



PROGRAM HANDBOOK

Medical Assisting Program

Student Handbook

2024-2025

WELCOME CLASS OF 2025!

Welcome to North Shore Community College's Medical Assisting (MAC) Program. We are pleased that you have chosen to pursue this most rewarding health profession. We are very proud of our program and its reputation of graduating highly educated and trained medical assistants.

The MAC curriculum is very challenging and requires a great deal of both individual and group collaborative study time. The lab/clinical component plays a large and important part in the curriculum. The faculty is dedicated to help ensure competency in your skills prior to working with patients during clinical experiences.

The faculty has the following expectations for all medical assisting students:

- Attending and arriving to class in a punctual manner.
- Arriving to class prepared for learning.
- Demonstrating professional behavior and adherence to the profession's core values.
- Demonstrating responsibility for your own learning and a commitment to learning.
- Demonstrating the ability to independently problem solve and think critically.
- Demonstrating the ability to accept constructive feedback from faculty and peers.
- Demonstrating courteous and respectful interactions with faculty, staff, and peers.
- Accepting responsibility for your learning.

This orientation handbook has been developed to help you become familiar with important Medical Assisting Program information, policies and procedures. It is also important that you familiarize yourself with NSCC's Student Handbook as well as the College Catalog. We expect that you will utilize all of the above resources as you successfully engage in attaining your MAC education. Students are responsible for adhering to program and college-wide policies and procedures.

We look forward to the mutually rewarding experience of helping you successfully reach your career goal. Please remember that we are always available to address your questions and concerns. You have chosen a wonderful profession and we will strive to help you become the best medical assistant that you can be.

Laura McKellar, BS, CMA (AAMA)
Department Chair, Medical Assisting



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Section 1: Program Introduction and Accreditation

AAMA CODE OF ETHICS FOR MEDICAL ASSISTANTS

The American Association of Medical Assistants (AAMA) Code of Ethics for medical assistants sets forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting.

Members of the 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:

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

AAMA CORE VALUES FOR MEDICAL ASSISTANTS

- Actively participate in the delivery of quality health care.
Promote patient safety and well-being.
- Contribute to a positive health care experience for patients.
Demonstrate integrity and respect, and protect patient confidentiality.
- Advocate the essential value of certification and continuing education.
Embrace change, growth, and learning.

AAMA MEDICAL ASSISTING CREED



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

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

INTRODUCTION TO THE NSCC MEDICAL ASSISTING PROGRAM

Medical assistants are multi-skilled health professionals specifically educated to work in ambulatory settings performing administrative and clinical duties. The practice of medical assisting directly influences the public's health and well-being, and requires mastery of a complex body of knowledge and specialized skills requiring both formal education and practical experience that serve as standards for entry into the profession.

The program provides classroom instruction and practicum experience that prepares students for a career as a medical assistant. Emphasis is placed on patient care in the office or clinic, as well as administrative and communication skills. Upon graduation, students may find employment opportunities in private physicians' offices, group practices, ambulatory care clinics, HMO clinics, community health centers, and public health facilities.

CAAHEP ACCREDITATION

NSCC's Medical Assisting Certificate Program is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) upon the recommendation of the Medical Assisting Education Review Board (MAERB).

Accreditation of a program by a national organization such as CAAHEP is vital to its consumer, the student. This qualification lets you know that we have been carefully critiqued by a nationally recognized accrediting agency and found worthy of its seal of approval. Only graduates of CAAHEP-accredited programs are eligible to sit for the national certification exam upon graduation, thus becoming a Certified Clinical Medical Assistant (CCMA).

Commission on Accreditation of Allied Health Education Programs (CAAHEP)

9355 – 113th St. N. #7709, Seminole, FL 33775

P: 727-210-2350

E: mail@caahep.org

www.CAAHEP.org

PROGRAM HISTORY

The Medical Assisting Program at North Shore Community College is part of the Division of Health Professions. The program's first admission was September 1993 with the class graduating May 1994. Our initial accreditation was received April 1998, with continued accreditation September 2004, September 2013, and September 2022. Twenty students are accepted to the program in the Fall only. This is a special admissions program; admission to this program has specific entrance requirements. The Medical Assisting Program is designed to be completed in one year of full-time study.

EMPLOYMENT OUTLOOK

According to the U.S. Bureau of Labor statistics, employment of medical assistants is projected to grow 18 percent from 2020 to 2030, much faster than the average for all occupations.

About 104,400 openings for medical assistants are projected each year, on average, over the decade. North Shore Community College's Medical Assisting Program is well-positioned to provide MAs to this growing market.

NORTH SHORE COMMUNITY COLLEGE MISSION STATEMENT

North Shore Community College is a diverse, caring, inclusive community that inspires our students to become engaged citizens and to achieve their personal, academic, and career goals through accessible, affordable, rigorous educational opportunities that are aligned with our region's workforce needs and will prepare them for life in a changing world.

NORTH SHORE COMMUNITY COLLEGE VALUES

North Shore Community College is a beacon of hope and opportunity for those who learn, live and work on Massachusetts' North Shore. The college creates responsive partnerships and collaborations to make a positive difference for residents. By providing an educated and innovative workforce, North Shore Community College contributes to the economic vitality and resiliency of the Commonwealth.

The faculty and staff at North Shore Community College exemplify the highest academic and institutional integrity through our commitment to:

Access and Opportunity. We provide access to quality higher education by offering clear and flexible pathways to academic success for the diverse populations we serve.

Respect and Inclusion. We seek to create a respectful, welcoming, and appreciative learning environment in which each person and every group belongs, is accepted, has value, and actively contributes.

Educational Excellence and Innovation. We embrace the highest standards in developing dynamic learning environments through excellent faculty and staff, academic freedom, innovative teaching methods, quality facilities, and engaging technologies.

Student Learning and Success. We are devoted to maximizing our students' ability to learn and achieve academic, personal, and professional success through appropriate support and services.

Social Responsibility and Justice. We are committed to developing productive, collaborative relationships within the college and among our various constituencies so that we may serve to improve the quality of lives in the North Shore communities.

Purposeful Life and Global Citizenship. We are dedicated to empowering students to become lifelong learners and engaged citizens, to understanding the global landscape, and to equipping them for transformative careers.

Sustainability and Resourcefulness. We uphold our heritage for tenacity, sustainability, responsible stewardship and equitable distribution of our resources.

DIVISION OF HEALTH PROFESSIONS MISSION STATEMENT

The Division of Health Professions enriches lives and the community through high quality health and human service degree and certificate programs that are responsive to societal and workforce needs. The Division strives to inspire student success and lifelong learning through interpersonal, interprofessional, and community collaboration needed for impactful and sustainable employment. We facilitate student learning, scholarship, and leadership with a commitment to excellence in person-centered care.

MEDICAL ASSISTING PROGRAM MISSION STATEMENT

The Medical Assisting Program's mission is to educate students with the knowledge, values, ethics, and skills to become competent and professional entry-level medical assistants. Working primarily in clinics and medical offices under the direction of a physician/physician assistant/nurse practitioner, graduates will take an active role in the delivery of health care. The program's foundation provides a basis for analytical skills leading to national certification, life-long learning, and a successful career.

PROGRAM PURPOSE STATEMENT

The practice of medical assisting requires mastery of a complete body of knowledge and specialized skills requiring both formal education and practical experience that serves as standards for entry into the profession. Our nationally accredited Medical Assisting Program emphasizes the skills and knowledge needed for employment in doctors' offices, clinics, and other medical facilities.

PROGRAM GOALS

The primary goal of the Medical Assisting Program is to prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains; and incorporating values, ethics, and professionalism. The program promotes an interdisciplinary approach to the study of medical office administration, clinical procedures, and the ethics and values associated with such a career.

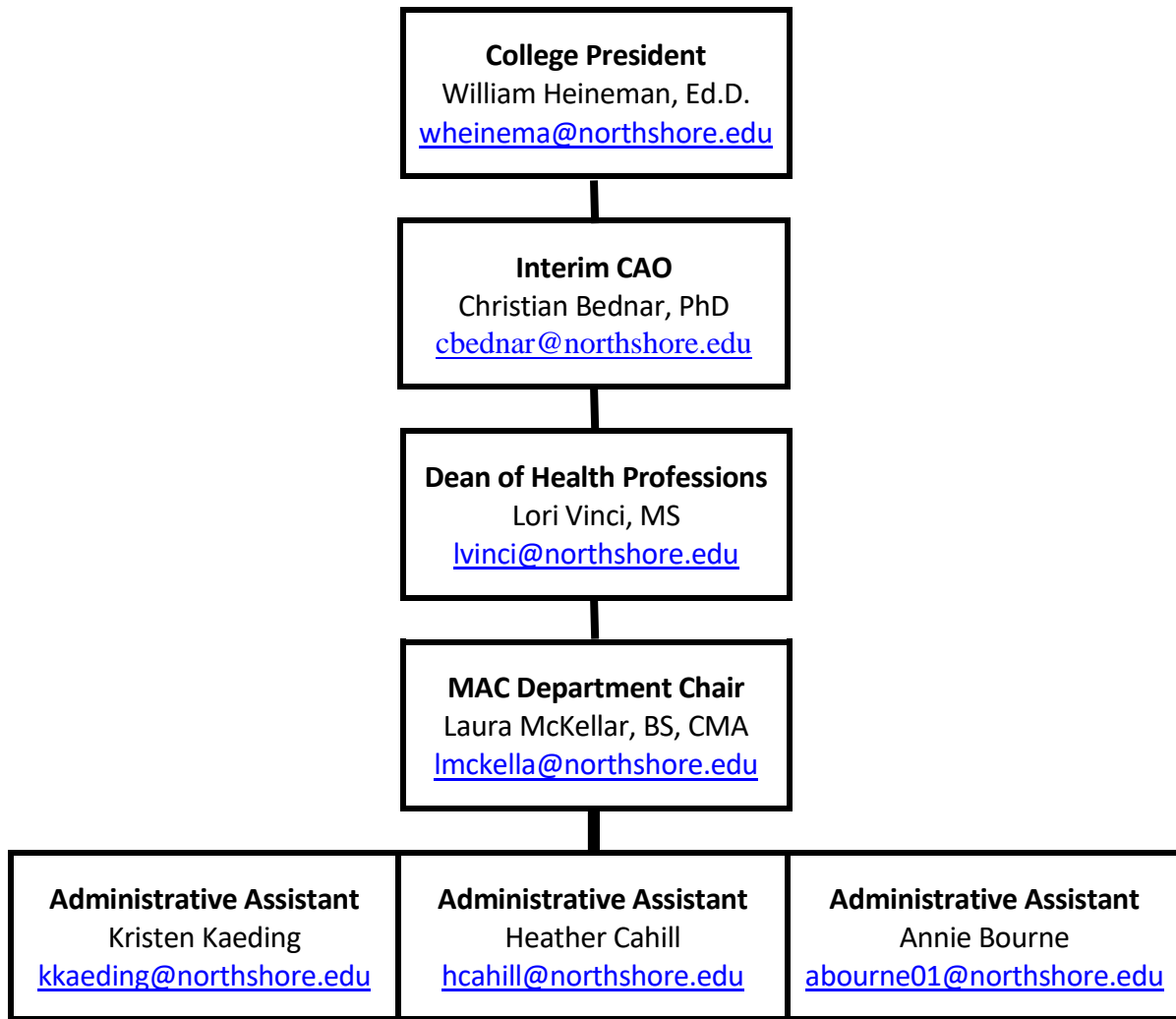
STUDENT LEARNER OUTCOMES

Students who graduate from this program are prepared to:

- Sit for the national certification exam for medical assistants, CCMA (NHA).
- Perform administrative and clinical tasks as an entry-level medical assistant in a competent manner.
- Conduct the duties and responsibilities of a medical assistant in a professional, ethical, and legal manner.
- Interact effectively with patients, family members, health care providers, and other members of a health care team.



**NORTH SHORE COMMUNITY COLLEGE
MEDICAL ASSISTING PROGRAM ORGANIZATIONAL CHART**



ADVISORY BOARD MEMBERS

Lori Vinci, Dean of Health Professions
 Laura McKellar, Dept. Chair/Clinical Coordinator
 David Rosenthal, Physician's Assistant, Brigham and Women's Hospital
 Jacqueline Sheehan, Clinical Staff Educator, North Shore Physicians Group
 Charlotte Badler, Nursing Professional Development Specialist, Lynn Community Health Center
 Andre Laffitree, Strategic Recruiting Consultant, Atrius Health
 Lauren McNair, Career Advisor, Wellspring Community Education
 Jennifer Forte, Dept. Chair, Surgical Technology
 Student Representatives: Amber Jalbert (2016), Karen Kermet (2022), Michaela LeBlanc (2022), Maria Diaz (2023), Camryn Sanborn (2024), Adrianna Bonilla (2024)



Section 2: Admissions and Program Requirements

STATEMENT ON EQUAL OPPORTUNITY FOR ALL APPLICANTS

All interested adults and high school students are welcome and eligible to apply to the Medical Assisting Program. However, due to high demand and limited resources, the Medical Assisting Program is considered a selective admissions program*. Although the MAC program is selective, the process of selecting candidates is completed without regard to race, gender, sexual orientation, color, national origin, age, or religion.

*Selective admissions programs are not open admission programs and maintain additional criteria for admission and continued participation. Selective programs may restrict entrance to those who have met specific academic or other requirements.

MEDICAL ASSISTING APPLICATION REQUIREMENTS

Completed applications must be submitted online. Applications will be accepted until the program is full.

Applicants must complete the following requirements in order to be accepted in the Medical Assisting Program:

1. **Attend a mandatory information session prior to applying to the program.** Applicants must attend a session during the academic year prior to admission. Information sessions are held monthly. The locations, dates, and times for sessions can be found by visiting the link below. Attendance will be recorded.
www.northshore.edu/academics/programs/mac/mandatory-infosessions.html.
2. **Submit the online application for the year for which you are applying, regardless of whether you are a new or current student.** Once you submit your application, the remaining required documents (below) may be uploaded to your account.
3. **Demonstrate communication proficiency.** There are many ways to demonstrate this (see link below). If you have demonstrated proficiency with your SAT scores or Accuplacer testing from another institution, upload that document to your application.
<http://www.northshore.edu/academics/proficiency/communications-proficiency.html>
4. **Demonstrate math proficiency.** There are many ways to demonstrate this (see link below). If you have demonstrated proficiency with your SAT scores or Accuplacer testing from another institution, upload that document to your application.
<http://www.northshore.edu/academics/proficiency/math-proficiency.html>
5. **Submit all official transcripts.** Upload transcripts from previously attended colleges/universities and a copy of your high school transcript or GED score report.
6. **Complete the required essay**

REQUIRED BACKGROUND CHECKS

Students enrolled in Nursing and Allied Health programs are required to undergo and pass a National Criminal Offender Record Information (CORI) background screening and a Sex Offender Record Information (SORI) background screening in order to remain in the program and be eligible for placement in a clinical facility. Students assigned to clinical education experiences at our contracted facilities may also be required to undergo and pass additional random CORI/SORI screenings in order to remain at that clinical facility and in the college program. Students who fail a screening, or refuse to submit to a screening within the designated timeframe, will be ineligible for clinical placement, which will affect their status in the program. Any appeal of a CORI/SORI screening will be reviewed and decided by the North Shore Community College CORI/SORI Board.

REQUIRED DRUG TESTING

The Division of Health Professions is committed to high quality education and providing excellent clinical experiences for all students in nursing and allied health professions. Students are expected to perform at their highest functional level during all educational and clinical experiences in order to maximize the learning environment and ensure both patient and student safety. Thus, a student's performance at all times must be free of any impairment caused by prescription or non-prescribed drugs, including alcohol or marijuana.

Students enrolled in nursing and allied health programs are required to undergo and pass a college-endorsed 10-panel drug and/or alcohol screening analysis in order to remain in the program and be eligible for placement in a clinical facility. Students assigned to clinical education experiences at the college's contracted facilities may also be required to undergo and pass additional random and scheduled drug screenings in order to remain at that clinical facility and in the program. Students who fail a screening, or refuse to submit to a screening, within the designated time frame, will be ineligible for clinical placement, which will affect their status in the program.

Students with a positive drug test may appeal the results of the test within five (5) days of notification of the drug test results. This appeal must be in writing and delivered to the college's dean of health professions. An appeal by a student who claims that he/she/they tested positive due to a prescription drug and was unable to clarify this matter with the medical review officer (MRO) from the drug testing lab shall include evidence from a health care provider of the type of prescription, dates of permissible use, and dosage amounts. Students whose appeals are denied may re-apply for re-entry into the program after one year. Requests for re-admission will be considered on a case-by-case basis and in accordance with program criteria.

Students who are notified of a "negative-dilute" result will submit to a random drug test within 24 hours of the previous test in order to confirm the negative status of the screening. Additional random testing may also be required under the guidelines listed in your program's handbook.

Students who test positive for marijuana are unable to continue in a clinical placement, which will affect their status in the program. While the use of marijuana is permitted in Massachusetts, marijuana remains classified as a controlled substance under federal law and its use, possession, distribution and/or cultivation at educational institutions remains prohibited.

A student who has a prescription for medical marijuana and tests positive for marijuana will be referred to the Office of Accessibility Services for consideration as to whether the student's off-campus use of medical marijuana constitutes a reasonable accommodation under state law.

If it is determined that the student's continued off-campus use of medical marijuana could impair his/her/their clinical performance, pose an unreasonable safety risk to patients, or violate the terms of a clinical facility's affiliation agreement with the college, then the student's continued use of medical marijuana will not constitute a reasonable accommodation under the law.

A NSCC student's program fees will cover the cost of drug testing and retests. Students will be responsible to pay for additional drug screening conducted as part of an appeal.

All students will be required to sign a Drug Screening Release Form. By signing this form, students authorize NSCC to conduct the 10-panel urine test for drug screening. If assistance is needed with this drug screening process, please contact the dean of health professions.

MEDICAL ASSISTING PROGRAM GUIDED PATHWAY

Recommended Course Selection Sequence		Credits	Course offered	CPL Option
ALH186	Medical Terminology	3	Fall only	X
MAC138	Intro to the Professional Medical Assistant	3	Fall only	
MAC142	Medical Assisting Clinical & Laboratory Procedures	4	Fall only	
MAC148	Ambulatory Care in Health & Disease	3	Fall only	
MAC140	Medical Assisting Administrative Procedures	3	Spring only	
MAC146	Advanced Medical Assistant Procedures	4	Spring only	
PHI120	Medical Ethics	3	Spring only	X
MAC160	Medical Assisting Practicum	6	Spring only	
Total Program Credits:		29		

- This is a certificate designed, upon completion, to prepare students to take the Certified Clinical Medical Assistant (CCMA) exam, which is offered by the National Healthcareer Association (NHA).
- This is a certificate upon completion that will lead to entry-level employment as a medical assistant.
- If you would like to continue on into additional health care pathways, speak with an academic advisor for further course planning.
- Courses are listed in the recommended order you should take them.
- Many courses have prerequisite requirements that must be fulfilled to be eligible to enroll in the course.
- All student degree audits for graduation purposes will be based on the official program of study the student is enrolled in.

MEDICAL ASSISTING PROGRAM COURSE DESCRIPTIONS

ALH186 Medical Terminology

3 Credits

Designed to instruct the student in the most common word roots, prefixes, and suffixes in medical terminology. Emphasis is on spelling, word drills, pronunciation exercises, and definition of words. The student develops a broad medical vocabulary used by professionals in medical and allied health fields. Fulfills open elective.

MAC138 Introduction to the Professional Medical Assistant

3 Credits

History and development of the medical assisting profession and its role in health care today. Students develop knowledge and skills in professionalism, effective communication, legal concepts, instruction, operational functions, and emergency preparedness. Fulfills open elective

MAC142 Medical Assisting Clinical and Laboratory Procedures

4 Credits

This course provides a foundation of clinical skills necessary to function as an entry level medical assistant in a variety of health specialties. Examples of topics include: the medical history; vital measurements; documentation; assisting with exams, special procedures, and office surgery; infection control; diagnostic lab tests, ECG, and phlebotomy; nutrition, and patient education. (2 hours of lecture and 4 hours of lab per week.)

MAC148 Ambulatory Care in Health and Disease

3 Credits

This course will introduce students to the systems and structural organization of the human body while comparing structure and function across the life span. Students will also be introduced to the CLIA (Clinical Laboratory Improvement, Amendments 1998) waived tests associated with common diseases relative to the ambulatory care setting and the classifications of medications used to treat these diseases including indications for use, desired effects, side effects, and adverse reactions.

MAC140 Medical Assisting Administrative Procedures

3 Credits

This course provides a foundation of the administrative skills required to function as an entry-level medical assistant in an ambulatory care facility. Students will be introduced to elements of fundamental writing skills, administrative functions, basic practice finance, managed care/insurance, and procedural and diagnostic coding. Emphasis is placed on high standards of ethics in relation to the patient and profession. Fulfills open elective

MAC146 Advanced Medical Assistant Procedures

4 Credits

This course responds to the rapidly expanding clinical and administrative responsibilities of the medical assistant in the managed care environment. It is designed to expand the basic knowledge and skills in the area of diagnostic procedures, medical specialties, surgical procedures. Pharmacological principles and drug classifications will be covered, with an emphasis on commonly prescribed medications in the ambulatory health care setting. There will also be introduction to the computerized provider order entry for medication orders. (2 hours lecture and 4 hours lab per week)

PHI120 Medical Ethics

3 Credits

Recent developments in the bio-medical fields have led to considerable moral perplexity about the rights and duties of patients, health professionals, research subjects, and researchers. This course presents a brief introduction to ethical theory and a set of diverse, carefully selected readings (pro and con) on some of the most contemporary issues in bioethics. Some of the issues that will be analyzed and discussed are the following: abortion and infanticide, the problems of birth defects, euthanasia, psycho-surgery, behavior and genetic control, and the claim to health care. Fulfills open, liberal arts, and humanities electives.

MAC160 Medical Assisting Practicum

6 Credits

This course is the clinical connection for principles learned in the medical assisting program. It serves as a vehicle for the application of the clinical and administrative procedures through simulation scenarios and skill labs, seminar discussions, and a supervised unpaid clinical practicum. The seminars allow for debriefing simulation scenarios, sharing of practicum experiences based on journal presentations, and for preparing students for employment (168 minimum unpaid hours of practicum in an ambulatory care setting, 32 hours clinical simulation on campus, and 25 hours of seminar on campus.)

ACADEMIC STANDING POLICY

To be considered in good academic standing within the college and to be making satisfactory academic progress toward a certificate, a matriculated MAC student MUST:

1. Maintain a cumulative grade point average of 2.0 or above
2. Maintain a "C" (73-76) or better in all MAC courses to progress in the program *

* In the event of not achieving the minimum passing grade ("C"), students will be academically dismissed from the program. Students may apply for readmission to the program one time only (see readmission policy and procedures).

North Shore Community College's Grading System:

A	=	93-100	C	=	73-76
A-	=	90-92	C-	=	70-72
B+	=	87-89	D+	=	67-69
B	=	83-86	D	=	63-66
B-	=	80-82	D-	=	60-62
C+	=	77-79	F	=	below 60

NOTE: Medical Assisting students are expected to complete all program requirements, including practicum, within two (2) years of entering the program.

WITHDRAWAL POLICIES

Course Withdrawal

A student may officially withdraw from any course before the **12th week** of the semester and receive a "W" grade. A student should see the instructor and program director prior to withdrawing from any course. Failure to officially withdraw may result in an "F" grade. Any withdrawal or failure may affect academic standing and financial aid.

Withdrawal from any course on the Medical Assisting Program of Study sheet will result in an interruption of a student's curriculum sequence, which then requires re-admission. Please refer to the Re-Admission Policy and process for the Medical Assisting Program in this manual.

Program Withdrawal

A student may withdraw from the Medical Assisting Program at any time. It is in the best interest of the student to consult with the instructor, academic advisor, and program director concerning withdrawal. A letter or e-mail containing reasons why the decision to withdraw was made must be addressed to the program director and the Registrar's Office.

It is then the student's responsibility to officially withdraw from all registered MAC courses. Withdrawal from courses can be conducted online through your Navigate account or the Student and Enrollment Services staff can assist you.

READMISSION POLICY, PROCESS AND PROCEDURES

Formal readmission to the Medical Assisting Program is required for any matriculated student who has interrupted his/her/their sequence of courses as designed in the program of study by any of the following:

1. Course failure
2. Course withdrawal
3. Semester stop out

The formal readmission process and procedures require the student to initiate and complete all of the following steps:

1. Set up an initial meeting with the instructor and Medical Assisting Program director within ten (10) days of course withdrawal and/or failure and within one (1) month of the end of the “stop out” semester. All re-admissions need to be processed within one year of stop out/failure/withdrawal.
2. Submit a detailed letter to the Medical Assisting Program director addressing specific changes to be made to enhance academic success within ten (10) days of initial meeting.
3. Participate in a follow-up meeting with the MAC program director within ten (10) days of receipt of letter to discuss the determination of readmission status and conditions of continued enrollment.



In accordance with the college’s readmission policy, all matriculated students have one (1) opportunity to be readmitted to the Medical Assisting Program. Readmission will be based on academic and practicum performance, personal circumstances, documented plan for future success, and space availability. Students who are readmitted must meet current program requirements, including:

1. Updated health forms
2. Proof of professional liability insurance
3. Current CPR certification
4. CORI/SORI background checks

Students who are requesting readmission after an absence of more than (3) semesters must officially apply to the program and meet current admission requirements.

HEALTH REQUIREMENTS

Health Insurance

All students must provide proof of health insurance coverage for the length of the entire program. Health insurance coverage is required by all of the clinical sites associated with the Medical Assisting Program.

COVID Vaccine Statement for NSCC Health Profession Students

Although currently, the Commonwealth of Massachusetts doesn't mandate the COVID-19 vaccine, students in a health profession program are **required** to have the vaccine and show proof of the vaccine.

Medical/Religious Exemption

Students who cannot be vaccinated for COVID-19 because of a medical reason or religious belief may request an exemption through the college. **Exemptions or reasonable accommodations are not guaranteed.** Personal and philosophical reasons for not getting vaccinated are insufficient; requests of this nature will be denied. Individuals who wish to submit a medical exemption must provide a letter from either their MD, NP, or PA that states administration of COVID-19 vaccine is likely to be detrimental to the individual's health. For religious exemption, students must state in writing how this vaccine conflicts with his/her/their religious belief.

Health Packet

Students must arrange for an appointment with their health care provider so they can thoroughly complete their health packet. Health forms will be submitted to CastleBranch (discussed at orientation). Students must obtain appropriate documentation that meet the requirements for the **MANDATORY** immunizations and tests for **ALL** of the following:

- COVID-19 vaccination record card for the COVID-19 vaccine AND booster
- Two (2) doses of live MMR (measles, mumps, rubella) or positive blood test/titers
- One (1) dose of adult Tdap after 2005. Must update Tdap/TD (tetanus) if Tdap is \geq to 10 years old
- Hepatitis B positive immune blood test/titer OR two (2) or three (3) dose series AND positive immune blood test/titer report
 - If Hepatitis B blood test/titer is negative (not immune), then must seek booster OR repeat 2nd series Hep B vaccine AND re-test blood test/titer one month following booster or series
- Two (2) doses of chicken pox (varicella) or positive blood test/titer report (Hx: chicken pox unacceptable)
- One (1) dose meningococcal vaccine (MenACWY) on/after 16th birthday or waiver (ONLY students 21 years or younger)
- IGRA-serology (Quantiferon Gold or T-SPOT) blood test (preferred) OR 2-step TST (tuberculin skin test) documentation, due between 01/01/2024 and 02/01/2024
- Fall seasonal influenza documentation prior to 10/30/2023

Falsifying Vaccination Records

As you may have read, there have been instances of people submitting falsified vaccination records to various institutions. This is fraud. We will be checking the veracity of any record that appears suspicious, and submission of a falsified record will result in disciplinary action.

PLEASE BE ADVISED: While the college will make a reasonable effort to place you in a clinical facility, clinical placement cannot be guaranteed in light of an un-immunized status. If a clinical placement cannot be secured, then you will be unable to complete the program's clinical requirement. Thus, you will be unable to progress and will fail out of the program.

2024-2025 TECHNICAL STANDARDS FOR MEDICAL ASSISTING CERTIFICATE

Students must be able to perform the essential tasks of the program with or without reasonable accommodation. (A complete list of these tasks can be found below.) These essential tasks and required immunization documentation for the college and any supplemental documentation required by the Health Professions Division are part of your admission packet.

To the student: As you review these technical standards, please consider your physical ability and behavioral characteristics. These are the minimum requirements for practicing Medical Assistants. Are you able to perform the following physical actions listed with the expected level of performance? Are you able to be responsible for the behavioral standards? Please review carefully the general job description as you evaluate your ability.

General Job Description: Assist the physician with the examination, treatment, and education of the patient in the office or clinic setting. Perform administrative and clinical duties necessary to the daily operations of the medical office or clinic.

Throughout the performance of your duties as a health care provider, you will be exposed to infectious diseases in all practice settings. Although you will learn practices and procedures to minimize the risk of exposure, you should be aware of the risk and take it into consideration when deciding to enter this program and profession.

***Performance Level: O = occasionally 50-74%; F = frequently 75-89%; C = constantly 90-100%**

PHYSICAL STANDARDS		Expected Level of Performance Freq*
LIFT:	patients, equipment - up to 100 lbs	F
CARRY:	equipment, objects - up to 25 lbs	F
KNEEL:	to perform CPR; assist patients who fall; to retrieve items from a storage cabinet	O
STOOP/BEND/ TWIST:	to position the examination table, perform transfers	F
BALANCE:	safely maintain while assisting patients in ambulation and transfer	C
CROUCH:	to locate and plug in equipment	O
REACH:	to adjust equipment; to guard patient; to reach supplies	C
HANDLE:	equipment such as syringes, BP cuffs	C
DEXTERITY:	manipulate and fine-tune knobs, dials, blood pressure cuffs, tools, equipment, instruments, scales, phlebotomy, injection instruments, prepare and use equipment while maintaining sterile technique, and keyboard 35 wpm	C
PUSH/PULL:	wheelchairs, stretchers, patients	C
WALK:	a distance of at least 2 miles during a normal work day	C
STAND:	for periods of at least 2 hours	C
WEAR:	personal protective equipment (PPE) as needed and gloves for extended periods of time	F

TACTILE STANDARDS		Expected Level of Performance Freq*
PALPATE:	pulses, muscle contractions, bony landmarks, swelling, skin texture	C
DIFFERENTIATE:	between temperature and pressure variations	F
VISUAL STANDARDS		Expected Level of Performance Freq*
READ:	accurately; numbers, letters, cursive writing in fine and other print in varying light levels in English	F
DETECT:	changes in skin color, patient's facial expressions, swelling, atrophy, forms of non-verbal communication (gestures)	F
OBSERVE:	patient and environment in order to assess patient's condition or needs from a distance of 20 feet	C
SEE:	BP manometer; small print on vials, syringes, dials and gauges	C
COMMUNICATION STANDARDS		Expected Level of Performance Freq*
SPEAK:	in English language in clear, concise manner, to communicate with patients, families, health care providers, community	C
RESPOND:	to patient with communication disorders (aphasia, hearing loss), or those who use ESL	O
COMPREHEND:	oral and written language, including health care terminology in order to communicate with patients, families, health care providers, and community	C
WRITE:	in English, clearly, legibly, for charting and computer input	C
AUDITORY STANDARDS		Expected Level of Performance Freq*
HEAR:	blood pressure sounds through a stethoscope, breath sounds, patient distress sounds, machine timer bells and alarms; verbal directions from supervisor from a distance of 20 feet; verbal requests from patients, physicians, etc.	C
MENTAL/COGNITIVE STANDARDS		Expected Level of Performance Freq*
Function safely, effectively, and calmly under stressful situations		F
Remain alert to surroundings, potential emergencies, respond to patient situations, i.e., falls, pain, change in physical status		F
Integrate information, and make decisions based on pertinent data, in a collaborative manner		C
Interact effectively and appropriately with patients, families, supervisors, and co-workers of the same or different cultures with respect, politeness, tact, collaboration, teamwork, discretion		C
Communicate an understanding of basic principles of supervision, ethics, and confidentiality		C
Display basic interpersonal skills necessary to interact in situations requiring close, personal contact		C

MENTAL/COGNITIVE STANDARDS CONTINUED	Expected Level of Performance Freq*
Maintain personal hygiene consistent with close personal contact associated with client care	C
Display attitudes/actions consistent with the ethical standards of the profession	C
Maintain composure while managing/prioritizing multiple tasks simultaneously	C
Prioritize multiple tasks	C
IMMUNIZATIONS	
<p>Health science students must meet immunization requirements under state law, MGL Chapter 76, Section 15C and its regulations at 105 CMR 220.000 – 220.700. Students must also meet any additional immunization requirements required by clinical affiliates.</p> <p>According to MGL Chapter 76, Section 15C, a health science student who is in contact with patients may be exempt from the immunization requirements imposed under state law pursuant to a medical or religious exemption. Submission of documentation will be required and, if sufficient to qualify for a medical or religious exemption, it will be granted. <u>PLEASE BE ADVISED</u> that, while the college will make a reasonable effort to place you in a clinical facility, clinical placement cannot be guaranteed in light of an un-immunized status. If a clinical placement cannot be secured, then you will be unable to complete the program's clinical requirement. Thus, you will be unable to progress and will fail out of the program.</p>	

Applicants who are offered admission must document their ability to perform all essential tasks with or without reasonable accommodation in order to begin the professional courses.

If you are an otherwise qualified individual with a disability who seeks a reasonable accommodation, you need to contact Accessibility Services for eligibility determination for reasonable accommodation(s).

For those applicants offered admission into the program, you will be asked to self-certify that you meet the Technical Standards.

TECHNICAL STANDARDS – MEDICAL ASSISTING

Applicants must acknowledge and self-certify by initialing and signing the Technical Standards form that they have read and understand the need to perform all essential tasks with or without reasonable accommodation.

Medical Assisting Program Technical Standards	Initials
Physical Standards	
Tactile Standards	
Visual Standards	
Communication Standards	
Auditory Standards	
Mental/Cognitive Standards	
Immunizations	

I certify that I am able to perform the above Technical Standards and that the above information is true and correct. If, at any time during my enrollment in the program, I am unable to meet the above performance requirements, I will immediately contact the program director for possible referral to Student Services.

Student signature _____ Date _____



PROGRAM ORIENTATION

Students accepted to the Medical Assisting Program are required to attend a mandatory orientation session in June with college representatives from Enrollment, Student Financial Services, Health Professions, Academic Technology, Library and the Student Support Center. Students who do not attend the mandatory orientation session will forfeit their enrollment in the program. Information on current charges (tuition and fees, health insurance costs), payment options, financial aid, and refund policies can be found on the college's Student Financial Services web page. All costs associated with attending NSCC are subject to change.

BLS FOR HEALTH CARE PROVIDERS

Students are required to be certified by the American Heart Association (AHA) in BLS for Health Care Providers prior to beginning the clinical practicum. Since all clinical sites associated with our program use the AHA, we require that our students use AHA for their CPR/BLS education. A copy of the certification card must be submitted to the program director before students can attend their clinical practicum.

PROFESSIONAL LIABILITY INSURANCE (MALPRACTICE)

The State of Massachusetts currently provides liability insurance to the students within the Health Professions at North Shore Community College.



Section 3: School and Classroom Policies

DRESS AND GROOMING POLICY

Students are expected to dress in a professional manner, as they would in any health care facility, including:

- Closed toe shoes must be worn in the lab and clinical work areas at all times. (Crocs are not allowed.)
- Uniform must be worn in the lab and clinical areas at all times. Your uniform must be clean and pressed.
- Hair must be pulled away from your face and neck to avoid contact with any bio-hazardous material.
- Students may wear jewelry, but it should not interfere with techniques that require manual contact. (ex. watches, rings, chunky earrings/necklaces)
- No visible body piercing is allowed, except for small, stud earrings.
- Any visible tattoos must be covered.
- Fingernails are to be cleaned and cut short to avoid injuring other students during techniques that require manual contact. Artificial fingernails are not permitted.
- No excess makeup.
- No perfume or smelling of cigarette smoke.
- Students must maintain good physical and oral hygiene at all times.
- Students are expected to wear their nametags, which identify them as medical assisting students from North Shore Community College.



CLINICAL UNIFORM

Students are required to purchase uniforms from McGill's Inc. You must wear your uniform in the lab and clinical areas at all times. You will also wear your uniform during your practicum.

The following is a list of the minimum items you will need. Additional items may be purchased, if desired.

- 1 navy blue scrub jacket with NSCC logo
- 2 navy blue scrub tops with NSCC logo
- 2 navy blue pants
- 1 nametag

You will also need a stethoscope, BP cuff, and a watch with second hand (can be purchased separately)

STUDENT CONDUCT AND PROFESSIONAL BEHAVIOR

All students in the Medical Assisting Program are expected to adhere to all of the policies and procedures related to student rights, responsibilities, conduct, disciplinary action, and due process stated in the NSCC Catalog and Student Handbook. These policies apply for both the academic and practicum experiences.



Students are also expected to adhere to the Medical Assistant Code of Ethics published by the American Association of Medical Assistants and introduced to each student in the Intro to Medical Assisting course (MAC138) and also on page 7 of this handbook.

The Medical Assisting Program stresses professional behavior throughout the academic and practicum components of the program. As a future medical assistant, each student must display the professional attitudes and behaviors expected within the medical assisting profession.

Academic preparation for entrance into the medical assisting profession includes the development of these professional attitudes and behaviors. Feedback regarding professional attitude and behavior will be provided throughout the program via peer, faculty, and practicum supervisor assessments.

Each student must demonstrate professional behavior through the process of becoming an entry-level medical assistant. Professional behavior includes but is not limited to:

- Being courteous and respectful toward fellow students, faculty, and staff. This includes verbal and non-verbal (body language) communication within physical and virtual environments.
- Performing lab procedures and completing assigned work in accordance with established standards, policies, and procedures.
- Demonstrating the ability to work independently and collaboratively with diverse groups of people in academic and practicum activities.
- Constructively utilizing scheduled or structured time as well as free or unstructured time for optimal learning (i.e., using lab time effectively).
- Following established protocols pertaining to the health and safety of all persons, including infection control, emergency and evacuation procedures, and practice activities within the role of the medical assistant.
- Adhering to attendance and promptness policies.
- Meeting due dates for all assignments/tasks.
- Effectively communicating with faculty and all those involved in learning experiences.
- Accepting and responding constructively to feedback; modifying behavior in response to feedback.

PLEASE BE ADVISED: Students who do not demonstrate expected levels of professional behavior during class, lab, and practicum, will be placed on an action plan (See Appendix C). If a student fails to comply with the action plan, he/she/they will be dismissed from the program.

PROFESSIONAL BEHAVIOR EXPECTATIONS

The student is expected to assume RESPONSIBILITY for the academic learning process by:

- Adhering to the program's Learning Contract (see Appendix A)
- Complying with individual course/lab requirements as specified in the syllabus.
- Attending class & arriving on time. (*"10 minutes early is on time; on time is late; late is unacceptable."*)
- Personally contacting/notifying instructor prior to absence or tardiness.
- Reading assigned chapters in preparation for classroom discussion.
- Completing all required assignments, study guide chapters, NHA modules, etc. **by due date.**
- Working as a team member during class activities.
- Actively listening and paying close attention to the material being presented during class.
- Not working on other class assignments during scheduled class time.
- Not waiting until the last minute to study/complete work.
- Understanding course syllabi, course requirements, and course guidelines.
- Properly maintaining classrooms and lab areas and returning supplies/equipment to designated areas.
- Checking NSCC email on a daily basis and responding to all emails within 24 hours.
- Seeking help when needed; initiating communication with faculty to address concerns.

The student will DEMONSTRATE INTEREST in the academic learning process by:

- Turning off cell phones and all external communication devices.
- Seeking and utilizing suggestions and constructive feedback.
- Responding appropriately to constructive feedback.
- Participating in class discussions and interactions.
- Enthusiastically engaging in learning experiences.
- Using unstructured class time to work in groups, read assigned material, complete NHA modules.
- Interacting and collaborating with students, faculty, and other professionals appropriately.
- Working cooperatively with others.
- Maintaining attention and displaying appropriate eye contact and body language.
- Adapting to changes in situations.
- Avoiding side conversations during class.

DISCIPLINARY POLICY AND PROCEDURES

If a student fails to adhere to the established Learning Contract (See Appendix A) and/or the standards and policies of the instructors, program, and/or college, the following will occur:

- Upon **first occurrence**, the student will receive a verbal warning from the instructor and/or program director, and a counseling meeting form (See Appendix B) explaining the reason (s) for the warning will be completed for the student's file.
- Upon **second occurrence**, the student will receive an action plan (See Appendix C) from the instructor and/or program director detailing the concerning behavior, desired behavior, and deadlines for meeting those expectations. The student will be considered on probation until all expectations and deadlines are met. This may result in suspension from practicum until such time. A counseling meeting form, the action plan, and review of outcomes will be included in the student's file.

PLEASE BE ADVISED: A student's failure to demonstrate compliance with the action plan will result in dismissal from the program. The dismissed student will be required to withdraw or he/she/they may risk failure.

MEDICAL ASSISTING PROGRAM ATTENDANCE POLICY

Absenteeism affects a student's ability to participate in the learning process. Although the syllabus for each course will state the attendance policy, the following is the Medical Assisting Program's policy. It is expected that this policy be followed at the very minimum and in addition to the attendance policy that is stated in the course syllabus:

Attendance and promptness are mandatory for all classes and labs as it is a measurement of student participation and ownership in the learning process. If a student must be absent from class, he/she/they should provide advance notice to the instructor whenever possible or e-mail the instructor the morning of the class, if advance notice is not possible. **(Having a classmate relay this notice is NOT acceptable.)** When contacting the instructor the morning of the class, the email should be prior to the scheduled start time, but no later than the regularly scheduled end of class. Please refer to the syllabus for each course to determine what affect absenteeism may have on your grade.

MEDICAL ASSISTING PROGRAM TARDINESS POLICY

A student who is repeatedly late for class is considered unprofessional and disruptive to the teaching and student learning process. For each incidence of tardiness (i.e., failure to arrive to class when it is scheduled to begin), two (2) points may be deducted from the student's final grade. (Instructor determines if there's a valid excuse.)

If a student is tardy for a classroom exam, there will be a ten (10) point deduction of that exam's score. If a student is 10 minutes or more late for a classroom exam, the student will not be allowed to take the exam that day and will have to take it at the testing center within the deadline the instructor sets.

ACADEMIC HONESTY POLICY

Members of the North Shore Community College community are expected to act within the standards of academic honesty. Any willfully dishonest behavior is subject to disciplinary action, which may range from that which the instructor imposes relative to the specific course to dismissal from the college, depending on the seriousness of the act.

Dishonest academic behavior includes, but is not limited to:

- **Cheating:** Use of unauthorized notes during an examination; giving or receiving unauthorized assistance on an examination; copying from someone else's examination, term paper, homework, or report; theft of examination materials; falsification of works or records.
- **Plagiarism:** Using the words, data or ideas of another, as one's own, without properly acknowledging their source.

In addition to action taken relative to the specific course, the instructor may bring any matter related to academic honesty to the assistant provost for further disciplinary action. The assistant provost will review the case and determine if further action is to be taken.

Disciplinary action may be appealed by the affected student/s. A full description of the student grievance process be found in the North Shore Community College Student Handbook:

<https://northshore.smartcatalogiq.com/en/current/credit-catalog/student-handbook/>

ARTIFICIAL INTELLIGENCE (AI) USE POLICY

This policy covers any generative AI tool, such as ChatGPT, DALL-E, Elicit, etc. This includes text and artwork/graphics/video/audio, etc.

- a. You may use AI programs to help generate ideas and brainstorm. However, you should note that the material generated by these programs may be inaccurate, incomplete, or otherwise problematic. (Use may also stifle your own independent thinking and creativity.)
- b. The best way to use AI is for idea generation, synthesis, rephrasing, essentializing, and gathering information about the typical understanding of a topic.
- c. You may not submit any work generated by an AI program as your own. If you include material generated by an AI program, it should be cited like any other reference material (with due consideration for the quality of the reference, which may be poor).
- d. No more than 25% of an assignment should be created with AI.
- e. Any plagiarism or other form of cheating will be dealt with severely under college policies.

JURY DUTY POLICY

Any student who receives a notice from the Clerk of Courts to act as a jury member must immediately notify the program director and, if in practicum, their clinical preceptor. Students attending jury duty must show documentation of attendance for jury duty in order to qualify for an excused absence.

SOCIAL MEDIA GUIDELINES AND POLICY

The purpose of this policy is to promote the safety and privacy of students, faculty, staff, patients, community participants, and visitors. Students must comply with the Health Insurance Portability and Accountability Act (HIPAA) and the Family Educational Rights and Privacy Act (FERPA) when using social media.

- No student may post, release, or otherwise disclose photos, identifiable case descriptions, images, or records related to the educational, clinical, or research activities of the school via social networking sites (e.g., Facebook, Twitter, YouTube, LinkedIn, etc.), non-educational blogs, message boards, internet websites, personal e-mail, or anything other than standard professional means of query and/or dissemination.
- No student may post statements about North Shore Community College, Health Professions or the Medical Assisting Program (employees, staff, students, events/activities, and visitors) that are defamatory, obscene, threatening or harassing.
- Students should NOT post unauthorized photos on a website or social media network site.
- Students should NOT be actively engaged in the social media platforms during class time or while on duty at practicum.
- Students should NOT post as a representative of the North Shore Community College, Health Professions, or the Medical Assisting Program.

ACCESSIBILITY SERVICES

Accessibility Services works one-on-one with students to set up reasonable academic accommodations and services for students in credit and non-credit courses. This department will help implement accommodations and provide guidance to students with disabilities. For more information go to:

<http://www.northshore.edu/accessibility/>

Any student who requires an accommodation must meet with a representative from Accessibility Services and follow the procedure to request services before an accommodation can be made.

EXPECTATIONS FOR PARTICIPATION IN LAB COURSES

You will learn many clinical procedures in these courses that are part of a medical assistant's scope of practice. For each course, students will receive a list of procedures for which they are required to demonstrate competency in performing. In lab, you will be expected to participate in practicing the performance of these procedures on each other. This is in preparation for performing these procedures on patients in the practicum setting.

Students will be asked to remove as much clothing as is necessary to perform the procedure. Appropriate clothing should be worn to lab to make this process easier (e.g. wear a short-sleeve shirt when practicing blood pressures).

Students will be expected to work with both male and female student counterparts while practicing proper draping techniques for maintaining his/her/their partner's dignity.

Standard Precautions are to be utilized at all times.

As part of laboratory experience, students are required to fully participate in patient simulation scenarios designed to closely replicate the health care environment. These scenarios may be video recorded and viewed in debriefing sessions to allow for reflective learning, peer-to-peer learning, and/or faculty evaluation.

Students are expected to respect and care for high-fidelity patient simulators as well as show respect for their fellow peers and faculty during debriefing sessions.

OCCUPATIONAL RISKS

As with any health care position, there are certain occupational risks that come into play with being a medical assistant, and those hazards include the following:

- Exposure to infectious diseases
- Sharps injuries
- Bloodborne pathogens and biological hazards
- Chemical and drug exposure
- Ergonomic hazards from lifting, sitting, and repetitive tasks
- Latex allergies
- Stress

The Occupational Safety and Health Act (OSHA) has a series of standards that protect the safety of health care workers and patients. Students in the North Shore Community College Medical Assisting Program will be taught about the hazards that they face on the job and the protocols that can be put into place to ensure a workplace culture that prioritizes safety.

POLICY FOR INVASIVE LAB PROCEDURES

Recommendations:

It is highly recommended that students complete the Hepatitis B Vaccination series prior to participation in any invasive lab procedures. ****This must be completed before the start of practicum.**

Requirements:

Any person participating in an invasive lab procedure must complete the Medline "Bloodborne Pathogens Training" course and sign/submit to the program director the NSCC Exposure Waiver Form **prior** to his/her/their participation in lab.

The following procedures must be strictly adhered to during the performance of any invasive lab procedure:

- Standard Precautions must be practiced at all times.
- All procedures involving blood or other potentially infectious materials (OPIM) shall be performed to minimize splashing, spraying, spattering, and generation of droplets.
- NEVER RE-CAP CONTAMINATED SHARPS.
- Contaminated sharps must be discarded immediately in the containers that are provided in lab. These containers are to be kept upright. DO NOT OVERFILL. If a container is filled, do not use it. Discard any contaminated sharps in another container. Notify the instructor, lab assistant, or program director about the filled sharps container.
- Any contaminated vacutainers must be disposed of in the sharps containers provided in the lab.
- Potentially infectious materials (non-sharps) must be disposed of in the biohazard bags provided in the lab.
- Specimens of blood or OPIM shall be placed in containers that prevent leakage during collection, handling, processing, transport, and disposal.
- Mouth pipetting, suctioning of blood or OPIM, is prohibited.
- In the event of a needle stick injury, students must notify the instructor immediately. The following protocol is to be followed:
 - Step 1: Provide immediate care to the exposure site
 - Step 2: Seek immediate medical care to evaluate risk of exposure
 - Step 3: Complete and submit an Exposure Incident Report within 24 hours of the injury
- **Direct supervision by the instructor/lab assistant is required for all invasive procedures performed on a student's self or willing lab partner.** Direct supervision is defined as the instructor/lab assistant standing within five feet of the procedure being performed, having a direct line of sight to the procedure being performed, and monitoring that procedure until its completion, including the proper disposal of any contaminated sharps. No individual should be within five feet of the procedure being performed, other than the instructor/lab assistant, the student performing the procedure, and any willing lab partner on which the procedure is being performed. Students shall not perform any invasive procedures unless the instructor/lab assistant is available for direct supervision as previously defined.
- **Indirect supervision by the instructor/lab assistant is required for the practice of any invasive procedures on mannequins.** Indirect supervision is defined as the instructor/lab assistant being present in the lab during the performance of the procedure, as well as being available for questions, demonstration, and/or monitoring, if necessary. No more than one pair of lab partners are to be assigned to a mannequin at one time and within a lab pair, only one partner is to be practicing at a time. No individual should be within five feet of the procedure being practiced on the mannequin, other than the instructor/lab assistant, the student performing the procedure, and/or that student's lab partner. Students shall not practice any invasive procedures on mannequins unless the instructor/lab assistant is available for indirect supervision as previously defined.
- Smoking, applying cosmetics or lip balm, and handling contact lenses is prohibited in lab.
- No food or drink (except bottled water) are to be consumed or stored anywhere in the lab.

PLEASE BE ADVISED: Students who willingly participate in invasive lab procedures will not be required to share their health and immunization status for the purposes of such participation. Thus, participation in invasive lab procedures will be conducted without the knowledge of participants' health or immunization status. As in clinical practice, Standard Precautions should be utilized at all times.

PRACTICUM POLICIES

This section of the handbook is an overview of the standards and policies pertaining to the practicum experience. The Medical Assisting Practicum Handbook, which will be given to students at the start of the course MAC160 Medical Assisting Practicum, further details practicum policies and procedures.

- Students are required to complete a minimum of 168 hours of unpaid/supervised practicum experience in a physician's office or medical clinic. Attendance and promptness are mandatory. These 168 hours must be completed regardless of absences. Any missed time must be made up at the convenience of the clinic.
- Standard Precautions are to be practiced at all times during practicum.
- As a point of information, a pregnant student is reminded of the many contaminants present in the clinical area that could adversely affect a fetus. It is advisable for the student to contact her obstetrician once the pregnancy has been confirmed, to ensure that there are no medical concerns or limitations.
- If a student has a communicable disease, he/she/they must inform the program director prior to entering the clinical facility. If necessary, the student will be referred to his/her/their physician. Students restricted from clinical may not return until cleared by their physician and documentation provided to the program director.
- In the event of injury or episodic illness, a student shall be responsible for payment of health care services provided by the facility.
- A student shall, for all purposes, be deemed independent contractors and not employees of the facility, but shall abide by all applicable facility policies and procedures.
- Students are required to participate in the college's professional liability insurance plan. No student will be allowed to participate in practicum without an active policy.
- No student will be allowed to participate in practicum unless they have submitted all required health, immunization, and CPR documentation.
- All students must provide evidence of health insurance and maintain this insurance throughout their enrollment in the Medical Assisting Program.
- Students must adhere to the Medical Assisting Program's dress code when in practicum. However, in cases where the students are assigned to facilities or community agencies that have their own specific uniform code, their policy supersedes ours and must be adhered to by the students.



PLEASE BE ADVISED: The clinical facility may terminate the participation of the practicum placement of any student if the facility deems that the health status, performance, or other actions of the student is detrimental to patient care. This may result in suspension and/or failure of practicum, at the discretion of the program director upon review of the circumstances.

CLINICAL STATEMENT

The student is privileged to complete the practicum requirements of the program at the clinical sites partnering with NSCC and should always act in a manner that conforms to the clinical organizational standards. Students are expected to follow the rules and regulations of the clinical site with which they are affiliated.

Policy and procedures are further outlined in detail in the Medical Assisting Practicum Handbook, which will be given to the student at the start of the course MAC160 Medical Assisting Practicum.

The student should also inquire at his/her/their assigned clinical site as to the rules and regulations that are specific to that site.

CLINICAL WAIVER FORM

Students are required to fill out a Clinical Waiver Form before they are allowed to participate in their practicum. This form is part of the required paperwork discussed at orientation and must be uploaded into CastleBranch by the designated due date. (Please see Appendix G for a copy of this form.)

CLINICAL ATTENDANCE POLICY

- If mandatory college closing (classes cancelled) is required prior to the start of scheduled clinical, the student will not be required to attend clinical for the duration of the cancellation.
- If mandatory college closing (classes cancelled) during the day/evening, after the student has arrived at the clinical site, the student is required to complete assigned procedures prior to leaving the site. The student must ensure patient safety is not compromised and documentation is completed.
- If mandatory college closing (classes cancelled) is required, the student will have to make up hours/time in order to fulfill program requirements (per program policy).
- If classes are not cancelled, but there is questionable weather, the students will use their own discretion as to their ability to travel safely to and from the clinical site. Should the student decide that travel is not prudent, they are to follow the program's policy regarding absence from clinical.
- Students may attend clinical on holidays that are not typically observed by health care agencies at the program's discretion.

Student's may access the college adverse weather/emergency closings by:

- Calling the college adverse weather hotline at 978-762-4200
- Accessing the college website www.northshore.edu

HIPAA AND CONFIDENTIAL INFORMATION

The Health Insurance Portability and Accountability Act Of 1996 (HIPAA) makes it illegal to disclose information regarding patients either verbally or in writing without the express written consent of the patient. Students must be aware of this policy and agree to protect patient's privacy rights in order to attend their clinical assignments. All patient and hospital records are confidential in nature. Requests for information concerning a patient should be referred to the clinical preceptor or designate. Students shall maintain this confidentiality in a professional manner. Failure to maintain the confidentiality of any patient at any time may result in the student's immediate suspension or dismissal from the program.

NATIONAL CERTIFICATION EXAMINATION

Students who successfully complete the NSCC Medical Assisting Program and who graduate with a certificate in medical assisting are eligible to sit for the National Healthcareer Association Certified Clinical Medical Assistant (CCMA) examination. Passing this exam bestows the title of certified clinical medical assistant upon the program graduate. The exam is administered and proctored in the NSCC testing center and the cost for the exam and study materials is covered by the college.

APPLICATION TO GRADUATE

In order for a student to graduate, a graduation application form must be completed and submitted to Enrollment Services. The academic advisor will remind students to submit this form at the appropriate time; however, it is ultimately the student's responsibility to ensure that the form is submitted to Enrollment Services by the stated deadline. After receiving the completed form, Enrollment Services will review the record and respond to the student as to whether all courses required for graduation have been completed.

Refer to the NSCC Academic Calendar for the deadline to file the application to graduate. A certificate will not be printed or be available unless this application is filed.





Section 4: Emergency Education Contingency Plan

EMERGENCY SITUATIONS

The following plan of action is to be implemented whenever there is a situation or event that affects the college. Examples of a situation include emergencies such as fire, natural disaster, severe weather events, facilities emergency, armed intruder, bombing, and pandemic. However, it could also include events where a faculty member is unexpectedly unable to fulfill their teaching duties.

ESTABLISH YOUR SAFETY

If faculty and/or students are involved with an emergency situation, the first priority is the safety of those individuals. Once personal safety has been established, you must communicate with the appropriate personnel to account for your safety and location. At no time should an individual jeopardize their safety in order to communicate, unless they feel it will help them.

COLLEGE CLOSURE

In the event that the college is closed, faculty and students will be notified through the college's emergency broadcast system by campus police. Emergency closures are communicated through broadcast text, email, and phone. Faculty and students should not attempt to enter the college until messages are received about the college re-opening.

All college classes will be canceled until one of the following takes place:

- Short-Term Closure -- The college opens after a short term (within a week) whether event or emergency situation forced it to close. Classes may either be canceled or continue with Blackboard and online meeting software such as Zoom or Collaborate.
- Long-Term Closure – The college will likely remain closed for longer than one week. Classes will be transitioned to an online format using Blackboard and online meeting software such as Zoom or Collaborate.

With the exception of an emergency weather event such as a snowstorm, if the college is closed and the clinical sites are open (as if in a pandemic), students are still required to attend clinical. If the college is closed due to the weather, students are NOT to attend clinical.

INSTITUTION PREPAREDNESS PLAN

In the event of an unanticipated impact to the instruction, the North Shore Community College administration will support each division dean and/or program director in developing an appropriate plan for all impacted areas of study.

These plans will consider all modalities of instruction, including, but not limited to: converting lecture-based content to an online format, following all state and federal health/safety regulations to continue offering in-person skill instruction and assessment, and teaching in-person instruction in a comparable space (with necessary equipment).

Students will be made aware of these changes to classroom formatting verbally and in writing, with frequent updates provided. In the event of requiring change to a course modality, college staff will reach out to all students impacted to assure continuity of educational services and meet individual needs.

PROGRAM PREPAREDNESS PLAN

In the event of unanticipated interruptions that may include, but are not limited to: unexpected departure of key personnel, natural disaster, public health crisis, fire, flood, power failure, failure of information technology services, or other events that may lead to inaccessibility of educational services, the Medical Assisting Program will utilize the following preparedness plan to assure continuity of education services:

- Unexpected departures of key personnel that cannot be immediately replaced will warrant schedule changes of students and current faculty. As necessary, with instructor departures, the program director/practicum coordinator and/or other medical assisting instructors will substitute until a qualified replacement is onboarded and appropriately trained.
- In the event of an unexpected departure of the program director/practicum coordinator, the dean of Health Professions and the program instructors will have continuous access to all curriculum content and resources available via the college LMS to ensure continued curriculum delivery.
- If access to the LMS is unavailable, instructors will have alternate electronic access via their personal accounts and/or hard copies of the program textbook, study guide, course exams, answer keys, resources, and competency assessment forms.
- In the event of extended internet outage, course content in the LMS can be downloaded and viewed offline by both students and instructors.
- All instructors will receive copies of clinical schedules and contacts prior to students starting their practicum to ensure awareness and continuity of schedules.

CONTINUITY OF EDUCATION

For any event that leads to the inability to access educational services on campus, the following steps will be taken:

- Communication of all program status changes will be through email notifications and course room announcements. All efforts will be made to execute communication of program status changes within 48 hours of the event. All communication and correspondence should be maintained in a file. Communication should be with the institution, faculty, students, and clinical affiliates when necessary or when changes occur.
- Virtual instruction methods will take the place synchronously to deliver the theory portion of the core curriculum. Skills will be scheduled when in-person instruction can resume. If other options are available such as using another facility with sufficient resources to demonstrate and evaluate skills this method will be utilized to provide continuity of the educational experience.
- Virtual instruction methods will be monitored for effectiveness by evaluating student progress and providing additional e-learning resources to assist students with adapting to this modality.
- Classroom and labs are equipped to hold virtual instruction via Zoom. The college will utilize Blackboard for assignments, discussions, and quizzes. The college will support the technology required, including, but not limited to: wi-fi hot spots and laptop loaner programs.
- Clinical assignments affected may delay graduation time due to the clinical hour requirements. In the event clinical is delayed, the practicum coordinator will work with each individual clinical site to determine current availability and/or changes to schedules that may be necessary. If a site is no longer able to accommodate a student, all efforts will be made to find an alternative site in a timely manner. There will be no change in clinical assessments or meeting clinical graduation requirements.
- In the event graduation will be delayed, the program director/practicum coordinator will provide each student with an action plan to complete their education. All documents will be maintained.
- Information sessions will take place as scheduled and conducted virtually.

CAMPUS POLICE ASSISTANCE

The Campus Police Department is equipped, trained, and responsible for responding to all emergency situations and calls for assistance. All incidents, violations of applicable college policy or rules and regulations, suspicious activity or persons, motor vehicle violations, thefts, and hazardous situations are to be reported to the Campus Police Department promptly, and an investigation will be conducted.

The campus police through the authority of the campus police chief will act as liaison to local police, fire emergency medical services, and state/government law enforcement agencies.

PROCEDURES:

- In the event of this type of **EMERGENCY**, you should dial 6222, explain the type of assistance needed, the campus (building and location) of the request and your name. You should answer all questions of the campus police officer and follow instructions given.
- In a **ROUTINE BUSINESS** inquiry, you should dial 6209, explain the type of assistance needed, the campus (building and location) of the request and give your name. You should answer all of the campus police officer's questions and follow instructions given; the campus police officer shall take appropriate action.

To report emergency/violent situations, call 781-477-2100 (program this number into your cell phone).

NSCC EMERGENCY MESSAGE SYSTEM SIGN UP

The emergency messaging system is a service that allows college officials to reach all students, faculty and staff with time-sensitive information during unforeseen events or emergencies. The system uses voice, e-mail, and text messaging to broadcast information and provide directions to those in the affected area(s).

For each individual, the emergency messaging system can deliver one voice message to the phone numbers, e-mail address, and text message number you have provided us. Any and all contact information you provide, such as home telephone numbers, cellular public numbers, and e-mail addresses, may be used to notify you of an emergency or crisis that may affect you and/or the college community.

To sign up:

1. Login to My NorthShore.
2. Click the Emergency Notification System box.
3. Read and agree to terms. Complete the information and select "save". If your information is already filled out, verify that it is correct or update as necessary. In the event of a campus emergency, you may select a number of ways to be notified:
 - Telephone (Not your college extension please)
 - Cellular Phone
 - Text Message (SMS)
 - E-mail

Students will be notified through all communication methods they select.

To initiate an **emergency response**, call ext. 6222 from any college telephone or lift the handset of any red "hot phone" found on the wall in public areas. For **routine assistance**, call ext. 6209, or from outside the college, call 781-593-7032. You will find these telephone numbers posted on most college telephones in the form of a red sticker titled CAMPUS POLICE EMERGENCY and in all college telephone directories.



Section 5: Forms

APPENDIX A

LEARNING CONTRACT

(Between the Medical Assisting Program and the students who are enrolled in the program.)

A positive attitude toward the learning environment will help you to be successful. This contract includes the student behaviors that the Medical Assisting Program faculty considers important to achieve the goal of demonstrating positive behaviors and attitudes in the classroom and lab.

- Assignments are clearly designated in the course syllabus. I agree to prepare myself for class by completing the assigned readings and all other assignments on time by the due date established by the professor.
- Missed classes are time that is lost. There is no way to recreate the discussion and there is no guarantee that there will be opportunities to revisit topics covered during a future class. I understand that it is my responsibility for obtaining any material and assignments I missed from a classmate.
- Tardiness and missed class time affect all students and interruptions of any kind disrupt the learning process. I agree to arrive on time for class/lab experiences and remain in class/lab until the session is over and I am dismissed. I agree to refrain from unnecessary and unrelated conversation with my peers while the professor or clinical instructor is teaching and/or reviewing pertinent material.
- I will make an effort to learn about my classmates and be sensitive to cultural values and diversity especially with regard to expression of ideas and feelings that may differ from mine.
- I will display a positive and respectful attitude toward my peers, MAC faculty and the learning environment. I agree to fully participate in class discussion in order to contribute to the learning process.
- I understand that my work will be evaluated constructively and that specific suggestions will be made by the professor to assist my learning to become a competent professional. I will welcome new ideas and approaches to learning and demonstrate flexibility and willingness to consider them.
- I will arrange meetings with the professor in advance and at mutually convenient times. I understand that the professor will post office hours and I will respect the need to notify the professor in advance if I need to meet outside of his/her/their posted office hours.
- The use of cell phones/smartphones or other handheld electronic devices during class is disruptive to the learning environment. I agree to silence my device during class and not engage in texting, searching the internet, Facebook (or other social media) or tweeting during class. Cell phones, smartphones, and other electronic devices will not be permitted when students are taking a quiz, test, and/or exam (written and skills competency).
- I understand that I am not permitted to tape and/or videotape the professor during lecture or lab unless I have formal documentation of these accommodations from Accessibility Services.
- Disruptive behavior of any type takes away from the learning process. If I demonstrate such behavior, I understand that I might be placed on the Medical Assisting Program Action Plan. I also understand that failure to demonstrate compliance with the action plan may result in dismissal from the program.

Student signature _____ **Date** _____

APPENDIX B

COUNSELING MEETING FORM

This form serves as documentation of a counseling meeting with _____
held on _____

His/her/their performance/status in the course _____ is not consistent with successful
completion of this component of the Medical Assisting Program.

Area(s) of concern discussed:

The student was advised to seek assistance from:

____ Member of the Faculty ____ Student Support Services ____ Division Dean

____ Financial Aid ____ Program director ____ Other _____

Medical Assisting Program Director: _____ Date: _____

I have read and received a copy of the above regarding my status in the Medical Assisting Program.

Student signature: _____ Date: _____

APPENDIX C**MEDICAL ASSISTING PROGRAM ACTION PLAN**

Concerning student behavior	Desired behavioral outcome(s)	Action steps to achieve desired outcomes	Review of outcomes with date(s)

Established of Action Plan (yellow columns)

Student signature: _____ Date: _____

Program Director signature: _____ Date: _____

Review of Outcomes (green column)

Student signature: _____ Date: _____

Program Director signature: _____ Date: _____

APPENDIX D

POLICY FOR INVASIVE PROCEDURES VERIFICATION FORM

I, _____, have read North Shore Community College's (NSCC) Policy for Invasive Lab Procedures in its entirety. I am fully aware that my participation in any invasive procedures performed on myself or a willing lab partner is voluntary. Additionally, I acknowledge that willing participation in invasive lab procedures will be conducted without the knowledge of participants' health or immunization status. As in clinical practice, Standard Precautions should be utilized at all times. Furthermore, all of my questions have been answered and I fully understand NSCC's Policy for Invasive Lab Procedures.

Signature of Student: _____ Date: _____

Signature of Witness: _____ Date: _____

Signature of Faculty/Staff: _____ Date: _____

APPENDIX E

EXPOSURE WAIVER FORM

I, _____, a student in the Medical Assisting Program/Course, acknowledge that I have successfully completed the training in Hepatitis B, Blood borne Pathogens, and Standard Precautions. I further acknowledge that the instructor has explained the risk of exposure to blood or other potentially infectious materials through activities involving practicing on a human laboratory partner (e.g. phlebotomy, injections) fully. Furthermore, I acknowledge that the risk of other complications that can arise from participating in practicing on a human laboratory partner, such as infection, as well as vascular, tissue, or nerve injury, has been fully explained by the instructor. I am aware of the risk; however, I wish to voluntarily participate in the aforementioned activities in order to refine my skills. I am participating of my own free will, without encouragement from the instructor. In addition, I understand that the College will not be responsible for the cost of my medical care should an exposure incident and/or injury occur.

Procedure(s) to be performed: _____

Signature of student: _____ Date: _____

Signature of Witness: _____ Date: _____

Signature of Faculty Member: _____ Date: _____

APPENDIX F

NORTH SHORE COMMUNITY COLLEGE (referred to as "College" below) CLINICAL/FIELDWORK WAIVER FORM

I, _____ (student name), a student at North Shore Community College enrolled in a Health Professions Program, understand and agree that I am fully responsible for the cost of any physical, emotional, or property injury resulting from my transportation, safe conduct to and from the Clinical Agency for/or my participation in clinical activities and thus, will in no way hold the College or faculty/staff member responsible for any injuries and/or losses incurred during transit or while participating in any clinical activities including but not limited to medical and dental expenses incurred as a result of my participation in this program; and, further, I agree to indemnify and hold harmless the said College against any and all claims, damages and liabilities arising therefrom.

Student Signature: _____

PROGRAM (Please circle the program you are enrolled in):

Medical Assisting

Nurse Education

Occupational Therapy Assistant

Physical Therapist Assistant

Practical Nursing

Radiologic Technology

Respiratory Care

Surgical Technology

Veterinary Technology

Date: _____

Parent's consent if the student is under 18 years of age:

Signature _____

APPENDIX G

STUDENT AGREEMENT OF RESPONSIBILITY FOR STUDENT HANDBOOK

It is the responsibility of each student to read the Medical Assisting Program Student Handbook. Failure to read the information contained in the handbook is not considered an excuse for non-compliance or lack of understanding.

The Medical Assisting Program may change policies or revise information deemed necessary due to institutional and/or program circumstances. Students will receive an addendum for the handbook whenever policies or Information is changed during the academic year.

Each student is required to read, understand, and agree to comply with all policies stated in this handbook. An acknowledgement form is provided on the next page and must be signed by the student to indicate his or her agreement.

This signed form will be maintained by the program director.

I have read, understand, and agree to comply with all policies stated in the Medical Assisting Program Student Handbook.

Student Signature: _____

Name (print): _____

Date: _____

APPENDIX H

PROGRAM HANDBOOK ACKNOWLEDGEMENT FORM

I, _____, have received, reviewed, and understand the content in the Medical Assisting Program Handbook. I am aware of and accept my responsibility to both the college and the program with regard to rules and regulations governing student performance. As a student of North Shore Community College's Medical Assisting Program, I understand that I am to maintain the attitudes and behaviors reflected in these guidelines. My signature below indicates my commitment to abide by the policies and procedures within this handbook.

Student Signature: _____

Name (print): _____

Date: _____