:

- Flu Vaccine Mandatory Requirement (Page 7).
- Path Project Requirements (Page 11)

______________________________________________  __________________________
Student Signature                                Date

Revised 9/20/2019 All Campuses
Programmatic Orientation Sign-off

Appendix K: Rasmussen College Medical Assistant Program
HIPAA/Confidentiality Sign – Off

I, ______________________________________________, am committed to protecting the confidentiality and security of patient information. During the course of my program I understand there may be information shared to enhance the learning environment. I will take all measures to maintain the confidentiality of classmates, patients, and the medical facilities that may be discussed.

______________________________________________
Student Signature

________________________
Date
Appendix L: Rasmussen College Medical Assisting Program Social Networking and Social Media Policy Sign-off

As social media and networking technology continues to evolve and gain popularity, so does the need to implement policies applicable to HIPAA, Workplace/Medical Assisting Program Relations, Clinical facilities and professionalism. This policy recognizes the fact that regardless of the original intent, words and images posted or distributed publicly have an impact on the reputation of Rasmussen College, our students, community partners and clinical sites. Therefore, it is the policy of Rasmussen College to prohibit any and all participants in the Medical Assisting program from posting detailed medical information, images, negative comments regarding an instructor, clinical site or partner, and anything that could be considered a threat or harassing statement on any social networking site or message board.

Disclosure of personal health information and images via these sites, even if using your personal accounts/pages, can and will be treated as a HIPAA violation. Other statements not containing personal health information, but of a negative nature directed at Medical Assisting program personnel, clinical sites and partners will not be tolerated and are subject to the conditions listed in the paragraph below. This policy is the result of students posting subjective negative comments and opinions regarding Affiliated Clinical sites, Laboratory Directors, Clinical Instructors and employees, and/or Rasmussen College faculty and staff.

Your externship experience is an extension of Rasmussen College’s relationship with area healthcare facilities, and your chance to gain valuable in-field experience. As such, it is expected and required that you treat these clinical sites as your workplace. Therefore, negative and/or subjective comments or postings via social media are grounds for dismissal from Medical Assisting Program and Rasmussen College.

I, the undersigned, agree that I have read the policy and I understand the consequences and/or repercussions associated with violating this policy.

___________________________________________________  ______________________
Student Signature                                Date

___________________________________________________  ______________________
Program Coordinator Signature                  Date
Programmatic Orientation Sign-off

Appendix M: Invasive Procedure Information Sheet

General Information:

During the curriculum for your program you will be participating in laboratory activities in which learning by students requires the use of human subjects as part of the training. As a part of these learning activities you will be asked to perform specific skills as well as be the subject of specific skills practiced by students and/or faculty. These learning activities will be conducted under the supervision of the course instructor.

Benefits:

You will have the opportunity to practice specific invasive procedures on other students and/or faculty and they will have the opportunity to practice such procedures on you, the invasive procedures include finger needle punctures, intramuscular, subcutaneous and intradermal injections of saline, venipuncture and venipuncture with catheter insertion (the “Invasive Procedures”). The activities listed have been selected because they are skills essential to the learning process and the faculty believes that realistic practice is essential for optimum learning.

Bloodborne Pathogen Exposure

It is important that you be aware that blood and other body fluids have been implicated in the transmission of certain pathogens, particularly Hepatitis Viruses and Human Immunodeficiency Virus (HIV), the virus responsible for Acquired Immune Deficiency Syndrome (AIDS). In order to minimize risk of exposure to bloodborne pathogens, the student must agree to follow Standard Precautions guidelines as well as comply with regulations outlined in the OSHA Bloodborne Pathogen Standard.

Risks/Discomforts

Participation may create some anxiety or embarrassment for you. Some procedures may create minor physical or psychological discomfort. Specific risks are listed below.

Your Rights

You have the right to withhold consent and to withdraw consent after it has been given. You may ask questions and are entitled to an explanation of any point that is unclear. If consent is withheld for any reason other than medical reasons accompanied by written support by your personal medical care provider, you will be removed from the program.
<table>
<thead>
<tr>
<th>Learning Activity</th>
<th>Specific Benefit</th>
<th>Risks/Discomfort</th>
</tr>
</thead>
<tbody>
<tr>
<td>Venipuncture using both evacuated tube system (ETS) and syringe system</td>
<td>Student gains experience needed prior to performing procedures on actual patients</td>
<td>Possibility of hematoma or bruising; minimal possibility of infection (provided area is kept clean); slight, temporary pain with procedure; slight risk of temporary nerve inflammation</td>
</tr>
<tr>
<td>Skin puncture of the finger tip</td>
<td>Same as above</td>
<td>Slight, temporary pain upon puncture; minimal possibility of infection (provided area is kept clean)</td>
</tr>
<tr>
<td>Saline injections:</td>
<td>Same as above</td>
<td>Possibility of soreness, tenderness, redness, itching or swelling at the injection site.</td>
</tr>
<tr>
<td>Intramuscular, subcutaneous and intradermal</td>
<td>Same as above</td>
<td></td>
</tr>
<tr>
<td>Optional Learning Activity</td>
<td>Specific Benefit</td>
<td>Risks/Discomfort</td>
</tr>
<tr>
<td>Skin puncture of the forearm for Bleeding Time Test (BTT)</td>
<td>Same as other activities listed above</td>
<td>Same skin puncture activity listed above; plus possibility of a small scar at incision site</td>
</tr>
</tbody>
</table>
Appendix N: Invasive Procedures Waiver and Release of Liability, Assumption of Risk and Consent to Procedures Sign-Off

PLEASE NOTE: PRIOR TO SIGNING THIS DOCUMENT, YOU ARE REQUIRED TO READ THE ABOVE VENIPUNCTURE INFORMATION SHEET. IF YOU REQUIRE ANY CLARIFICATION REGARDING THE INFORMATION PROVIDED, PLEASE CONTACT YOUR INSTRUCTOR OR THE DEAN OF THE DEPARTMENT. All Medical Assisting and Medical Laboratory Technician students are required to participate in all Invasive Procedures (as defined below) that are part of the curriculum for their program unless they have a doctor’s note specifying from which procedures they should be exempt.

The undersigned hereby acknowledges and agrees:

I will have the opportunity to practice specific invasive procedures on consenting students and/or faculty and for other students and/or faculty to practice such procedures on me. The invasive procedures include finger needle punctures, intramuscular, subcutaneous and intradermal injections of saline, venipuncture and venipuncture with catheter insertion (the “Invasive Procedures”).

In order to minimize risk of exposure to bloodborne pathogens, I agree to follow Standard Precautions guidelines as well as comply with regulations outlined in the OSHA Bloodborne Pathogen Standard.

I understand and acknowledge that a faculty member must be in attendance during any of the Invasive Procedures, whether I am the person performing it or the recipient of the Invasive Procedures.

I agree to allow fellow students and/or faculty to perform Invasive Procedures on me.

I hereby release Rasmussen, Inc., its subsidiaries, directors, officers, owners, employees and agents, other students and faculty from all liability arising from or related to the Invasive Procedures, including any untoward effects. I understand and agree that I must immediately report any accident, injury or illness that I believe occurred as a result of or in connection with an Invasive Procedure to the Rasmussen faculty for the class where such incident occurred and that any hospital or medical costs arising from such accident, injury or illness shall be my sole responsibility.

I have read and understand this WAIVER AND RELEASE OF LIABILITY, ASSUMPTION OF RISK AND CONSENT TO PROCEDURES and the attached Venipuncture Information Sheet and hereby acknowledge my understanding of the risks associated with either performing or being the recipient of Invasive Procedures as well as my obligations for this program. My questions have been answered.

_____________________________________________________          _______________________ ___
Student Signature (or parent/guardian if under 18 years of age)        Date

Printed Name(s): ___________________________________________________________________
Address: __________________________________________________________________________
Appendix O: Rasmussen College Medical Assisting Program Social Networking and Social Media Policy Sign-off

As social media and networking technology continues to evolve and gain popularity, so does the need to implement policies applicable to HIPAA, Workplace/Medical Assisting Program Relations, Clinical facilities and professionalism. This policy recognizes the fact that regardless of the original intent, words and images posted or distributed publicly have an impact on the reputation of Rasmussen College, our students, community partners and clinical sites. Therefore, it is the policy of Rasmussen College to prohibit any and all participants in the Medical Assisting program from posting detailed medical information, images, negative comments regarding an instructor, clinical site or partner, and anything that could be considered a threat or harassing statement on any social networking site or message board.

Disclosure of personal health information and images via these sites, even if using your personal accounts/pages, can and will be treated as a HIPAA violation. Other statements not containing personal health information, but of a negative nature directed at Medical Assisting program personnel, clinical sites and partners will not be tolerated and are subject to the conditions listed in the paragraph below. This policy is the result of students posting subjective negative comments and opinions regarding Affiliated Clinical sites, Laboratory Directors, Clinical Instructors and employees, and/or Rasmussen College faculty and staff.

Your externship experience is an extension of Rasmussen College’s relationship with area healthcare facilities, and your chance to gain valuable in-field experience. As such, it is expected and required that you treat these clinical sites as your workplace. Therefore, negative and/or subjective comments or postings via social media are grounds for dismissal from Medical Assisting Program and Rasmussen College.

I, the undersigned, agree that I have read the policy and I understand the consequences and/or repercussions associated with violating this policy.

________________________________________________________________________  ______________
Student Signature                                                  Date

________________________________________________________________________  ______________
Program Coordinator Signature                                    Date