



**Workforce Medical Assistant  
Student Handbook**

**2022-2023**

**FLETCHER TECHNICAL COMMUNITY  
COLLEGE  
NAH Workforce Division  
Schriever, LA (985) 448-5944**

## **Medical Assistant**

### **Medical Assistant Program Description**

The Workforce Medical Assistant Program provides students with the knowledge and skills to prepare them to work in physician's offices and clinics performing both administrative and clinical skills. The program includes instruction in reviewing and recording patient histories and clinical data, patient care, investigative and examination procedures, diagnostic procedures, data analysis and documentation, physician consultation, equipment operation and monitoring, and professional standards and ethics.

In addition to the Medical Assistant Handbook, students are required to view and abide by the Fletcher Student Handbooks for in person and online learning.

### **Termination of Clinical Facility**

In the event a clinical facility terminates its agreement with the program students will be reassigned to another approved clinical affiliate in order to complete their program requirements.

### **STUDENT LEARNING OUTCOMES**

Students who successfully complete the Medical Clinical Assistant program will be able to:

1. Demonstrate quality patient care while maintaining safety.
2. Perform venipunctures and electrocardiograms appropriately
3. Communicate with patients and the health care provider while maintaining confidentiality.
4. Perform duties of the office administrator including medical coding, opening and closing procedures.
5. Identify medical laws and ethics that apply to practice
6. Assist in processing laboratory specimens while maintaining infection control practices.
7. Obtain a basic understanding in electrocardiogram monitoring.

### **CURRICULUM**

#### **Medical Assistant I (YHET 0700)**

**48 clock hours (30 lecture, 18 lab)**

Will provide an analysis of the job market, salaries, working conditions, and job responsibilities and desirable attributes required of the Medical Assistant. Historical issues and current health care trends are also discussed. Introduces medical terminology and a brief overview of human anatomy and physiology. Discussion of AMA principles of medical ethics and the law, Patient's Bill of Rights, confidentiality, medical records, infection control, and other medical/legal/ethical issues and responsibilities of the Medical Assistant. Physical examinations including vital signs will be introduced in the lab setting.

#### **Medical Assistant II (YHET 0710)**

**54 clock hours (30 lecture, 24 lab)**

Will provide detailed discussion and hands on lab time regarding emergency medical procedures, first aid and procedures involving the different body systems. Administration of medication will be introduced as well as the performance of clinical laboratory procedures and interpretation, venipuncture, and electrocardiography procedures and interpretation. Medical office procedures and management will be introduced regarding records, communication, coding, and telephone techniques. Prerequisite: Successful completion of Medical Assistant I

## **Medical Assistant Preceptorship**

### **80 clock hours (YHET 0720)**

Will provide a preceptorship in a facility such as a physician's office, clinic, or hospital setting in which the student will have the ability to practice the skills learned under the supervision of an experienced preceptor. Prerequisite: Successful completion of Medical Assistant I and II.

Students must complete all courses in the program with an "S" to receive a certificate of completion and be eligible to sit for the CCMA EXAM

### **Technical Standards Required:**

A qualified applicant is one who meets academic requirements and, with adequate instruction, can meet the required technical standards of the Medical Assistant program. Technical standards reflect the abilities required to provide safe and competent patient care.

The individual must possess sufficient:

- Communication skills in speech and writing, in the English language
- Speaking ability to be able to converse with a client and to relay information about the client to others
- Hearing ability with auditory aids to understand the speaking voice without viewing the speaker's face
- Visual acuity with or without corrective lenses to identify visual changes in a client's condition or to see small numbers on medical supplies
- Strength and psychomotor coordination necessary to perform technical procedures (physical assessments, venipuncture, ECG monitoring) and cardiopulmonary resuscitation (at floor or bed level)
- Problem solving ability to:
  - Collect, read and interpret data.
  - Use the data to plan and implement a course of action
  - Evaluate the action taken.
  - Physical and emotional ability to adapt to situations necessary to fulfill program requirements
  - Stamina to fulfill the requirements of the program and the customary requirements of the profession

### **Proof of the following must be submitted by each student prior to entry in any Medical Assistant course:**

*Completed Physical* (no more than 6 months old)

*Immunization Records-*

- 2 MMR shots (measles, mumps, rubella)
- VZV (varicella)
- Influenza (current)
- COVID-19 series (proper waiver may be substituted in accordance to policy of clinical facility)
- Tetanus-Diphtheria (TD) – (within the last 10 years)
- Hep B series – (must be started)
- TB skin or blood test  
- (within the last year)

*Hold Harmless Agreement*

Background Check-Clear (Negative)  
12 panel Drug Screen (Negative)  
American Heart Association CPR  
certification(

**\*\*Drug screens will be scheduled randomly and for just cause with approved designated test sites. Students will be responsible for the cost of random drug testing, which is approximately \$40. Drug screens will be direct visualization exams.**

## **ATTENDANCE and TARDY POLICY**

- A. Attendance in all lab activities and the required preceptorship opportunities are mandatory. Students are expected to attend all scheduled activities regularly and punctually.
- B. A student will be marked absent if they miss more than ½ of the scheduled lab activity.
- C. Students who are absent for two consecutive days (no call/no show) will automatically be dropped from the Medical Assistant program.
- D. All missed clinical hours are required to be made up at the instructor and preceptor's discretion. Inability to complete all required clinical hours will result in a grade of U for the clinical course.
- E. All reentries into the program shall be determined by the instructor or Program Director.
- F. Tardies: Students who arrive after the start of clinical, or lab, but before the halfway mark will receive a tardy mark for the clinical or lab. Leaving a lab or , clinical early but not before the halfway mark will also result in a tardy mark for that clinical or lab activity.
  - *1<sup>st</sup> offense: Verbal Warning*
  - *2<sup>nd</sup> offense: Written counseling between the student and instructor.*
  - *3<sup>rd</sup> offense: Meeting with the dean, Program Director,, and student; possible removal from the course.*

### G. Absences:

#### Excused:

- *Student MUST inform instructor prior to start of lab or clinical. Failure to do so will result in an unexcused absence.*
- *Student MUST provide acceptable documentation for absence. Failure to do so will result in an unexcused absence. See Makeups below.*
- *All absences beyond 2 days will be considered unexcused regardless of the reason and will endanger the student's standing in the program.*

#### Unexcused:

- *1<sup>st</sup> offense: Verbal warning, AND-*
  - *Clinical: clinical hours must be made up*
  - *Lab: Zero for all assignments*
- *2<sup>nd</sup> offense: Meeting and written counseling by the instructor with the student AND-*
  - *Clinical: clinical hours must be made up.*
  - *Lab: Zero for all assignments, possible academic probation*
- *3<sup>rd</sup> offense: Meeting between instructor, program director, and student;*
  - *Dismissal from program.*

## **VALIDATION OF ABSENCES**

Absences which qualify for validation (documentation will be required):

Personal illness/injury... ..	Doctor's statement
Dental appointment (emergency) .....	Dentist's statement
Family Member illness* .....	Doctor's statement
Jury Duty.....	Copy of Summons/Subpoena
Military Duty.....	Copy of Orders
Death in Immediate Family.....	Death notice
(Parents, siblings, spouse, grandparents, children)	
Natural/Man-caused disasters.....	To be ruled on at time of occurrence

\*Family member illness will be decided upon on a case-by-case basis. You must be personally responsible for the care of the family member for this to be considered excused. The Department Head will make the final decision.

**NOTIFICATION OF STUDENT TARDINESS OR ABSENCES**

If the student is unable to attend lab/clinical course or will be tardy, proper notification must be made to the course instructor and clinical affiliate in advance. On lab days, notification of absence or tardiness should be done prior to the start of class by emailing or calling the course instructor directly. On clinical days, notification of absence or tardiness should be done by calling the instructor and the appropriate clinic/hospital affiliate prior to the specified start time of assigned shift and speaking with the designated preceptor. If the preceptor is not available, a message may be left to give to the preceptor.

\*\* If the student does not contact the instructor or clinical affiliate on or before a missed day due to illness or any other reason, the absence will not be excused regardless of the circumstance. Unexcused, missed clinical time cannot be made up and will result in the student being dropped from clinical and the program. If the missed clinical time is excused, the course instructor will decide whether the student may remain in the course. The student's history of tardiness and absences in all courses will be taken into account for this.

**STUDENT PROGRESS**

**GRADING SYSTEM**

- A. Students will be graded upon computerized exams, discussion boards, , lab activities and check-offs, clinical evaluations, and clinical skill check-offs.
- B. Exams are based upon performance objectives given to the student at the beginning of each course of study.
- C. A minimum of 70% is to be maintained in each course of study. Failure to do so is considered grounds for termination from the program. A grade of 69 % or less may constitute academic counseling and/or probation.
- D. Students are encouraged to maintain records of their grades for verification and continuous documentation of status.
- E. Check-off of skills in the lab area is expected to be completed on the originally scheduled check-off date and time. Failure to complete skills in a satisfactory manner warrants placing a student on probation.

F. GRADING SCALE:

100 – 90 = A

89 – 80 = B

79 – 70 = C

69 – 60 = D

59 – 0 = F

A 70% or greater is required to achieve an S (satisfactory) in lab and clinical.

G. A grade of “U” for the course will be assigned to any student who cheats on an examination or for an assignment that a student plagiarizes. In addition, this type of conduct will subject all involved students to possible dismissal from Fletcher Technical Community College.

H. Late submission of assignments will not be accepted unless the instructor has given prior approval.

CLINICAL EVALUATION

**Students must successfully complete Medical Assistant I and Medical Assistant II, with a “C” (70%) or better, in order to advance to the clinical component of Medical Assistant Preceptorship.** Clinical performance will be evaluated during clinical experience of each student by the supervising preceptor.

A. A written, graded clinical evaluation will be completed during each learning experience.

B. Additional evaluations will be presented as determined by the preceptor and student performance.

C. A minimum score of 70% is required on graded evaluations. Failure to maintain this grade will constitute grounds for clinical probation.

D. Patient confidentiality is a must. Failure of the student to maintain patient confidentiality is grounds for dismissal from the Medical Assistant program.

F. Failure of student to perform clinical duties and responsibilities as assigned in the clinical area is grounds for dismissal from the Medical Assistant program.

PROBATION

A. Unsatisfactory progress, academically or clinically, warrants placing a student on probation. This includes unsatisfactory behavior and academic dishonesty in the classroom and /or clinical area.

B. A written and signed statement indicating the reasons for probation, time limit of probation, and expectations for students in order to be removed from probationary status will be presented to the student at the time of the probationary conference. The student may be asked to develop a written contract stating mechanisms to be utilized to achieve satisfactory performance.

C. Upon completion of probationary period, the probation may be terminated if satisfactory progress has been made, or extended if progress has been demonstrated but not all expectations have been met, or the student may be terminated from the program if progress has been altogether unsatisfactory.

D. Informal, verbal counseling and/or formal counseling, with written, signed counseling documents are conducted as indicated by student behavior, conduct, or progress.

E. These probationary and counseling documents are considered part of the student’s permanent record.

Chain of Command/Grievance

The Medical Assistant program follows the judicial system policy for all students as outlined in the Fletcher Student Handbook found on the website. If the student has a grievance, it is the student’s responsibility to make an appointment with the appropriate instructor first. If the student is not satisfied with the outcome of the

conference, the student has the right to schedule an appointment with the program director. If the matter remains unresolved, an appointment may then be scheduled with the Dean of Nursing and Allied Health. To take the matter further, students are to follow the policy stated in the Fletcher Technical Community College Student Handbook. The Grievance Form is available on the Fletcher website.

### **DISMISSAL AND REENTRY**

- A. A student may be dismissed from school for failure to maintain satisfactory progress, violation of the attendance requirements, failure to pay tuition, failure to comply with school rules and regulations, leaving the clinical or classroom without proper notification of the instructor.
- B. Dismissal or voluntary withdrawal from the Medical Assistant program will not guarantee placement in the next class. The student will have to reapply as a new student.
- C. Any student dismissed or suspended for reasons other than excessive absences who wish to enroll must give reasonable assurance, acceptable to the Program Director that original causes for suspension will not reoccur.
- D. Students who have voluntarily withdrawn or have been dropped from enrollment in accordance with the attendance policy should keep the school informed concerning their intentions to seek re-entry.
- E. Tuition for Workforce programs is NONREFUNDABLE regardless of the reason for dismissal. Full tuition for the program will be required again for reentry.

### **COMPLETION REQUIREMENTS**

#### **Graduation Requirements:**

- 1. Students must have completed the required hours of instruction and clinical practice.
- 2. Students must maintain a grade of 70% (S) or better in all courses to complete the requirements for graduation and to sit for the CCMA exam
- 3. The student must display the qualities of personal fitness desirable and expected of a graduate of the school.
- 4. The final decision of the eligibility of the candidate to graduate from this school shall be that of the faculty and school administration, based on overall evaluation. The student's completion will not be contingent upon passing an external certification or licensure exam.

### **CLASSROOM REGULATIONS**

- A. Be respectful of others at all times.
- B. Be aware of length of remarks as they dominate conversation and use valuable class time.
- C. Respect input of others without ridicule.
- D. Unprofessional comments or questions are not necessary or appreciated and will not be tolerated.
- E. Conversing with neighbors during lecture distracts others and is rude and will not be tolerated.
- F. Sleeping during class will not be tolerated. Those students caught sleeping will be marked absent for the class time missed and be instructed to sign out and leave school for the rest of the day. The time missed be considered unexcused.
- G. Cellular phones, smart watches, or any other electronic devices are not allowed during lab/clinical time. Cellular phones should be placed on vibrate during classroom instruction. Personal phone calls should be made during break time.
- H. Testing rules:
  - 1. Each student should be prepared for each test or assignment so as to be comfortable with their ability to perform well.
  - 2. All exams will be taken using RESPONDUS and LOCKDOWN browser. A full room scan will be required prior to taking the exam. You must follow the instructions provided to you for each computerized exam. Exams must be completed at the designated time unless prior arrangements have

been arranged with the course instructor.

3. Be prepared. Desk/testing areas must be cleared off of EVERYTHING except for items necessary for the exam.
4. Once an exam has begun, no one will be admitted to the exam.
5. Once an exam has begun, no individual should enter the room of the exam taker.
6. A student is expected to keep his/her eyes strictly on his/her computer screen.
7. Any form of cheating will be dealt with according to the Fletcher Student Code of Conduct.
8. The student who allows or supplies information for cheating will face the same consequences as the student who has tried to look, ask, or borrow the answer.
9. Students are not allowed access to phones or smart watches during exams.

## **DISMISSAL**

A student who commits any of the following acts may be subject to dismissal from the program according to the procedure for disciplinary dismissal:

1. Failure to pay tuition by the date provided by the instructor.
2. Failure to comply with school or program regulations
3. Violation of school policy including but not limited to plagiarism and cheating, Illegal possession, use, sale or distribution of drugs; illegal possession of weapons; theft; Chemical (drugs or alcohol) impairment in the school/clinical setting; Conduct which is unrelated to the learning and inappropriate for either clinical or lab (e.g. abusive language, threats, assault and battery, disruptive attitude or talking, use of cell phone or other device during clinical/lab instruction)
4. Falsification of information given on official school or state document
5. Falsification of records regarding patient care
6. Unauthorized possession of an examination
7. Commitment of any act which would result in ineligibility for certification
8. Failure to meet expectations relating to student behavior as defined in the Fletcher Student Handbook and the Medical Assistant Student Handbooks
9. Failure to perform clinical duties and responsibilities as assigned by an instructor
10. Failure to maintain confidentiality both in and out of the clinical facility
11. Failure to maintain satisfactory progress
12. A pattern of behavior throughout the curriculum which is in violation of the policies of the handbook
13. Violation of the attendance and/or tardiness policy
14. Leaving the clinical or classroom without proper notification to the instructor
15. Failure to maintain current scope of practice in clinical.
16. Receiving 2 Counseling Notices during the course of the program.
17. Blatant disrespect or dishonesty to any instructional personnel
18. Violation of Clinical Site regulations regardless of the practices of site personnel
19. Harassing or aggressive behavior or language towards other students or personnel including through digital means.
20. Plagiarism and cheating
21. Conduct which is inappropriate for either clinical or classroom (e.g. abusive language, threats, assault and battery, disruptive talking, inappropriate conversations)
22. Failure to meet expectations relating to student behavior as defined in the student handbook
23. Failure to meet the core performance standards as defined in the student handbook

**\*\*This list is not meant to be all inclusive, but serves to identify examples of behavior which warrant disciplinary dismissal.**



## **DRESS CODES**

### **SCHOOL DRESS CODE**

- A. Fletcher Technical Community College is conducting programs to prepare individuals for employment. Employers from business and industry consider neat appearance and good personal hygiene prerequisites for employment.
- B. All students must wear clothing that is appropriate for the occupation in which they receive training.
- C. Students are required to exercise personal hygiene. Self-discipline, appropriate conduct, and approved safety practices will be required at all times.
- D. Students are prohibited from wearing tight fitting outer garments or see-through clothing without proper opaque undergarments so that the torso is not visible.
- E. Wearing clothing that exposes the back, chest or midriff is prohibited. All students must wear appropriate undergarments. Excessively long clothing which presents a safety hazard is not allowed.
- F. Clothes should be neat and clean upon reporting to class and should be maintained accordingly. Attire worn should be appropriate for the respective training area. Uniforms worn for employment are not to be worn to class (after working a shift at employment) because of health risks.
- G. For further clarification, in all questions regarding dress and grooming, if the instructor decides that the student's attire or appearance is disruptive of the learning process, or so offensive or suggestive as to distract other students, then the attire or appearance will not be allowed.
- H. Failure to adhere to the dress code regulations will result in the student being sent home and counted absent for the time missed.

### **UNIFORM DRESS CODE for Clinical and Labs**

- A. The Medical Assistant student's scrub uniform with name tag is official identification of Fletcher Technical Community College and must be worn to and from clinical situations and for labs. The Medical Assistant student uniform must be worn while on duty and when arriving and leaving the clinical situation area. It must be clean and neat in appearance at all times. Name tags must be worn in the clinical area only, and must be removed when entering public facilities on the way to and from clinical. Students must wear official school name tag during clinical or will be sent home from clinical for the entire day (absence of 8 hours).
- B. Clean, plain, white, leather shoes with low, medium heels. No clogs are to be worn during clinical rotations.
- C. A simple, neat hairstyle with the hair off the uniform collar is correct style of hair dress while in uniform. Dangling hair around face is not acceptable. No ornamental barrettes or bows.
- D. Make-up must be moderate and in good taste.
- E. Fingernails are to be rounded and not protrude beyond the flesh and must not have any nail polish of any sort. Artificial nails are not acceptable and will not be allowed in the clinical area.
- F. No gum chewing or eating in the clinical area.
- G. No smoking or vaping is allowed while at clinical.
- H. No jewelry, other than plain band wedding ring and watch, can be worn while in uniform. Small hoops or post-type earrings for female students will be accepted at the discretion of the instructor. Only one (1) earring per ear.
- I. Pants must be ankle-length and not have banded bottoms – must be the school approved uniform.
- J. Appropriate undergarments must be worn by both the female and male students. Plain white t-shirts or turtlenecks may be worn under scrub top.
- K. Students are required to remain in uniform and follow the uniform dress code pertaining to hair and other criteria when assigned to a partial day in clinical and are to return to the school classroom.
- L. Failure to comply with these guidelines may result in the student being denied the experience in the clinical

area.

M. If clinical facility policies are stricter than these provided, policies of the clinical facility must be followed.

### **GENERAL EXPECTATIONS DURING CLINICAL**

During clinical experiences, these special instructions are to be followed:

- A. Student is due at the clinical facility at designated time set by the clinical facility. There are no half-day clinical days.
- B. Student is allowed a 30-minute lunch period and will be allowed a morning break of 10 minutes – if feasible and only at the discretion of the preceptor.
- C. No eating or chewing gum in the clinical area.
- D. The student is urged not to bring a purse or large sums of money to unit. Leave them locked in trunk of car.
- E. Notify family that if they need student for an emergency, that they are to notify the school at 985-448-7900. The school will then contact the facility, who in turn, will notify the student. Family members are not to visit student or call student on clinics or hospital units.
- F. If student is going to be absent or tardy, notify the appropriate preceptor AND the program director by leaving a message prior to the beginning of the designated shift.
- G. Student must follow uniform dress code at all times unless within special clinical areas where special instructions will be given at that time.
- H. Student may not be substituted for regular staff during their student experiences. In the event the facility is attempting to use the student as staff and is not paired with a preceptor, the student is to notify the faculty member immediately.

### **POLICIES FOR CLINICAL PRACTICE**

Medical Assistants must function within the realm of the health care agency's written policies.

Before beginning clinical practice, students will have instruction in Blood Borne Pathogen Exposure Control plan.

Standard precautions will be observed by Health Occupation students/faculty at this facility and on each clinical site, in order to prevent contact with blood or other potentially infectious materials. All blood or other potentially infectious material will be considered infectious regardless of the perceived status of the source individual. Re-capping used needles is not permitted.

In the event that the health care agency has more stringent regulations than those stated, the policy of the institution will be followed.

The relationship between the student and client must remain professional and not social.

#### **Needle Stick Policy (Clinical)**

The student must report the incident to the facility preceptor at the contracted facility immediately.

The student must complete all paperwork/forms required by the facility within the required time and

care should be taken to adhere to facility policies. The student must notify the Medical Assistant Program

Director and/or designee (Medical Assistant Instructor) of the specific incident within 24 hours or the beginning

of the next regular business day. The student must provide a copy of the facility specific incident report(s) to the Program Coordinator and /or designee. “See Hold Harmless Agreement”

### **Needle Stick Policy (Lab)**

The student should wash with soap and water. If mouth or eyes are involved flush thoroughly with running water for 15min. The student must notify the instructor of the exposure immediately. The student must fill out and incident report form. It is recommended that the student and the source seek medical attention within 2hrs after exposure. The student must use their medical insurance for medical evaluation. “See Hold Harmless Agreement”

### **Insurance**

The student is personally responsible for any expenses incurred from accidents or injuries, either in clinical area or at Fletcher Technical Community College. While at the clinical facility the student must follow the facility’s policies for injury or accident. Personal liability insurance is provided under the policy of the college liability insurance. Students may purchase additional coverage prior to starting clinical. All students in clinical must provide proof of current health insurance.

### **Clinical Conduct**

1. All students must be in sound state of physical, mental, and emotional health to enter and remain in school. Proof of good health must be documented and maintained.
2. All students are expected to exert ordinary measures to maintain good health, including a balanced routine of activities and rest.
3. Students must provide a negative drug screen upon admission to the program.
4. Students must provide written proof of negative TB test yearly or a negative chest x-ray.
5. Students must provide written proof of measles, mumps, rubella, and unexpired tetanus vaccines. Positive titers can substitute for vaccines.
6. Students must provide proof of COVID-19 fully vaccinated status OR complete a waiver for either medical or religious exemption. It should be noted that not all clinical sites accept waivers.
7. Students must provide written proof of Hepatitis B vaccine series.
8. Students must provide proof of immunity (positive titers) for the measles, mumps, rubella, and varicella virus. If titer is deemed to be negative (nonimmune), the student will be required to obtain the booster injection.
9. Students who are first time freshmen must provide proof of meningitis vaccine or a waiver of denial.
10. Students must provide yearly proof of the flu vaccine between the months of September and March.
11. Students must maintain CPR for Healthcare provider’s certification from an American Heart certified provider.
12. In addition to the pregnancy policy, clinical practices will be continued during pregnancy unless contraindicated by a physician. Special precautions which must be taken during clinical practice to maintain a healthy pregnancy:
  - Able to perform duties per the technical standards.
  - Avoid radiation – scans, x-rays, portable x-ray, radiation implants.
  - Avoid clinical practices in the heart catheterization lab.
  - Continue wearing the approved scrub uniform with adjustment to fit. White support hose or white socks must be worn.
  - Prenatal care and follow-up visits with the physician are encouraged, but should not be scheduled during clinical or class time as with any other routine, scheduled appointments. Emergencies will be handled on a case-by-case basis.

- Forms for students who are pregnant can be found at the end of this document.
- Students are encouraged to keep up with regular check-ups,
- Reasonable accommodations will be granted for students who demonstrate need as verified by their physician under The Title IX Rights of Pregnant and Parenting Students policy set forth by the Louisiana Community & Technical College System.

## **PERSONAL PROPERTY**

Fletcher Technical Community College will not be held responsible for personal properties of students. Automobiles and other items cannot be left on technical community college property without permission from administration. No illegal or hazardous properties are allowed. Lost or stolen properties should be reported to the instructor. Items that are considered a deterrent to studies are not allowed.

## **PARKING AND TRAFFIC REGULATIONS**

- A. Only vehicles of Fletcher Technical Community College students and staff will be allowed to park on school parking lots.
- B. Parking spaces in the front of the building which bears the national symbol for wheelchairs is reserved for handicapped persons only.
- C. Students are expected to follow ALL regulations outlined in the Fletcher Parking Policy for all campuses and Clinical sites.

## **INSTRUCTOR CONFERENCES**

If the student is required or wishes to meet with an instructor, it is the student's responsibility to make an appointment with that particular instructor.

## **GENERAL POLICIES**

### **No Venting Policy**

Students enrolled in the Medical Assistant Program are expected to avoid venting about the program, the college, or any clinical facility in public spaces. The department of nursing and allied health defines "public" as any person(s) NOT involved in the situation including face-to-face, phone calls, and social media sites. The department defines "venting" as any loud, angry, negative, and/or abusive language. Examples of venting include but are not limited to "I hate..." and "the facility is always..." Students are encouraged to vent in "safe zones" including a faculty member's office behind a closed door where one can surface issues, collaborate on solutions, and address individual problems, needs or ideas. Any student caught publicly venting about the program, the college, or a clinical facility can face immediate dismissal from the program.

### **Convictions and Arrest**

All students entering the Medical Assistant program are expected to submit to a background check through the state "Louisiana Department of Public Safety and Corrections (DOC)" and the "Federal Bureau of Investigation (FBI)" as part of the application process.

Any student admitted to the Medical Assistant program cannot be currently serving under any court-imposed

order of supervised probation, work-release, school release or parole in conjunction with any felony conviction(s), plea agreement or any agreement pursuant to the Louisiana Code of Criminal Procedure, Article 893. Falsification or omission of criminal records to Fletcher Technical Community College will result in denial of entry or progression in the program.

A student charged with a felony while enrolled in the Medical Assistant program will be dismissed and deemed ineligible to reapply to any nursing and allied health programs at Fletcher Technical Community College.

### **Drug Screen Policy and Procedures**

The policy regarding the use of alcohol and other drugs and screening procedures is as follows:

- Drug screens will be scheduled randomly and for just cause with approved designated test sites. Students will be responsible for the cost of random drug testing, which is approximately an additional \$40. Drug screens for cause will be direct observation exams.
- The student will be responsible for the cost of additional testing if the initial test is positive and the sample is sent for further testing.
- Refusal to submit to a drug testing will result in dismissal from the Medical Assistant Program
- If a positive drug screen is received or if the student submits an invalid or adulterated specimen, the student will be dismissed from the program and will not be eligible for acceptance into any Nursing and Allied Health program at Fletcher Technical Community College for one year.
- Upon acceptance/reacceptance into any Nursing and Allied Health program, all subsequent drug screens will be by direct observation at the cost of the student. Subsequent positive drug screens will result in the student being removed from the Medical Assistant program effective on the date of testing. The student will not be eligible for acceptance/reacceptance into any Fletcher Nursing and Allied Health program for a duration of 3 years.

### **EQUAL OPPORTUNITY STATEMENT**

In compliance with Title VI, Title IX, and Section 504 of the Rehabilitation Act of 1973 this Educational

Agency upholds the following policy:

**THIS IS AN EQUAL OPPORTUNITY SCHOOL AND IS DEDICATED TO A POLICY OF NONDISCRIMINATION IN EMPLOYMENT OR TRAINING. QUALIFIED STUDENTS, APPLICANTS OR EMPLOYEES WILL NOT BE EXCLUDED FROM ANY COURSE OF ACTIVITY BECAUSE OF AGE, RACE, CREED, COLOR, SEX, RELIGION, NATIONAL ORIGIN, OR QUALIFIED HANDICAP. ALL STUDENTS HAVE EQUAL RIGHTS TO COUSELING AND TRAINING.**

Information contained within is subject to change as deemed necessary by the Louisiana Community and

Technical College System Board of Supervisors.

*I. E. Fletcher Technical Community College*  
1407 Highway 311  
Schriever, LA 70395  
Dr. Kristine Strickland, Chancellor

**Medical Assistant Counseling Notice**

TO: \_\_\_\_\_ DATE ISSUED: \_\_\_\_\_ ID # \_\_\_\_\_

COURSE: \_\_\_\_\_

This is to certify that you have been given a counseling notice for one or more of the following reasons:

- \_\_\_\_\_ 1. Failure to meet academic standards
  - \_\_\_\_\_ 2. Poor attitude
  - \_\_\_\_\_ 3. Negative influence affecting fellow students
  - \_\_\_\_\_ 4. Will not conform to school and/or classroom standards
  - \_\_\_\_\_ 5. Attendance, failure to follow school requirements as listed in the student handbooks 6. Other:
- 
- 

\_\_\_\_\_

INSTRUCTOR

My signature below verifies that I have been warned, I understand the terms as out-lined, and I have received a copy of this notice.

\_\_\_\_\_

SIGNATURE of STUDENT

*Main Campus 985-448-7900 Student Services (985) 448-7917*

***EQUAL OPPORTUNITY EMPLOYER***

***L. E. Fletcher Technical Community College***

1407 Highway 311

Schriever, LA 70395

Dr. Kristine Strickland, Chancellor

**ACADEMIC PROGRESS REPORT-Medical Assistant**

TO: \_\_\_\_\_ DATE ISSUED: \_\_\_\_\_ ID # \_\_\_\_\_

COURSE: \_\_\_\_\_

This academic progress report serves as documentation of a meeting with you and your instructor to discuss an inability to meet academic standards.

Your current average is \_\_\_\_\_. In order to progress through the Medical Assistant program curriculum, you must achieve an average of 70% at the end of the course. As of now, you need a \_\_\_\_ on the final to pass with a 70%.

The student identified the following challenges:

The instructor recommends:

\_\_\_\_\_  
INSTRUCTOR

My signature below verifies that I understand the terms as outlined, and I have received a copy of this notice.

\_\_\_\_\_  
SIGNATURE of  
STUDENT

***Main Campus 985-448-7900 Student Services (985)  
448-7917***

***EQUAL OPPORTUNITY EMPLOYER***





**HOLD HARMLESS AGREEMENT**

*Note: Prior to signing, students are advised to discuss the risks and hazards associated with their program with the appropriate program faculty member. In addition, students are advised to discuss the terms of this agreement, and ask questions, to the appropriate program faculty member.*

By signing this document, I release the administration, faculty, and staff of Fletcher Technical Community College; the Louisiana Community and Technical College System; the Louisiana Board of Regents; and the State of Louisiana, from any and all liability associated with my participation in clinical training related to my program of study.

I voluntarily and knowingly assume any risk associated therewith and waive my right to assert any claim against the State of Louisiana, or any of its Departments, Agencies, Boards and Commissions, as well as officers, agents, servants, employees and volunteers for injury or damage to my person or property resulting from my participation in this program. I further release and hold harmless the State of Louisiana and all of its Departments, Agencies, Boards and Commissions, as well as its officers, agents, servants, employees and volunteers, from any and all claims, demands, causes of action, expense and liability arising out of injury or death to my person as a result of my participation in this program.

I also understand that I participate in this program at my own risk and agree to hold no organizing or participating agencies responsible, including financially responsible, for any injury or damage done to myself, others, or my property.

I acknowledge and accept that the clinical facility, at its discretion, may require me to submit myself for medical testing should I be personally injured within the facility. Furthermore, I acknowledge and accept that while I am not obligated to submit to medical testing, failure to participate in requested testing may hinder future clinical participation at the discretion of the facility and/or Dean. Finally, I acknowledge and accept that I am financially responsible for the requested medical testing and release all entities of the State of Louisiana, and associated employees, from any and all liability associated with personal injuries.

I knowingly and willingly agree to these terms and understand that participation in a clinical program may result in my exposure to risks and hazards in excess to the risks and hazards encountered during my normal activities.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of Participant

\_\_\_\_\_  
Signature of Participant

\_\_\_\_\_  
FTCC Employee Witness Name and Signature

## FLETCHER TECHNICAL COMMUNITY COLLEGE

## NURSING AND ALLIED HEALTH

**VERIFICATION OF HEALTH INSURANCE**

Students participating in a Fletcher Technical Community College Nursing and Allied Health clinical program are responsible for all personal health care expenses, including expenses resulting from accident or sickness, illness or injury while engaged in learning experiences required by the Nursing and Allied Health program. Neither the College nor the clinical agency is responsible for these expenses. Students are encouraged to maintain a personal health care insurance policy.

**I am** currently covered under a health insurance policy and the policy will be in effect during my entire clinical course. I understand I am responsible for all personal health care expenses that may arise during my learning experiences.

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Printed Student Name

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Student Signature

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Student ID Number

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Date

### Signature Page

I understand that I am responsible for reading this student handbook and the materials within. I also understand that I am to keep this handbook and refer to it as necessary as long as I am in the phlebotomy program.

\_\_\_\_\_initials

#### Confidentiality Statement

I will maintain strict patient confidentiality at all times. Patient confidentiality begins as soon as the patient's name is known, and never ends. Patient confidentiality includes giving out information or acknowledging the admission of the patient to a medical facility. Patient confidentiality includes information obtained directly from the patient or significant others, information documented in the patient's medical records, information discussed during pre- and post-conferences, results of assessments, tests, lab, x-ray, and all pertinent information.

\_\_\_\_\_initials

#### Medical Documentation Consent

I consent to having any medical documentation turned into the Department of Nursing and Allied Health to be disclosed to any clinical facility I will be using as a clinical site during my study at Fletcher Technical Community College. I understand that these procedures are necessary to enhance the learning process.

\_\_\_\_\_Initials

### **Permission for Photos**

Pictures may be taken to showcase the program on Social Media websites.

\_\_\_\_\_I hereby consent to any recording on videotape, film, audio tape, paper, digital medium, or otherwise, by said party, its agents, servants, or employees. I authorize the use of such recordings for any proper and legitimate educational to commercial purposes by Fletcher Technical Community College (Fletcher).

\_\_\_\_\_I hereby do **NOT** consent to any recording on videotape, film, audio tape, paper, digital medium, or otherwise, by said party, its agents, servants, or employees. I authorize the use of such recordings for any proper and legitimate educational to commercial purposes by Fletcher Technical Community College (Fletcher).

By my signature below, I agree to follow all policies set forth before me.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_