

WESTERN PIEDMONT COMMUNITY COLLEGE

MEDICAL ASSISTING PROGRAM

2026-2027 STUDENT POLICY MANUAL



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WPCC MEDICAL ASSISTING PROGRAM STUDENT POLICY MANUAL

SECTION I INTRODUCTION TO THE MEDICAL ASSISTING PROGRAM

Description of Profession

Medical Assistants are multi-skilled allied health professionals specifically trained to work in ambulatory settings, performing administrative, laboratory 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.

Program Description

The Medical Assisting program is offered in a **one-plus-one format**. Students can earn the **Diploma** in four semesters, or take additional classes and earn the **Associate in Applied Science** degree in five semesters. Students earning AAS degrees have completed requirements for the Medical Assisting Diploma as well as the degree. Both options prepare students to perform administrative, clinical and laboratory procedures in a medical office setting. Course work includes instruction in scheduling appointments, coding and processing insurance accounts, billing, collections, computer operations, assisting with examination/treatments, performing routine laboratory procedures, electrocardiography, supervised medication administration, and ethical/legal issues associated with patient care. **Graduates receiving a diploma achieve competencies in all entry level medical assisting procedures. Associate degree graduates complete the diploma program** and take general education classes in biology, psychology, and humanities. Degree graduates also receive additional medical assisting training in nutrition, disease pathologies, and infection control.

Graduates of the Western Piedmont Community College Medical Assisting program (Diploma and/or Degree) are eligible to sit for the certification examination administered by the Certifying Board of the American Association of Medical Assistants. Successful completion of this examination results in the professional credential – CMA (AAMA).

Program Goals

- (1) To provide an excellent program for preparing Medical Assistants that meets the requirements of the Medical Assisting Education Review Board (MAERB) as put forth in the 2022 Standards and Guidelines for the Accreditation of Educational Programs in Medical Assisting.
- (2) To prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.
- (3) To provide Medical Assisting students with qualified instructors and the resources necessary to achieve mastery of administrative, clinical, and laboratory skills.
- (4) To prepare graduates of the WPCC Medical Assisting program for employment opportunities and professional credentialing.
- (5) To provide the community with caring, professional, multi-skilled allied health personnel to assist physicians in medical office settings.
- (6) To provide a program that follows the mission of Western Piedmont Community College to unite with all people in our community to identify and achieve their goals through an innovative, high quality educational experience.

Student Learning Outcomes

Upon completion of the WPCC Medical Assisting program, the student will be able to:

1. Apply critical thinking skills in performing patient assessment and care.
2. Communicate with staff and clients in the medical setting, through effective verbal and written skills.
3. Prepare patients for, and assist with, physical examinations, procedures, treatments, and minor office surgeries.
4. Perform administrative and clinical skills and techniques with a degree of competence appropriate for safe and effective office management and patient care.
5. Use computer skills to schedule appointments, process billing, code and process insurance accounts, and provide written documentation in medical settings.
6. Demonstrate knowledge of basic math computations and use this knowledge to solve equations.
7. Conduct oneself at all times in an ethical, legal, and professional manner as a member of a health services profession.
8. Demonstrate knowledge and understanding of federal and state health care legislation and regulations.

Career Opportunities

Graduates may be employed in a variety of health-related services, such as physicians' offices, hospitals, clinics, urgent care, industries, insurance companies, public health departments, nursing homes, and extended care facilities.

Accreditation

The WPCC Medical Assisting Diploma Program is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of the Medical Assisting Education Review Board (MAERB).

Commission on Accreditation of Allied Health Education Programs
9355 113th Street N., #7709 Seminole, FL 33775-7709. (727) 210-2350.

(www.caahep.org)

Degrees Offered

WPCC offers opportunities for both the one-year Diploma and the two-year Associate in Applied Science degree in Medical Assisting in a one plus-one format. The program is offered as a full-time day curriculum, though students can take **general education** classes on-line or at night. The Diploma program covers all required AAMA competencies. Students take extra Medical Assisting and general education classes to earn the AAS degree. Students in the Degree program begin in fall semester and go for five consecutive semesters. Diploma students begin in spring semester and follow a Spring-Fall-Spring sequence.

PROGRAM COSTS (All figures are approximate)

Tuition rates per semester are determined by the state legislature. Costs are subject to change. Please refer to the current WPCC [General Catalog](#) for fees for the school year.

In addition to tuition and textbook costs, Medical Assisting students will have the following expenses:

COSTS WILL VARY

Complete Physical Examination with Proof of vaccinations or titers for:

DTP or Td, Mumps, Rubella, Measles, Varicella, HBV, and Influenza as well as TB testing.

Immunizations:

Hepatitis B: 3 doses or titer for Hepatitis B or formal declination of Hepatitis B.

Tuberculin (PPD: 2 step process within the last 12 months) or QuantiFERON TB test.

If PPD is positive, chest r-ray negative for TB disease (within 5 years) and asymptomatic of TB disease and completion of annual TB assessment questionnaire is required. The tuberculin skin test (TST) and blood tests to detect TB infection are not contraindicated for persons who have been vaccinated with BCG. Individuals with BCG vaccine history, are tested via Mantoux TB testing. If the TB skin test is positive, students should be referred to the Burke County Health Department as anyone else testing positive.

Annual TB screening once initial 2 step process complete:

Annual TB Skin Test (Mantoux Method). If their PPD is positive, chest x-ray negative for TB disease, should be within 5 years and individual asymptomatic of TB. The TB/PPD positive students will need to complete annual assessment questionnaire) or QuantiFERON TB test.

MMR: 2 doses or titers for Rubeola, Mumps, and Rubella

Varicella: 2 doses or titer for Varicella

DPT: Tdap (once) Td within 10 years

Influenza: Yearly

COVID: COVID vaccines are recommended. Most clinical sites require COVID vaccines before the students begin the practicum rotation. If a student declines the COVID vaccine, and no clinical practicum site is available for a nonvaccinated student, the student will not be able to progress in the program.

Supplies & Uniform Expense for Clinical Classes – First Clinical Semester - Approximately \$350

Two pair of royal uniform pants

Two royal uniform tops

Two pair of black socks

One pair of black medical staffing shoes

One stethoscope with blood pressure cuff

One lanyard/reel

One watch with a second hand/or preapproved Apple watch

One black lab jacket

Expenses for Administrative Classes – First Administrative Semester– Approximately \$30

7 white #10 envelopes

7 white #6 envelopes

1 three-ring binder with index tabs

Black plastic pocket folder x2

Practicum expenses - Last Semester – Approximately \$250.

Travel expenses to clinical affiliate sites (will vary)

Two pairs of uniform pants

Two uniform tops

Two pair of black socks

\$13.00 - Liability Insurance (included in registration costs for clinical classes)

\$171.53 Compliance Assist: Castle Branch Services includes:

Background Check: 7-year search based on Social Security number, name, and address history to include:

State and nationwide Criminal background record check
National sex offender registry check
Office of Inspector General /Healthcare Fraud and Abuse check.

Urine Drug Screen report test from the National Institute of Drug Abuse approved laboratory on file prior to the first practicum assignment at an agency. Drug Screen to include:

AMP amphetamine	BAR barbiturates
BZP benzodiazepines	COC cocaine
MTD methadone	METH methamphetamines
MDMA ecstasy	OPI opiates
OSY oxycodone	PCP phencyclidine
PPX propoxyphene	THC marijuana

Vaccine Tracking: Vaccines/titers listed above.

If a potential student tests positive on a drug screen, they have to wait one year before they can reapply and be considered again. Students unable to complete 240 hours of practicum experience will not be able to progress in the program.

CMA examination – \$125.00 application fee - necessary to obtain and maintain employment in most medical office settings

Financial Aid

Financial aid is available for qualified students. Various scholarships are also available. Detailed information concerning loans available is found in the General Catalog. Students should contact the Financial Aid office at WPCC for more information.

Student Responsibilities

Students are responsible **for reading, understanding, and following program policies** and procedures as outlined in the Medical Assisting Student Policy Manual.

Students are responsible for **successfully completing** all cognitive, psychomotor, and affective objectives and competencies as outlined in the syllabus and course document for each course.

Students are responsible for the **proper completion of their academic program**, for familiarity with the General Catalog, for maintaining the appropriate grade average, and for meeting all other requirements to graduate or transfer. Counselors and academic advisors will work with all students, but **the final responsibility is that of the student**.

Students are responsible for **knowing information** published in the [WPCC General Catalog](#), the **Student Handbook**, and official announcements of the College. Upon enrollment, all students accept the benefits of membership in the academic community and acquire the obligation to observe and uphold the principles and standards set by the College.

Students are responsible for adhering to the Codes of Conduct of the Program and the College as outlined in the Medical Assisting Student Policy Manual and the WPCC Student Handbook.

Students are responsible for **maintaining communication** with the College and keeping on file with the Record's Office at all times a current address, including zip code, and telephone number.

Students are responsible for **reading email** and maintaining contact with their instructors on a regular basis throughout the school week.

Students are responsible for tracking all their courses on Moodle and being aware of their progress and grades in each class.

Students, while associated with the College, are expected to participate in campus and community life in a manner that will **reflect positively upon themselves** and **WPCC**.

Program and Policy Changes

This document is for informational purposes and does not constitute a contract. The Medical Assisting department reserves the right to make changes in policies, regulations, program requirements, and individual courses.

SECTION II STANDARDS AND GUIDELINES

The 2022 Standards and Guidelines for Accredited Medical Assisting Education Programs (hereto referred to as the Standards) sets forth minimum standards of competence used in accrediting programs that prepare individuals to enter the Medical Assisting profession. Successful completion of the Medical Assisting Program requires that the student meet the following required competencies as set forth in the Standards. The ability of the Medical Assisting student to competently perform all cognitive, psychomotor, and affective competencies will be monitored and evaluated by the Program Director, Medical Assisting faculty, and clinical affiliate supervisors. Written examinations, role play, performance testing, and other means of measurement will be used to prove satisfactory completion of these objectives.

Core Curriculum for Medical Assistants Medical Assisting Education Review Board (MAERB) 2022 Curriculum Plan

Foundations for Clinical Practice

Medical assistants graduating from programs accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) will demonstrate critical thinking based on knowledge of academic subject matter required for competence in the profession. They will incorporate the cognitive knowledge in performance of the psychomotor and affective domains in their practice as medical assistants in providing patient care.

Cognitive (Knowledge)

I.C Anatomy, Physiology, & Pharmacology

1. Identify structural organization of the human body
2. Identify body systems*
3. Identify:
 - a. body planes
 - b. directional terms
 - c. quadrants
 - d. body cavities
4. Identify major organs in each body system*
5. Identify the anatomical location of major organs in each body system. *
6. Identify structure and function of the human body across the life span
7. Identify the normal function of each body system*

8. Identify common pathology related to each body system including:
 - a. signs
 - b. symptoms
 - c. etiology
 - d. diagnostic measures
 - e. treatment modalities
9. Identify Clinical Laboratory Improvement Amendments (CLIA) waived tests associated with common diseases
10. Identify the classifications of medications including:
 - a. indications for use
 - b. desired effects
 - c. side effects
 - d. adverse reactions
11. Identify quality assurance practices in healthcare
12. Identify basic principles of first aid
13. Identify appropriate vaccinations based on an immunization schedule.

*Body systems must include, but are not limited to, the following: Circulatory, Digestive, Endocrine, Integumentary, Lymphatic, Muscular, Nervous, Sensory, Reproductive, Respiratory, Skeletal, and Urinary.

Psychomotor (Skills)

I.P Anatomy, Physiology, & Pharmacology

1. Accurately Measure and record:
 - a. blood pressure
 - b. temperature
 - c. pulse
 - d. respirations
 - e. height
 - f. weight (adult and infant)
 - g. length (infant)
 - h. head circumference (infant)
 - i. oxygen saturation
2. Perform the following procedures:
 - a. electrocardiography
 - b. venipuncture
 - c. capillary puncture
 - d. pulmonary function testing
3. Perform patient screening following established protocols
4. Verify the rules of medication administration:
 - a. right patient
 - b. right medication
 - c. right dose
 - d. right route
 - e. right time
 - f. right documentation
5. Select proper sites for administering parenteral medication
6. Administer oral medications
7. Administer parenteral (excluding IV) medications
8. Instruct and prepare a patient for a procedure or treatment
9. Assist provider with a patient exam
10. Perform a quality control measure

11. Collect specimens and perform:
 - a. CLIA waived hematology test
 - b. CLIA waived chemistry test
 - c. CLIA waived urinalysis test
 - d. CLIA waived immunology test
 - e. CLIA waived microbiology test
12. Provide up-to-date documentation of provider/professional level CPR
13. Perform first aid procedures for:
 - a. bleeding
 - b. diabetic coma or insulin shock
 - c. stroke
 - d. seizures
 - e. environmental emergency
 - f. syncope

Cognitive (Knowledge)

II.C Applied Mathematics

1. Define basic units of measurement in:
 - a. The metric system
 - b. The household system
2. Identify abbreviations used in calculating medication dosages
3. Identify normal and abnormal results as reported in:
 - a. graphs
 - b. tables

Psychomotor (Skills)

II. P Applied Mathematics

1. Calculate proper dosages of medication for administration
2. Record laboratory test results into the patient's record.
3. Document on a growth chart
4. Apply mathematical computations to solve equations
5. Convert among measurement systems

Cognitive (Knowledge)

III.C Infection Control

1. Identify major types of infectious agents
2. Identify the infection cycle including:
 - a. the infectious agent
 - b. reservoir
 - c. susceptible host
 - d. means of transmission
 - e. portals of entry
 - f. portals of exit
3. Identify the following as practiced within an ambulatory care setting:
 - a. medical asepsis
 - b. surgical asepsis
4. Identify methods of controlling the growth of microorganisms
5. Identify the principles of standard precautions
6. Identify personal protective equipment (PPE)
7. Identify the implications for failure to comply with Centers for Disease Control (CDC) regulations in healthcare settings

Psychomotor (Skills)**III.P Infection Control**

1. Participate in bloodborne pathogen training
2. Select appropriate barrier/personal protective equipment (PPE)
3. Perform handwashing
4. Prepare items for autoclaving
5. Perform sterilization procedures
6. Prepare a sterile field
7. Perform within a sterile field
8. Perform wound care
9. Perform dressing change
10. Demonstrate proper disposal of biohazardous material
 - a. sharps
 - b. regulated wastes

Cognitive (Knowledge)**IV. C Nutrition**

1. Identify dietary nutrients including:
 - a. carbohydrates
 - b. fat
 - c. protein
 - d. minerals
 - e. electrolytes
 - f. vitamins
 - g. fiber
 - h. water
2. Identify the function of dietary supplements
3. Identify the special dietary needs for:
 - a. weight control
 - b. diabetes
 - c. cardiovascular disease
 - d. hypertension
 - e. cancer
 - f. lactose sensitivity
 - g. gluten-free
 - h. food allergies
 - i. eating disorders
4. Identify the components of a food label

Psychomotor (Skills)**IV. P Nutrition**

01. Instruct a patient regarding a dietary change related to patient's special dietary needs

Applied Communications

Medical assistants graduating from programs accredited by the commission on Accreditation of Allied Health Education Programs (CAAHEP) will demonstrate critical thinking based on knowledge of academic subject matter required for competence in the profession. They will incorporate cognitive knowledge in performance of psychomotor and affective domains in their practice as medical assistants in communicating effectively, both orally and in writing.

Cognitive (Knowledge)**V.C. Concepts of Effective Communication**

1. Identify types of verbal and nonverbal communication
2. Identify communication barriers
3. Identify techniques for overcoming communication barriers
4. Identify the steps in sender-receiver process

5. Identify challenges in communication with different age groups
6. Identify techniques for coaching a patient relate to specific needs
7. Identify different types of electronic technology in professional communication
8. Identify the following related to body systems*
 - a. medical terms
 - b. abbreviations
9. Identify the principles of self-boundaries
10. Identify the role of the medical assistant as a patient navigator
11. Identify coping mechanisms
12. Identify subjective and objective information
13. Identify the basic concepts of the following theories of:
 - a. Maslow
 - b. Erikson
 - c. Kubler-Ross

14. Identify issues associated with diversity as it relates to patient care

15. Identify the medical assistant's role in telehealth

*Body systems must include, but are not limited to, the following: Circulatory, Digestive, Endocrine, Integumentary, Lymphatic, Muscular, Nervous, Sensory, Reproductive, Respiratory, Skeletal, and Urinary.

Psychomotor (Skills)

V.P Concepts of Effective Communication

1. Respond to nonverbal communication
2. Correctly use and pronounced medical terminology in healthcare interactions
3. Coach patients regarding:
 - a. office policies
 - b. medical encounters
4. Demonstrate professional telephone techniques
5. Document telephone messages accurately
6. Using technology, compose clear and correct correspondence
7. Use a list of community resources to facilitate referrals
8. Participate in a telehealth interaction with a patient

MEDICAL BUSINESS PRACTICES

Medical assistants graduating from programs accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) will demonstrate critical thinking based on knowledge of academic subject matter required for competence in the profession. They will incorporate cognitive knowledge in performance of psychomotor and affective domains in their practice as medical assistants in the performance of medical business practices.

Cognitive (Knowledge)

VI.C Administrative Functions

1. Identify different types of appointment scheduling methods
2. Identify critical information required for scheduling patient procedures
3. Recognize the purpose for routine maintenance of equipment
4. Identify the steps involved in completing an inventory
5. Identify the importance of data back up
6. Identify the components of an Electronic Medical Record, Electronic Health Record, and Practice Management system

Psychomotor (Skills)

VI.P Administrative Functions

1. Manage appointment schedule using established priorities
2. Schedule a patient procedure
3. Input patient data using an electronic system
4. Perform an inventory of supplies

Cognitive (Knowledge)**VII.C Basic Practice Finances**

1. Define the following bookkeeping terms:
 - a. charges
 - b. payments
 - c. account receivable
 - d. accounts payable
 - e. adjustments
 - f. end of day reconciliation
2. Identify precautions for accepting the following types of payments
 - a. cash
 - b. check
 - c. credit card
 - d. debt card
3. Identify types of adjustments made to patient accounts including:
 - a. non-sufficient funds (NSF) check
 - b. collection agency transaction
 - c. credit balance
 - d. third party
4. Identify patient financial obligations for services rendered

Psychomotor (Skills)**VII.P Basic Practice Finances**

1. Perform accounts receivable procedures to patient accounts including posting:
 - a. charges
 - b. payments
 - c. adjustments
2. Input accurate billing information in an electronic system
3. Inform a patient of financial obligations for services rendered

Cognitive (Knowledge)**VIII.C Third-Party Reimbursement**

1. Identify:
 - a. types of third-party plans
 - b. steps for filing a third-party claim
2. Identify managed care requirement for patient referral
3. Identify processes for:
 - a. verification of eligibility for services
 - b. precertification/preauthorization
 - c. tracking unpaid claims
 - d. claim denials and appeals
4. Identify fraud and abuse as they relate to third party reimbursement
5. Define the following:
 - a. bundling and unbundling of codes
 - b. advanced beneficiary notice (ABN)
 - c. allowed amount
 - d. deductible
 - e. co-insurance
 - f. co-pay
6. Identify the purpose and components of the Explanation of Benefits (EOB) and Remittance Advice (RA) Statements

Psychomotor (Skills)**VIII.P Third-Party Reimbursement**

1. Interpret information on an insurance card
2. Verify eligibility for services
3. Obtain precertification or pre-authorization with documentation
4. Complete an insurance claim form
5. Assist a patient in understanding an Explanation of Benefits (EOB)

Cognitive (Knowledge)**IX.C Procedural and Diagnostic Coding**

1. Identify the current procedural and diagnostic coding systems: including Healthcare Common Procedure Coding systems II (HCPCS Level II)
2. Identify the effects of:
 - a. upcoding
 - b. downcoding
3. Define medical necessity

Psychomotor (Skills)**IX.P Procedural and Diagnostic Coding**

1. Perform procedural coding
2. Perform diagnostic coding
3. Utilize medical necessity guidelines

MEDICAL LAW AND ETHICS

Medical assistants graduating from programs accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) will demonstrate critical thinking based on knowledge of academic subject matter required for competence in the profession. They will incorporate cognitive knowledge in performance of psychomotor and affective domains in their practice as medical assistants in providing patient care in accordance with regulations, policies, laws and patient rights.

Cognitive (Knowledge)**X.C. Legal Implications**

1. Identify scope of practice and standards of care for medical assistants
2. Identify the provider role in terms of standard of care
3. Identify components of the Health Insurance Portability and Accountability Act (HIPAA)
4. Identify the standards outline in The Patient Care Partnership
5. Identify licensure and certification as they apply to healthcare providers
6. Identify criminal and civil law as they apply to the practicing medical assistant
7. Define:
 - a. negligence
 - b. malpractice
 - c. statute of limitations
 - d. Good Samaritan Act (s)
 - e. Uniform Anatomical Gift Act
 - f. living will/advance directives
 - g. medical durable power of attorney
 - h. Patient Self Determination Act (PSDA)
 - i. risk management
8. Identify the purpose of medical malpractice insurance
9. Identify legal and illegal applicant interview questions
10. Identify:
 - a. Health Information Technology for Economic and Clinical Health (HITECH) Act
 - b. Genetic Information Nondiscrimination Act of 2008 (GINA)
 - c. Americans with Disabilities Act Amendments Act (ADAAA)

11. Identify the process in compliance reporting:
 - a. unsafe activities
 - b. errors in patient care
 - c. conflicts of interest
 - d. incident reports
12. Identify compliance with public health statutes related to:
 - a. communicable disease
 - b. abuse, neglect, and exploitation
 - c. wounds of violence
13. Define the following medical legal terms
 - a. informed consent
 - b. implied consent
 - c. expressed consent
 - d. patient incompetence
 - e. emancipated minor
 - f. mature minor
 - g. subpoena duces tecum
 - h. respondent superior
 - i. re ipsa loquitur
 - j. locum tenens
 - k. defendant-plaintiff
 - l. deposition
 - m. arbitration-medication

Psychomotor (Skills)

X.P Legal Implications

1. Locate a state's legal scope of practice for medical assistants
2. Apply HIPAA rules in regard to:
 - a. privacy
 - b. release of information
3. Document patient care accurately in the medical record
4. Complete compliance reporting based on public health statutes
5. Report an illegal activity in the healthcare setting following the protocol established by the healthcare setting
6. Complete an incident report related to an error in patient care

Cognitive (Knowledge)

XI.C Ethical and Professional Considerations

1. Define:
 - a. ethics
 - b. morals
2. Identify personal and professional ethics
3. Identify potential effects of personal morals on professional performance
4. Identify professional behaviors of a medical assistant

Psychomotor (Skills)

XI.P Ethical and Professional Considerations

1. Demonstrate professional responses(s) to ethical issues

SAFETY AND EMERGENCY PRACTICES

Medical assistants graduating from programs accredited by the commission on Accreditation of Allied Health Education Programs (CAAHEP) will demonstrate critical thinking based on knowledge of academic subject matter required for competence in the profession. They will incorporate cognitive knowledge in performance of psychomotor and affective domains in their practice as medical assistants, applying quality control measures in following health and safety policies and procedures to prevent illness and injury.

Cognitive (Knowledge)

XII.C Protective Practices

1. Identify workplace safeguards
2. Identify safety techniques that can be used in responding to accidental exposure to:
 - a. blood
 - b. other body fluids
 - c. needle sticks
 - d. chemical
3. Identify fire safety issues in an ambulatory healthcare environment
4. Identify emergency practices for evacuation of a healthcare setting
5. Identify the purpose of Safety Data Sheets (SDS) in a healthcare setting
6. Identify processes for disposal of
 - a. biohazardous waste
 - b. chemicals
7. Identify principles of:
 - a. body mechanics
 - b. ergonomics
8. Identify critical elements of an emergency plan for response to a natural disaster or other emergency
9. Identify the physical manifestations and emotional behaviors on person involved in an emergency

Psychomotor (Skills)

XII.P Protective Practices

1. Comply with safety practices
2. Demonstrate proper use of:
 - a. eyewash equipment
 - b. fire extinguishers
3. Use proper body mechanics
4. Evaluate an environment to identify unsafe conditions

Affective (Skills)

- A.1 Demonstrate critical thinking skills
- A.2 Reassure patients
- A.3 Demonstrate empathy for patients' concerns
- A.4 Demonstrate active listening
- A.5 Respect diversity
- A.6 Recognize personal boundaries
- A.7 Demonstrate tactfulness
- A.8 Demonstrate self-awareness

Abilities Required: The performance of these standards requires certain physical, mental, and social abilities. If you are unable to meet all of these criteria you will be unable to successfully complete the program.

ABILITIES REQUIRED TO PERFORM ENTRY LEVEL MEDICAL ASSISTING COMPETENCIES AS IDENTIFIED IN THE STANDARDS

Technical Standards

The performance of medical assisting competencies requires individuals to be able to perform the following tasks, with accommodation if needed. Please contact the Accessibility Services for guidance if you feel you have a qualifying disability that would prevent you from performing these competencies. Accreditation standards require that **every competency be successfully performed to graduate from this Program.**

1. **Communication:** Ability for interaction with people in verbal and non-verbal communication. Examples: receive, organize, prioritize, and transmit information; explain treatment procedures; interview patients effectively; document procedures and patient responses; adapt communication to individuals' abilities to understand.

2. **Critical thinking:** Critical thinking ability to perform administrative and clinical duties. Examples: prepare and maintain medical records; schedule & monitor appointments; recognize emergencies; maintain confidentiality; apply principles of Aseptic technique and infection control.
3. **Interpersonal:** Interpersonal ability to interact with individuals, families, and groups from a variety of social, emotional, cultural, and intellectual backgrounds as well as physical conditions. Examples: establish rapport with patients and staff that projects a positive attitude; treat all patients with empathy and impartiality; instruct patients with special needs.
4. **Motor skills:** Gross and fine motor skills to perform administrative and clinical duties. Examples: perform computer and other clerical duties; prepare and administer medications as directed by physician; operate equipment safely; assist physician with examinations and treatment.
5. **Mobility:** Physical ability to move from treatment room to treatment room and maneuver in these rooms. Examples: prepare and maintain examination and treatment area; perform First Aid and CPR; prepare patients for procedures; assist the physician with physical examinations and surgeries; position patients for procedures.
6. **Hearing:** Auditory ability to assess health needs and perform administrative duties and clinical duties. Examples: answer and use telephone equipment; interview and take patient history; hear auscultatory sounds; listen to patient, perform patient education.
7. **Visual:** Visual ability for observation and assessment of patient's needs. Examples: observe patient responses; observe patient's physical condition; observe patient's nonverbal communication.
8. **Tactile:** Tactile ability for physical assessments. Examples: take vital signs; collect and process specimens; perform palpations, perform functions for the physical exam related to selected tests that assist with diagnosis and treatment.

Students at any time may be required to present evidence of good physical and mental health. All information is kept confidential and will be available only to the Program Director, and (on a needs to know basis) the Medical Assisting faculty, Division Dean, and Medical Director.

Disability Statement

It is the policy of WPCC to make academic accommodations for students with disabilities in accordance with federal and state mandates and the College's commitment to equal educational opportunities. Any student with a documented disability who needs accommodation (e.g. in seating placement, testing, interpreters, note takers, etc), should seek assistance from the Office of Accessibility Services, Suite 143 Hildebrand Hall or call (828) 448-3154 or (828) 448-3153 for more information.

SECTION III ADMISSION PROCEDURES AND REQUIREMENTS

WPCC Admission Policies

As a member of the North Carolina Community College System, Western Piedmont operates under an "open door" admission policy. The College serves all students who can benefit from further formal education regardless of race, religion, association, sex, age, disability, or ethnic origin. Students must be either high school graduates or at least 18 years of age. Legal residents of the United States under 18 years of age may also be admitted if they possess a high school equivalency or adult high school diploma.

Admissions requirements for an emancipated minor will be considered the same as for an applicant 18 years old or older.

High school students may be admitted under concurrent enrollment guidelines outlined in Career & College Promise and or Burke Middle College.

Admission to the college does not guarantee admission to limited enrollment programs; further information is published within those relevant program descriptions.

Students under suspension or expulsion at another institution of higher education are not automatically admitted and may appeal for admission to WPCC through the Dean of Student Services.

Admission Procedures for Workforce and Continuing Education programs and courses are found in the section on Workforce and Continuing Education.

Application Procedures for Curriculum Programs

Residency

Under North Carolina law, persons must qualify as NC state residents to be eligible for a tuition rate lower than that for nonresidents. Students applying for admission, transfer, or readmission to any N.C. community college or university must have their residency determined using the Residency Determination Service (RDS) application. Upon completion, students will be issued a Residency Certification Number (RCN) which will be utilized at all colleges in NC.

Most students will only be required to complete the Initial Consideration process. The Reconsideration and Appeal processes are for those students who experience a change in circumstances (Reconsideration) or who have not had a change in status and believe their residency classification is incorrect (Appeal). It is a student's responsibility to notify the WPCC Student Records office of any changes in residency status.

Refer to the North Carolina Residency Determination Service website for more information.

Application

The online application for admission can be found on the college's website and through CFNC.org. Students uncertain about their chosen program of study are encouraged to visit CFNC.org: go to Plan, Plan for a Career and then Learn About Yourself. Explore the career assessments there to help find your career match.

High School Transcripts

Curriculum students entering all associate degree programs, diploma and some certificate programs, are required to be diploma graduates of a valid high school or High School Equivalency Diploma Program, home schools approved by the NC Division of Non-Public Education, or valid American schools abroad. Official transcripts including graduation information are required.

Foreign students must have graduated from a secondary school that is equivalent to secondary schools in the United States; otherwise, they must complete a valid High School Equivalency exam or high school program. Only the English version of the High School Equivalency exam will satisfy proof of high school graduation equivalency.

Course Placement

Western Piedmont Community College uses multiple methods - such as high school grade point average, ACT and SAT scores, GED (since 2014) and HiSET exam scores, placement test scores (all within the last ten years) and/or transfer course credit - to determine whether students need additional preparation before attempting college-level math and English courses as well as some courses in other disciplines.

In addition, some programs have requirements that vary from those of the general college and should be explained by an Academic Advisor or Student Success Advisor.

A student may be exempt from placement testing if one of the following criteria has been met:

- Have graduated from high school. Placement is dependent on unweighted high school GPA or;
- Have received an associate degree or higher from an accredited institution or;
- Have taken the GED, since 2014, with a score of 145 or greater in each subject area or;
- Have taken the HiSET, with a score of 15 or greater for each of the five components and a grade of 4 or greater on the essay or;
- Meet the ACT or SAT subject area test score requirements or;
- Have successfully completed ENG 111 with a grade of "C" or better from an accredited institution or;
- Have successfully completed a college level Math course equivalent to or higher than required math course, with a grade of "C" or better from an accredited institution.

An official copy of the student's high school transcript, college transcript(s), GED or ACT/SAT test scores must be sent to:

WPCC Admissions
1001 Burkemont Ave.
Morganton, NC 28655

A student can also request a transcript be sent electronically from another institution to Western Piedmont Community College, as long as the sending institution has an option to securely submit the transcript. Electronic transcripts may be sent via email to officialtranscripts@wpcc.edu.

If a student has earned an Adult High School Diploma before 2021 and does not have an associate's degree or higher or has not taken a college level English or Math course, the student may be required to take a placement test. Contact the Director of Advising and Enrollment Management, 828-448-6031, with questions regarding placement testing.

Testing accommodations may be available to Students with documented disabilities. Students requiring special test accommodation must make arrangements in advance of the scheduled test date through the Office of Accessibility Services, 828-448-3154.

Based on testing, all students must follow placement in English, Reading, and Math courses as outlined in the current [General Catalog](#).

Overview

The Medical Assisting Program understands and accepts the concept of the open door policy for general admission to Western Piedmont Community College. (For general admission policies, refer to [General Catalog](#)). General screening will be done by Student Services and includes (a) receiving applications (b) administering the NC DAP (c) counseling interviews (d) advising regarding individual needs, including financial and academic resources (e) determining eligibility for admission to the College and notifying the student if he/she is or is not admitted to the College.

Medical Assisting Admission Policy

In addition to the Western Piedmont Community College requirements for admission, the following are requirements for admission to the Medical Assisting program:

(1) Admission Criteria

Students must complete all admission requirements of the College and the Program.

Students must be graduates of a high school or holders of a high school equivalency certificate. A student is not accepted into the Medical Assisting program until all admission requirements are met and the student has been notified by the Program Director.

Diploma Program Eligibility Requirements

1. High school diploma or High School Equivalency diploma.
2. Credit for ENG 002, or ENG 045 or eligible to take ENG 111 or higher without co-requisite.
3. Credit for MAT 003, or MAT 025.
4. Cumulative grade point of 2.0 on all coursework completed at post-secondary institutions.
5. Meet, with or without accommodation, essential functions (available in program coordinators office) required to perform the tasks of a medical assistant.
6. Complete all general education courses and other major required courses with a score of "C" or better.

Medical Assisting Degree and Diploma Information

WPCC's Medical Assisting Program is structured in the one-plus-one format. All competencies required for entry-level medical assisting are met in the one-year diploma, and graduates are eligible to sit for the national certification examination.

Students who have completed the requirements for the diploma and/or students waiting to enter the diploma curriculum can take selected courses to earn the associate in applied science degree.

The number of students that are selected in the diploma program is limited and students are accepted in the order that they meet eligibility requirements. Students may start general education classes in the degree option any semester.

Students who elect to take courses prior to official entrance into the Medical Assisting Program will be required to meet the requirements which are in effect at the time of actual entrance in the Program.

(2) Health Evaluation

North Carolina law requires health science students to be physically and emotionally healthy in order to care safely for patients. The incoming student must submit to CastleBranch a completed Student Medical Form: Division of Health Sciences validating the student's health for clinical practice, and **documentation of the required immunizations**. Each applicant must have a physical examination, including the results of a tuberculin test or chest film, and present verification of satisfactory physical and mental health to CastleBranch.

The applicant is provisionally accepted into the program until a satisfactory physical and mental health evaluation is submitted. In addition, the student must have those physical, mental and social abilities needed to perform all activities as outline on pages 17-18.

(3) Vaccinations

Regulations by the Occupational Health and Safety Administration (OSHA) require that employees with occupational exposure for blood borne pathogens be vaccinated for Hepatitis B. Medical assisting students are at high risk to be exposed to Hepatitis B, primarily because students are just beginning to master clinical skills and techniques. Due to that risk, all Medical Assisting students, before entering classes with a clinical component, must adhere to the following protocol:

(a) All students will be provided with information concerning Hepatitis B and the Hepatitis B vaccine. This information will be provided during the students' orientation to Bloodborne Pathogens at the beginning of the second semester of the diploma program before performance of any invasive procedure.

(b) All students in the Medical Assisting Program are strongly urged to have the HBV vaccine.

(c) A form from the student's physician indicating that an existing medical condition precludes the student from having the vaccine, or that they have immune status, will be acceptable reasons for the student not to have the vaccination.

(d) If it has been more than seven years since the student received the HBV vaccine it will be strongly recommended that they have a titer completed to determine their immunity.

(f) The student will be required to pay for all required vaccines.

(g) Required vaccines/ titers include:

MMR: 2 doses or titers

Varicella: 2 doses or titer

TB: 2 step process

Annual TB (Mantoux Method) If their PPED is positive, chest x-ray negative for TB Disease, should be within 5 years and individual asymptomatic of TB. TB positive students will need to complete annual assessment questionnaire) or QuantiFERON TB test.

HBV: 3 doses or titer or formal declination of Hepatitis B

DPT: Tdap (once) Td within 10 years

Influenza Vaccine: October 1 through March 31 each year.

COVID is required by most all practicum site providers.

(h) The student will be required to provide proof of vaccinations / titers to CastleBranch.

(i) A student may elect not to have the Hepatitis B vaccine and COVID vaccine. Should the student choose not to have the vaccine, a waiver must be signed indicating this decision. **Students who elect to sign a waiver and not take the vaccines should realize that individual physicians who participate in the practicum portion of this curriculum may deny unvaccinated students access to their offices.** If access is denied to practicum offices, the student may be unable to complete curriculum requirements and may not graduate from the Medical Assisting Program.

(j) Students accepted into the Medical Assisting program should begin their Hepatitis B vaccinations as soon as possible. All students **must** have received at least **two vaccinations before** they begin MED 150 - Laboratory Procedures.

(4) Cohort Assignment

A trigger course is the first course in which psychomotor and affective competencies are first performed by students and measured by faculty. Once a student has taken and passed the trigger course the student is assigned to that admission cohort. MED 140 is the trigger course used to assign cohort status in the Medical Assisting program.

(5) Confidentiality

A Medical Assisting student has access to patient medical records and information and must meet the HIPPA standards regarding confidentiality. The student must uphold the doctrine of confidentiality and the individual's right to privacy by not divulging any patient information of a confidential nature gained during the course of instruction.

Breach of confidentiality will result in the student's dismissal from the program. Medical Assisting students will be required to attend an educational training session on HIPAA and sign a confidentiality statement.

(6) Clinical Practicum

In order to apply theory to practice and to meet accreditation requirements, supervised clinical experiences in private physicians' offices are required. Facilities in Burke, McDowell, Catawba, and Caldwell counties are utilized. **The practicum experience is part of the program requirements, and the student will not be compensated for work performed during the assigned school hours with payment, monetary or otherwise.** Responsibility for site selection and assignment rests with the Program Director. Students may be placed in practicum sites headed by Nurse Practitioners or Physician Assistants. Students will achieve the psychomotor and affective competencies and cover the cognitive objectives prior to using them at Practicum. Students must report to the assigned practicum sites to complete the Medical Assisting program. **The student is responsible for providing transportation to and from clinical affiliation sites and for the cost of this travel.** The student is also responsible for the costs incurred for appropriate shoes and clothing during the externship period. All Medical Assisting students are required to purchase professional liability insurance. This will be made available at a group rate through WPCC and will be charged to the student during registration.

Background checks/drug screening: Criminal background checks and drug screening of Medical Assisting students is required. Results of these investigations are tracked by Castle Branch and made available to clinical affiliates. Results are not seen by the faculty of the Medical Assisting Program. Any student denied clinical access due to the results of the criminal background check and/or drug test will be dismissed from the Program.

Clinical affiliates are under no obligation to accept or train students from the Medical Assisting program. If a clinical affiliate denies admission to the student, for any reason, and the Program Director cannot find a suitable office setting, the student will not be able to complete the Medical Assisting program.

Practicum Hours are a minimum of 240. Students will be always identified with a nametag and uniform.

(7) Transfer Credit

If a student is transferring from another institution, is currently enrolled at WPCC, or has previously attended college, a cumulative grade point average of 2.0 is required for admission to the Medical Assisting Program in addition to other requirements. In addition, students must have made a "C" or better on every course in the program of study. If not, the course must be repeated to be eligible for transfer to the Medical Assisting Program.

Students, who have completed general education classes at other institutions will follow WPCC transfer policy as outlined in the General Catalog.

Students receiving transfer credit for **MED 116 or MED 121** (Anatomy and Physiology and Medical Terminology I) will be required to successfully complete (with a score of 77 or higher) the **comprehensive final and the competency exams** given in the classes they are transferring into the WPCC Medical Assisting program. Students must have made a "C" or better on every MED degree prefix course in the program of study to receive transfer credit (MED 138, MED 270, and MED 274). No transfer credit will be given to students for any other MED prefix course in the diploma sequence.

The competency exams for MED 121 require students to demonstrate the ability to perform word analysis. MED 116 competency exams contain anatomy and physiology competencies as outlined by the American Association of Medical Assistants. The MED 116 comprehensive final exam requires defining medical terms from all body systems. MED 116 and MED 121, if transferred in, must have been completed within **two years** of starting the diploma sequence to be accepted.

BIO 111, if transferred in, must have been completed within five years of starting the diploma sequence to be accepted.

Students who want to transfer in MED classes should self-identify during the registration process and initiate a discussion with the Program Director regarding transfer credit.

(8) Advanced Placement and Experiential Learning

Due to the requirement that all students satisfactorily perform and receive a specific grade on all AAMA required competencies, applicants to the WPCCC Medical Assisting program **will not be given credit for experiential learning nor be given advanced placement** status.

(9) Academic Advising and Counseling

After completing an application to the College, the student will be assigned a faculty advisor based on the student's declared major. For Medical Assisting students, this advisor will be the Program Director or a Medical Assisting faculty member. After completing the placement tests, the student will meet with a Student Success Advisor who will explain the test scores and what they mean in terms of Reading, English, and Math placement. The Advisor will also inform the student of any other details regarding enrollment or registration.

The Medical Assisting Program Director will advise all students who are officially accepted into the program. A full-time faculty member will advise all students who are applicants to enter the program. During the advising process, the student should have an understanding of program expectations, student status, and progress. Students who are waiting to enter the program will be directed toward educational options that will help them with program success.

In addition to the Program Director, professional staff members in Student Services are available for personal counseling with students as needed. Counselors may refer students to mental health or counseling agencies when students appear to need more extensive counseling services than the Student Services staff feel qualified to render.

(10) Insurance

Students are required to purchase medical liability insurance during the first semester of each academic year after acceptance into the Medical Assisting diploma program. The fee for insurance will be included in registration for selected classes and will cover the student for clinical labs and practicum for one year. Cost per year is \$13.00.

SECTION IV ACADEMIC GRADING POLICIES

CAAHEP accreditation requires 100% of all Medical Assisting graduates to pass 100% of all psychomotor and affective competencies. The following cut scores identify passing levels for all MED prefix classes.

Grade Determination

On the basis of 100%, grades for all classes in the major are determined as follows:

- A = 93 - 100
- B = 85 - 92
- C = 77 - 84
- D = 70 - 76
- F = 69 or below

To remain/progress in the Medical Assisting program, a grade of **“C” or better** must be obtained for **all required courses in the program of study**. (MED prefix and General education classes)

Cut Score/Retest Policy

Cognitive Objectives (Knowledge) Cut Score = 70

Cognitive material will be presented by the instructor, reviewed, and student understanding will be evaluated utilizing exams (including assignments, short answer, true/false, multiple choice, or matching). A test score **below 70** reflects lack of mastery of that unit of material and is not acceptable for cognitive objectives. Students who score below “70” on any exam **must retest** and demonstrate knowledge of the material by making **70 or above**. Two attempts will be allowed. The original score will be used to calculate the final grade. Not retesting within one week (7 days) or failing to reach 70 on the second attempt of a cognitive exam will result in the student being withdrawn from the course with a final grade of “W”. A third attempt will only be permitted once during the program of study. All other competencies must be successful in two attempts

Students must have a FINAL AVERAGE of 77 or higher in every course to remain / progress in the Medical Assisting Program.

Psychomotor (Skills) and Affective (Behavior) Competencies Cut Score = 77

Psychomotor and affective material will be presented by the instructor and demonstrated. Students will have the opportunity to practice the skill and be “checked off” before evaluation of the skill. Medical Assisting students must obtain a **score of 77** on all psychomotor (skills) and affective (behavior) domain competencies. These objectives are called competencies. Evaluation of these competencies may be in the form of a lab, a skill, a role-play demonstration, or any other means, as determined necessary by the instructor. A student who makes **below 77** on any evaluation of a psychomotor or affective objective will be required to retest or repeat that competency. Two attempts will be allowed. The original score will be used to calculate the final grade. Students must retest or perform the competency again within one week (7 days), at a time determined by the instructor. Not retesting within one week or failing to show competency on two attempts of a psychomotor or affective competency with a score below 77 will result in the student being withdrawn from the course with a final grade of “W”. A third attempt will only be permitted once during the program of study. All other competencies must be successful in two attempts.

Program Progression: Students receiving a “D” or an “F” in any MED prefix class cannot progress in the Medical Assisting program and will be withdrawn from all other MED prefix classes. Students receiving a “D” or an “F” in in general education class must retake the class with a final grade of “C” or better before graduation.

NOTE

- On all cognitive, psychomotor, and affective evaluations, the original scores are used when figuring final averages. The grade for retesting is used for proof of competency and does not improve the grade.
- Students who withdraw from any MED prefix class (either student or instructor initiated) cannot progress in the Medical Assisting program and will be dropped from all MED prefix classes.
- Students who are withdrawn from the Medical Assisting Program for academic reasons may request a second admission to the program. Readmission is not guaranteed. See Readmission Policy for process.
- A student failing to reach 70 on a cognitive exam or 77 on a psychomotor or affective competency on the second attempt may appeal to the Program Director in writing. Request for academic warning status and a **third attempt at retesting will only be permitted once** during the program of study. The written request must include a plan for future academic success.

Testing Policy:

The following testing guidelines are in place for all MED classes. Refer to each course document and syllabus for specific information.

1. Announced written examinations and unannounced quizzes will be given at the discretion of the instructor.
2. Performance skills, written job skills, competency assignments, and role-playing scenarios will be performed and may be evaluated in the class. These evaluations are considered testing assignments.
3. The Instructor will change seating arrangements during testing periods.
4. Multiple versions of a test or exam may be administered.
5. All items (book bags, cell phones, hats, jackets, etc.) are to be placed as directed by instructor prior to beginning the test with electronic devices turned off.
6. No verbal or nonverbal communication is allowed among students.
7. All students are to remain seated, without talking, until instructed by faculty.
8. Students should raise their hands if there is a need to communicate with the instructor.
9. If a student's cell phone sounds during testing, the student must turn in their test and leave the room, forfeiting completion of the test.
10. Students who arrive late will not be allowed extra time. They will hand in their test papers at the same time as the other students who started at the beginning of the testing period.
11. In the event of an absence from a test, the instructor must be notified by email or phone message on the day of the test.

Homework and Outside the Classroom Assignment Policies

Homework is regularly assigned outside the classroom and lab setting. Study groups are highly encouraged. Homework assignments, **that are NOT competencies**, can be worked on in a group setting, but the knowledge in these assignments is necessary for each student to progress in the class.

Time restraints require **job skills and competencies** to be assigned outside the class time (especially in MED 130 and 131 – Administrative Office Procedures I and II). **These competencies are entirely the responsibility of the individual student and cannot be worked on with classmates.** Competencies are **clearly identified** in each Course Document/Syllabus. Turning in another person's work and claiming it as your own is academic dishonesty (**cheating**). **Providing your work to a classmate** to claim as his/her own competency is also dishonest and will incur the **same penalty** as the person copying the work.

One of the following two things will happen if it is discovered that collaboration on a test or competency has occurred:

- (1) The students involved will receive a zero for that assignment and must repeat **to prove competency**. The **zero** will be averaged into the **final grade**.
- (2) The students involved will be **withdrawn from the class with a final grade of F** and be **dismissed from the Medical Assisting program**.

The class instructor, Medical Assisting Program Director, and Dean of Health & Public Services will review all cases of academic dishonesty and decide the severity of the penalty.

All acts of academic dishonesty are reported by the instructor to the Dean of Student Services and kept on file there.

Late Work/Make-Up Work Policy:

EXAMS not taken as scheduled will have 7 points deducted from the final score. Students have one week to take the exam in the College Academic Success Center (ASC). Students will only be allowed to complete two late exams during the semester in each class. Additional late exams will be taken for competency purposes; however, a grade of zero will be recorded for the exam.

If the exam is not taken within one week, the student will receive a zero. For competency purposes, the exam must be taken and passed, but the zero will be averaged into final grade. If the exam is not taken within two weeks, the student will be withdrawn from the course with a failing grade.

ASSIGNMENTS turned in late will be accepted with a 10-point penalty if turned in within one week. Assignments turned in between one and two weeks after due date will receive a zero, but the student will be required to turn in the assignment for competency grading. If the student does not turn in the assignment within two weeks of due date, she/he will be withdrawn from the course with a failing grade.

Missed **ROLE-PLAYING EVALUATIONS** must be made up within one week. The student is responsible for making arrangements with classmates to make up any missed role-playing assignments outside of regular class time. There will be a 10-point penalty for missed role playing evaluations. If a student is absent and misses a performance skill completed in class, it will be accepted with no penalty if completed in the next class or scheduled at the instructor's discretion. If not completed at that time, there will be a 10-point penalty.

Attendance Policy

The Western Piedmont Community College Attendance Policy states:

Because the College recognizes that academic success is tied to regular attendance, students are expected to attend and be on time for all classes and labs. Students should refer to the course syllabus for individual course attendance requirements. At the instructors' discretion, students may make up work missed. When students must be absent, it is vital that they remain in contact with their instructors.

Any student who has not attended at least one face-to-face class meeting or completed one assignment/activity for an online class by the date in which ten percent (10%) of the class has passed will be reported by the instructor as a "no show." A student who has never attended a class by the ten percent (10%) date is no longer enrolled in the class and will not earn credit or receive a tuition refund for the course.

The instructor may withdraw any student who has been absent from a course for fourteen (14) consecutive days in a 16-week term or seven (7) consecutive days in shorter academic terms. A student in an online or hybrid course will be withdrawn following fourteen (14) consecutive days in a 16-week term or seven (7) consecutive days in shorter academic terms of missed assignments, missed attendance (for hybrid), and lack of communication with the instructor regarding course participation. Holidays, breaks, and weekends are included when calculating consecutive days. Consistent with policies establishing attendance in online courses, logging into a course site but failing to perform the aforementioned actions does not constitute attendance. [See College Catalog for additional information](#)

An attendance policy will be established for each course by the instructor and/or Program Coordinator in concurrence with the appropriate Division Dean. This attendance policy will be part of the Course Document given to students at the beginning of the course. Class attendance is calculated from the first scheduled class meeting through the last scheduled class meeting. Neither late registration nor other circumstances will change this requirement.

Due to the critical nature of a patient care curriculum, Medical Assisting classes have more stringent attendance rules. All course attendance requirements are listed in Course Documents and will be distributed to students at the beginning of each course. Students with absences that exceed the allowed number for each class will be dropped from the course.

Professionalism Grading Policy

Professionalism is a desired result of this program. It is demonstrated in the classroom (as in the workplace) by attendance, punctuality, preparation, participation, adherence to instructions, timely completion of work, and attitude toward classmates, faculty, and the profession.

Classroom behavior will be documented by the instructor in every MED class. 100 points for professionalism will be given each student at the start of the semester. Nonprofessional behavior will result in points being deducted. The instructor will track professionalism points and regularly update the grade on Moodle. Students should make an appointment and meet with the instructor in her office if they have questions about their professionalism grade. The **weight** of the professionalism grade may vary in each class. Refer to individual course documents for more information.

1. **Professionals are present for scheduled workdays.** In the educational environment, regular attendance is expected and is necessary for the learning experience. Instructors understand that some absences are unavoidable but will not judge what is excused or unexcused. Students are either present or absent. **(3 pts deducted each absence).** Withdrawal from class due to absences will vary according to length of class. Refer to individual course documents/syllabi for withdrawal point. It is the **responsibility of the student** to contact the instructor on the first day back in class regarding make-up work.

2. Professionals **are informed and prepared to share opinions.** Classroom discussion and participation in classroom activities is an integral part of all courses. Students must prepare for class by **reading assignments** and **completing all homework** assignments. Students should be prepared when called upon to demonstrate critical thinking and verbal skills by contributing to class discussions. **(1 pt. deducted for failure to participate in group discussions).**

3. **Professionals arrive for meetings, appointments, and work on time.** A student arriving at class late disrupts all those students who made the effort to be on time. Any student arriving after class begins is counted tardy. An academic warning will be issued on the student's fourth tardy. Academic warnings for tardies will be issued when the student has two tardies in an A or B Term class. Additional tardies may result in the student being withdrawn from the class. **(1 pt. deducted each tardy)**

4. **Professionals are recognizable by their grooming and appropriate attire.** Students in the Medical Assisting program should always present themselves on the WPCC campus in a professional manner. It is expected that our students will be clean, neat, and well-groomed. Tight pants, mini-skirts, low-cut tops, and other non-professional dress are not appropriate for the classroom setting. Body odor and poor oral hygiene are other areas that can make the classroom setting not conducive for learning. If necessary, the faculty will discuss with the student any issues that interfere with class harmony for all those concerned. **(1 pt. deducted for failing to meet acceptable standard)**

5. **Professionals come prepared for work after an absence.** It is the student's responsibility to **contact a classmate** and be prepared to return to class following an absence. This includes being prepared for exams and having assignments ready. **(1 pt. deducted for not being prepared for class)**

6. **Professionals arrive at work and stay for their appointed hours.** Students must **attend 75%** of entire scheduled class time to be counted present. Points will be deducted for not being present for the entire class. An academic warning will be issued on the student's fourth early departure. Additional early departure may result in the student being withdrawn from the class. **(1 pt deducted each occurrence).**

7. **Professionals show respect for others by making sure their electronic devices are turned off.** Cellular phones and other communication devices **must be turned off** during class. Students can be reached through Student Services for emergencies. **(2 pts each occurrence).**

8. **Professionals show courtesy to others by sitting quietly during presentations.** Lectures, educational audiovisuals, and other means of teaching are incorporated into all classes. Talking, shuffling papers, doing homework, sleeping, etc. is disruptive. **(2 pts deducted each occurrence).**

9. **Respect for supervisors and co-workers is a vital personal characteristic of every professional.** Respect is demonstrated in the classroom by how we treat the **faculty** and our **classmates**. **Showing disrespect for the instructor and fellow students in the classroom will not be tolerated.** Refer to following section on Expected Behavior for more information. **(10 professionalism points deducted for each violation).**

Student Code of Conduct and Expected Behaviors

The student must:

(1) Conduct oneself as a **responsible adult** in all areas of the WPCC campus.

(2) Comply with the [Student Code of Conduct](#) at Western Piedmont Community College and all clinical affiliate sites as stated in the current WPCC College Catalog & Student Handbook. Violations will be enforced as outlined. Students who fail to comply with the Student Code of Conduct will receive a written warning and probationary status if allowed to continue in the program of study. A second violation will result in dismissal from the Medical Assisting program.

(3) Comply with all policies found in the **Medical Assisting Student Policy Manual**.

(4) Prepare for a career in the medical assisting profession by treating **everyone** (instructors, staff, classmates, and other members of the WPCC community) with respect.

Behavior Resulting in Student Withdrawal

Behavior for which a student may receive an "F" in a class and be withdrawn from the medical assisting program by the dean of student services includes, but is not limited to, the following:

(1) Academic Dishonesty, including cheating, plagiarism, stealing, providing false information to the school or to any student related organization; (cheating includes sharing or receiving information on any test or competency assignment).

(2) Misuse of information garnered in class or at practicum sites, including **malicious gossip and libel**.

(3) Disclosure **of client information** or any private information obtained from Practicum site or Perspectives class. (Violation of HIPAA)

(4) Behavior that **interferes with the rights of others** to pursue educational opportunities.

(5) Unacceptable **behaviors** in class or practicum. (See pages 32-33)

(6) **Posting confidential or derogatory information** related to individuals or agencies on any social media, website, or public platform.

(7) Failure **to follow social media policies** of WPCC or any clinical agencies.

(8) Noncompliance **with the rules and regulations** of WPCC as outlined in the [College Catalog & Student Handbook](#) and the Medical Assisting program as outlined in this **Student Policy Manual**.

(9) Possession, use, or distribution of any unauthorized drug, alcoholic beverage, or other controlled substance while on the College grounds or in any clinical facility.

(10) Continued failure to comply with program policy, attendance policy, or uniform policy following academic warning.

Review of Student Progress

(1) The student will receive an explanation of the method of student evaluation and the procedures used in the Medical Assisting Program in the Policy Handbook and course syllabi. Syllabi are given to the student and discussed in class at the beginning of each course. Students are required to show competence in performing all procedures as well as on written and oral examinations.

(2) Grades for classes will be available for viewing on Moodle. The student is responsible for monitoring grades and initiating discussions about concerns or problems with individual instructors.

(3) Evaluation conferences may be held periodically with the student. The student may at any time request an evaluation conference. Appointments should be made for such conferences.

(4) Faculty will attempt to identify students who are having difficulty in classroom or clinical performance. An effort is made to help each student by pointing out areas of strength and weakness and exploring with students' ways of improvement.

Students who withdraw from a course after the term begins should complete one of the following procedures:

1. Contact the **instructor** of the course to be dropped by email, phone, or in person. Ask that a "Student Class Withdrawal" form be completed and sent to Student Services.

OR: Visit Student Services and complete a "Student Class Withdrawal" card.

A grade of "W" or "IW" will be recorded if withdrawal is on or before the 50% point of the course, regardless of the procedure used for withdrawal. After the 50% point, a "W" or "IW" will be recorded if students were satisfactorily achieving the course objectives at the time of the withdrawal; otherwise, a grade of "F" may be recorded. No student-initiated withdrawals will be processed the last week of the term.

Student Separation from the Medical Assisting Program

1. Student **Initiated**: The student should:

(a) If dropping a class, notify the instructor by email, phone, or in person.

(b) If dropping the program, notify the Program Director and discuss. In addition, the student should inform the instructor of every class, so that the proper documents can be completed for Student Services.

(c) Have a conference with Student Services and set new career goals.

2. Medical Assisting Program Initiated Withdrawal

A review is conducted by the Medical Assisting Program Director and Medical Assisting faculty regarding academic progress. If termination is deemed warranted, the Program Director will inform the student of the decision and the grounds for dismissal.

The student is informed of their right to due process and how to initiate an appeal. (The appeal process is detailed in the WPCC College Catalog).

Academic Retention Policy

To remain/progress in the Medical Assisting program, the student is expected to obtain a final grade of "C" or better in all required courses. (MED prefix and General Education classes) A final grade of "D" in any MED course in the diploma program will result in the student being dropped from all MED classes. A final grade of "D" in any general education class will result in the student retaking the class with a final grade of "C" or better before graduation. A final grade of "D" in MED 138, MED 274, or MED 270 in the degree program will result in the students' withdrawal from the degree until the class has been retaken with a final grade of a "C" or better. Students can apply for program readmission the following year.

Students dismissed from the program for academic reasons must apply in writing for readmission to next year's class. Readmission is not guaranteed. (See Readmission to Medical Assisting Program)

Academic Probation

Class probation/academic warning will be issued by the Medical Assisting faculty for behavioral or academic infractions. This may include but is not limited to excessive absences or tardies, failure to follow instructions, failure to complete assignments, insubordination, or other student behavior violations.

The terms of the probation will be specified in writing. The student must meet all the terms as specified by the instructor to meet the requirements of the class. All behavior infractions will be reported to the Dean of Student Services and kept on file there. If the student is allowed to remain in the program following the first violation resulting in probation, the student may be withdrawn on the second violation of program policy.

Readmission to the Medical Assisting Program

(1) Students who withdraw or who are withdrawn from the program (indicated by withdrawal from any MED prefix class) must reapply in writing to the Program Director before the admission process for the next class is begun. (March 1 or each year) The letter should state the reason for withdrawing and the action plan on being successful in the future if readmitted.

(2) There is no guarantee of readmission to the program. Each case will be evaluated by the Program Director, program faculty, and Department Head of Health Sciences to determine the ability of the student to succeed in the program before reentry is granted. The Committee will consider the following criteria when determining readmission to the program (1) reason(s) for leaving the program (2) classes completed and grades (3) attendance in classes (3) behavior and professionalism (4) GPA of 2.0, preference given to higher GPAs (5) student's plan to be successful if readmitted.

(3) A student withdrawing because of unsatisfactory academic performance may reenter the program with approval.

(4) A student who is dismissed from the program due to unsatisfactory ethical or professional conduct, or for violation of Medical Assisting Student policies, **will not be considered for readmission.**

(5) A student who reenters the Medical Assisting Program must meet the graduation requirements as specified in the College Catalog in effect at the time of reentry into the Medical Assisting Program.

(6) The 2022 Core Curriculum standards have been placed in the Medical Assisting Diploma classes effective Spring 2023. The new class standards will require students withdrawn **prior to Spring 2023** to retake MED 140, MED 240, MED 130, MED 131, MED 150, MED 182, and MED 272.

(7) A student withdrawn from the Medical Assisting Program **after January 2023** will retake MED 140, MED 240, MED 130, MED 131, MED 150, and MED 182.

SECTION V Clinical Training & Classroom Lab

CLINICAL AFFILIATE POLICIES

Clinical Training experiences enable students to apply the cognitive, psychomotor, and affective competencies they have learned, and develop clinical proficiency, **while under the supervision of qualified health care practitioners**. Clinical Affiliates are selected by the Program Director/Practicum Coordinator (PD/PC) and students will report to offices as instructed. The following guidelines apply:

SPECIAL NOTE: If, for any reason, a student is denied training in the physician office setting, the student will not be able to complete the Medical Assisting program.

(1) CLINICAL EXPERIENCE IS FOR EDUCATIONAL PURPOSES ONLY, AND THE STUDENT WILL NOT BE COMPENSATED FOR SERVICES PROVIDED AS PART OF THE PRACTICUM: In order to apply theory to practice and to meet accreditation requirements, supervised clinical experiences in private physicians' offices are required. Facilities in Burke, McDowell, Catawba, and Caldwell counties are utilized. The practicum experience is part of the program requirements, and the student will not be compensated for work performed during the assigned school hours with payment. Responsibility for site selection and assignment rests with the Program Director. Students may be placed in practicum sites headed by Nurse Practitioners or Physician Assistants. Students will achieve the psychomotor and affective competencies and cover the cognitive objectives prior to using them at Practicum. Students must report to the assigned practicum sites to complete the Medical Assisting program. The **student is responsible for providing transportation to and from clinical affiliation sites and for the cost of this travel**. The student is also responsible for the costs incurred for appropriate shoes and clothing during the externship period. All Medical Assisting students are required to purchase professional liability insurance. This will be made available at a group rate through WPCC and will be charged to the student during registration. Services provided to clinical sites outside of the practicum experience are between the student and the office.

(2) Students will be supervised daily by employees in the Medical office. The Program Director/Practicum Coordinator will provide oversight of the students' learning experience. Regular supervision will be conducted, with the PD/PC visiting the student on at least two occasions during each rotation.

(3) When office personnel give **constructive criticism** during visitation, the PD/PC will discuss the situation with the student **privately**, either during the visit, by phone call, or on campus appointment. Students should take this criticism in a positive manner, knowing that the suggestions being made are for the betterment of the students' performance.

(4) Attendance and punctuality is **extremely** important. Appropriate time should be allotted for arrival at the facility so that tardiness **never** occurs. If, because of an **unavoidable emergency**, it becomes necessary for the student to be absent, leave early, or arrive late, the **student is responsible** for directly speaking to the PD/PC **prior to the occurrence**. After discussion with the **Director**, the **supervisor** of the practicum must be notified. Any absences will be made up on day/nights or weekends at a facility of the PD/PC choosing, at a time that is convenient for the facility. **Practicum Hours are a minimum of 240. Students will be always identified with a nametag and uniform.**

(5) Students must work a normal work week as determined by the PD/facility supervisor. The **minimum** hours worked per week will be around 18. The total **minimum** for the practicum period is 240. Students are required to work the routine office schedule and should not leave until the workday is over or until excused by the supervisor. **It is expected that actual hours worked will be more than the minimum.**

If unexpected vacation or illness causes the office to be open less than a normal schedule, the student will be required to work at a different facility to be chosen by the PD/PC.

(6) Students are required to adhere to the Code of Ethics of the Medical Profession and the **Ethical Codes for the Medical Assistant**. This includes maintaining strict confidentiality and complying with all rules regarding privileged communication. Any discussion of patients, physicians, office staff, office procedures, clinical practices, classmates, instructors or college personnel outside of the appropriate clinical or educational setting is prohibited. Students are expected to protect the privacy and confidentiality of all information heard, observed, or accessed during clinical practicum, classroom or laboratory experiences. ***Violation of confidentiality policies may result in disciplinary action, including dismissal from the program.***

In Clinical Perspectives (MED 262) all students will be sharing their clinical experience with classmates. **NAMES are not to be used.** This information is **confidential**. Students who repeat or discuss with anyone information that is learned through the perspectives class will be dismissed from the program. (HIPAA violation).

(7) Problems that may occur during clinical experience should be discussed with the PD/PC. If personality problems exist in the office between staff members, the student **should not become involved, take sides, or gossip**. Student involvement in office gossip or personality conflicts **will not be tolerated**, and the student may be dismissed from the clinical affiliate site.

(8) If a student suffers a work-related accident during practicum, the student is to follow the policy of the clinical setting in receiving immediate treatment. It is the **responsibility of the student** to report the accident to the business office at WPCC **within 30 days**.

(9) **Poor performance or unacceptable behavior** during clinical training that results in a request from a physician to remove a student from his/her office **may be cause for dismissal** from the Medical Assisting Program.

(9) **Student Practicum Evaluation:** Grades are based on the student's ability to perform assigned duties, professionalism, and review of syllabus, completion of weekly journals, and completion of required hours. MAERB designed evaluation forms are provided by the Medical Assisting program and are completed by preceptors and discussed with students. In addition, a grade will be given to the student by the Practicum Coordinator based on office visitations, phone calls, observations, and weekly journals. A Professionalism grade will be determined by attendance, punctuality, uniform policy adherence and attitude. The score given by the Practicum Coordinator will be averaged with office scores and professionalism score for a final grade in MED 260. At the end of the practicum rotation, the students will evaluate the clinical sites. A course evaluation is also completed at the end of each Clinical Practicum.

(10) Students must make a "C" or better at every assigned clinical affiliate site to successfully complete the class and the program.

(11) Practicum **probation** may be given for, but not limited to, the following:

- (a) tardies or absences
- (b) inadequate performance of duties to the extent that patients may be endangered
- (c) failure to follow the guidelines as required in the practicum document
- (d) request by a practicum site for removal of the student

WHEN A STUDENT IS REMOVED FROM AN OFFICE AT THE REQUEST OF THE PHYSICIAN, THE FOLLOWING WILL OCCUR:

- Students should contact the Program Director immediately.
- Program Director/Practicum Coordinator will meet immediately with the physician and staff and document the reasons for the request.
- If it is determined by the Program Director that the student should be allowed to continue, the PD/PC will try to arrange placement in another office. **If no other site is available, the student will not be able to continue in the Program until an acceptable site becomes available.** This may result in the student not graduating that semester.
- If the student was dismissed for (a) unsafe practice as cited by the office supervisor (b) for failure to demonstrate competency in the performance of any procedures (c) for failure to show initiative or desire to learn (d) or for breaking any rules of conduct of the practicum site, the student may be dismissed from the Medical Assisting program.
- **If, for any reason, a student cannot complete the required hours of clinical training, he or she will not graduate from the Medical Assisting program.**

UNIFORM AND PHYSICAL PRESENTATION POLICY

The following policies apply to the clinical affiliate sites, clinical and/or laboratory classes:

- Nails –Nails are to be manicured and not more than fingertip in length (1/4 inch). Acrylic/artificial nails are not allowed. Clear and pearlized white polishes are the only colors allowed.
- Jewelry – For all clinical classes and clinical training: Only wristwatch and one plain wedding ring is worn. Only one pair of tiny studs in earlobes or dime sized loop earrings are allowed. Ear plugs are not acceptable.
- Body adornments - Nose rings, tongue rings, eyebrow rings, visible tattoos, ear plugs and other non-professional body adornments are not allowed in clinical classes or Practicum.
- Hair – Hair should be simple, neat, and moderate. **Hair should be clean and kept out of the face.** Length is worn so that it is off the shoulder. If the student has long hair, it is to be pulled back into an appropriate ponytail, braided, or worn in a bun. Banana clips or other large hair accessories are not permitted. Male students with beards/mustaches should be well trimmed and manicured. Hair color must present a professional image. Colors that are acceptable in practicum include blond, red, brunet, black, grey, and other natural colors.
- Makeup. Female students should apply makeup to look professional and natural looking. Heavy eye shadow is not permitted. Perfumes, colognes, scented lotions, etc., are not allowed in the medical office setting.
- Gum - Chewing gum is not acceptable in the practicum setting or in clinical labs.
- Tobacco/Vape odor is not allowed in the classroom setting or at the clinical affiliate site. Students are **not allowed to smoke/vape** during the clinical training workday and can be **sent home** to bathe and change clothes if they smell like smoke. **Homework and classroom assignments** that have a strong odor **will not be accepted** by instructors.

- Attire - Medical Assisting students should be appropriately dressed in all their classes. In classes with clinical components, they will wear uniforms. In other classes, students should dress in a manner that is acceptable for adults in an educational environment. Remember, you are identified as a Medical Assisting student and are representing the Medical Assisting program when you are on campus. **Students will be always identified with a nametag and uniform.**

Clinical Training Uniforms:

- (a) The student is required to purchase three uniforms for clinical training. A clean uniform should be worn every day. The fit for uniforms should not be tight. Styles are optional but should be limited to basic uniform pants with matching tops. Females may choose skirts or dresses, but hem length must be two inches below the knee or longer. Uniform colors will be chosen by the Medical Assisting faculty. Do not purchase uniforms until the month before practicum begins. **Keep your receipts and do not remove tags** until you have received faculty **approval** prior to practicum period.
- (b) An identification badge will be provided by Western Piedmont Community College. It is to be worn above the pocket on the left side of the chest. This badge **is required** on the uniform during practicum. Students needing a second badge may be required to purchase the badge.
- (c) The student must purchase black duty shoes (subject to faculty approval) and black socks. Undergarments should not be visible through uniforms. Socks may be worn with pants only. Shoes should be polished frequently and shoelaces kept clean.
- (d) The student must wear a plain watch with a second hand or **approved** (by faculty) electronic digital watch.
- (e) The student may wear a washable, $\frac{3}{4}$ length lab coat if needed for warmth. No vests or colored sweaters are allowed. Wool sweaters are not worn due to bacterial attraction. The lab coat should be laundered frequently.

Clinical/Laboratory:

- (a) A fluid-impervious lab coat is needed for wear during specific clinical laboratory experiences. The medical lab instructor will assist the group in this purchase during spring semester. It is not to be worn over the uniform during the practicum experience.
- (b) A uniform will be required for clinical medical assisting labs. The student must comply with faculty instructions on dress, hair, nails and uniform code for clinical experiences including a name tag.
- (c) Instructor/Student ratio is limited in classes with lab component. Classes will be divided into two sections if deemed necessary by the Program Director. This may require some students to attend late afternoon or night classes. The classes will be filled with random selection, or in another manner deemed to be impartial.
- (d) Students are encouraged to utilize the Medical Assisting clinical laboratory at times other than the scheduled hours to become proficient in Medical Assisting techniques. Instructors will make every effort to assist the student at any time the instructors are free. Students should utilize classmates to assist with tasks that need extra work.
- (e) Safety is always the number one factor in all laboratory/clinical procedures. **Students may not perform invasive procedures without the permission of the instructor. The instructor must be present and supervising the students at the time the procedure is performed. Students will abide by OSHA guidelines and safety guidelines set forth by the Medical Assisting program and its faculty.**

(f). Under direct supervision of the clinical/lab instructor, students will be required to perform invasive procedures on fellow students and permit fellow students to perform the same procedures on them. These procedures include subcutaneous and intramuscular injections, 10 venipuncture using a vacutainer and 2 butterfly methods, and 5 capillary finger sticks.

(f) Drinks and Food are not allowed in the Medical Assisting and MLT labs. Computer classrooms have a very strict policy against food and drinks. Students will be asked by the instructor to put banned objects in the trash or outside the classroom. Eating policy in other classrooms is at the discretion of the instructor.

SECTION VI PROGRAM EVALUATION

Based on the “Outcome Assessment Thresholds” set forth in the Standards, the following review processes are in place to monitor the WPCC Medical Assisting program for effectiveness and quality:

Expected Educational Outcomes

The Medical Assisting Program will have a positive retention rate.

- Assessment Criteria: 60% of the students who enter the one-year Diploma program and successfully complete the trigger course will graduate from the program within three years.
- Means of assessment: The Program Director will regularly monitor retention/attrition rates and keep records on same.

Graduates will have positive job placement.

- Assessment Criteria: 60% of graduates will be employed in a health care profession or continue with their education within one year of graduation.
- Means of assessment: A survey of graduates will be performed by the Program Director within one year of graduation.

Graduates will demonstrate professionalism by taking the CMA exam.

- Assessment Criteria: 30% of graduates will take the certification examination within one year of graduation.
- Means of assessment: The Program Director and Faculty will encourage students to take the CMA exam and track their participation rate.

Graduates will demonstrate knowledge of the Medical Assisting field.

- Assessment Criteria: 60% of graduates will pass the CMA examination with scores that meet or exceed the national average.
- Means of assessment: The Program Director will monitor graduates' scores on the CMA exam each cycle.

Students will demonstrate technical proficiency during externship rotations.

- Assessment Criteria: 80% of office supervisors will report average or higher rates of satisfaction on student performance during externship.
- Means of assessment: The Program Director will request evaluations be performed by office staff for each student's rotation.

Employers will participate in an annual program survey.

- Assessment Criteria: 30% of employers will respond to a satisfaction survey.
- Means of assessment: The Program Director will survey employers annually and track their satisfaction with the program.

Employers will be satisfied with performance of program graduates.

- Assessment Criteria: 80% of employers who hire program graduates will rate their performance as satisfactory.
- Means of assessment: The Program Director will survey employers of graduates within one year of hiring.

Graduates will participate in an annual program survey.

- Assessment Criteria: 30% of medical assisting students will evaluate the program after graduation.
- Means of assessment: The Program Director will survey students within six months of graduation.

Medical Assisting graduates will be satisfied with their experience in the program.

- Assessment Criteria: 80% of medical assisting graduates will rate the program as satisfactory or better.
- Means of assessment: The Program Director will conduct an annual survey on graduate satisfaction.

Outcome Measurements

In addition to the above, the following Summative Outcome Measurements will be performed:

100% of graduates will demonstrate successful completion of all required competencies in administrative, clinical, and general medical assisting areas before practicum.

100% of graduates will have a completed evaluation on each required competency.

100% of graduates will have successfully completed cognitive, psychomotor, and affective skills performed during practicum.

100% of graduates will have been evaluated for competency by supervisors at each practicum site.

The following Evaluations/Assessments will be performed:

- The Program Director will maintain records on annual program enrollment, including graduation and attrition statistics.
- Students will be required to evaluate medical assisting courses and instructors. WPCC and AAMA policy require full-time and part time faculty to be evaluated in every class. Evaluations are presented on Moodle. Students are encouraged to complete these evaluations to identify the strengths and weaknesses of the instructor and help them become better educators.
- Students will be surveyed by WPCC to monitor satisfaction with the institution and its resources. Surveys will be conducted at time of separation from school, i.e. graduation or withdrawal. Student satisfaction will also be monitored by the Program Director via the Graduate and Resource Surveys.
- Students will be asked to evaluate each practicum site at the time of completion of the rotation. The Program Director will use this information to make decisions on future practicum sites.
- Students will receive a Graduate Survey from the Program Director approximately six months after graduation, asking for information on employment, certification, and student satisfaction with the program. This information is used for program improvement.
- Students will be evaluated by the medical staff and the Program Director during each clinical affiliate rotation. These evaluations will be averaged for one final grade for clinical training.

- Employers and clinical affiliate sites will be surveyed by the Program Director to assure satisfaction with students and graduates.

Implementation of Outcome Measurements:

The results of the above ongoing evaluations are used by the Program Director, the College, and Accrediting agencies to evaluate program effectiveness. Based on input from students, employers, externship sites, and faculty, changes are made to strengthen the curriculum and improve program policies. Students are strongly encouraged to respond honestly to all surveys and offer opinions on program improvement.

Reporting ARF Outcomes:

1. MAERB requires that all programs publish at least one outcome, with the option of publishing more than one, from the MAERB Annual Report Form.
 - a. The program can choose the outcome to publish that is most useful for its communities of interest.
2. The outcome data to be published must be the precise data from the program's most recent ARF that has received an official letter of review by MAERB.
 - a. The published outcome data must represent the five-year weighted average for at least one of the outcomes that is found in the Annual Report.
 - b. The published outcome data needs to be updated annually by the program.
3. The data needs to be published in a public forum that is easily accessible to prospective and current students, graduates, and the public. [2024 Outcomes Report](#)

SECTION VII MISCELLANEOUS PROGRAM INFORMATION

- Tobacco Free Campus. Smoking/Vape and tobacco products are not allowed on the WPCC Campus. Refer to the College Catalog for penalties for violations.
- Faculty Office Hours: These hours will vary each semester and are posted on office doors. Students are encouraged to make an appointment with the faculty for conferences but are welcome any time faculty is available.
- Participation in College extra-curricular activities is encouraged, especially participation in the Medical Assisting Club.
- Cellular phones are to be in the "off" position during all scheduled classes. Emergency callers should be instructed to call Student Services who will contact the student during class time. Students who have phones ring during scheduled classes will be penalized on their professionalism grade.
- The Medical Assisting Program does not discriminate against any applicant or student based on sex, color, race, handicap, age, religion, or creed.

SECTION VIII POLICY ON PLACEMENT OF GRADUATES

Faculty in the Medical Assisting Program will assist students in finding employment after graduation; however, the responsibility of finding a job rests entirely on the student. Students will be notified of job opportunities as they arise, by email or Class Facebook page posting. It is the responsibility of the student to make sure that the Program Director has current information about where she/he can be reached. Students are also encouraged to attend the meetings of the local chapter of the American Association of Medical Assistants, where jobs are announced regularly. The practicum experience is an excellent resource, when performance has been excellent, to find employment or to be recommended to another office.

The local papers, the employment security office, and Student Services at WPCC are also places that the student can find information about job opportunities.

SECTION IX CERTIFICATION OF MEDICAL ASSISTANTS

Eligibility

As a graduate of WPCCs accredited diploma program, students are eligible to take the certification examination given by the American Association of Medical Assistants. Students are strongly urged to take this examination as evidence of their competence and professionalism.

Individuals who have been found guilty of a felony, or pleaded guilty to a felony, are not eligible to take the CMA Exam. The Certifying Board may grant a waiver based on mitigating circumstances. Special requests by felons to sit for the Exam should be submitted to the Certifying Board of the AAMA with application.

Dates

The CMA(AAMA) Exam is given on computer at various regional locations. WPCC students will be instructed when and where they can sit for the examination. Each student is responsible for applying and payment of the application for testing. Upon successful completion of the examination, candidates will receive the credential "Certified Medical Assistant / CMA(AAMA)".

Recertification

The CMA (AAMA) credential must be recertified every five years. Credentials must be recertified with the calendar year, five years from the applicant's birth date. All certificates will contain a month and year of issue. Contact the AAMA for your recertification application and information.

CMA recertification may be attained by retaking the certification examination or by the continuing education method with 30 of the 60 CEUs AAMA-approved CEUs and at least 10 recertification points must be from each of the general, administrative and clinical categories..

CMA(AAMA) Directory

A Directory of Medical Assistants containing the names of CMA(AAMA) with current credentials will be maintained by the AAMA. Certification is a matter of public record and can be released to employers who call the national office.

Failure to Comply

Failure to comply with recertification requirements will result in:

- classification of "not current" in certification records
- permanent loss of right to use CMA(AAMA) credential on any badges or documents.
- required passage of the certification exam to regain current CMA(AAMA) credential status
- exclusion from the CMA directory listings

SECTION X WPCC MEDICAL ASSISTING ADVISORY COMMITTEE

Advisory Committees are established for all WPCC occupational degree and diploma curriculum programs to provide guidance and support in maintaining program quality and relevance. These committees help inform the College about regional workforce and skill needs, trends within occupational and professional fields, current industry equipment and practices, and the success and preparedness of WPCC graduates in the workplace.

The Medical Assisting Program Advisory Committee is composed of community representatives that have a vital interest in the program. Members include, but are not limited to, students, graduates, faculty, sponsor administration, employers, physicians, and the public. The Committee meets at least annually. Activities include but are not limited to: formulating and periodically revising appropriate goals and learning domains; monitoring needs and expectations of the communities of interest; ensuring program responsiveness to change; reviewing program data; monitoring placement and graduate statistics; reviewing curriculum changes; and reviewing and interpreting survey data. Members of the Committee also assist the Program Director in a problem-solving capacity.

SECTION XI WPCC MEDICAL ASSISTING CLUB

The WPCC Medical Assisting Club is open to all WPCC students. The club's purposes are to promote the profession of medical assisting, to develop interpersonal relationship skills by working with others, and to perform service projects for the College and the community.

To serve their community and prepare for their profession, members of the Medical Assistants Club do volunteer work at the campus and other community locations. The Club has regular announced meetings to plan projects, field trips, and other activities. Monies collected in fundraisers are used to pay for dues to join the AAMA, for the pinning ceremony for the graduating class, to host one meeting of the Burke County Chapter of AAMA, and for other selected projects as agreed upon by the Club, contingent on monies earned. All members are urged to participate in all Club activities.

Health and Safety Policies

Bloodborne Pathogen Policy

All Medical Assisting students are required to attend a Bloodborne Pathogen Training session at the beginning of their second semester. The Training session will provide the guidelines for handling body fluids safely (Standard Precautions) and provide information on AIDS, HBV, Hepatitis B vaccine, and other relevant topics. The students will also review the WPCC Post-Exposure Plan.

At the conclusion of the Training session, the student will be required to sign a statement confirming their understanding of these topics and agreement to abide by the policy. This signed statement will be furnished to externship sites visited by the student to verify training in blood borne pathogens if requested.

WPCC Communicable Disease Policy

The communicable disease/pandemic influenza policy of WPCC is an effort to ensure the good health and safety of all employees and students. The College adopts this policy in its effort to control communicable diseases and the threat of pandemic influenza on campus based upon established rules and regulations of the NC Division of Health Services. Employees, employees of contractors or contracted services, or students infected with communicable disease have the responsibility of reporting this fact to the Director of Human Resources of the Dean of Student Services, as appropriate.

Communicable Diseases is defined as an illness due to an infectious agent, which is transmitted directly or indirectly to a person from an "infected person or animal through the agency of an intermediate animal, host, or vector, or through the inanimate environment. (N.C.G.S 130-A-133). Communicable disease could include, for example, Chickenpox, Infectious Mononucleosis, Influenza (New type A Virus), Measles, Meningitis, Tuberculosis, and Whooping Cough.

Notification Procedures for Students:

A person who knows, or has a reasonable basis for believing, that he or she is infected with a communicable disease has an ethical and legal obligation to behave in accordance with such knowledge to protect themselves and others. Students are required to report this information to the Dean of Student Services. Medical information relating to the communicable disease of a student or employee will be disclosed to

responsible college officials only on a strictly limited need-to-know basis. No person, group, agency, insurer, employer, or institution should be provided with any medical information without the prior specific written consent of a student unless required by state and/or federal law. Furthermore, all medical information relating to the communicable diseases of students and employees will be kept confidential, according to state and federal law, including the Family Education Rights and Privacy Act.

If a student reports a communicable disease condition to the Dean of Student Services, the student may be excluded from the institution until appropriate evaluation of the student's medical condition can be made. The evaluation may be made by a physician or health department official, and testing may be required if appropriate. Students in the Allied Health program may have additional requirements, as specified in each program's student handbook; therefore, this student should report any suspected communicable disease to the Program Coordinator who in turn will notify the Dean of Student Services.

The assessment of a student with a suspected communicable disease and the final determination of that student's ability to remain in school will be made by the Dean of Student Services, after consultation with a Communicable Disease Committee and based upon professional medical judgement.

If a student is found to have a communicable disease, the Dean of Student Services will prohibit the attendance of the student on campus or at any College activity until a satisfactory letter or certificate is obtained from one or more licensed physician or public health official stating that the student is not a health risk to employees and other students at the College.

Occupational Risks

Medical Assisting is a profession with many rewards, as practitioners can perform both administrative and clinical services, filling several roles in a variety of healthcare environments. The Bureau of Labor Statistics clearly outlines that it is a growth field, with an anticipated 18% growth from 2020 to 2030.

Medical Assistants work directly with providers and patients, with the goal of providing healthcare and ensuring patient safety. It is a position with a great deal of responsibility.

As with any healthcare 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

At the same time, there are protections set up with the Occupational Safety and Health Act (OSHA), and those protections are particularly important within a healthcare environment. OSHA has a series of standards that protect the safety of healthcare workers and patients.

Accredited medical assisting programs are required to teach students 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.

Medical Assistants are involved and work directly providing patient care in a variety of settings. The Occupational Safety and Health Administration (OSHA) sets standards for safety in the workplace in an effort to reduce occupational risks; however, types of hazards faced in the workplace may include but are not limited to the following:

WPCC Policy on Universal Precautions (Standard Precautions)

Purpose: The use of standard precautions will protect employees and students who have occupational exposure to blood or other potentially infectious materials.

Hand washing/sanitizing

- Hands must be thoroughly washed/sanitized between all direct patient contacts.
- Hands must be washed/sanitized after handling soiled or contaminated equipment.
- Hands or other skin surfaces must be washed/sanitized immediately or as soon as possible after contamination with blood or other potentially infectious materials.
- Hands must be washed/sanitized immediately after gloves or other personal protective equipment (PPE) are removed.

Personal Protective Equipment (PPE)

A. PPE must be routinely used when there is a potential for exposure to blood or other potentially infectious materials.

1. Gloves

- a. Gloves must be worn when there is potential of direct skin contact with blood or other infectious material.
- b. Disposable single use gloves must be changed as soon as practical when visibly soiled, torn, punctured, or when their ability to function as a barrier is compromised.
- c. Disposable single use gloves cannot be washed or disinfected for reuse.
- d. Gloves must be changed after contact with each patient.

2. Lab Coats, Gowns, Aprons

- a. Protective body clothing should be worn in occupational exposure situations.
- b. Type and characteristics will depend upon the task and degree of exposure anticipated.
- c. Fluid resistant lab coats are required when there is a possibility of exposure to adequate volumes of blood or body fluids which could pass through to street clothes.

3. Masks, Eye Protection, Face Shields

- a. Facial protection must be worn whenever splashes, spray droplets, or splatters of blood or other potentially infectious materials can be reasonably anticipated to contaminate the eye, nose, or mouth. Facial protection may also be required during times of Epidemic or Pandemic states or as required by WPCC.
- b. Prescription eyeglasses must be equipped with solid side shields if used for eye protection.
- c. Protective eyewear must be worn by people wearing contact lenses when there is potential for eye contamination.

B. Additional PPE

Mouth pieces, resuscitation bags or other ventilation devices should be available to minimize the need for emergency mouth-to-mouth resuscitation.

Sharps

- **Sharps include needles, lancets, scalpel blades, and other sharp instruments.**
- **Sharps disposal**
 - Immediately after use or as soon as possible dispose of sharps into a puncture resistant, labeled container which is leak proof.
 - All needles should have a safety cap which is engaged before disposal and the entire unit should be disposed of, do not disassemble.
 - Sharps disposal units will be easily accessible and located in the immediate areas of use.

- Sharps containers must be replaced routinely and not allowed to be more than three fourths filled.
- Filled sharps containers must be closed immediately upon filling and disposed of in a biohazard container.

C. Needles and sharps used should meet the standards outline in the Federal Needlestick Safety and Prevention Act.

III. Western Piedmont Health Sciences

Post Exposure Protocol

If a student has an accident at a clinical affiliate site or on the WPCC campus which exposes the student to blood or body fluids, the student will:

- Obtain first aid (i.e. eye wash, cleaning wounds with soap and water, control of bleeding)
- Notify the classroom instructor (for an on-campus exposure) or immediate supervisor at the clinical affiliate (for a clinical site exposure) then notify the program coordinator/practicum coordinator.
- Proceed immediately for prophylactic counseling and testing at one of the following:
 - Primary Care Provider
 - Burke Occupational Health, 103 Medical Heights Dr, Morganton, NC 28655
 - Urgent Care or Emergency Room of the student's choice
 - Hospital Infection Control/Employee Health if the hospital clinical affiliate allows students to report there.
- The Program Coordinator/clinical affiliate site will work with the student to identify the source patient and have testing performed if the medical provider recommends.
- Complete the Post Exposure Record as soon as possible.

Any costs incurred in fulfilling the post Exposure Protocol will be the responsibility of the student. To obtain reimbursement of the standard and usual costs of treatment, the student must file a claim for accident insurance at the WPCC business office.

The claim must be submitted in a timely fashion following the incident.

Medical Assisting Quarantine Policy

Asymptomatic: Students in quarantine due to a positive COVID test or exposure to a sick or COVID positive individual should adhere to the following guidelines for making up missed assignments, exams, and labs:

- Students will be expected to follow the course syllabi to complete reading, homework, and online assignments while in quarantine.
- All missed exams will be placed in the Academic Success Center. Student will have two weeks after they return to complete the exams. Photo ID will be necessary to take the exam. Students should call the ASC to make an appointment for testing.
- Student will contact each instructor to schedule a time to complete any missed labs.
- Students should get notes from classmates.
- Students should review all material placed in Moodle.
- Students should schedule time with a tutor in the ASC.

Symptomatic: Students in quarantine with COVID positive testing and symptoms or hospitalization will have a specific plan created by the Medical Assisting Faculty to assist them in completing their work depending upon the severity and length of their illness.

MEDICAL ASSISTING ASSOCIATE DEGREE CURRICULUM PLAN

[College Catalog 2026-2027 AAS Medical Assisting](#)

<i>Prerequisite for Program</i>		
Course	Name	Credit
Credit for ENG 002 (P2) / 045	Transition English	
Credit for MAT 003 (P1) / 025	Transition Math	

<i>Fall: First Year</i>		
HUM Elective	Humanities Elective	3
MED 138	Infection/Hazard Control	2
MED 270	Symptomatology	3
MED 274	Diet Therapy/ Nutrition	3
CIS 110	Introduction to Computers	3
PSY 150	General Psychology	3

Total: 17

<i>Spring: First Year</i>		
ENG 111	Expository Writing	3
MED 110	Orientation to Med. Assisting	1
MED 140	Exam Room Procedures I	5
MED 118	Medical Law & Ethics	2
MED 121	Medical Terminology I	3
MED 130	Admin Office Procedures I	2

Total: 16

<i>Summer Semester</i>		
BIO 111	General Biology	4
MED 116	Intro to A & P	4

Total: 8

<i>Fall: Second Year</i>		
MED 182	CPR Certification	2
MED 131	Admin Office Procedures II	2
MED 240	Exam Room Procedures II	5
MED 150	Lab Procedures I	5

Total: 14

<i>Spring: Second Year</i>		
ENG 114 or COM 120	Prof Research & Reporting Intro Interpersonal Com	3
MED 122	Medical Terminology II	3
MED 260	Clinical Practicum	5
MED 262	Clinical Perspective	1
MED 264	MA Overview	2

Total: 14

Total Hours: 69

MEDICAL ASSISTING DIPLOMA CURRICULUM PLAN

[College Catalog 2026-2027 Diploma Medical Assisting](#)

<i>Prerequisite for Program</i>		
Course	Name	Credit
Credit for ENG 002 (P2) / 045	Transition English	
Credit for MAT 002 (P1) / 025	Transition Math	

<i>Spring: First Year</i>		
Course	Name	Credit
ENG 111	Expository Writing	3
MED 110	Orientation to Med. Assisting	1
MED 140	Exam Room Procedures I	5
MED 118	Medical Law & Ethics	2
MED 121	Medical Terminology I	3
MED 130	Admin Office Procedures I	2

Total: 16

<i>Summer Semester</i>		
MED 116	Intro to A & P	4

Total: 4

<i>Fall: First Year</i>		
Course	Name	Credit
MED 182	CPR Certification	2
MED 131	Admin Office Procedures II	2
MED 240	Exam Room Procedures II	5
MED 150	Lab Procedures I	5

Total: 14

<i>Spring: Second Year</i>		
Course	Name	Credit
PSY 150	General Psychology	3
MED 122	Medical Terminology II	3
MED 260	Clinical Practicum	5
MED 262	Clinical Perspectives	1
MED 264	MA Overview	2

Total: 14

Total Hours: 48



Western Piedmont Community College - Medical Assisting

How to Place Order

Welcome to myCB

To place your order go to:

<https://portal.castlebranch.com/WG24>

Package Name (if applicable):

PLACE ORDER

SELECT PROGRAM

SELECT PACKAGE

To place your initial order, you will be prompted to create your secure myCB account. From within myCB, you will be able to:

- ✓ View order results
- ✓ Upload documents
- ✓ Manage requirements
- ✓ Place additional orders
- ✓ Complete tasks

Please have ready personal identifying information needed for security purposes.

The email address you provide will become your username.

Contact Us: **888.914.7279** or **servicedesk.cu@castlebranch.com**

HEPATITIS B VIRUS CONSENT / DECLINATION

BLOODBORNE PATHOGENS

I have been informed of the symptoms and modes of transmission of bloodborne pathogens including HBV (hepatitis B virus). I know about Western Piedmont Community College's infection control program and understand the procedure to follow if any exposure incident occurs.

I understand that the HBV vaccine is available to employees at no cost whose jobs involve the risk of directly contracting blood or other potentially infectious material. I understand that students must pay for their own vaccines. I understand that vaccinations shall be given according to recommendations for standard medical practice in the community.

Signature of student

Date

HEPATITIS B VACCINE CONSENT

I consent to administration of the HBV vaccine. I have been informed of the method of administration, the risks, complications and expected benefits of the vaccine. I understand that Western Piedmont Community College is not responsible for any reactions caused by the vaccine.

Signature of student

Date

Print name

_____ I have completed the HBV vaccine ()

HEPATITIS B VACCINE DECLINATION

I understand that due to my occupational exposure to blood or other potentially infectious materials I may be at risk of acquiring HBV (hepatitis B virus) infection. I have been given the opportunity to be vaccinated with HBV vaccine. However, I decline the HBV vaccine at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring HBV, a serious disease. If in the future I continue to have occupational exposure to blood or other potentially infectious materials and I want to be vaccinated with HBV vaccine, I can receive the vaccination.

Signature

Date

**Western Piedmont Community College
Division of Health & Public Services**

**Mandatory Universal Precautions and Post Body Fluid
Exposure Plan Consent Form**

I, _____ have read and do understand the Universal Precaution Plan for handling body fluids and the Post Exposure Plan. I agree to abide by the Policies; I have received a copy for my personal records.

Student Signature

Witness

Print Name

Date

Post Exposure Record

I. _____ was the subject of an exposure to potentially infectious body

fluids on:

(Student)

(Date and Time)

(Clinical Site)

(Address)

II. The incident was reported to:

(Supervisor)

(Date and Time)

III. Circumstances and route of exposure:

Type of exposure:

_____ percutaneous injury

_____ mucous membrane exposure

_____ nonintact skin exposure

_____ bites resulting in blood exposure

Type and amount of fluid/tissue:

_____ blood

_____ fluids containing blood

_____ potentially infectious fluid or tissue

Susceptibility of exposed person:

_____ HBV vaccine and vaccine response status

_____ HBV, HCV, and HIV immune status

Source testing: Infectious status of source:

_____ presence of HbsAg

_____ presence of HCV

_____ presence of HIV

_____ none

_____ source unknown or not tested.

IV. Testing and treatment were administered by:

(Healthcare provider) _____

Student signature: _____

Program Coordinator signature: _____

Dean of Health Sciences signature: _____



WESTERN PIEDMONT COMMUNITY COLLEGE

Allied Health Student Health Form

Associate Degree Nursing____

Dental Hygiene____

Medical Assisting____

Medical Laboratory Technology____

Name: _____

Address: _____

WPCC E-mail: _____ Phone: _____

Official Immunization Documents include:

- **Copy of North Carolina Immunization Registry** which is available from the Health Department or your Health Care Provider's office.
- Military records, employment records, or high school transcripts can be used if the above is not complete or immunizations were given in another state or country. (Records of immunizations can be taken to the health department for entry into the online NC immunization registry).

REQUIRED IMMUNIZATIONS
DPT (Diphtheria, Pertussis, Tetanus): Tdap (once)/Td within 10 years
MMR : 2 doses or positive blood titers for Rubeola, Rubella, and Mumps (copy of lab report required).
Varicella : 2 doses or positive blood titer for varicella (copy of lab report required).
Hepatitis B : series of 3 doses, or blood titer for Hepatitis B (copy of lab report required), or formal declination of Hepatitis B.
Influenza Vaccine : October 1 through March 31 annually. The only exceptions are documented medical, religious, or exemptions approved according to individual facility guidelines. Declination form required.
Initial TB/PPD: 2-step process (within last 12 months) OR QunatiFERON TB Gold blood test Annual TB/PPD screening once 2-step process complete: Annual TB skin test (Mantoux Method). If PPD is positive , chest x-ray negative for TB disease (within 5 years) and asymptomatic of TB disease, and completion of annual TB assessment questionnaire is required.

EXAMINATION BY HEALTH CARE PROVIDER (This section must be filled out by the Health Care Provider)
This student has the ability to participate in all activities of a health care professional in a clinical setting and can provide care safely, based on my assessment of their physical and emotional health. Yes _____ No _____ Signature of HCP _____ Date: _____

Printed name of Physician/Physician Assistant/Nurse Practitioner

Agency

Address

City

State

Zip Code

Western Piedmont Community College Medical Assisting Program

Student Related Policies Agreement

This is to certify that I have read the student policy manual and understand the policies and procedures of the WPCC Medical Assisting Program. I accept and agree to adhere to the stated policies.

I understand that it may be necessary to make changes in these policies during the school year, and that I will be notified if changes are necessary.

I understand that under the direct supervision of the clinical/lab instructors, I will be asked to perform invasive procedures (subcutaneous and intramuscular injections, venipuncture using a vacutainer and butterfly method, and capillary finger sticks) on fellow students and to allow fellow students to perform the same procedures upon me. I agree to follow all OSHA guidelines and safety guidelines set forth by the Medical Assisting Program and its faculty. I agree to perform these procedures only under the supervision of a Western Piedmont College faculty member.

I agree not to hold Western Piedmont Community College, the instructor, or any student liable for any damages or pain that may occur to me as a result of invasive lab practice and release them from any legal responsibility in these matters, I further understand that this form remains effective until graduation from the Medical Assisting Program.

My signature signifies that I agree to abide by all program procedures and policies. My signature also signifies that I understand that failure on my part to follow policies will result in my being subject to withdrawal from the Medical Assisting Program.

SIGNED: _____
(Student) (Date)

RECEIVED BY PROGRAM DIRECTOR: _____
(Initials) (Date)

**SIGN AND RETURN TO PROGRAM COORDINATOR
WITHIN ONE WEEK OF RECEIPT**

Preparedness Statement

The WPCC Medical Assisting Program has a preparedness plan in place that assures continuity of education services in the event of an unanticipated interruption, loss of key personnel, or loss of resources as required for all CAAHEP accredited programs.

Medical Assisting Creed

I believe in the principles and purposes of the profession of Medical Assisting.

I endeavor to be more effective.

I aspire to render greater service.

I 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.